SKASS2

Control the movement of spectators and deal with crowd issues at an event

Overview

This standard is about keeping a careful watch over spectators including their entry to and exit from the venue. It also covers dealing with crowd issues such as unexpected movements, local overcrowding, over-capacity, lost property, missing people and unsociable/unlawful behaviour.

The main outcomes of this standard are:

1. Control the entry, exit and movement of people at spectator events
2. Identify and deal with crowd issues

This standard is for stewards and other similar staff working directly with spectators to ensure their safety and welfare.
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Performance criteria

You must be able to:  

Control the entry, exit and movement of people at spectator events

1. pay careful attention to the crowd and the conditions in your designated area throughout your period of duty
2. control the queues in a safe and orderly manner
3. greet people in a way that makes them feel welcome
4. admit people according to venue and legislative requirements
5. provide the people with information or refer another source of help if necessary

Identify and deal with crowd issues

6. identify crowd issues when they occur
7. assess and report the crowd issue to your control room or supervisor, answering any questions clearly and accurately
8. take action following instructions
9. make sure that any action is not dangerous to yourself and the other people involved
10. communicate with the people involved and colleagues clearly
11. reassure the people involved and encourage them to be calm and follow instructions
12. regularly update your control room or supervisor with the situation
13. supervise the safe exit of people according to the venue procedures
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Knowledge and understanding

You need to know and understand:

**Control the entry, exit and movement of people at spectator events**

1. how to monitor crowd conditions in your designated area
2. methods of safely controlling queues
3. how to greet people
4. venue and legislative requirements for admitting people
5. when to refer people to another source of information

**Identify and deal with crowd issues**

6. possible crowd issues that may occur in your designated area
7. how to assess and report crowd issues
8. why it's necessary to follow instructions given by your control room or supervisor
9. the type of action which might endanger yourself or other people
10. why it's important to communicate clearly with people involved and colleagues
11. how to reassure people involved and encourage them to be calm
12. procedures of updating your control room or supervisor
13. venue procedures for supervising the safe exit of people
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Scope/range

crowd issues

1. crowd movements
2. local overcrowding
3. over-capacity
4. distress
5. separation of individuals and groups
6. unsociable behaviour
7. unlawful behaviour
8. entry into restricted areas
9. vehicle movement

action

1. removing people and objects
2. containing the crowd
3. being visible to the crowd
4. reassuring
5. warning

people

1. cooperative
2. uncooperative
3. intoxicated
4. emotional
5. with limited understanding of English
6. 'VIPs'
7. with particular needs
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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 – senior stewards and safety officers (separate statements)
3. Prioritising objectives and planning work to make best use of time and resources - safety officers, senior stewards?
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. (challenging behaviour eg racism)
8. Seeking to understand people’s needs and expectations.
10. Taking pride in delivering high quality work.
11. 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. Senior s and safety officers
14. Diversity
15. Safety must have priority over security. (safety and welfare at events)
16. Taking pride in appearance
17. Adhering to organisation or venue dress code.
18. Compliance with venues code of conduct.
19. Use of confidentiality
20. Safeguarding
21. basic legal requirements covering disability, discrimination and safety

Skills

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

1. Empathy
2. Active listening
3. Coaching – senior stewards and safety officer
4. Communicating (verbal, written)
5. Consulting
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6. Influencing and persuading
7. Delegating - senior stewards and safety officer
8. Diplomacy
9. Empowering - senior stewards and safety officer
10. Facilitating senior stewards and safety officer
11. Following
12. Leading by example
13. Resilience
14. Managing challenging behaviour
15. Mentoring
16. Motivating
17. Negotiating and compromising
18. Obtaining feedback
19. Planning and evaluating senior stewards and safety officer
20. Providing feedback
21. Setting objectives for senior stewards and safety officer
22. Valuing and supporting others
23. Personal appearance
24. Be literate

Glossary

Appearance
The agreed dress code of the venue
This includes wearing the correct clothes, presenting a professional image and having the correct identification

Assess
Gathering all the necessary information and identifying if there is a crowd problem

Agreed procedures
Those agreed with the line manager

Announcements
By public address or the information board

Assertive
Being positive, confident and not giving in

Accurate(ly)
Without making mistakes
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Area
This could be: confined areas, open areas, public areas and non-public areas.

