

Overview

This standard is about following safe and legal procedures to control and manage spectators when conflict situations cannot be resolved by any other means. The standard covers the techniques for and the safe and efficient use of physical intervention when required. The standard also covers handing over spectators to the relevant party for further action.

This standard is for stewards and similar staff working directly with spectators to ensure their safety, security and welfare at events and in crowded places.

Performance criteria

- You must be able to:*
1. assess the situation and the need for verbal or non-verbal intervention following legal and organisational procedures
 2. follow organisational procedures during intervention
 3. escort people to a designated area or remove from event
 4. follow incident management procedures to explain to people involved what is happening, why and what may happen next
 5. keep in contact with your supervisor during the incident and follow guidance and directions
 6. transfer responsibility for the incident to the **relevant party**

Knowledge and understanding

You need to know and understand:

1. the laws relating to self defence, the protection of others and the prevention of crime
2. methods of maintaining your own personal safety and that of others
3. the importance of ensuring any force used by you or others is reasonable in the circumstances and proportionate to the threat
4. offences that constitute unlawful behaviour
5. the implications of unlawful behaviour for the safety, security and welfare of people at a spectator event
6. situations in which you can justify using verbal or physical intervention techniques
7. **factors** to consider when using intervention techniques
8. how to vary your approach according to these **factors**
9. when to use physical intervention and how to safely use it
10. the agreed procedures for safely escorting people to a designated area or remove from event
11. methods of accurate record keeping
12. the incident management procedures relevant to venue and / or event
13. why you must maintain contact with your supervisor during incidents and follow their guidance
14. the process of handing over people to the **relevant party** in accordance with organisational procedures and event overview
15. the importance of giving the **relevant party** detailed and accurate information

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

Intervene to control and manage people at spectator events

**Scope/range related
to performance
criteria**

Relevant party (cover all)

1. police service
2. medical services
3. designated safeguarding team
4. venue employees allocated to manage threatening or violent individuals

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

Factors

1. unlawful, non-compliant or antisocial behaviour
2. risks to public safety
3. location of incident
4. time of incident
5. number of persons involved
6. level of available support resources
7. individuals' physical needs and beliefs

Relevant party

1. police service
2. medical services
3. designated safeguarding team
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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 e.g. 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 and managing 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
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. Valuing and supporting others

Glossary

Agreed standards and procedures

Previously approved procedures which set out the way a venue operates on a daily basis. This can be normal operating procedures, emergency procedures and contingency plans. This covers venue requirements as well as organisational requirements.

Incident management procedures

The organisational procedures for dealing with incidents.

Intervention techniques

The range of crowd management techniques that may be used to control, communicate with or manage people attending an event. Some techniques may require staff to remove or restrain an individual or to create physical separation between attendees.

Links to other NOS

SKASS1, SKASS2, SKASS3, SKASS5, SKASS7, SKASS8, SKASS9

Intervene to control and manage people at spectator events

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