

Strategic Programme Example Scenario Championship Boxing

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The SAFE Project has been developed in a partnership between:



Erasmus+



Mind Over Matter
Consultancy Ltd
www.momconsultancy.com

iSSUE

Institut Suisse de Sécurité
Urbaine et Événementielle
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TSC
Crowd Management



Introduction

This document is a ready-made scenario and serves two purposes. The scenario can either be used for one of the modules or it can be used for a template for the facilitator to create their own scenarios.

Scenario-Based Learning is an important instructional tool and is used extensively in our learning in the round programme. It uses an active learning approach to ensure that theory can be turned into practice in the workplace. We use extensive experienced scenarios which the facilitator has been through, providing a parallel and highly relevant learning experience to the participants. Our immersive approach develops a range of skills which can then be applied in similar contexts and environments applying skills learned in the classroom and in venues.

From our facilitator's perspective

The use of lived through scenarios in emergency and crisis management help us to:

- Provide learning which has happened in real life and to identify whether those learning are using multiple perspectives to gain skills
- Support participants with developing parallel learning journeys
- Support the development of behavioural change
- Facilitate and develop, teamwork, problem solving and decision-making skills
- Support the development and honing of our sessions to enable more innovative ways of delivery

From our learner perspective

Such high-level scenario-based learning helps our learners to understand:

- The basis of transferability in skills and enables them to turn theory into practice
- The way in which we create a safe environment in which to succeed or fail both are equally important
- How to work in teams with either their own colleagues or others so that lessons learned can be shared in an open and supportive environment
- How to practice new skills and hone others during a high energy, high risk situation
- How to use others to excel and that the team ethic is important in situations where lives are at risk.



How to use the resource:

The resource comprises two parts, the Presentation, which is used as a background to the scenario and the handbook which shows the slides before they appear. The opening slides set the scene. It identifies the position of a member of each team. The facilitator can provide a range of jobs for the other team members to work in. The context is then set, identifying some of the elements of the major role, the venue and the event.

A film resource is then provided showing the set-up of the venue and the event. The background of the event is then provided. The teams are now ready for the first incident. All facilitators must plan well for the event and have created teams of two to ten sitting around tables together with their roles well established. Give the teams time to introduce themselves and get to grips with the event. You may need to photocopy various elements and to have these at hand for each table. Having plans makes it much more realistic.

An incident flashes up on the screen a timed incident then unfolds. Slide 12 shows exactly where the incident takes place and slide 13 shows a video of the area where the event takes place. Time is then given for table discussion. Do not give too much time and do not give too little. Too much and the teams get bored, too little and the teams lose patience. Between 5 and 10 minutes is usually enough to keep everyone interested.

Incident 2 then takes place at 20.30. Although this is quite violent and there is a red herring thrown in with the no alcohol zone you will have to get the team to refer back to the original layout of the ring to get some sensible answers. The third incident shows an escalation of violence and the teams must not try to concentrate on working on incident two whilst trying to deal with a further incident. Also the facilitator can ask what is happening with the first incident so that they keep all three in mind. The insertion of a twitter message is also a good ploy as it identifies that you need to know if counter twitter messages are going out and to make sure that social media is being monitored. Don't forget you can include a marketing manager in each team which always causes smiles as things get out of hand and they struggle.



Slides 22 and 23 show the problem and these need to be interpreted by the teams properly. Further questions are then asked. Incident 4 takes place with a quick finish and some searching questions about egress and what to keep open.

Once finished a feedback session is needed to capture learnings and to focus on reflecting in relation to the module in which you place this scenario if it is used.





1

WHAT POSITION DO YOU HOLD IN THE ORGANISATION OF THIS EVENT

The **macro-organisation** affects everyone involved in the event – that is, the entire event organisation as well as external co-operation partners such as the police, the fire & rescue service, medical services, and volunteer organisations.

