



Lancashire  
Cricket

**ANNUAL POST SEASON SPECTATOR SAFETY REPORT  
2023 SEASON**

## Introduction

This Annual Post Season Spectator Safety Report relates to paragraphs 33 & 34 of the Safety at Sports Grounds Act Policy Statement found within the 2023 Operations Manual.

The Report identifies, where possible, in chronological sequence the issues associated with all aspects of spectator safety within and under the control of Lancashire Cricket Safety Management throughout the 2023 Cricket Season.

## The Safety Management Team

The Safety Management Team for the 2023 season was [REDACTED] in his position as Director of Operations, [REDACTED] was newly appointed as the Stadium Safety Officer with 4 Deputy Safety Officers also being appointed. Those being [REDACTED], and [REDACTED] performed the role of Head of Stadium Events<sup>2</sup>.

[REDACTED] was commissioned to oversee the development of the Stadium Safety Team supported with appropriate procedures and processes. In addition, [REDACTED] was to be the Safety Officer for international cricket, 100 ball cricket, and concerts.

[REDACTED] (Senior Events and Projects Manager) carried out the role of Designated Premises Supervisor (DPS). [REDACTED], (Hilton Garden Inn Emirates Old Trafford Hotel Manager), was the DPS for the hotel, all of whom held the necessary qualifications to carry out the role.

[REDACTED] was the Head of Health and Safety<sup>3</sup> with [REDACTED] being Health and Safety Manager and [REDACTED]<sup>4</sup> being Health and Safety Co-ordinator respectively.

[REDACTED] was the Security Co Ordinator<sup>5</sup>. [REDACTED] and [REDACTED] were the Event Managers.

## Review of the Progress of the Aims and Objectives for 2023 Season

The Stadium Safety Team at Lancashire County Cricket Club was set the following objectives for 2023:

1. Construct and embed a revised Safety and Security Department.
2. Develop documentation, processes, and procedures which underpin an enhanced focus on cricket safety including integration of generic health and safety expertise into match operations.
3. Deliver all formats of Cricket, domestic and international in a safe manner and as per all current guidelines.

## Progress

1. The Stadium Safety Unit is on track to achieve this objective. [REDACTED] achieved his Level 4 Spectator Safety qualification in September. [REDACTED] is due to complete his Level 4 Spectator Safety qualification in November. [REDACTED], the Head Steward, has completed his Level 3 Spectator Safety qualification..
2. Revised procedures and processes are now in place. The generic health and safety (H&S) team are fully integrated into match operations. Improved use of the T100 electronic H&S reporting systems ensures improved performance in this area.
3. The Team successfully delivered The Ashes (4th test) and all other forms of cricket. They also successfully delivered 2 concerts.

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<sup>1</sup> [REDACTED] was in the position temporarily and was confirmed in post in September 2023

<sup>2</sup> [REDACTED] went on maternity leave in May 2023

<sup>3</sup> [REDACTED] in June 2023 and was replaced by [REDACTED]

<sup>4</sup> [REDACTED] left in September 2023 and was replaced by [REDACTED].

<sup>5</sup> Started in post May 2023.

## **Spectators.**

The club again went through the process of obtaining an updated grounds safety certificate. All updated documentation was submitted for review and approval to the council. A Safety Advisory Group meeting was held, and certificate issued.

During the season the Club has constructed an extension to the existing hotel. As part of this development a new hospitality space was integrated into the build.

The amended spectator areas were subject of a number of “test events” to establish fitness for purpose. These test events, which included GA seating in the new stand, The Edge restaurant, and hospitality seating were all documented and debriefed. Trafford Borough Council (TBC) oversaw this process, personally visiting the test events on several occasions.

Traffic regulatory orders (TROs) were commissioned by the Club with appropriate traffic management staff to ensure the safety of spectators pre- and post-match / event where considered necessary. These TROs focused primarily on international cricket, The 100 Ball, and T20 matches where higher attendances were expected. Whilst spectator safety is a priority, road closures were kept to a minimum in order to reduce the impact on the local community.

