

Annual Post-Season Spectator Safety Report  
2017



# Lancashire County Cricket Club

**ANNUAL POST SEASON SPECTATOR SAFETY REPORT**

**Season 2017**

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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 2017 Cricket Season.

### **The Safety Management Team**

The Safety Management Team remained very much as it was for the previous, 2016, season with Mr Anthony Mundy at the helm in his position as Director of Operations, Mr Ian Aspey as Stadium Safety Officer, Mr Dan Brown in his role of Head of Operations and assisted by Mr Geoff Trim (Maintenance Manager), Mr Nathan Mellor (Technical Support Manager) and Miss Sarah McManus and Miss Alice Kellaway (Events and Projects Managers).

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

Early in the year Mr Michael Hewson was appointed as General Manager of the new Hilton Garden Inn Emirates Old Trafford which opened in early September after completion of the redevelopment and transformation of the former Old Trafford Lodge. The Hilton Garden Inn Emirates Old Trafford forms part of the Matchday accommodation at the ground and is therefore now included as part of this report.

Miss McManus continues her training to attain Level 4 NVQ status in Spectator Safety Management, a qualification which is expected to be attained prior to the commencement of the 2018 cricket season.

The Club acknowledges and appreciates the contribution made by the enforcement officers of Trafford Council during 2017, whose support is invaluable.



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

### **The stated Aim and Objective for the 2017 cricket season were:**

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.

### **Progress**

1. The development of the Hilton Garden Inn Emirates Old Trafford was delayed from the original plan due to a number of reasons, none of which were related to the safety or operation of the site but the unpredictability of the development process to a World class accommodation. The Hotel opened for its purposeful business on 1<sup>st</sup> September 2017 but did operate on a reduced basis for the first three days of the England v South Africa Test Match, 4<sup>th</sup>, 5<sup>th</sup> and 6<sup>th</sup> August. During this period rooms on the 3<sup>rd</sup> floor of the building were utilised as Hospitality Suites as was a single room and the terraced area on the first floor. This first use passed without issue and proved that the facility will be a major attraction for corporate guests for major events in the future.
2. The Kia Super League, as it is now called, progressed during 2017 with three home games being played by the Lancashire Thunder. One of these games was held at Emirates Old Trafford and formed a televised 'double header' with the Lightning v Rapids on the same date. The game passed without incident and proved that the ground is capable of hosting two games played by teams from different genders with the additional requirements of TV and Anti-corruption stipulations being fully complied with.
3. Very much as above, the Hotel remained in its development stage during the concerts held at the ground and so this item was not addressed during 2017 but will remain as a goal for 2018.

### **Conclusion**

The Club Management are satisfied that they have suitably demonstrated to the Regulatory Authority that they have successfully attained 2 out of the 3 Aims and Objectives set and that the outstanding issue will be addressed during 2018.



## **Pre-Season Issues**

### **Terrorist and Security Issues**

As in previous years, National Terrorist and Security issues prior to and during the 2017 season were considered as an integral part of the planning process for events at Emirates Old Trafford Cricket Ground.

Unfortunately, due to the tragic events of 22<sup>nd</sup> May 2017 at the Manchester Arena, many of the original plans had to be revised but, thanks to the meticulous nature of the original procedures, these necessary alterations could be made in a short period of time to the satisfaction of all involved, Trafford Council, Greater Manchester Police and the Club.

The season commenced with the 'Threat Level' at 'Severe' in relation to International Terrorism and 'Substantial' in relation to Irish Republican issues but was raised on 23<sup>rd</sup> May to 'Critical' before reversion to 'Severe' and a repeat situation after the events in London on 15<sup>th</sup> September when a 'critical' level was in place for 48hrs, just prior to the holding of the 1<sup>st</sup> ODI, England v Wes Indies on 22<sup>nd</sup> September. All operations at the ground reflected the increase in threat level and were carried out with the involvement and advice of the police being paramount.

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.

In a departure from the practices of recent years, the Club did not request the services of GMP POLSA teams to conduct searches of the Players Dressing Rooms as this was deemed unnecessary by the authorities, a visual search by trained personnel from LCCC staff being utilised in their place.

### **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 2017 season. The Computerised Event Management System remains accessible by nominated officers of Trafford Council which gives a real-time overview of what is happening at the ground and in preparation for events.

