

Overview

This standard is about identifying, assessing, mitigating and managing threats and hazards to the event and those present.

The main outcomes of this standard are:

1. Identify threats and hazards and assess the risks to the event
2. Specify and agree control measures

This standard is for staff who have the overall responsibility to plan and manage the safety and security of events and crowded places.

Performance criteria

You must be able to: **Identify threats and hazards and assess the risks to the event**

1. carry out a site or venue inspection
2. use information from national and local risk assessment and threat levels to analyse and assess the level of risk to the event
3. liaise with **stakeholders** about the identified threats, hazards and risks

Specify and agree control measures

4. apply the hierarchy of control to each of the identified **threats and hazards** or risks
5. apply control measures that minimise assessed risks
6. consult on these control measures with relevant **stakeholders**
7. check that resources are in place for these control measures
8. check that control measures integrate with the responses of other organisations
9. record the control measures
10. prepare all relevant information before briefing others

Knowledge and understanding

You need to know and understand: **Identify hazards and threats and assess the risks to the event**

1. guidance and information on local and national risk assessments and threat levels
2. how to undertake a detailed venue or site inspection
3. risk assessment
4. dynamic risk assessment
5. the importance of informing **stakeholders** of the outcome of the risk assessments

Specify and agree control measures

6. the hierarchy of control to threats or risks
7. how to identify and record control measures to minimise risks
8. the importance of stakeholder engagement and briefing
9. resource planning for control measures
10. the importance of informing **stakeholders** of any deficiencies in resourcing control measures
11. the importance of integrated response management

Scope/range**ADDITIONAL INFORMATION****Equality and Diversity**

It is anticipated that organisations will have procedures and guidelines for their stewarding staff to follow that will satisfy the following requirements as a minimum:

- different physical needs
- different cultural needs
- language needs
- beliefs

Safety, Security and Service

It is expected that all services carried out at spectator events and crowded places are done so in line with the below measures:

Safety measures: any measure designed and implemented with the primary aim of protecting the health and well-being of all client groups who attend, or participate in events

Security measures: any measure designed and implemented with the primary aim of preventing, reducing the risk and/or responding to any criminal or unlawful activity or disorder committed in connection with events

Service measures: any measure designed and implemented with the primary aim of making all client groups feel comfortable, appreciated and welcome when attending events

UK Terrorism Threat levels

It is expected that senior stewards, safety officers and similar staff holding overall responsibility for the safety and security of events will be familiar with the current UK Terrorism threat levels.

The threat level indicates the likelihood of a terrorist attack in the UK. There are 5 levels of threat:

- LOW - an attack is unlikely
- MODERATE - an attack is possible but not likely
- SUBSTANTIAL - an attack is a strong possibility
- SEVERE - an attack is highly likely
- CRITICAL - an attack is expected imminently

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The level is set by the Joint Terrorism Analysis Centre and the Security Service (MI5). Threat levels do not have an expiry date, but they can change at any time as different information becomes available to security agents.

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**Scope/range related
to performance
criteria**

Stakeholders (cover a minimum of 4)

1. person responsible for the event
2. venue management
3. emergency services
4. regulatory bodies
5. line manager
6. event staff familiar with venue
7. event staff unfamiliar with venue
8. contractors
9. transport providers

Threats and hazards (1 and 2 to be covered as a minimum)

1. safety
2. security
3. hygiene
4. environmental
5. faulty equipment
6. structural

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**Scope/range related
to knowledge and
understanding**

Stakeholders

1. person responsible for the event
2. venue management
3. emergency services
4. regulatory bodies
5. line manager
6. event staff familiar with venue
7. event staff unfamiliar with venue
8. contractors
9. transport providers

Behaviours

The following behaviours underpin the delivery of services in the spectator safety sector. These behaviours ensure that clients receive a positive impression of both the organisation and the individual.

You must show you are consistently:

1. Recognising the need for flexibility to take account of changing circumstances
2. Adjusting plans and responses accordingly
3. Prioritising objectives and planning work to make best use of time and resources
4. Making time available to support others
5. Taking personal responsibility for making things happen
6. Showing integrity, fairness and consistency in decision-making
7. Clearly agreeing what is expected of others and holding them to account such as challenging anti-social behaviour
8. Seeking to understand people's expectations and any additional needs and be able to cater for these
9. Taking responsibility for personal safety
10. Taking pride in delivering high quality work
11. Striving to be vigilant for possible hazards and threats
12. Encouraging and supporting others to make the best use of their abilities
13. Using a range of leadership styles appropriate to different people and situations
14. Advocating safety and welfare as a priority when planning events
15. Taking pride in your appearance and adhering to any organisation or venue dress codes
16. Complying with venues' code of conduct
17. Demonstrating your ability to maintain confidentiality
18. Showing an awareness of safeguarding issues
19. Demonstrating an understanding of basic legal requirements covering diversity and safety

Skills

Listed below are the main generic skills and qualities applied to the delivery of spectator safety.

1. Active listening
2. Effective verbal and non-verbal communication
3. Influencing and persuading others
4. Delegating
5. Diplomacy

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6. Empathy
7. Empowering others
8. Ability to follow instructions
9. Leading by example
10. Resilience
11. Managing challenging behaviour
12. Mentoring
13. Motivating others
14. Negotiating and compromising
15. Obtaining and providing feedback
16. Planning and evaluating
17. Setting objectives
18. Valuing and supporting others

Links to other NOS

SKASS7, SKASS8, SKASS9, SKASS14, SKASS15, SKASS16, SKASS19, SKASS24

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