

C217 Ensure the safety of people attending a spectator event

Introduction

Summary

This unit is about the person responsible for public safety at an event checking the venue and all provision to make sure it complies with planned control procedures and legal/statutory and organisational requirements and managing these during the event. The unit also covers dealing with a major incident such as fire or dangerous crowd situations that require the intervention of the emergency services.

The unit is divided into two parts.

The first part (pages 2-4) describes the three things you have to do. These are:

- C217.1 Ensure the readiness of the venue and personnel prior to the event**
- C217.2 Monitor and co-ordinate control procedures during an event**
- C217.3 Manage a response to a major incident**

The second part (pages 5-6) describes the knowledge and understanding you must have.

Target Group

This unit is for those staff with overall responsibility for public safety at spectator events.

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C217.1

Ensure the readiness of the venue and personnel prior to the event

The National Standard

What you must do

To meet the national standard, you must:

- 1 inspect the venue and check all specified **control procedures**
- 2 make sure that all provision at the event is in line with planned **control procedures** and legal, statutory and organisational requirements
- 3 take and record effective action when provision is below required standards
- 4 effectively counter any influences and pressures from other people who are trying to restrict effective action to deal with inadequate provision
- 5 check and confirm all delegated responsibilities
- 6 complete all documentation clearly and accurately

What you must cover

This element covers the following:

- a **control procedures**
 - 1 normal operating plan
 - 2 contingency plan (including evacuation)
 - 3 emergency plan
 - 4 major incident plan
 - 5 activity specific plan

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C217.2

Monitor and co-ordinate control procedures during an event

The National Standard

What you must do

To meet the national standard, you must:

- 1 regularly make sure that the deployment and functioning of personnel and resources are in line with the standard operating plan
- 2 continuously monitor available information and promptly identify actual and potential **situations outside acceptable limits**
- 3 check this information for accuracy and significance and take effective action confidently and correctly according to contingency and emergency plans
- 4 dynamically assess new risks and activate contingency plans and other control measures to manage these risks
- 5 promptly inform **relevant people** of situations relating to their area of responsibility
- 6 **communicate** clearly, concisely and according to agreed procedures
- 7 record all data and decisions fully and accurately
- 8 debrief all the **relevant people**, evaluate this information and agree with them the lessons for future events

What you must cover

This element covers the following:

- a situations outside acceptable limits**
 - 1 dangerous crowd dynamics
 - 2 unlawful and unsociable behaviour
 - 3 physical hazards
 - 4 medical emergencies
 - 5 inappropriate ticketing arrangements
- b relevant people**
 - 1 person responsible for the event
 - 2 emergency services
 - 3 certifying authority
 - 4 line manager
 - 5 event staff familiar with venue
 - 6 event staff unfamiliar with venue
- c ways to communicate**
 - 1 by radio
 - 2 by telephone
 - 3 face-to-face
 - 4 using electronic displays
 - 5 using public address

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C217.3

Manage a response to a major incident

The National Standard

What you must do

To meet the national standard, you must:

- 1 promptly and correctly identify a **major incident** when it occurs
- 2 ensure the emergency services are contacted immediately and given accurate and clear information about the incident
- 3 direct **staff** to deal the emergency in a way that is consistent with the emergency action plan
- 4 **communicate** clearly and assertively
- 5 monitor events and continuously assess the risks involved, modifying the response in such a way as to reduce the risks to those involved
- 6 correctly hand over control to the emergency services on their arrival, providing them with clear and up-to-date information on the emergency and the response
- 7 continue to support the emergency services as required
- 8 accurately record the emergency and the response in a way that is consistent with legal and organisational policies

What you must cover

This element covers the following

- a major incident**
 - 1 fire
 - 2 dangerous crowd conditions
 - 3 structural failure
 - 4 security threat
- b staff**
 - 1 event staff familiar with venue
 - 2 event staff unfamiliar with venue
- c ways to communicate**
 - 1 by radio
 - 2 by telephone
 - 3 face-to-face
 - 4 using electronic displays
 - 5 using public address

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What you must know and understand

To be competent in this unit, you must know and understand the following

For the whole unit

- K1 All relevant legal, statutory and organisational requirements for controlling safety at public events
- K2 Relevant guidelines covering the organisation of events
- K3 The roles, responsibilities and limits of authority of yourself, others and agencies

Ensuring the readiness of events and personnel

- K4 The importance of making sure that all provision is in line with the planned control procedures and legal/statutory and organisational requirements
- K5 How to check the readiness of venues and personnel
- K6 The types of problems that may occur with provision and how to deal with these
- K7 Situations in which other people may try to exert influence or pressure to make the event go ahead without adequate provision and how to deal with these
- K8 Responsibilities that will be delegated to others and how to check that these are understood and in place
- K9 Documentation that needs to be completed at this stage in the event and how to complete it

Monitoring and co-ordinating control procedures

- K10 The control procedures and resources for the event.
- K11 The importance of regularly checking that personnel, facilities and control procedures are in line with plans and requirements and how to do so
- K12 The types of information to be monitored during the event, who this information will come from and how to monitor it
- K13 The importance of checking information for accuracy and significance and how to do so

K14 The types of likely situations that are outside of acceptable limits and how to respond to these

K15 The importance of dynamic risk assessment

K16 How to carry out dynamic risk assessments and use contingency plans and other control measures to manage new risks

K17 The importance of testing and reflecting on contingency plans and how to do so

K18 The importance of clear, concise communications in line with agreed procedures and how to follow these

K19 The importance of recording all data and decisions fully and accurately

K20 The importance of debriefing all the relevant people involved, evaluating the success of the control procedures and learning lessons for future events.

Managing a response to a major emergency

K21 How to identify a major emergency when it occurs

K22 The information that needs to be provided to the emergency services at the start of the emergency

K23 The emergency action plan and each person's role and responsibility within it

K24 The importance of communicating clearly and assertively in an emergency situation and how to do so

K25 The importance of continuously risk assessing the emergency and the response and how to do so

K26 How to modify the response in such a way as to reduce the risks to those involved

K27 Handover procedures to the emergency services

K28 What support the candidate may need to continue to provide to the emergency services

K29 Recording procedures for major emergencies.