

THE USE OF STEWARDS AND MARSHALS



A Guide

The level of Police resources committed to any event and the action undertaken will be proportionate to the assessment of risks posed by the event. Normally Police involvement will be restricted to their core areas of responsibility

Eg Protection of life and property
Prevention and detection of crime
Preventing or stopping BOP
Traffic regulation (within the legal powers provided by statute)
Activation of a contingency plan where there is an immediate threat to life and co-ordination of resulting emergency service activities.

Private marshalling and stewarding has become a recognised way in which events are supported.

Police however recognise the importance of key national and significant local community events of a non commercial nature and will normally endeavour to provide appropriate support and advice without charge.

Eg Remembrance Day Parades, Veterans Day celebrations etc
Early discussion with Police by event organisers is strongly advised.

Paragraph 6.1 & 6.2 of The Good Practice Safety Guide. **Stewards/ Marshalls**

A marshal is someone responsible for the safety and care of competitors, and a steward is responsible for the safety and care of spectators.

To enable effective organisation of stewards, a Chief Steward should be appointed (preferably someone who is a member of the organising committee and who has ideally achieved an accredited qualification in event marshalling) to deal with all matters relating to stewards, including their briefing.

There should be an established command structure which reflects the scale of the event. Within the command structure should be:
A Chief Steward

Supervisors

Stewards

Depending on the size of the event stewarding should be divided into sections with supervisors being responsible for each group of stewards.

There should be a single chain of command from the safety officer to the steward/marshal. This will allow for efficient flow of information and immediate tasking in any given situation.

Event organisers should provide numbered tabards to stewards and marshals for easy identification. This will also assist when briefing them as to where they should be as the numbers will form part of your plan.

Organisers will be expected to provide enough stewards to cater for the size and nature of the event. Working out the correct numbers of marshals and or stewards is covered in The HSE Event Safety Guide.

Staffing levels may differ where children are involved. The Organiser should consider the risk from fire at all outdoor/indoor events. Competitors, marshals and MOP must be able to escape safely from any enclosure, tent or other premises in the event of a fire.

- **Stewards/Marshals must be briefed on their specific roles and responsibilities, to include**
- Emergency procedures.
- Event Times
- Locations of toilets, medical facilities and other key facilities/areas of interest
- How to call assistance
- Incident response
- What, as Stewards, they should not be doing
- Preservation a crime scene
- How to deal with incidents involving children.

The findings of any risk assessment will have a bearing when deciding upon numbers of staff and maximum number of entrants.



The Health and Safety at Work Act 1974.

In general, the same Health and safety standards should be applied to voluntary workers as they would to employees (Paid Marshalls and Stewards) exposed to the same risks. However if the Risk Assessment shows that the risks to voluntary workers are different, the preventative and protective measures should reflect the different risks.

The HSE considers it good practice for a volunteer user to provide the same level of health and safety protection as they would in an employee/employer relationship.

The health and safety (First Aid) regulations 1981 require employers to provide first aid facilities for their employees. Further advice can be obtained from HSE on line. Suitable and sufficient risk assessments must be carried out by a competent person. The Risk Assessment will serve to identify the significant hazards and control measures required to minimise the risk.

Steward numbers, roles responsibilities and positions, must reflect the;

- nature of the event
- the audience profile
- the geographical layout of the event
- the anticipated audience numbers.

If the police are to be given a role to direct stewards, it should either be through the safety officer or in accordance with prior written agreement where the police can assume responsibility for certain functions under certain circumstances.

Darkness, unsound surfaces, adverse weather, alcohol, or crucial times such as the start or finish of an event likely to attract large crowd surges, or the presence of vulnerable persons will require additional safety measures to reduce the risk of injury.

It is essential that organisers ensure that their marshals/stewards do not exceed their lawful powers and they know that they are not immune from prosecution for their actions.

Stewards must be readily identifiable by the use of high visibility jackets, tabards or armbands.

The primary task of a steward is to minimise the risk of injury to the public, competitors and event personnel.

- To understand their general responsibilities towards the health and safety of all categories of spectator.
- To carry out pre event safety checks.
- To control or direct spectators who are entering or leaving the event, or a viewing area.
- To assist in the safe operation of the event, and not to view the activity taking place.
- To recognise crowd conditions so as to ensure the safe dispersal of spectators and the prevention of over-crowding.
- To assist the emergency services as required.

- To respond to emergencies.
- To undertake specific duties in an emergency or as directed by the safety officer or appropriate emergency service officer.

