

Control and manage people at a spectator event for further action

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 also covers handing over spectators to the relevant party for further action.

The main outcome of this standard is:

1. Control and manage people at a spectator event for further action

This standard is for stewards and similar staff.

Performance criteria

You must be able to:

Control and manage people at a spectator event for further action

1. assess the situation and the need for **intervention** following legal and organisational procedures
2. call for assistance
3. follow organisational procedures during **intervention**
4. maintain your own personal safety and that of others
5. escort people to a designated area
6. keep a record of the incident
7. follow incident management procedures and explain to people involved what is happening and why
8. keep in contact with your supervisor during the incident and follow guidance
9. transfer responsibility of the incident to the **relevant party**

Knowledge and understanding

You need to know and understand:

Control and manage people at a spectator event for further action

1. offences that constitute **unlawful behaviour**
2. the implications of **unlawful behaviour** for the safety, security and welfare of people at a spectator event
3. situations in which you can justify using intervention techniques
4. **factors** to consider when using intervention techniques
5. how to vary your approach according to these factors
6. methods of maintaining your own personal safety and that of others
7. the agreed procedures for safely escorting people to a designated area
8. methods of record keeping
9. the incident management procedures
10. why you must maintain contact with your supervisor during incidents and follow their guidance
11. the process of handing over people to the **relevant party**
12. the importance of giving the **relevant party** detailed information

Control and manage people at a spectator event for further action

Scope/range related to performance criteria **intervention**

1. physical
2. verbal

relevant party

1. relevant police service
2. ambulance
3. local authority child protection services

Control and manage people at a spectator event for further action

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

- 1. breaches of legislation
- 2. breaches of venue regulations

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

relevant party

- 1. relevant police service
- 2. ambulance
- 3. local authority child protection services

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 such as challenging antisocial behaviour
8. Seeking to understand people's needs and expectations
9. Taking responsibility for personal safety
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
14. Advocating safety and welfare as a priority when planning 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 disability, discrimination 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. Empowering others
7. Following instructions
8. Leading by example
9. Resilience
10. Sensitivity to others
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 procedures

Previously approved procedures which set out the way a venue operates on a daily basis.

Appearance

A visual impression given by setting an agreed minimum standard with regards to appropriate dress and conduct. This includes wearing the appropriate clothing, presenting a professional image, being polite, attentive, courteous and helpful and having the correct identification.

Area

A specified part of a venue that could include confined areas, open areas, public areas (front of house) and non-public areas (back of house).

Assess

To gather, consider and evaluate all the relevant information.

Conflict

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

Designated area

The area for which the stewarding personnel is responsible for.

Emergency

An event or situation which poses a threat to the safety, security and welfare of a person, place or environment.

Emergency services

Police, Fire and Rescue, and Health agencies.

Event

An organised occasion that members of the public attend. For example: sporting, musical or religious gatherings.

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 create physical separation between attendees.

Unlawful behaviour

Behaviour likely to offend other people. For example use of offensive language or gestures, racist abuse, swearing or other types of abusive behaviour.

Control and manage people at a spectator event for further action

Links to other NOS SKASS1, SKASS2, SKASS3, SKASS5, SKASS6, SKASS7, SKASS8, SKASS9, SKASS10, SKASS11, SKASS12, SKASS13,

Control and manage people at a spectator event for further action

| | |
|---------------------------------|---|
| Developed by | SkillsActive |
| Version Number | 2 |
| Date Approved | January 2015 |
| Indicative Review Date | January 2020 |
| Validity | Current |
| Status | Original |
| Originating Organisation | SkillsActive |
| Original URN | SKAC238 |
| Relevant Occupations | Steward; Senior steward |
| Suite | Spectator Safety |
| Keywords | Control, people, spectator, event, action, police |
