SKASS7

Prepare stewards and venues for spectator events

**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 the event

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

You must be able to: Assign responsibilities to stewards

1. ensure there is the correct number of stewards for the designated area
2. assign stewards for particular roles and responsibilities
3. ensure that the assignment of stewards takes account of legislation and local statutory requirements
4. assign stewards for roles and responsibilities who meet the required specifications

Brief stewards on arrangements for events

5. obtain all the necessary information before briefing your stewards
6. clearly and accurately communicate the main points which are relevant to the stewards and the reasons why they are important
7. check the stewards' understanding of what has been said and answer any questions clearly and correctly
8. recognise and quickly deal with any misunderstandings
9. make sure that written briefing sheets are available in good time for the briefing
10. brief the stewards in a way which maintains a responsible attitude to the event
11. make sure that the stewards are appropriately equipped and dressed for the event
12. complete any required records of the briefing correctly and legibly

Check the venue before the event

13. make sure that your designated area is carefully checked
14. make sure that any hazards are identified and promptly reported
15. take action which is appropriate to the hazards and the circumstances
16. complete all necessary records legibly and correctly
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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 needed for the designated area
3. how to assign stewards to fulfil designated roles and responsibilities
4. legal and organisational requirements relating to safety at the venue
5. basic requirements of the Health and Safety at Work Act and how these apply to stewards at events

Brief stewards on arrangements for events

6. the importance of briefing stewards before events
7. how to obtain the required information about arrangement for the event
8. the information stewards need to know
9. why it is important to check understanding and how to do so
10. the types of questions which stewards may have and how to answer these
11. how to recognise and deal with misunderstandings
12. the importance of clear written briefing sheets
13. the methods of briefing stewards in responsible attitude
14. the equipment and dress code required for the event
15. the records which need to be completed and the importance of completing these correctly and legibly

Check the venue before the event

16. how to check the designated area
17. how to assess and report risk
18. the types of actions to take in response to the hazard
19. how to complete necessary records
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**Scope/range**

**stewards**

1. employees
2. contract staff

**roles and responsibilities**

1. safety
2. customer care

**information**

1. type of activity in the area
2. programme for the event
3. number of stewards needed
4. house/ground rules

**information about arrangements for events**

1. the arrangements for the event
2. emergency procedures
3. code words
4. location of emergency equipment
5. key stewarding tasks
6. forward intelligence
7. steward safety
8. stewards present

**records**

1. equipment issued
2. who has been briefed
3. the information they have been given
4. who has given the briefing

**areas**

1. confined areas
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2. open areas
3. public areas
4. non-public areas

hazards

1. dangerous facilities
2. debris
3. possibility of unauthorised entry
4. fire
5. hygiene
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

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
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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<table>
<thead>
<tr>
<th>Area</th>
<th>This could be: confined areas, open areas, public areas and non-public areas.</th>
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</thead>
<tbody>
<tr>
<td>Audit trail</td>
<td>Keep a track of different versions (and historic background)</td>
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<tr>
<td>Body language</td>
<td>The way you stand, hold your arms, use gestures etc.</td>
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<tr>
<td>Casualty</td>
<td>Any person who has suffered an injury or illness as a result of the incident</td>
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<td>Communications (resources)</td>
<td>This could be notebooks for recording incidents, or communications equipment such as radios, if appropriate</td>
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<tr>
<td>Communicate</td>
<td>This includes using words, but also includes body language, tone of voice etc.</td>
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<tr>
<td>Conflict</td>
<td>Situations in which people are disagreeing strongly which may lead to violence or other forms of unlawful or unsociable behaviour</td>
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<tr>
<td>Clearly</td>
<td>So that others can understand what has been said</td>
</tr>
<tr>
<td>Colleagues</td>
<td>Includes stewards, line manager and people working at the same level as you</td>
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<tr>
<td>Correct number of stewards</td>
<td>As specified in the arrangements for the event</td>
</tr>
<tr>
<td>Correctly</td>
<td>As specified in the arrangements for the event</td>
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<tr>
<td>Designated area</td>
<td>The area for which the steward or senior steward is responsible for</td>
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<tr>
<td>Dangerous crowd situations</td>
<td>Includes dangerous crowd dynamics, density, stress and overcrowding</td>
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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 no easy definition of what force is reasonable: it is a matter to be decided in
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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

**Qualified assistance**
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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
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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<th>SkillsActive</th>
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