

LOCAL CREW / STAGE HANDS, STEWARDS, SECURITY AND DRIVERS

The role of local crew (also referred to as stage hands) is to provide manual labour and assist the technical crew with the loading and unloading of equipment trucks build up and breakdown of the show or event, they are usually provided by crewing companies, local crew are also used to assist the "back-line" technicians with equipment changes between acts. Local crew companies also provide "specialists" such as plant operators (forklift trucks, tele-handlers, cherry pickers and scissor platforms), "steel crew" (for staging work), follow spot operators and runners.

Local crew/stage hands as well as truck or bus drivers are often requested to act as "truss follow spot operators, these are follow spots located on the lighting trusses that must be assessed by flexible ladders or a similar system. It is now generally agreed that local crew and drivers should not undertake such tasks as they are almost certainly not insured, trained or equipped to carry out such tasks. It is not acceptable to issue PPE for work at height (such as harnesses and helmets) on a shared basis, PPE is PERSONAL Protective Equipment, the continued adjust of harnesses is not recommended and has an adverse effect on the equipment, helmets can carry infection etc. PPE must always be issued new to one individual who then takes responsibility for it, it should never be shared. Local crew/Stage hands should not be asked to work at height unless they have suitable training and experience, are covered by suitable insurance and are properly equipped. Some local crew /stage hands are trained, experienced, insured and equipped to use ladders, steps, trestles, Tallscopes etc.

Runners are usually allocated to carry out shopping trips or "runs" for the catering crew and the production crew, they are required to provide a vehicle (car or van) as specified, they will need a good local knowledge of the area around the venue particularly shops and supermarkets, Post Office, chemists, music equipment shops, dry cleaners, DIY stores etc. Local crew companies must ensure that staff used as runners are insured to drive for business purposes and not simply social, domestic and pleasure.

Because local crew work under supervision, do not provided tools or materials and work for hourly or daily rates and probably do not hold their own Public Liability Insurance, they are almost always deemed as "employees" (as opposed to self-employed) by the HM Revenue and Customs (IR 56 Regulations). The majority of local crew companies are now fully aware of this situation and ensure their crew are now employed "on the books".

Core Skills

Basic Numeracy and Literacy

Ability to perform simple calculations

Keeping of simple financial records

Ability to understand and interpret written material incl. diagrams, plans, schedules and risk assessments.

Safe driving skills (For drivers and plant operators)

Qualifications

Driving License (For runners)

Plant Operator Certificates

Certificate to use Ladders, Trestles, Tallscopes and fall arrest equipment (For those who work at height).

Underpinning Knowledge

An understanding of Health and Safety practice.

A more advanced understand of health and safety practice for those who may work at height or operate plant.

A basic understanding of the production process and the ability to identify the main common items of equipment.

DRIVERS (TRUCKS, VAN, CARS, BUSES AND PLANT)

The live music and events industry uses a wide variety of vehicles, they include specialist trucks (with 45ft. step frame air ride trailer units) down to 7.5 ton trucks (usually fitted with tail gate lifts) to transport the bulk of an artists equipment and the associated production equipment for the duration of a tour or for one off engagements, sleeper busses (often referred to as tour busses or night-liners) for the transport and accommodation of both crew and or artists. These are normally provided on hire complete with drivers from specialist industry transport companies.

Flat bed trucks (often fitted with Lorry Loader Cranes or Hi ABs) are generally used for transporting generators etc., curtain sided trucks usually used for scaffolding and staging equipment, these are sometimes hired (c/w drivers) from transport companies but a number of companies providing these services may own their own vehicles and employ drivers.

Cars and mini busses are normally used for crew and artist transport when accommodation is not required such as when hotels are being used, specialist companies exist that provide (on hire with or without drivers) customised mini buses or vans (commonly known as splitter busses or splitters) for hire to the industry. Artists may require chauffeur driven vehicles.

Plant is usually confined to fork lift trucks, telescopic materials handlers (telehandlers) and Mobile Elevating Work Platforms (MEWPS). Plant operators require specialist training and certification by one of the following recognised training bodies;

- Construction Industry Training Board
- LANTRA National Training Organisation

- The Independent Training Standards Scheme and Register (ITSSAR) is the administrative arm of the Association of Industrial Truck Trainers training accreditation scheme.
- National Plant Operators Registration Scheme
- Road Traffic Industry Training Board

Drivers using Lorry Loader Cranes or Hi ABs will also require training and certification and training by one of the above organisations

Duties

To safely run, manoeuvre, navigate or drive vehicles or mechanised equipment
 Inspects vehicle before and after trips and ensures it is in safe condition before use and that all legal requirements are met in full.
 Carries out routine maintenance such as checking tyre pressures, fuel and fluids.
 Keeps records of vehicle condition and basic maintenance
 Gives directions to crew when loading and unloading vehicles
 Assists in the loading and unloading of vehicles.
 Ensures loads are safe and secure using load restraint bars, straps etc. and that vehicle is not overloaded.
 Always opens truck doors and never allows other to open truck doors unless the vehicle is empty.
 Keeps the vehicle in a clean and tidy condition.
 Tour bus drivers are required to change bed linen on a regular basis and to arrange for dirty linen to be washed (at a laundrette) and returned ready for use.