Post-concert de-brief meetings were held, and any lessons learned will be taken forward into 2024 and beyond.

## **Annual Ground Inspection and Equipment Testing Reports.**

The stadium, as required, was subject to all the mandatory safety checks. Appropriate safety checks were also carried out by either the club’s own maintenance department or appointment consultant engineers as required by the Safety Procedures Manual.

The Club undertook its best endeavours to ensure compliance with TBC requirements, it was noted that construction of a small temporary stage (A Stand gap: 100 Ball matches) was completed without due advance notice to TBC. Subsequent inspections by TBC engineers found the stage to be constructed in line with their requirements.

One incident of note was a loose handrail at the top of the temporary stand (“D Stand”). Immediate remedial actions were put in place, the incident recorded, and reported to TBC. Further inspections did not highlight any further issues in relation to the construction.

## **The Private Security Industry Act 2001 and the Security Industry Authority (S.I.A.)**

Our exclusive agreement for the provision of Security services over and above those provided ‘In House were G4S, FGH, Stadium, and CSG.

During the season amended Sports Ground Safety Authority (SGSA) guidance came into effect.

This guidance set out three very specific stewarding roles within a venue, namely:

- Safety Critical Positions (such as emergency exits);
- Security positions (such as searching)
- Non safety critical positions (such as ticket checking)

The guidance provided clarity regarding the qualifications required by these roles. Specifically that safety critical positions must be staffed by a Level 2 spectator safety qualified steward. Security positions by a qualified SIA staff member. Non safety critical positions did not require any training.

An inspection by TBC identified that the Club had two stewards in safety critical positions who were not fully qualified. Accordingly, the council served notice upon the club of their findings. This ultimately led to TBC calling an emergency Safety Advisory Group (SAG) on the day before the 1<sup>st</sup> day of The Ashes.

On the 1<sup>st</sup> day of The Ashes TBC carried out a full inspection of the safety operation.

On the 2<sup>nd</sup> day of The Ashes TBC carried out a no-notice inspection of the safety operation.

The Club have now revised their resourcing and deployment model to ensure compliance with the new SGSA guidance.

### **Contracted Stewards**

As outlined earlier in this document LCCC engages the services of a number of external stewards. Quality assurance processes are in place to ensure that the staff supplied have the requisite qualifications for their role. These checks are documented to ensure a transparent audit trail.

In support of this, the Head of Safety & Security met with the relevant compliance managers of contracted agencies to ensure that the Club could have confidence in the respective processes of the agency companies.

### **Medical**

For cricket Cipher Medical provide the medical response for all matches.

In June the Head of Safety and Security oversaw a no-notice self-inspection of the stadium medical provision. The inspection found that the medical provision was of a very high standard. A number of improvement actions were suggested which have been taken on board.

The Club determined that there was a need for a Medical Advisory Group (MAG) to oversee medical matters. This group has been convened under the direction of an independent chair.

### **Domestic, International and Friendly Cricket**

Seven LV County championship matches were played at “home” by Lancashire in 2023. Five played at Emirates Old Trafford, one was played at Southport and one at Blackpool.

Eight Vitality Blast games were played at “home” by Lancashire in 2023. Seven of these were played at Emirates Old Trafford and one played at Blackpool Cricket Club.

Five Royal London One Day Cup games were played at “home” by Lancashire in 2023. Two being played at Emirates Old Trafford, one at Blackpool Cricket Club and two at Sedbergh High School.

Seven Rachel Hayhow Flint Trophy games were played by Lancashire Thunder in 2023. Five at Emirates Old Trafford, and two at Sale Cricket Club.

Four Charlotte Edward Cup games were played at “home” by Lancashire Thunder in 2022. Two were at Emirates Old Trafford and two at Blackpool Cricket Club.

The final of the Lancashire Knockout Cup was held at Emirates Old Trafford.

One T20 friendly between a Lancashire XI and a Reliance XI was held at Emirates Old Trafford. For all fixtures documentation was produced, such as:

- Venue competition policy and Team briefing document,
- Site and event plans.
- Steward briefing.

