

- open areas

- public areas

- non-public areas

Dealing with crowd problems

9. What are the basic legal requirements covering disability, discrimination and safety?

10. What are the obvious signs of the types of crowd problems listed below -

- unexpected crowd movements

- local overcrowding

- over-capacity

- distress

- separation of individuals and groups

- unsociable/Anti-social behaviour

- unlawful behaviour

- entry into restricted areas

11. How would you assess how serious the problem/ behaviour is, or is likely to become?

12. What are the correct actions to take for different types of crowd problem and what procedures should you follow?

- unexpected crowd movements

- local overcrowding

- over-capacity

- separation of individuals and groups

- unsociable/Anti social behaviour

- unlawful behaviour

- entry into restricted areas

13. What conflict management techniques and defensive tactics could you use?

14. Why is it important to communicate clearly with people involved and colleagues?

15. Why is it important to reassure people involved and encourage them to be calm?

16. How would you achieve this?

17. What types of action might endanger people involved and others?

18. What are the correct reporting procedures to use?

Scenario Exercises

A) List below the types of things you would be looking for when monitoring crowds and why each thing is important?

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(Referencing: Pg 63 – C211.1.4,5. Pg 64- C3. Pg 67-68 – K1,K4,K7)

B) List 5 types of hazardous behaviour you could see during an event?

- 1
- 2
- 3
- 4
- 5

(Referencing: Pg 67-68 – K4,K7,K9)

C) You are a festival steward manning one end of a 50m long foot bridge – there are big queues of people trying to get across the bridge from both ends – what actions would you take and why?

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(Referencing: Pg 63 – C211.1.4,5. Pg 64 – C3, D2. Pg 65 – C211.2.1,2,3,4,6. Pg 66 – A2,B2. Pg 67-68 – K4, K7, K9, K10, K11)

D) You are a stadium steward facing the crowd at a football match and you see someone seated in the crowd lighting a cigarette – what actions would you take?

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(Referencing: Pg 63 – C211.1.4,5. Pg 64 – C1, C3, D7. Pg 65 – C211.2.1,2. Pg 66 – A7, B2, B5. Pg 67-8 – K1,K4,K7,K8,K9,K11)

E) You are a marshal walking alongside a march – you see a group of marchers starting to take the wrong route – what actions would you take?

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(Referencing: Pg 63 – C211.1.4,5. Pg 64 – C2,C3,D1,D8. Pg 65 – C211.2.1,2,3,4. Pg 66 – A1,A8,B2. Pg 67-8 – K1,K4,K7,K8,K9,K10,K11,K13,K16)

F) You are a steward at an entry/exit point. Your primary duty is to ensure the safe passage of people through the point. You see a young girl in obvious distress sitting on the steps about 30m away. The event is just about to finish and you expect large numbers to be coming via the steps in the next few minutes. What actions would you take?

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(Referencing: Pg 63 – C211.1.4,5. Pg 64 – C1,C3,D4. Pg 65 – C211.2.3,4,5. Pg 66 – A4,B1,B4,B5,C4. Pg 67-8 – K1,K6,K7,K11,K13,K14.

G) You are a steward looking after an area towards the rear of the viewing area for the main stage. This area includes a platform for disabled people to obtain a better view. This area is full of teenagers, and there are two spectators in wheelchairs with carers trying to gain access. What actions would you take?

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(Referencing: Pg 63 – C2311.1.3,4,5. Pg 64 – C1,D6,D8. Pg 65 – C211.2.1,2,4. Pg 66 – A6,A8,B1,C7. Pg 67-8 – K1,K4,K5,K6,K7,K8,K9,K11)

CANDIDATE NAME: _____

Candidate Statement:

I confirm that the work within this exercise is authentic and a true representation of my own work:

Candidate (signature).....

Assessor Statement:

I confirm that this candidate has completed this workbook sufficiently and that the evidence contained that I have assessed is valid, authentic, reliable, current & sufficient:

Assessor (signature).....

Date of Sign off

Internal Verification Declaration:

I confirm that I have sampled the candidates work contained in this workbook:

Internal Verifier (signature)..... Date:.....

Selected Deaths and Injuries in Major Accidents at British Football Stadia

Year	Stadium	Cause	Deaths	Injuries
1902	Ibrox Park, Glasgow	Terrace collapse	26	550
1914	Hillsborough, Sheffield	Wall collapse		80
1923	Charlton	Railings collapse		25+
1923	Wembley	Crushing		1000+
1932	Huddersfield	Crushing		100+
1939	Rochdale Athletic Ground #	Roof collapse	1	17
1946	Bolton	Crushing	33	400
1957	Shawfield, Glasgow	Barrier collapse	1	50
1961	Ibrox Park, Glasgow	Crush on staircase	2	50
1963	Arsenal	Crushing		100+
1964	Port Vale	Fall/Crushing		12 *
1964	Sunderland	Crushing		80+
1966	Anfield, Liverpool	Crushing		200
1967	Leeds	Crushing		32 *
1968	Dunfermline	Barriers collapse	1	49
1971	Ibrox Park, Glasgow	Crushing	66	145
1971	Oxford	Wall collapse		25
1971	Stoke	Crushing		46
1972	Arsenal	Crushing		42
1972	Wolverhampton	Barrier collapse		80
1978	Leyton Orient	Barrier/wall collapse		30
1981	Hillsborough, Sheffield	Crushing		38
1984	Walsall	Wall collapsed		20
1985	St Andrews, Birmingham	Wall collapse	1	20
1985	Valley Parade, Bradford	Fire	56	Hundreds
1987	Easter Road, Edinburgh	Crushing		150
1989	Hillsborough, Sheffield	Crushing	96	400+
1989	Middlesbrough	Crushing		19
1993	Cardiff Arms Park	Distress rocket	1	0

Rugby League match * Number taken to hospital

Sources - Simon Inglis, author of The Football Grounds of Britain. Harper Collins (1996) - Football Stadia Advisory Design Council (1991). Football Stadia Bibliography 1980-1990. The Sports Council.