

Annual Post-Season Spectator Safety Report
2016



Lancashire County Cricket Club

ANNUAL POST SEASON SPECTATOR SAFETY REPORT

Season 2016

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Introduction

This Annual Post Season Spectator Safety Report relates to Section 6 of the Safety at Sports Grounds Act Policy Statement 2011

The Report identifies, where possible, in chronological sequence the issues associated with all aspects of spectator safety within and under the control of LCCC Safety Management throughout the 2016 Cricket Season.

The Safety Management Team

The Safety Management Team saw a number of changes during the 2016 County Cricket Season with Mrs Lucy Hayes leaving the Club to pursue interests elsewhere and subsequently Mr Dan Brown being promoted to the role of Head of Operations taking responsibility for the duties vacated by Mrs Hayes. Mr Brown will be assisted in his role by Mr Geoff Trim who retains the position of Maintenance Manager, Mr Nathan Mellor who has been promoted to the position of Technical Support Manager and Miss Sarah McManus, promoted, and Miss Alice Kellaway, newly appointed, who share the role of Events and Projects Manager. .

Mr. Anthony Mundy has retained the role of Designated Premises Supervisor assisted by Mr Peter Ash, Conference and Events General Manager and Mr Gareth John, Hospitality and Events Manager, all of whom hold the necessary qualifications to carry out the role.

Mr Adam Pearson has now relinquished his role relating to Stadium Safety with his responsibilities being taken by members of the above team.

Miss McManus is presently undergoing training to attain Level 4 NVQ status in Spectator Safety Management.

The Club acknowledges the contribution made by the enforcement officers of Trafford Council whose support is invaluable.

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Review of the Progress of the Aims and Objectives for 2016 Season

The stated Aim and Objective for the 2016 cricket season were:

The Safety Management team at Lancashire County Cricket Club has set the following objectives for 2016.

1. The successful hosting of domestic and International cricket to the expected capacity of up to 20,000 persons during the redevelopment phase of the Hilton Garden Inn, Emirates Old Trafford.
2. The successful hosting of major concert events during the year to the expected capacity of 50,000 persons during the redevelopment phase of the Hilton Garden Inn, Emirates Old Trafford.
3. Continued development of the Members Representative Group so that a firm liaison and purpose can be established to the benefit of the Club and members.

Progress

1. The Club hosted a number of high profile and attended cricket fixtures during the 2016 summer season, the Lancashire Lightning v Yorkshire Vikings (13,551) NatWest Blast t20 fixture, England v Pakistan 2nd Investec Test Match (46,203 over 4 days) and the NatWest International T20 between England and Pakistan (18,172).

Each of the games passed without major crowd incidents other than those reasonable expected at such events, the latter game being played in front of a very excitable crowd which lent itself to creating a very exhilarating atmosphere which was enjoyed by most who attended or watched the game on television. At the end of the game, three persons entered the playing area against the relevant regulations but all were swiftly escorted from the field of play. No matters that compromised public safety were encountered.

During these events the building processes of the Hilton Garden Inn Emirates Old Trafford were suspended other than for cosmetic works that could be carried out within the secure working area and which did not have the potential to disturb either the game or those attending.

2. Two concert events were hosted at the ground during the summer of 2016.

A concert by Rihanna was held on Wednesday 29th June and a similar event by Beyoncé was held on Tuesday 5th July.

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I will report on the first event, first.

As was highlighted in the report of 2015, the club had identified a need for the Sound Footprint of the stadium to be reviewed for future events as the development of the Hilton Garden Inn Emirates Old Trafford progressed leaving a potential for a negative impact on local residents relating to sound disturbance.

The surveys were carried out by the respected and recognised leader in such matters, Vanguardia. The recommendations of the report by the company were fully implemented and, as far as Trafford residents, were concerned were deemed to be on the whole successful although a number of complaints regarding the noise effect of this concert were received from residents further away from the immediate vicinity of the stadium.

The second concert had the same sound control matters in place and proceeded without major complain or observations from residents relating to sound issues.

For concert events in 2017 the Hilton Garden Inn Emirates Old Trafford will be completed and the gap left by the previous Old Trafford Lodge demolition will be filled by the new building. A further sound footprint survey and report will be commissioned by the Club to reflect the impact of the new building and, again, all recommendations will be implemented.