Qualifications

All drivers must be of suitable legal age and hold the relevant type of Driving License for the vehicle they intend to drive, this may be a standard full license, Heavy Goods Vehicle (HGV) or Public Service Vehicle (PSV) license.

Skills

Perform a variety of general maintenance activities
 Trained in safe manual handling for loading and unloading vehicles
 Read, interpret and apply laws, rules, regulations, policies and/or procedures enter, transcribe, record, store, or maintain information in either written or electronic form
 Have a knowledge of import/export/customs regulations for foreign countries
 Have a knowledge of carnets and possible export/import restrictions on production materials
 To be able to calculate the amount of time equipment will take to travel and clear customs.

Drivers are often required to carry out other tasks, if this is the case all non-driving work hours must be included in daily calculations of hours e.g. for tacho records. Drivers must be trained and insured for these additional tasks and be properly equipped for the tasks.

Underpinning knowledge

Principles, theories, and practices of highway safety and a knowledge of the High Way Code

Applicable laws, rules, regulations and/or policies and procedures

Applicable maintenance methods and techniques

An understanding of Health and Safety practice.

A more advanced understand of health and safety practice for those who may work at height or operate plant.

A basic understanding of the production process and the ability to identify the main common items of equipment.

EVENT STEWARDS/SECURITY, SUPERVISORS, CROWD MANAGERS, PIT CREW, RADIO OPERATORS, C.C.T.V. OPERATORS, RESPONSE TEAMS AND CLOSE PROTECTION OFFICERS

Overview

General

Event stewards and safety stewards very important to the smooth and successful running of any event and are essential members of the security family and subsequently the greater police family. Since the introduction of the Security Industry Authority stewards have been seen as second rate to SIA licensed persons, this is not the case and the role of a steward has evolved to become a profession in its own right.

Employment

As a steward works under supervision, is not responsible for their own working hours, providing their own equipment or insurance this position is not classed as self employed and stewards should be employed by the event stewarding company (operating under the Event stewarding and crowd safety services — Code of practice BS 8406: 2003 and BS 7960: 1999 Door supervisors and stewards - Code of practice). If the steward concerned works for more than one company then the fact they are not self employed does not mean they cannot complete a self assessment tax return and claim back any tax paid at basic rate, this is to be encouraged for all staff who have more than one job.

For those individual stewards assigned to man a remote gate, exit or position where little or no activity takes place the role can be very boring at times as they are often working

alone, but the need to remain in position, diligent and not leave one's post must be fully understood.

Duties

Their main duties of a steward will include;

To enforce the venue entry policy and manage the entrance and exit of its patrons, this may include checking tickets / passes and or carrying out searches of visitors on occasions.

To direct traffic and assist with traffic management.

To give directions and information and respond to general queries and questions from visitors in a polite and helpful manner.

To help prevent prohibited items being brought into the venue, this may include drugs, weapons, cameras and video equipment, alcohol etc.

To be responsible for dealing with all daily paperwork associated with incidents, accidents and staffing.

To undertake other duties as may be assigned by the Supervisor or Manager and which are reasonably consistent with your position.

To actively promote the event as a whole.

Methodology

Prior to an event the Crowd Manager from the stewarding company will carry out a Site Survey and Risk Assessment of the site to calculate manning levels, (also required to provide a client with a quote) assess any potential problems and audience and artist profiles, barrier and pit design, the Crowd Manager will work in close liaison with the Production and Site Manager, Emergency Services, Local Authority and Event Safety Officer as part of the Emergency Liaison Team (ELT), the Stewarding Company will also contribute to the event contingency plans. The Stewarding/Security company will require specialist insure if assets protection is required as part or all of it's duties as well as being supplied (by the Event Organisers) with a full inventory of all assets to be protected.

Operational Management

To report properly prepared dressed for duty one hour before the shift starts and be issued with equipment, take instruction from the Supervisor/Manager and familiarisation of venue, carry out standard safety checks and complete records.

To work closely with all event / venue staff to ensure all operations and events run safely and smoothly.

To ensure visitors and others are provided with a courteous and professional service and that their general queries and complaints are dealt with effectively.

To conduct searches of visitors on arrival or as and when appropriate (Searches must only be carried out by SIA Licensed staff).

To ensure the venue is clear of all visitors before leaving the venue at the end of the event.

To ensure that all venue capacities are strictly observed.

To ensure that any inflammatory incidents are dealt with in a controlled manner, pacify aggression and evict where necessary any such person who compromises the safety or well being of the venue, its staff, contractors and visitors. (Conflict management, restraint and eviction must only be carried out by SIA Licensed staff).

