

Annual Post-Season Spectator Safety Report
2014



Lancashire County Cricket Club

ANNUAL POST SEASON SPECTATOR SAFETY REPORT

Season 2014

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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 2014 Cricket Season.

The Safety Management Team

The Safety Management Team underwent a number of changes prior to the commencement of and during the 2014 County Cricket Season.

Mr Richard Mulcaster, the Venue Event and Safety Manager, left the Club prior to the commencement of the 2014 cricket season.

Mr Dan Brown was appointed Engineering Manager assuming responsibility for the build environment and all matters relating to the maintenance of buildings and facilities.

Mr Adam Pearson was appointed Special Events Manager with responsibility for the progress of matters outside what would normally be required for routine matches within the stadium.

Mrs Lucy Hayes assumed the role as Operations Manager.

Mr Terry Watson left full time employment by the club, vacating the role of Facilities Manager at the beginning of May 2014 but retaining a role as Operations and Event Consultant on a part-time basis until the conclusion of the 2014 season.

Mr Watson's previous responsibilities were then shared between Mr Brown, Mrs Hayes, Mr Pearson and Mr Ian Aspey, Stadium Safety Officer.

For Match and Event day operations, Mr Aspey undertook the role of Safety Officer supported by Mrs Hayes and Mr Pearson, both of whom are undertaking training towards attaining a Level 4 NVQ in Spectator Safety Management.

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



Review of the Progress of the Aims and Objectives for 2014 Season

The stated Aim and Objective for the 2014 cricket season were:

Objectives

1. A further review of the Stewarding Operations at the Club with the initiative of using Honorary Stewards for duties within the stadium being commenced this year.
2. Integration of a 'Pay on Foot' car parking system at the ground for day to day and Matchday operations.
3. Introduction of an inner fence line to separate the stadium bowl from the car parks and non-match areas of the ground.

Progress

1. A further review of the Stewarding provision took place. As a result the Club appointed a number of 'Honorary Stewards' who were fully integrated into the Stewarding Operation on a Matchday. Two of the originally appointed Honorary Stewards were subsequently absorbed into the 'In House' stewards to replace leaving staff. The initiative has been a success and further recruitment will take place prior to the 2015 season.
2. The Pay on Foot car parking system went live mid-June 2014 and has been successful on both Match and non-match days.
3. The inner fence line has been put into place in the guise of a fully removable galvanised metal framed fence containing a number of access gates all of which can be removed and re-instated within a short period of time.

It is worth mentioning that both the implementation of the Pay on Foot car parking and the construction of the Fence Line have had the added bonus of increasing the security of the site.

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.

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Pre Season Issues

Terrorist and Security Issues

As in previous years, National Terrorist and Security issues prior to and during the 2014 season were considered as an integral part of the planning process for events at Emirates Old Trafford Cricket Ground.

The season commenced with the 'Threat Level' at 'Substantial'. However the 'Threat Level' was raised to 'Severe' on 29th August 2014 and all operations were subsequently reviewed and, where necessary, additional procedures put in place. Operations at the Club for all events reflected the threat assessment in place at the time.

The Club continues its association with GMP Counter Terrorism Unit and Dedicated Search Unit 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.

The Club has also undertaken a full audit of facilities and processes by the Counter Terrorist Unit of GMP under the new national guidelines and continues in its endeavour to meet the standards set by the unit.

8 members of the Match day management team have now completed instruction under Project Griffin and this number will be increased to include Hospitality Managers and other responsible members of the team as soon as places for the training are available.

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 both the One Day International and the Test Match 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 2014 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.



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Stadium Capacity Issues

A temporary stand was erected to facilitate crowd attendance for both the One Day International, England vs Sri Lanka and the Test Match, England vs India. This stand had a capacity in excess of 4,000 persons but was used only for the two nominated games.

This stand was considered a successful investment by the Club and a similar construction will be erected for the t20 game, England vs New Zealand and the two One Day International fixtures, England vs Australia, in 2015.

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 for 2014 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 2014 and included a proportion of the Car Parking operations and event gate supervision and site supervision.

As indicated earlier in this report, the Club continued to employ a number of 'In House' stewards during the 2014 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.

Steward Training

G4S continued to provide all of the clubs stewarding and security needs in support of the In House staff outlined above.

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.



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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.

Likewise, 'In House' stewards are required to hold a Level 2 NVQ as a minimum no matter what duty they are allocated with an insistence that supervisors hold a Level 3 or are undergoing training to attain the same.

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. Furthermore, the Club has extended the prohibition to 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, negotiations took place with the police on which games and events would attract a police presence. This was confirmed as follows:

The 4th Investec Test Match between England v India, 7th to 11th August 2014.

Both the Club and the local Police were under considerable pressure from the ECB and National Police Coordination to employ a Police presence for the One Day



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International, England v Sri Lanka, however local knowledge and assessments prevailed and the match progressed as 'Police Free'.

Stadium Usage

A full complement of fixtures took place at Emirates Old Trafford. This included 7 LV=CC Division one fixtures with one game being played at Liverpool. The latter fixture does not form part of this report as not being under the control of Trafford Licensing. 4 RL50 fixtures were played at Emirates Old Trafford as were the 7 NatWest Blast t20 games.