Role of steward at the scene of an incident

- **Casualty** - numbers and type
- **Hazards** - Hazards present
- **Access** - best route to the incident
- **Location** - of the incident
- **Emergency Services**- that are present and those that are further required
- **Type** - Type of incident
- **Safety**- Safety for those involved and for the uninvolved
- **Start** - a log of the circumstances if you can



Update the event control of the incident see mnemonic above

Call for the assistance of other stewards if required or enlist the help of members of the public

Be aware of what is happening around you and think safety at all times.

Provide or call for appropriate emergency service / medical aid

Secure / cordon area for safety and evidential purposes

Retain witnesses take names address telephone numbers if they will not remain

Facilitate arrival of emergency services

If possible run a log as to what you see and do

Marshals for events on the highway or road.

For events on the highway or road, the following requirements apply in addition to those set out above.

A marshal should: -

Briefed so that they are fully conversant with the organisers' intentions and directions.

This should be by way of prepared handout and a detailed briefing prior to the start of any event.

Conversant with any contingency plans for the event and in particular their roles in such plans.

They should be familiar with the event's route, and know all the elements of the event.

Remain in the allocated position for the duration of the event, unless

directed to move by an event supervisor. It is important that they remain in the allocated position in order that the person in overall command knows exactly where their staff are if needed in the case of an emergency or redeployment

Assist in the placing of temporary signs or barriers, and ensure that no sign is moved until after the event. Information and safety signs complying with the safety signs regulations are important to the success of the event. There are internationally recognised logos which are helpful to non English speaking or

reading members of the crowd. Consideration may be given to multi lingual notices.

Organisers should provide sufficient signage to be available around the venue, for example lost property, lost children.

If the signs are on the highway they must comply with the Traffic Signs regulations and General directions 2002. (Ch 8 The Good Practice safety Guide)

If necessary explain to the public the reason why they are being held up, that it will be for a short period, and that they will be able to continue as soon as it is safe to do so. Marshalls and stewards need to be approachable ,helpful people who can act with common sense.

If issued with a whistle, use it to warn the public and spectators of the approach of the event or competitors. Beware an official with a whistle can be dangerous.

Indicate the direction and assist with the flow of the event if necessary. Wear a high visibility reflective jacket at all times. High Vis will be part of your risk assessment. Reflective jackets are part of personal protection, easily identifiable

If necessary assist with access for emergency services to incidents on, or adjacent to, the course that may not be connected to the event. A big reason why the organiser needs to know where their resources are.

Steward and Marshal Powers

Powers and protection comes from Hard Signage outside marking the boundary of the road closure eg ROAD CLOSED SIGNS

Power to place hard signage comes from the road closure order that has been issued by the local authority or Hampshire County Council.

With a road closure the status of the road changes thus allowing them power to control movement within their event, but not outside the road closure.

Organisers should be in possession of copies of the red guide

Road closure in place

1. Can direct traffic within a road closure
2. Can ask traffic to stop but MOP does not have to stop
3. So the Marshal is directing and not enforcing

The RED Guide (GP Safety Guide) States

Do not attempt to stop/control moving traffic

All agencies agree they can direct traffic within a road closure

Stewards and Marshals competencies

What makes a competent marshal or Steward?

Stewards/marshals competencies and briefing

Stewards must be fit, both physically and temperamentally, to carry out their duties and to assist the public in an emergency

Stewards must be able to effectively communicate with members of the public during normal activities and in an emergency situation.

The adequate training and briefing of stewards and marshals is central to effective event safety.

Whether stewards are volunteers for small community events, sporting event marshals or professional stewards for large events, they should have received adequate training and briefing for their role. It is the organisers responsibility to ensure this is provided.

Marshals/Stewards briefing must include emergency contacts, and location of refreshments, first aid etc.

The ratio of stewards to crowd numbers is set out in the HSE Event Safety Guide.

A written briefing sheet should be provided to all stewards/ marshals in addition to the verbal briefing

The briefing to include

- Staff command and control;
- Roles and responsibilities;
- Safety requirements;
- Communication methods;
- Partial and Total Evacuation;
- Action in the event of foreseeable risks
- Response to bomb threats;
- Management of distressed, lost and injured persons;
- Assessment of crowd densities, problematic dynamics and signs of distress;
- Resolving access issues;

What ever the event stewards or marshals or professional need to be competent . It is the organiser's responsibility to ensure their staff are competent and fully briefed.

List of competencies (not to be treated as the complete list)



Approachable
Age 18 plus
Common sense
Clear and concise

Received a suitable safety briefing (Low traffic and residential road, if competent then authorities agree that person can place a sign)

Degree of authority

Physically able

An awareness of the road

Knowledge and understanding of the event plans

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