I will report on the individual events later in this document.

3. The Members Representative Group has continued to function and meet throughout the 2016 seasons and, via its' Chairwoman, has made a number of recommendations to the Chairman, Committee members and Directors of the Club. A number of the recommendations have been implemented, some have been deferred for further investigation and some have been noted.

The Club views this Group as an essential part of the liaison between the Membership and governance and continues to support its development.

Conclusion

The Club Management are satisfied that they have suitably demonstrated to the Regulatory Authority that they have successfully attained the Aims and Objectives set.

Pre-Season Issues

Terrorist and Security Issues

As in previous years, National Terrorist and Security issues prior to and during the 2016 season were considered as an integral part of the planning process for events at Emirates Old Trafford Cricket Ground.

The season commenced and continued throughout with the 'Threat Level' at 'Severe' in relation to International Terrorism and 'Substantial' in relation to Irish Republican issues. All operations were carried out commensurate with this level.

The Club continues its association with GMP Counter Terrorism Unit and Dedicated Search Unit and NaCTSO with whom several planning and information meetings took place and advice sought and acted upon in relation not only to sporting and other events at the stadium but also in relation to the on-going redevelopment of the site.

As has been the case in previous years, the Club requested the services of GMP POLSA teams to conduct searches of the Players Dressing Rooms and the voids under the temporary stands prior to the Test Match and International t20 fixtures to ensure, as far as possible, the safety of all within the stadium.

Pre-match/event liaison with agencies

Lancashire County Cricket Club Safety Management continued close liaison with the police and other relevant agencies prior to every match and event hosted at the stadium.

Match Day Security Strategy

The Match Day Security Strategy continued to improve during the 2016 season with the continued development of the computerised Event Management System. Nominated officers of Trafford Council have full access to this system..

Liaison with the Local Authority, Emergency Services and Security Services continued and enabled the club to continue business, whatever the risks.

Stadium Capacity Issues

A temporary stand was erected to facilitate crowd attendance for both the Test Match and International t20 games between England and Pakistan, the facility also being used for the Lancashire Lightning v Yorkshire Vikings NatWest Blast game. The stand had an ultimate capacity in excess of 5,500 persons raising the available capacity of the stadium to almost 20,000 people.

The stand was considered a successful investment by the Club and a similar construction will be considered for the test and One Day International matches of 2017 between England and South Africa and England and West Indies respectively.



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Annual Ground Inspection and Equipment Testing Reports.

The stadium, as required, was subject to all the required safety checks as detailed in the document Safety Procedures and Contingency Plans.

Appropriate safety checks were also carried out by the club's own maintenance department as required by the Safety Procedures Manual.

All certificates were forwarded to Trafford Borough Council prior to the issue of the General Safety Certificate and the Special Safety Certificates (Concerts) for 2016 by the Authority.

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

Lancashire County Cricket Club complies fully with the requirements of the PSIA 2001.

Our exclusive agreement for the provision of Security services over and above those provided 'In House', with G4S Secure Solutions (UK) Limited continued during 2016 but were limited to presence for major cricket matches (domestic NatWest Blast and International Test and T20 games) and to cover shortfalls with In House provision to cover at major conferences, hospitality and concert events.

As indicated earlier in this report, the Club continued to employ a number of 'In House' stewards during the 2016 season. The Club, although via exemption are not required to employ SIA badged stewards in licenced areas of the ground, continued to ensure that all stewards placed in an enforcement role were so qualified and intend to retain this requirement.

All In House Stewards, a number of Conference and Events and Guest Services staff are now qualified to NVQ Level two in both Spectator Safety and Customer Service.

Contracted Stewards

As mentioned above G4S continued to provide stewarding and security needs in support of the In House staff.

G4S is regulated by the Security Industry Authority (SIA).

The size of the company enabled it to provide its own in house training by qualified instructors, in compliance with the Private Security Industry Act 2001.

The company delivered, as a minimum, training and qualification to Level 3 for all Supervisors and to Level 2 of the National Qualification Framework for General Stewards.