## Home Fixtures

### Lancashire Knock Out Cup Final

Date(s)	Opposition
3 <sup>rd</sup> September	Northern CC v Longridge

### Friendly Match

Date(s)	Opposition
29 <sup>th</sup> July	Lancashire XI v Reliance XI

### Domestic Cricket County Championship.

Date(s)	Opposition
6 <sup>th</sup> – 9 <sup>th</sup> April	Surrey
11 <sup>th</sup> – 14 <sup>th</sup> May	Somerset
11 <sup>th</sup> – 14 <sup>th</sup> June	Hampshire
10 <sup>th</sup> -13 <sup>th</sup> July	Essex
25 <sup>th</sup> – 28 <sup>th</sup> July	Northamptonshire
10 <sup>th</sup> – 13 <sup>th</sup> September	Middlesex
19 <sup>th</sup> -22 <sup>nd</sup> September	Nottinghamshire

### Vitality Blast (Lancashire Lightning)

Date(s)	Opposition
25 <sup>th</sup> May	Leicestershire Lightning
27 <sup>th</sup> May	Nottinghamshire Outlaws
7 <sup>th</sup> June	Worcestershire Rapids
18 <sup>th</sup> June	Durham Cricket
23 <sup>rd</sup> June	Derbyshire Falcons
30 <sup>th</sup> June	Yorkshire Vikings
2 <sup>nd</sup> July	Northamptonshire Steelbacks
7 <sup>th</sup> September	Surrey

### Metro Bank One Day Cup

Date(s)	Opposition
30 <sup>th</sup> June	Cumbria
1 <sup>st</sup> August	Essex
9 <sup>th</sup> August	Kent
11 <sup>th</sup> August	Leicestershire
15 <sup>th</sup> August	Hampshire

### Rachael Heyhoe Flint Trophy

Date(s)	Opposition
22 <sup>nd</sup> April	South East Stars
6 <sup>th</sup> May	Central Sparks
10 <sup>th</sup> June	Sunrisers
7 <sup>th</sup> July	Southern Vipers
22 <sup>nd</sup> July	The Blaze
13 <sup>th</sup> September	Northern Diamonds
16 <sup>th</sup> September	Western Storm

### Charlotte Edwards Cup

Date(s)	Opposition
25 <sup>th</sup> May	The Blaze
27 <sup>th</sup> May	Sunrisers
4 <sup>th</sup> June	South East Stars
7 <sup>th</sup> June	Northern Diamonds

### The Hundred (Men's and Women's Unless Stated)

Date(s)	Opposition
5 <sup>th</sup> August	London Spirit
7 <sup>th</sup> August	Birmingham Phoenix
20 <sup>th</sup> August	Northern Superchargers
23 <sup>rd</sup> August	Southern Brave

### International Cricket

Date(s)	Opposition
19 <sup>th</sup> – 23 <sup>rd</sup> July	Australia
1 <sup>st</sup> September	New Zealand

### Conclusions

Once again, all those involved with the Stadium Safety Management have experienced another unprecedented and extremely challenging year. An incident summary is attached as **Appendix A**.


The club will, as always review all areas of its' operational delivery in order to consolidate good practice, learn lessons and seek to continually improve.

Liaison and co-operation with the Local Authority, Police, Fire and Rescue, Health Authorities continued, and relationships remain strong.

## **Objectives for 2024**

The Safety Management team at Lancashire Cricket has set the following objectives for 2024:

- Embed the revised stadium safety operating model;
- Successfully deliver all types of cricket, particularly high profile games;
- Deliver a financially efficient safety and security operation;

A handwritten signature in black ink, appearing to be 'S. Neill', with a long horizontal stroke extending to the right.

Steve Neill  
Head of Safety and Security  
Lancashire County Cricket Club

**Appendix A**  
**2023 Season Incident Summary**

<b>Ejections this Season:</b>	51
<b>Arrests this Season:</b>	4
<b>Refused this Season:</b>	1
<b>Medical Patients:</b>	179
<b>Hospitalised this Season:</b>	3