



Mind Over Matter
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The SAFE Project has been developed in partnership with:



Erasmus+



Managing Health and Safety in Crowded Spaces

Developed by Chris Kemp & Pascal Viot





Module Outline

This module provides the key concepts of the management of Health & Safety in crowded spaces. Some of this is related to mathematical concepts and scientific theory but this is underpinned by both social and psychological elements to create a holistic approach. Once the interrelationship is understood events can be planned correctly and managed accordingly. In the delivery of health and safety at live events it is important to note that much of the work takes place in an antisocial environment where noise, heat/cold, pressure and many other facets play a part in both how the crowd are managed and how the audience behaves. The theory in the first part of the programme focuses on capacities, densities, flows and movement and how these relate to the management of the space over a period of time. The second part takes these outcomes and identifies how the psychosocial aspects impact on or are impacted on by the physical nature of the event. The module is applicable to outdoor events, arenas and stadia and it is only the environment and context which differs and the way that this is managed by the interoperable teams working with the crowd, the venue and the other stakeholders.

In health and safety and its associated disciplines the identification of the crowd type, its profile, how it congregates and how it is motivated are all worthy of research. Scientific concepts such as pressure and temperature, direction, ingress, egress and circulation all meld together to give the crowd manager a view of the totality of the event and how it should be managed. From the information attained from all of the areas above a crowd management plan can be created.

Learning Outcomes

On completion of this module the learner will be able to...

- Evidence a sound knowledge of the underlying principles at work in the management of crowded spaces
- Observe identify the significant features of supervisory and managerial actions related to crowded space
- Exercise informed decision making with regard to interventions in the crowd referring to the crowd management plan

The concepts of evacuation and invacuation also need to be explored as the best possible place for the safety of individuals has to be identified before progressing the movement away from the incident.

In this module scenario-based learning is used to ensure that theory is converted into practice to enable all of the issues to be dealt with successfully and then applied to each participants venue to ensure instant applicability in the industry. Although contexts and environments will differ the concepts and theories will be the same and through sharing good practice a much better idea of the different ways in which such elements can be applied to different events and venues will be appreciated.

Level of Study

The level of this programme is "Strategic" (level 5 UK). This is evidenced by the demands of the learning process, the theoretical and practical demands placed on participants, the application back into the workplace and the level of those attending the programme.

Skills and Other Attributes

Managing health and safety in crowded spaces requires the understanding and utilisation of a range of theoretical concepts and practices in order to achieve best practice in the workplace. It is envisaged that those on the programme will be immersed in learning activities that will hone their problem solving, decision-making and practical application capabilities. In this way those participating will be equipped to apply their knowledge and skills to the real-time activities taking place in the field.

Assessment

The focus of all assessment is in the workplace. Participants have the opportunity to choose one or more crowd management activities, to explain the theory behind them, along with how and why they have utilised them in specific contexts. Participants will identify one or more activities at an event, festival, sporting activity or conference drawing on the content, outlining the theory and then developing a crowd management plan for one of their own events. Assessments will be completed within one month from the completion of the course and sent in soft copy to the tutor for marking. The marked work will be returned within two weeks. All of the learning outcomes will be covered by firstly demonstrating comprehension of the content and issues, secondly by application of the relevant theory and thirdly by how the application influenced the outcomes.

Knowledge and Understanding

On completion of this module the learner will have a solid understanding of the theories of crowd management and their application in the workplace by being able to;

- create an effective and appropriate crowd management plan or strategy.
- comprehend the challenges of managing the Health & Safety of crowds in a range of different environments and contexts.
- appreciate crowd management skills and effectively utilise these in a plan based on your experience of events.