The organisation principle for safety measures at an event can be likened to a cross, with the following organisation:

Event management		
The police, fire & rescue service, medical services, other services	Safety coordinator	Other municipal and volunteer organisations
Safety organisation		
Head of safety	Security guard manager	Medical manager
Safety group manager	Security group manager	Medical group manager
Safety Staff	Security guards	First aid staff

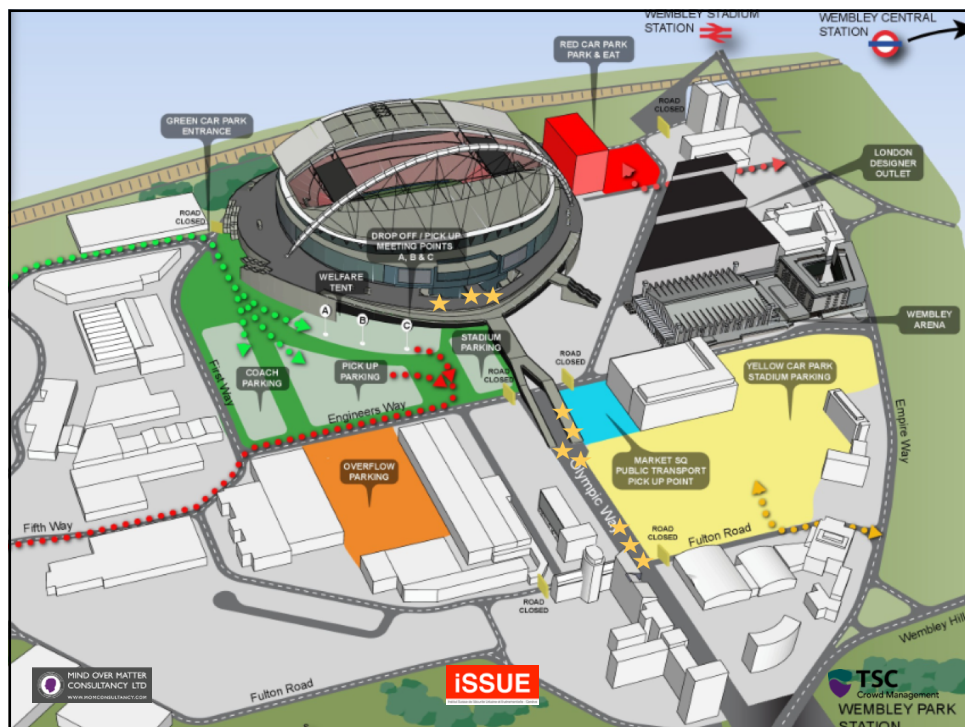
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PRINCIPLES OF COLLABORATION WITH THE AUTHORITIES AND OFFICIAL SERVICES

- ▶ The purpose of the collaboration is to facilitate and coordinate the response to a major incident between the organiser and the emergency services.
- ▶ Each partner should know who to contact based on their decision-making power or their place in the chain of command.

	EVENT	POLICE	EMERGENCY SERVICES	FIRST AID
Management site	Strategic	Equivalent	Equivalent	Equivalent
	Tactical	Equivalent	Equivalent	Equivalent
	Operational	Equivalent	Equivalent	Equivalent