To assist in the investigation of any safety or security incidents and provide reports to enable investigations to reach a satisfactory conclusion

To call and assist the emergency services when required and assist with the administration of first aid as appropriate. (Only qualified First Aiders will administer First Aid).

To assist in any emergency evacuation in the event of fire or similar emergency.

To assist with on site traffic management systems.

To assist with dealing with suspicious and unauthorised objects.

To return and sign in all equipment etc at the end of the shift.

Health & Safety

To assist in protecting the health and safety of all staff and customers during events.

To assist with all necessary venue fire and safety checks are carried out prior to opening.

To assist in the development, implementation and monitoring of health and safety systems and procedures.

To assist in appropriately resolving any health and safety or maintenance issues and to report any outstanding concerns to the Supervisor / Manager.

Qualifications

A steward will require a Security Industry Authority license if:

Security staff and stewards at entertainment venues, concerts, sporting events, demonstrations, festivals, protests, or similar events whose duties are to guard against disorder, protect property and maintain order in general.

Responsible for security, protection, screening the suitability of people entering licensed premises or dealing with conflict on licensed premises open to the public

A license will not be needed if: a steward is working in an official capacity at a public venue or event, but only checking on tickets, giving directions, providing information and assisting the general public, for example, a fire marshal.

While a unlicensed steward may not be directly involved with refusal of entry and direct conflict they still have the right to self defence and may use such force as is reasonable and necessary to protect themselves, members of the public or colleagues from harm.

NCFE Level 2 Certificate for Event Stewards or Level 2 NVQ in Event Stewarding are highly desirable qualifications.

A driving license is necessary for these required to drive as part of their duties (See drivers job description).

These qualifications are only the basics, further training can and should be given by their employers.

A Crowd Manager will require considerable experience over many years in areas such as crowd dynamics, flow rates etc. A Foundation Degree in Crowd Management is now available and highly recommended.

Core Skills

An understanding of Health and Safety practice and the use of PPE.

A basic understanding of the production process and the ability to identify the main common items of equipment.

Communication skills including the correct use of two way radios.

Basic numeracy and literacy skills including keeping receipts and simple financial records and the ability to write reports and statements.

The ability to read maps, plans and schedules etc.

The ability to work as a team member.

Fire Safety and emergency evacuation skills.

The ability to identify suspicious and unauthorised objects and take the necessary action.

To promote Equal Opportunities and not discriminate.

The ability to identify facility and event layout and background.

Identify organisational safety management structure.

Identify different types of event (free; concert; carnival; corporate, inner city; rural; promotional; exhibitions; fairs; indoor, outdoor) and spectator (restless, calm, family groups, happy, aggressive, violent, frustrated, age, gender, special needs and cultural).

Identify cultural behaviour such as moshing, crowd surfing and stage diving and understand the associated dangers.

To be able to identify different types of artist profile and associated audience profile.

To be able to identify over crowded or dangerous crowd conditions (such as crowd collapse) and to be able to understand the methods used to prevent or make safe these situations.

Specialist Stewards

Steward Supervisors will require considerable and varied experience as a steward in addition to leadership, man management skills and the ability to build a close working and disciplined team..

A Steward Supervisor will usually have a group of about twelve stewards under his or her supervision. Stewards will report via their supervisor and the supervisor will be responsible for the safety and welfare of stewards under their control.

Front of Stage Pit Crew

Front of Stage Pit Crew work primarily as a rescue team to assist the audience, identify dangerous crowd behaviour and situations and rescue those in distress or danger.

In addition to the skills of a normal steward, Pit Crew need to fully understand their own responsibilities, working the pit, pit layout and barrier design, specialist manual handling skills, first aid, Show Stop Procedures, crowd v music types, crowd movement, band and crew briefings.

Response Teams

Usually mobile teams of experienced stewards able to rapidly respond to an emergency situation or ejection. Team members may be equipped with hand cuffs for which they must have received specialist training.

Radio Operators

Operate from a radio control room or base, they must possess the ability to log and record information and details of all calls and communications rapidly and accurately, they must have a good knowledge of all procedures and be able to relay information accurately and quickly. The ability to work calmly under stress or in an emergency situation is required together with a full understanding of radio technique, etiquette and the equipment being used. Good literacy skills are required.

C.C.T.V. Operators

Require specialist skills in operating CCTV equipment and relaying information via radio operators to on site stewards or the Police and Emergency Services in certain situations, CCTV operators now require a license from the Security Industry Authority.

Close Protection Officers (CPOs)

Close Protection Officers are also referred to as body guards. They are often self-employed and usually work singularly or in pairs looking after the safety and security of high profile personalities, artists and celebrities, their duties often involving driving their clients and acting as a personal assistant. They are required to have SIA training and be licensed.