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No Smoking Policy

All the stadium seated areas are designated as No Smoking. This extended policy has been successfully introduced to the stadium for all cricket events and extends and complements the requirements dictated by Regulations. The Club maintains the prohibition of E-Cigarettes in anticipation of any further legal requirements. This extended prohibition continues to be universally accepted by our customers.

Risk Assessments

Generic Match Day Risk Assessments

The Safety Management Team constantly reviews all aspects of Risk Assessment at the stadium. However particular cognisance is paid prior to the start of each Cricket season to the Generic Risk Assessments for the forthcoming year and amendments are made where particular issues are highlighted.

Specific Match/Event Risk Assessments

As in the previous season, every match and event had specific risk assessments completed. These were published via the Electronic Management System to which Trafford Borough Council's Public Protection Department Officers have immediate access

The classification used for Risk Assessment is simple and accepted by both the police and Trafford Borough Council.

Risk Classification: **CS** – Lowest. **A** - Low. **B** - Medium. **C** - High.

All the events and matches attracted one of the above specific classifications.

Using the system of risk assessment and management prior to the commencement of the season, consultation took place with the police on which games and events would attract a police presence. These were confirmed as follows:

Rihanna Concert, 29th June 2016

Beyoncé Concert, 5th July 2016

2nd Investec Test Match between England and Pakistan, 22nd to 25th July 2016

NatWest International t20 between England and Pakistan, 7th September 2016



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Stadium Usage

A full complement of fixtures took place at Emirates Old Trafford. This included 7 Specsavers County Championship Division One fixtures with an additional game being played at Southport. The latter fixture does not form part of this report as not being under the control of Trafford Licensing. 3 Royal London One Day Cup fixtures were played at Emirates Old Trafford, a further game being played at Blackpool. All 7 home games in the NatWest Blast t20 competition were played at Emirates Old Trafford.

In addition to the above, the Kia Women's Super League was inaugurated this year with Lancashire entering the Lancashire Thunder to the completion. One friendly and one league game were played at Emirates Old Trafford and a further game being played at Blackpool.

The ground also hosted a 2nd XI League fixture and the 2nd XI Trophy final game.

The stadium arena was in use for a total of 47 days throughout the year for cricket matches which are listed below.

Cricket Events

The calendar year saw a varied programme of cricket games at Emirates Old Trafford with the total number of days allocated being 49. Two games (the Test Match and the SSCC game v Surrey) concluded a day early reducing the days of use to 47 for cricket events

The weather was not too friendly, as expected in Manchester, with 17 days play either interrupted or lost to inclement weather.

The continued regulation from the ECB to allow the use of floodlights during SSCC games assisted in allowing play to progress on a number of days when otherwise they may have been further curtailed by bad light.

2nd Investec Test Match, England v Pakistan

This game was played between Friday 22nd and Monday 25th July 2016.

The entire stadium was made available for occupation by customers including the temporary structure nominated as D stand housing in excess of 5,500 people.

A total of 46,203 persons attended the fixture which lasted only 4 of the planned 5 days, England being victorious.

A police presence was employed totalling 8 officers of various ranks and designated duties over the first 3 days. There were no arrests inside the stadium and 3 arrests were made outside the stadium for Street Trading offences.



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Due to the nature of the event and the requirements of the ECB a large stewarding presence was employed for this game although spectator behaviour was excellent. Only 10 persons were ejected over the four days, all for breach of the Conditions of Entry or anti-social behaviour issues.

48 persons were treated by the medical team during the event with one person being hospitalised after suffering a shoulder injury resultant from a fall.

NatWest t20 International, England v Pakistan

This game was played on Wednesday 7th September 2016.

The entire stadium was again made available for spectator occupation on these days, D stand remaining in position to host in excess of 5,500 spectators. The game was attended by 18,172 people.

The game passed without major incident. 7 persons were treated by 1st Aid personnel, all for minor ailments.

The Stewarding operation responded to the requirements of the ICC and ECB and their presence prevented any major breaches of the protocols required by the governing bodies although three person did enter the playing area shortly prior to the end of the game (1) and at the conclusion of the game (2) which has led to a full review of our stewarding practices for similar events in the future.

7 persons were ejected for breaches of the Conditions of Entry and 3 persons were either arrested or reported for summons for street trading issues outside the ground prior to the game.

A police presence was again employed for this game.