Due to the continued redevelopment of the stadium it was not possible to host concerts or other outdoor events of any significance during 2014.

The stadium arena was in use for a total of 45 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 45.

As with the previous summer, that of 2014 was relatively friendly from a weather perspective and this resulted in 26 full days of play being held at Emirates Old Trafford with the others either being delayed or interrupted by rain and 2 being lost due to an early finish thanks to a quick victory by the England team in the Test Match against India.

The continued regulation from the ECB to allow the use of flood lights during LV=CC games also assisted in allowing games to progress when otherwise they may have been curtailed by bad light.

4th Investec Test Match, England v India

This game was scheduled to be played between Thursday 7th and Monday 11th August 2014 but in the event the game lasted only three for the planned 5 days.

The entire stadium was made available for occupation by customers including the temporary structure nominated as D stand housing in excess of 4,000 persons.

A total of 45,187 persons attended the 3 days of the fixture.

A police presence was employed totalling 12 officers of various ranks and designated duties for each day. A total of 7 arrests were made by police, all outside the stadium for various street trading offences. No arrests were made inside the stadium.



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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 on the whole excellent. Only 2 ejections were made during the 3 days, both for breaches of the Conditions of Entry, anti-social behaviour issues.

A total of 44 persons were treated by the medical team over the 3 days, none of whom were taken to hospital.

2nd NatWest One Day International, England v Sri Lanka

This game was played on Wednesday 28th May 2014 and attracted a crowd of 10,025 persons.

The entire stadium was again made available for spectator occupation on this day.

The game passed without incident. No persons were treated by the First Aid team.

The Stewarding operation responded to the requirements of the ICC and ECB and their presence prevented any breaches of the protocols required by the governing bodies. No persons were ejected from the ground.

This game progressed as police free.

Domestic Cricket Events

Throughout the 2014 season, Lancashire County Cricket Club took part in the domestic First Division of the league Championship (LV=CC), the Royal London One Day Cup (RL50) and the NatWest Blast t20 competition.

On the field of play things were a little disappointing with relegation from the first division of the LV=CC being confirmed at the conclusion of the final day of the season.

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

In the NatWest Blast t20 Competition the team qualified through to Finals day and progressed only to be beaten in the final game.



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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 2014 was 144,895.

Excluding international cricket matches the total attendance for domestic games was 89,683 spectators.

If we break down the attendances for the 2 One Day / Limited Overs competitions, we find that a total of 49,614 persons attended the t20 games and 8,622 the RL50 competition.

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 to be strong and the sharing of information has proved to be advantageous to both parties. During 2014 the police, by agreement, were present only one of 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 2015 season.

The Club, in conjunction with the Police, Local Authority Trading Standards, HM Revenue and Customs and the Department of Work and Pensions continued with their previous initiative to counter the actions of ticket touts at major international fixtures. This initiative has been hailed as an example to all cricket grounds throughout England and Wales in combatting the provision of tickets to touts by using street trading regulations initially and then utilising the skills of both HMRC and DWP in preventing fraud by those claiming to be unemployed. Of the 7 persons arrested for street trading offences, all were successfully prosecuted for the primary offences and a number had either sanction or other requirements placed on them from the government agencies.

In addition to the 7 arrests outlined above, 15 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

Throughout the Cricket season the medical team treated a total of 18 people during match days for injuries or illnesses. Only 1 of the total number needed to be referred to hospital for further treatment.



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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 only 2 fire alarm activations during cricket games being recorded (both false alarms) which served to successfully test the processes involved

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 BC and allowed them 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 BC to inform and direct improvements in safety and business development.

Sports Ground Safety Authority (SGSA)

The SGSA conducted their annual inspection of the ground and procedures during the evening of the Lancashire Lightning v Yorkshire Vikings NatWest Blast t20 fixture on Friday 26th July 2014. A thorough inspection took place led by the Senior Inspector, Mr Rick Riding supported by Mr Ken Scott. The conclusion of the report read as follows:

Overall the inspection team was extremely impressed with the commitment and understanding of safety and security issues at the ground. The safety management team at Old Trafford has developed excellent match day arrangements and these are supported by a high quality Operations Manual and Compliance management software (Lantec).

The match Control Room is an effective environment for managing issues and incidents during matches. There is a clear culture of safety that runs through the club from the Chief Executive to all staff employed at the ground, they also demonstrated continuous development of these issues and were able to show improvements year on year.

The Inspection team made a total of 5 recommendations for the Club to follow (all minor) and all have been addressed and implemented.



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Objective for 2015

The Safety Management team at Lancashire County Cricket Club has set the following objectives for 2015.

1. The successful hosting of major concert events during the year to the expected capacity of 50,000 persons
2. The successful implementation of 'Friday Night Live' initiative to expand and compliment the hosting of the newly launched NatWest Blast t20 competition.
3. To successfully progress with a 'Police Free' International fixture

Daniel Gidney
Chief Executive Officer
Lancashire County Cricket Club Limited