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



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### **Stadium Capacity Issues**

A temporary stand was erected to facilitate crowd attendance for both the Test Match and One Day International games, the former between England and South Africa and the latter between England and the West Indies. The facility was also used for the Lancashire Lightning v Yorkshire Vikings NatWest Blast game. The stand had an ultimate capacity in excess of 8,500 persons raising the available capacity of the stadium to almost 24,000 people.

The stand was considered a successful investment by the Club and a similar construction will be considered for the One Day International and IT20 matches of 2018 between England and Australia and England and India respectively.

### **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 2017 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 2017 but were limited to presence for major cricket matches (domestic NatWest Blast and International Test and ODI 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 2017 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 qualified to NVQ Level two in both Spectator Safety and Customer Service.



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### **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.

### **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:



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Courteeners Concert, 27<sup>th</sup> May 2017

4<sup>th</sup> Investec Test Match between England and South Africa, 4<sup>th</sup> to 8<sup>th</sup> August 2017

As things transpired, two additional concerts were held at the ground during the summer and both attracted a large police presence as did the originally planned concert event, due to the previously mentioned events of 22<sup>nd</sup> May.

The NatWest One Day International between England and the West Indies held on 19<sup>th</sup> September was held as 'Police Free' with the agreement of the police and other authorities.

### **Stadium Usage**

A full complement of fixtures took place at Emirates Old Trafford. This included 6 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. 2 Royal London One Day Cup fixtures were played at Emirates Old Trafford, two further games being played at Blackpool and at Liverpool. 6 of the 7 home games in the NatWest Blast t20 competition games were played at Emirates Old Trafford, the remaining game being played at Liverpool..

In addition to the above, a single Kia Super League was played at Emirates Old Trafford the two other home fixtures being played at Blackpool and Liverpool.

The ground also hosted a 2<sup>nd</sup> XI League fixture.

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 47. One game (the Test Match) concluded a day early, the SSCC game v Essex saw no play on day one of four, the NWB game v Nottingham Outlaws was abandoned without a ball being bowled and the NWB game v Foxes was moved to Liverpool at short notice in order that the Radiohead concert could be accommodated at Emirates Old Trafford reducing the days of use to 44 for cricket events

The weather was not too friendly, as expected in Manchester, with 19 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.



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**4<sup>th</sup> Investec Test Match, England v South Africa**

This game was played between Friday 4<sup>th</sup> and Monday 7<sup>th</sup> August 2017, the fifth day, 8<sup>th</sup> August, was not required due to an early England victory.

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 54,830 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 made during the game.

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 generally excellent. 18 persons were ejected over the four days, all for breach of the Conditions of Entry or anti-social behaviour issues.

37 persons were treated by the medical team during the event with 4 people being taken to hospital for further investigations. All the treatments were for illness.

**1<sup>st</sup> Royal London One Day International, England v West Indies**

This game was played on Tuesday 19<sup>th</sup> September 2017.

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 11,886 people.

After a delayed start due to a wet outfield, the game passed without major incident. 8 persons were treated by 1<sup>st</sup> 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 and a total of 4 persons were ejected from the stadium for breaches of Ground Regulations / Anti-Social behaviour.

This was a Police free game.



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### **Domestic Cricket Events**

Throughout the 2017 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 improved in the first division of the county championship with a 2<sup>nd</sup> place finish, preserving their status in the top flight..

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

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

### **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 2017 was 148,841.

Excluding international cricket matches the total attendance for domestic games was 70,616 spectators.

If we break down the attendances for the 2 One Day / Limited Overs competitions, we find that a total of 40,057 persons attended the t20 games, an increase of 6,300 on the previous year, with one less fixture being played and one being abandoned without a ball being bowled, the average attendance of 8,011 saw a healthy average increase of 2,632 from the previous season. For the Royal London One Day Cup competition, a total of 3,115 people attended the 2 games at Emirates Old Trafford.

Attendances at the longer form of the game decreased by 3.3% over that of the previous season with a total of 27,583 people viewing the 6 SpecSavers County Championship games, one less game than the previous season.

The KIA Super League, a t20 style competition continued during the summer months with one league fixture being hosted at Emirates Old Trafford between Thunder and Stars. This game took place immediately prior to the Lightning v Rapids NWB game.

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.



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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 2017 the police, by agreement, were only present the Test Match. 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 2018 season.

24 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. No people were arrested during the season.

Throughout the Cricket season the medical team treated a total of 54 people during match days for injuries or illnesses. 6 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.