Domestic Cricket Events

Throughout the 2016 season, Lancashire County Cricket Club took part in the domestic First Division of the SpecSavers County Championship, the Royal London One Day Cup (RLODC) and the NatWest Blast t20 competition.

On the field of play things proved to be a little demanding but the team consolidated their position in the first division of the county championship with a 7th place finish, preserving their status in the top flight..

In the RL50 one day cup the team failed to emerge from the group stages.

In the NatWest Blast t20 Competition the team failed to qualify from the group stages.



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Conclusions

Once again all those involved with the Stadium Safety Management have experienced an extremely busy, varied and challenging year.

The overall spectator attendance for cricket games hosted at the stadium in 2016 was 149,824.

Excluding international cricket matches the total attendance for domestic games was 85,449 spectators.

If we break down the attendances for the 2 One Day / Limited Overs competitions, we find that a total of 39,543 persons attended the t20 games, a reduction of 6,300 from the previous year, however one less fixture was played and the average attendance of 5,649 was only a reduction of 166 from the previous season. For the Royal London One Day Cup competition, a total of 5,199 people attended games at Emirates Old Trafford.

Attendances at the longer form of the game increased by almost 16% over that of the previous season with a total of 38,035 people viewing SpecSavers County Championship games.

A new format of the cricket game was inaugurated this year in the guise of the KIA Women's Super League, a t20 style competition held during the summer months with one league and one friendly match being hosted at Emirates Old Trafford.

Both the stewarding and event day medical operations are constantly monitored to ensure that the exacting standards previously attained are maintained and, where possible, further improved.

Liaison and co operation with the Local Authority, Police, Fire and Rescue, and Health Authorities continued and relationships are strong and areas of responsibility are clear.

The liaison with the local Police has continued and the sharing of information has proved to be advantageous to both parties. During 2016 the police, by agreement, were only present the international fixtures. We continue our 'open door' policy for members of the management and Special Events Office to attend any fixture to monitor and advise as they see fit. We expect this arrangement to continue into and beyond the 2017 season.

29 persons were ejected from the ground during the season for a variety of breaches of the Conditions of Entry to the ground and Ground Regulations. A total of 8 people were arrested during the season, 5 of which were detained outside the ground for street trading offences, one for assault on a steward and 2 for drunkenness.

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Throughout the Cricket season the medical team treated a total of 83 people during match days for injuries or illnesses. Only 2 of the total number needed to be referred to hospital for further treatment and all were subsequently released to their homes.

Responsibility for Fire Prevention and Safety Regulation on match days continues to be allocated to a dedicated team from within the 'In House' and G4S stewarding presence. This process has proved to be successful with no fire alarm activations during cricket games being recorded.

All fire fighting equipment is checked by this same team on match days supported by the security team on non-match days. This process ensures that all equipment is in place and fully serviceable. Records of these checks are made and kept. The fire alarm systems are checked weekly throughout the year to ensure their efficiency supported by unannounced drills.

As previously mentioned training will always remain a foundation of the Lancashire County Cricket Club match day safety management policy.

Match day Incident Reports submitted by safety personnel add to the extensive match day information available to Lancashire County Cricket Club safety management ensuring effective monitoring, assessment and resolution, where necessary, of issues associated with spectator safety.

We continue with our commitment to sharing information with Trafford Borough Council and allow officers real time access to relevant sections of the Lancashire County Cricket Club Event Management Portal which allows the officials of the Council to interrogate information relating to events without the need to contact individuals at the Club. This process has focused the needs of both the Club and Trafford Borough Council to inform and direct improvements in safety and business development.

Sports Ground Safety Authority (SGSA)

The SGSA did not visit the stadium during the 2016 season having previously visited during the 2014 season and found that the facilities of the club to deal with the hosting of major cricket matches being some of the best in the country.

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Objectives for 2017

The Safety Management team at Lancashire County Cricket Club has set the following objectives for 2017.

1. Successful integration into the sporting environment of the Hilton Garden Inn, Emirates Old Trafford.
2. The continued development of the KIA Women's Super League format.
3. To host high capacity concerts following the opening of the Hilton Garden Inn, Emirates Old Trafford.

Daniel Gidney
Chief Executive Officer
Lancashire County Cricket Club Limited