

# Stewarding

**SECURITY**

## Stewarding

Competent stewards are integral to the implementation and management of an event's plans and procedures and are essential to the successful delivery of an event. Stewards will help to maintain the integrity of the event by acting on behalf of the event organiser to install measures developed to reduce risk, inform & interact with the audience, control crowds, implement contingency & emergency procedures and act as the eyes and ears of the event management team on the ground.

Aberdeen City Council advise organisers to contract a competent stewarding supplier to assist them assess, develop and deliver the stewarding requirements for their event. General advice on testing the competency of suppliers and contractors can be found within the [Large Event Guide](#) and [Coordination of Site Works](#). Organisers are also advised to utilise companies who are accredited through the Security Industry Authority (SIA) approved contractor scheme.

The SIA are the UK's independent body, reporting to the Home Office, who are responsible for regulating the private security industry. The SIA have two main duties: the compulsory licensing of individuals undertaking designated activities and the management of the Approved Contractor Scheme, which measures private suppliers against independently assessed criteria in order to raise the performance standards of the industry. Organisers can check the SIA's register of approved contractors [here](#).

Through the SIA scheme licenses are available for the following roles; Cash and Valuables in Transit, Close Protection, Public Space Supervision, and the two most common for events Door Supervision and Security Guard.

Door Supervisors and Security Guards, hold the same powers and can carry out the same duties but differ in the events/venues in which they are authorised to operate.

Security Guard licence holders are only authorised to operate at events/venues which do not hold premises licences for sale or supply of alcohol. Door Supervisors are able to operate at events/venues which do hold premises licences and those which don't.

It is common for events to utilise a mixture of SIA licensed stewards and non-licensed stewards to manage their events. The need for each type of steward will be determined by the tasks they will be required to carry out. The difference between SIA licensed stewards and non-licensed stewards are their qualifications, the duties which they can carry out and the powers available to them.

SIA licence stewards have the training and powers to carry out the following tasks at events;

- Screen members of the public
- Carry out bag searches
- Searching of persons
- Responding to incidents with crowds, queues, anti-social behaviour or behaviours which may cause harm to other attendees
- Ejecting individuals
- Crime prevention
- Guarding an event site during the build and derig
- Patrolling to prevent unauthorised access
- Managing access points to prevent unauthorised access
- Surveillance and crowd monitoring

Non-Licensed stewards have less authority than their licensed colleagues and are only allowed to carry out the following tasks at events;

- Provide customer care duties
- Direct attendees and check tickets
- Provide safety advice, event information and assisting attendees
- Ensure pathways, gangways and exit paths remain clear
- Assist with evacuations and cordoning as required in emergency situations
- Be responsible for the health safety and comfort of attendees
- Monitor and maintain crowd flow
- Provide guidance and direction to visitors arriving by car or on foot, including the management of roadway crossings to ensure the safe passage of visitors over the roads

Although this group of staff are not licensed it is important that they are sufficiently trained to carry out their duties as they have an important part to play in maintaining the integrity of the event, providing information and customer service to attendees and in implementing procedures developed to ensure public safety. To help to deliver a consistent and professional service it is advised, and industry best practice, for stewards to receive in house training from their employer.

Organisers are advised to check their contractor's staff training policy and what training the staff being provided for their event have received. Most reputable suppliers will provide evidence of their training policies for the different roles required and tiers of staff available during the procurement / quote stage. One of the reasons that Aberdeen City Council advise using SIA Approved Contractors is that part of the assessment criteria is their training and development of staff.

## Volunteers

Many events utilise volunteers to support and deliver their event and whilst Aberdeen City Council are supportive of their use, organisers are advised to carefully consider:

- the roles in which volunteers will be asked to work
- the limitations of volunteer's authority in dealing with issues & incidents
- the risks involved to both the volunteer and to the integrity of the event.

Volunteers will be able to undertake the same duties as non-licensed stewards, as noted above, but are likely to have received no formal training and therefore organisers may need to spend additional time briefing, training, supervising and supporting volunteers in order to ensure they are effective and safe.

Event organisers should be aware that volunteers are less reliable, less accountable and are more likely to no-show than paid staff. Organisers are advised to think carefully about developing events which solely rely on volunteers. Aberdeen City Council will often use volunteers in non-essential customer facing roles where their duties extend to providing additional general event information to attendees whilst trained and licensed stewards are employed to carry out any essential roles or roles which require specific training and/or licence.