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**Sports Ground Safety Authority (SGSA)**

The SGSA visited the stadium on the evening of the Lightning v Vikings NWB game. Mrs Sue Storey, senior SGSA Inspector and the lead Inspector for Cricket conducted this assessment of the ground. I attach a copy of her report and replicate her conclusion:

Overall there were no major issues of concern and I was impressed with the standard and commitment to safety management at the venue.

The .previous SGSA visit to the ground was for the same fixture on 6<sup>th</sup> June 2014.



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### Concerts 2017

The original plan for 2017 was to hold only one concert event at the ground, The Courteeners on the evening of Saturday 27<sup>th</sup> May, a date that also clashed with the FA Cup final being played at Wembley stadium which had required additional contingencies during the planning stages of the event in case either of the two Manchester teams were involved in the game. As it turned out neither was but other matters focused the concerns of the Operations team prior to the day.

As mentioned earlier in the report, the tragic events of 22<sup>nd</sup> May 2017 when 22 people were killed and scores injured in the terrorist attack on the Manchester Arena raised the 'Threat Level' nationally, although briefly, to 'Critical' but it was prudent to respect the raised level locally due to the close proximity of the previous incident and for public reassurance.

The event attracted a total attendance of 47,589 persons who were, in the main, extremely well mannered. Stewarding and security within the stadium was enhanced to reflect the concerns as outlined above and a 100% search regime was adopted on all persons entering the stadium. There was a large and increased police presence outside the stadium supplemented by G4S stewarding in excess of that normally employed for a concert event at the ground.

At the event, 25 persons were ejected from the stadium with no arrests taking place, 45 persons were treated by the medical team, 7 of which were taken to hospital for further treatments.

This was a major event which passed without serious incident and showed the capabilities of the venue to host such high profile concerts.

On Monday 29<sup>th</sup> May the ground was approached by promoters with a view to holding a charity concert event on the following Sunday, 4<sup>th</sup> June 2017 in aid of the victims of the Manchester Area terrorist attack. The event was to be called the One Love Manchester concert and was to be hosted by Ariana Grande, the artiste who had been performing at the Manchester Arena on the night of the attack, and to include many high profile acts from across the world to perform with her and also to include many people who had been in attendance at the original concert including some of those who had been injured and relatives of those who had been killed.

The ground was honoured to accept the event and an extremely intense week of preparation took place to ensure that the event passed safely and successfully. This period included many Multi-agency planning meetings involving Trafford Council officers, TfGM, the Police and Manchester United who generously re-arranged to an earlier kick off time a game that was also to take place on that day.

The event took place without incident and was attended by 47,106 people. 44 people were treated by the on site medical teams, no one was taken to or referred to hospital. 10 persons were ejected from the stadium for anti-social behaviour and 2 persons were arrested outside the venue.



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In addition to those who attended this event, an estimated world-wide audience of in excess of 310 million viewed the concert and a substantial sum on money was raised to benefit those affected by the events of 22<sup>nd</sup> May.

Once again, this event proved that the stadium is capable of hosting major events in safety and to the credit of the Borough of Trafford and all those involved. The stadium has benefitted by being presented by a number of awards both nationally and internationally in relation to the hosting of this concert.

Due to the inability of the Manchester Arena to host major events during this period, the stadium was again approached by promoters to host a concert by Radiohead on the evening of Tuesday 4<sup>th</sup> July.

Again the stadium accepted the request and the event attracted an audience of 33,233. The event passed without issue with 9 persons being treated by the medical teams with no hospital referrals and 2 persons being ejected from the stadium for breaches of the Conditions of Entry.

A total of 127,928 people attended the three concert events held at the stadium during 2017, each was which was held under very difficult circumstances. However, it is safe to say that each passed without major incident.

The Club acknowledges the contribution made by Trafford Borough Council, its officers and officials, the Police and other authorities in enabling it to complete these events to the credit of all.



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**Objectives for 2018**

The Safety Management team at Lancashire County Cricket Club has set the following objectives for 2018.

- 1 Successful integration into the sporting environment of the Hilton Garden Inn, Emirates Old Trafford. (Carried over from 2017)
- 2 To host high capacity concerts following the opening of the Hilton Garden Inn, Emirates Old Trafford. (Carried over from 2017)
- 3 To enter and continue the planning phase for the 2019 Cricket World Cup with the ICC, ECB and Regulatory Authorities including Trafford Council and the Police

***Daniel Gidney***  
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Lancashire County Cricket Club Limited

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