Audit trail
Keep a track of different versions (and historic background)

Body language
The way you stand, hold your arms, use gestures etc

Casualty
Any person who has suffered an injury or illness as a result of the incident

Communications (resources)
This could be notebooks for recording incidents, or communications equipment such as radios, if appropriate

Communicate
This includes using words, but also includes body language, tone of voice etc.

Conflict
Situations in which people are disagreeing strongly which may lead to violence or other forms of unlawful or unsociable behaviour

Clearly
So that others can understand what has been said

Colleagues
Includes stewards, line manager and people working at the same level as you.

Correct number of stewards
As specified in the arrangements for the event

Correctly
As specified in the arrangements for the event

Designated area
The area for which the steward or senior steward is responsible for.

Dangerous crowd situations
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Includes dangerous crowd dynamics, density, stress and overcrowding

**Designated points**
Where the stewards should be standing or sitting

**Event**
This could be any type of public event, for example sporting or other types of performances

**Emergency**
Any situation that immediately threatens the health and safety of children, staff or yourself

**Emergency services**
Usually the ambulance service

**Hygiene hazards**
For example, unsanitary toilets

**Hazard**
Something that may cause harm, accident or danger

**Incident**
Any unplanned occurrence

**Incident management procedures**
Procedures as dictated by the venue's operational plan for dealing with incidents

**Impartially**
Being fair to all those involved in a situation. Not favouring or discriminating against any particular type of person

**Local statutory requirements**
Local by-laws and the safety certificate for the venue

**Minimum force**
The law generally allows a person to use such force as is reasonable in the circumstances for the purposes of self-defence. Similar rules apply to defence of someone else or defending property from an unlawful act. However, there is
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no easy definition of what force is reasonable: it is a matter to be decided in each individual case by the court.

Monitor
Keep up-to-date on what is going on

Near miss report:
An incident which could have resulted in injury or damage

Organisational procedures
The venue’s procedures for carrying out certain tasks as laid down in the normal operating procedures and emergency action plan

Other people involved
These may be other members of staff or public apart from the casualty

Participants
The players, performers or officials

People with particular needs
For example, people with disabilities or medical conditions which may mean they need special attention following accidents and emergencies

Personal space
The amount of space around a person that they feel comfortable with; getting closer to someone than they feel comfortable with will make a situation worse

Physical hazards
Something that may cause harm, for example unsafe structures, defective lighting, defective signage, litter and debris, spillages, blocked exits.

Positive and negative feedback
Covering what went well and what did not

Promptly
Without unnecessary delay

Public areas
Includes transit areas
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Qualified assistance
Someone who designated to deal with the type of emergency, for example the onsite first aider or a member of the emergency services
Someone who has a recognised first aid qualification or the emergency services

Relevant guidance documents
For example the 'green guide'

Resources
The things you need to do your job effectively

Risks
The likelihood of a hazard actually causing harm and the seriousness of this harm

Report
Verbal, non-verbal or written

Relevant legislation
In particular the Health and Safety at Work Act and the Safety at Sports Grounds Act

Responsible colleague
Usually the candidate's line manager, but could be someone else in an emergency situation

Roles and responsibilities
What the stewards have to do during the event and what they will be responsible for

Sensitive questioning
Asking questions in a way that is not going to make the situation worse, for example by being polite and by phrasing questions in a way that is not going to upset someone further

Significant information

Stewards
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The staff working directly with the spectators to look after their safety and comfort

**Sympathetic**
Showing an understanding of other people’s problems

**Unlawful behaviour**
Behaviour which breaks the law, for example, violent or threatening behaviour, unlawful entry, pitch invasions etc.

**Unsociable behaviour**
Behaviour likely to offend other people, for example bad language or racist abuse, swearing or other types of abusive behaviour

**Unlawful behaviour**
This would include racism, threatening behaviour, violence and other types of behaviour that is against the law

**Venue**
The place where the event takes place
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