## Developing crowd management plan and dot planning

Once a supplier is contracted, organisers are advised to work with them to assess the stewarding and security needs of their event. For low risk events this assessment may determine that a mixture of non-licensed stewards and volunteers is sufficient or, for events with greater risk such as mass participation events or events which feature alcohol, the assessment may detail the need for an adequate number of trained, certified and professional SIA stewards and specialist licenses such as Cash and Valuables Transport & Close Protection qualified stewards.

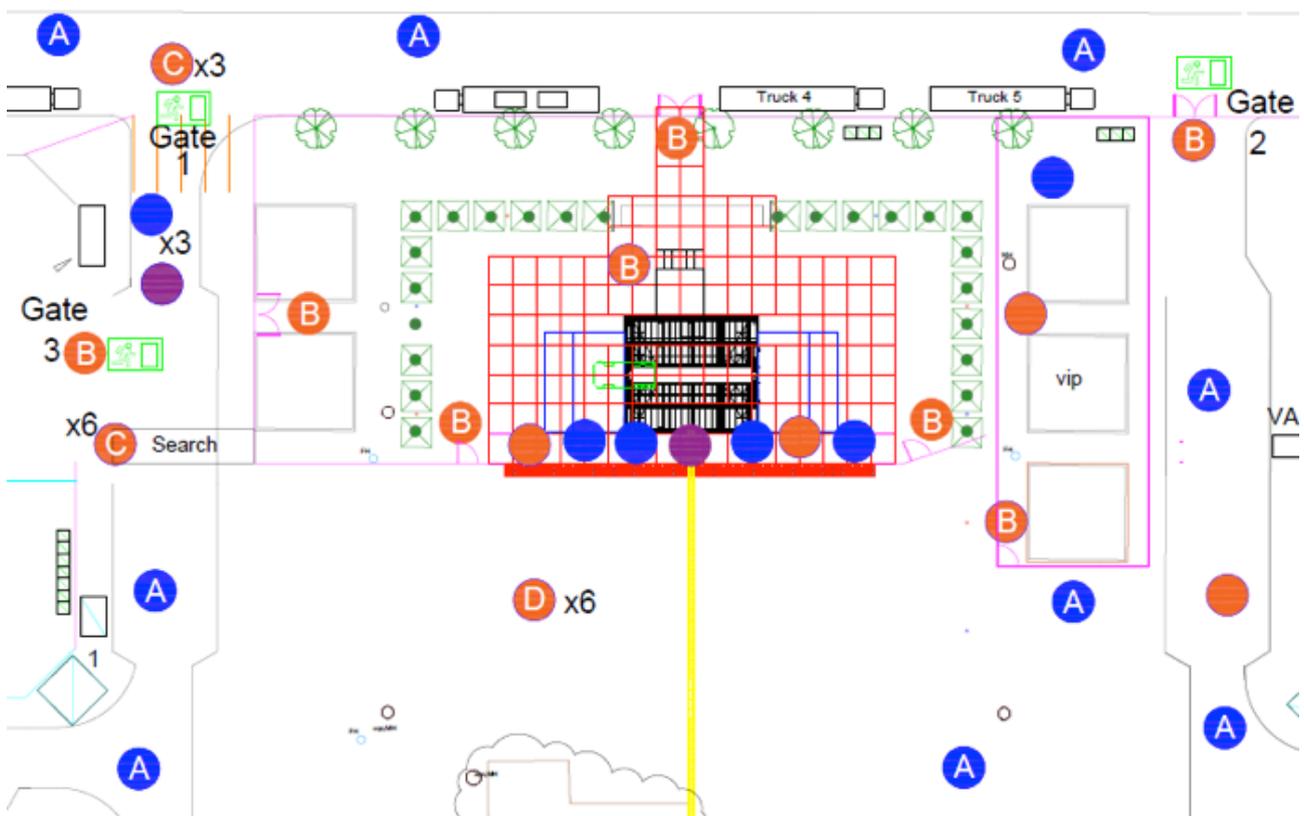
The process of assessing the needs of the overall event, as well as the requirements of each individual stewarding point, should be carried out by competent and experienced professionals who will review the event site plan and mark (or dot) areas where staff will be required. They would then assess the duties required to be undertaken at each stewarding position which will determine the appropriate level of competence, training and the required licence for each position. This process is often referred to as a “Dot plan”.

