

Overview

This standard is about allocating responsibilities to stewards, briefing the stewards and checking the venue before the event starts.

The main outcomes of this standard are:

1. Assign responsibilities to stewards
2. Brief stewards on arrangements for events
3. Check the venue before events

This standard is for senior stewards and supervisors working at sporting or other events and crowded places at which there are spectators or audiences.

Performance criteria

You must be able to: **Assign responsibilities to stewards**

1. assign the required number of stewards with the appropriate skills for the designated area
2. assign stewards for particular **roles and responsibilities** following the event plan
3. ensure that the assignment of stewards takes account of any venue requirements and guidance

Brief stewards on arrangements for events

4. attend the event briefing to prepare you for your role
5. obtain all the required **information** in order to brief the stewards in your designated area
6. make resources available for the briefing
7. communicate the main points to the stewards and the reasons why they are important to the designated area
8. give stewards relevant details from venue contingency plans and outline any relevant security related threat levels
9. brief additional deployments and late arrivals in accordance with the original briefing
10. check the stewards' understanding of the briefing
11. check that the stewards are equipped and dressed for the event
12. retain a record of the briefing following the event procedures

Check the venue before events

13. check the designated area following the event plan and venue regulations
14. make sure that any risks, **threats and hazards** are identified and reported
15. take action appropriate to the risks, **threats and hazards** and the circumstances
16. follow organisational procedures to complete all records

Prepare stewards and venues for spectator events

Knowledge and understanding

You need to know and understand: **Assign responsibilities to stewards**

1. the importance of thorough preparation prior to events and the possible consequences of not doing so
2. the number of stewards and their skill set needed for the designated area
3. when and how to report inadequacies in the number or skills of stewards in the designated area
4. the process to follow when assigning stewards to fulfil designated **roles and responsibilities**
5. the role of yourself and your team should any contingency plans be activated
6. legal and organisational requirements relating to safety at the venue including venue requirements
7. basic requirements of the health and safety legislation and how these apply to stewards at events

Brief stewards on arrangements for events

8. why stewards must be briefed before events
9. how to obtain the required **information**
10. the **information** stewards need to know, including any particular individual needs for those present in the area
11. the importance of clear briefing
12. how to recognise and deal with misunderstandings
13. the equipment and dress code required for the event
14. the process for and the importance of record keeping

Check the venue before events

15. why the designated area must be checked
16. the procedures to follow when checking the designated area
17. the main features of the designated area and the types of **hazards**

which may occur

18. the types of actions to take in response to **hazards**

19. how to complete the required records on:

1. personal equipment issued
2. attendance and briefing records
3. what safety equipment has been checked and tested

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****Roles and responsibilities**

1. safety
2. security
3. service

Information

1. type of activity and threats in the area
2. programme for the event
3. venue regulations
4. location of emergency facilities / equipment
5. venue and organisational procedures
6. contingency and emergency procedures including code words and / or coded messages
7. key stewarding tasks for designated area
8. pre event information
9. crowd profile

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**

Roles and responsibilities

1. safety
2. service
3. security

Information

1. type of activity and threats in the area
2. programme for the event
3. venue regulations
4. location of emergency facilities / equipment
5. venue and organisational procedures
6. contingency and emergency procedures including code words
7. key stewarding tasks for designated area
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Threats and hazards

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

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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

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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

Links to other NOS SKASS3, SKASS4, SKASS5, SKASS8, SKASS9

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