The example Dot plan below is a snap shot of the site plan of an imaginary live music event, the steward requirements have been assessed by firstly placing dots on to the site plan where steward cover is required.

Once the requirement for steward cover throughout the site has been assessed, a further assessment will take place to determine the appropriate steward cover at each location, depending on the duties required to be carried out in each location. This assessment is done referring to the list of licensable and non-licensable activity provided above, and the appropriate colour added to the plan to indicate the type of steward required.

### Colour coding:

Blue: Event Safety Steward      Orange: SIA Steward      Purple: Supervisor



**A:** These stewards will be required to provide information and assistance to attendees and to carry out the duties as detailed below and as a result will not require any specific licence but will be required to have received their company's role specific training and event specific briefings in order for them to carry out their duties effectively.

- Direct the audience and signpost them to the locations of key facilities around the site
- Monitor the crowd movement/flow and behaviour and report any issues to their supervisors
- Assist in the evacuation of any area / the event site
- Maintain responsibility for the integrity of the event area under their control and for the health, safety and comfort of attendees in their designated location

**B:** These stewards are to be positioned to guard access points at various locations throughout the site, with differing access restrictions in place at each location. These stewards will be required to ensure access is only granted to those with prior approval, utilising the event's accreditation system. As a result, these stewards will be required to have an SIA licence to legally carry out these duties. They should also have received their company's role specific training and event specific briefings in order for them to carry out their duties effectively. For further information and advice on accreditation plans can be found [here](#).

**C:** These stewards are positioned at the main entry gate and the searching zone. They will be required to assess and profile customers, screening for the influence of alcohol, drugs and the likelihood of crime and disorder. They will also be responsible for carrying out searches in order to prevent unauthorised items entering the site and as a result will require to hold the appropriate SIA licence to legally carry out these duties. They should also have received their company's role specific training and event specific briefings in order for them to carry out their duties effectively.

**D:** This group of stewards are the event's response stewards; they will be responsible for preventing and detecting crime and for responding to incidents such as crowd disturbance, anti-social behaviour, unauthorised items and any behaviour likely to cause harm or discomfort to other attendees. These stewards will also be required to eject individuals from the event as and when required, as a result will be required to have an SIA licence to legally carry out these duties. They should also have received their company's role specific training and event specific briefings in order for them to carry out their duties effectively.

Further consideration should be given as to whether the event requires money transportation or whether any performers require Close Protection.

Once this process has been completed for each position the contracted supplier will use this information to determine the level of cover required for the event, develop the event's crowd management plan and provide the organiser with an event specific quote.

The confirmed crowd management plan will likely have an impact on, and interdependencies with, the event's risk assessment as well as other aspects of event's plans such as the accreditation plan, site rules, entry conditions, contingency / evacuation plans and the communication plan required for the event. Advice and information on these elements are included within the relevant section of guidance.

Once the crowd management plan has been finalised, the key information and role specific responsibilities will need to be communicated to the stewards on the ground in order for it to be effective. This will often be communicated in numerous ways including at a pre-event steward briefing, online site safety briefing and by providing stewards with specific written briefing sheets for each key position and role. It may also

be necessary to reinforce these briefings during a “walk round” to ensure that stewards in key positions understand their site-specific role once in position on event day.

As well as being suitably accredited and trained for their event specific role, all stewards should:

- Be provided a robust, effective and tested communication system as required to coordinate and manage the event
- Be provided with suitable instructions, supervision and support
- Have good command of the English language
- Be provided with the appropriate PPE for their allocated duties
- Be identifiable in company uniform with licence displayed
- Be briefed on event specific procedures and arrangements including; event safety and security, fire arrangements, emergency procedures, customer care, event facilities and welfare provision, counter terrorism measures and procedures and reporting procedures

#### **Mandatory condition**

The City Events Team, Aberdeen’s Safety Advisory Group and any licensing consultees will need to be satisfied that the level of stewarding cover proposed is sufficient for the risk posed by the event, before permission for the use of land is approved or license granted.

For events which feature the sale of alcohol, stewards will be required to hold the appropriate SIA licence.

## **Further reading**

[Security Industry Authority](#)

[Events and SIA Licensing](#)

[Security at Events Guidance](#)

[HSE Managing Crowds Safely](#)

[HSE Managing Crowds Safely Guide](#)