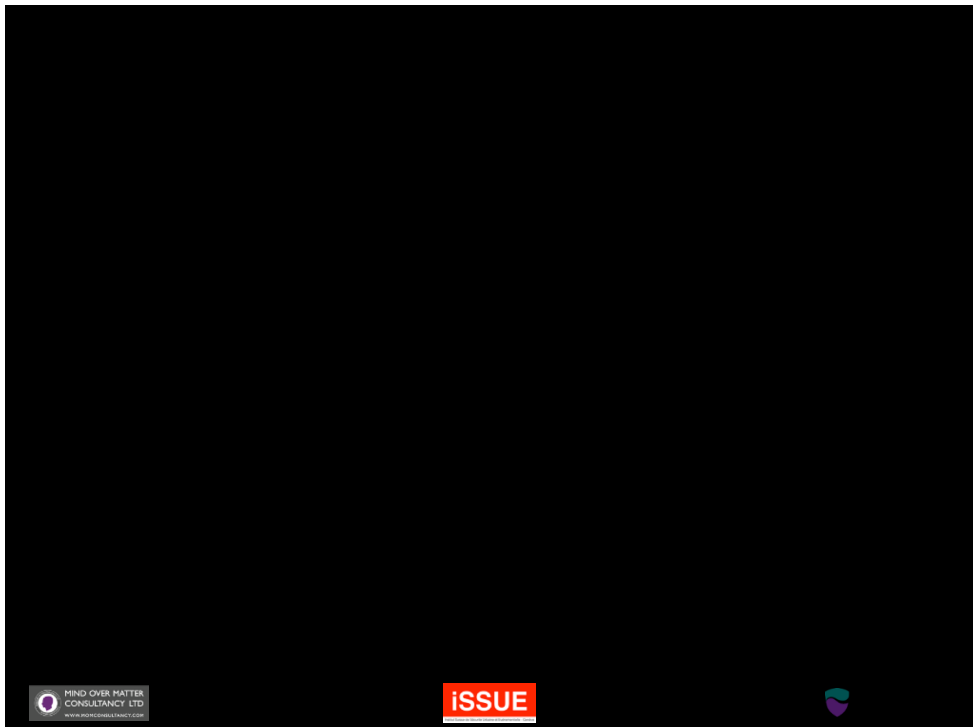
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UNFOLDING SCENARIO AND BACKGROUND

- ▶ This is the first world title fight for some time.
- ▶ The ring set up in the middle of the stadium with seating around it as well as all tiers being open. This creates a capacity of 90,000 in the stadium,

FIGHT CARD

- Joe Cordina vs Jay Carney
- Lawrence Okolie vs Russell Henshaw
- Katie Taylor vs Nina Meinke (WBA Championnat intercontinental des poids légers)
- Luke Campbell vs Darleys Perez (WBA Eliminatoires pour les championnats du monde des poids légers)
- Scott Quigg vs Viorel Simion (WBA Championnat international des poids plume)





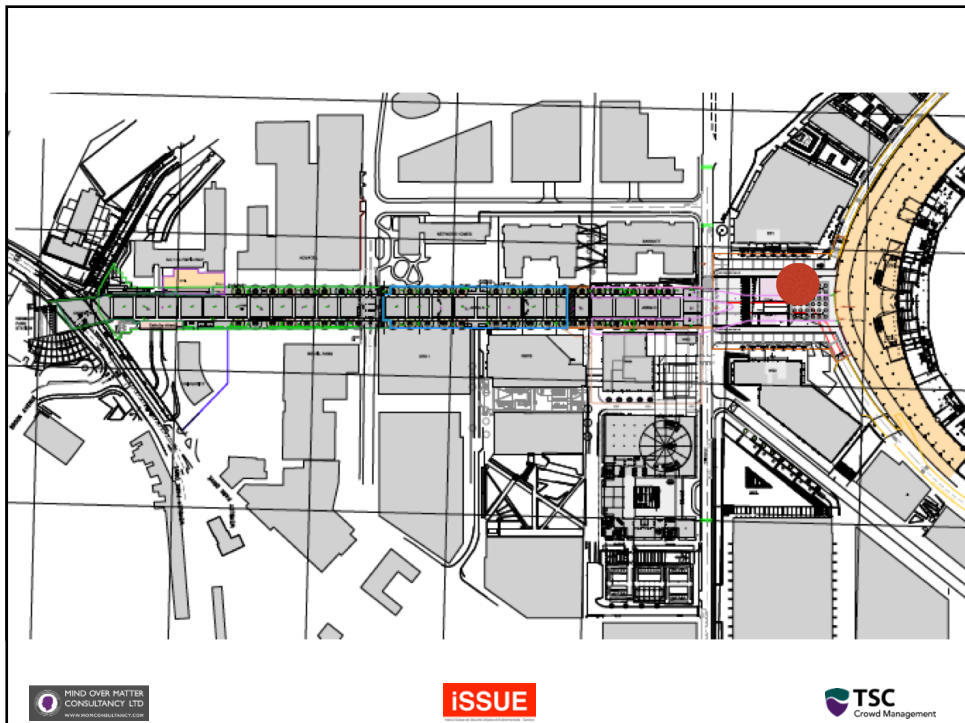
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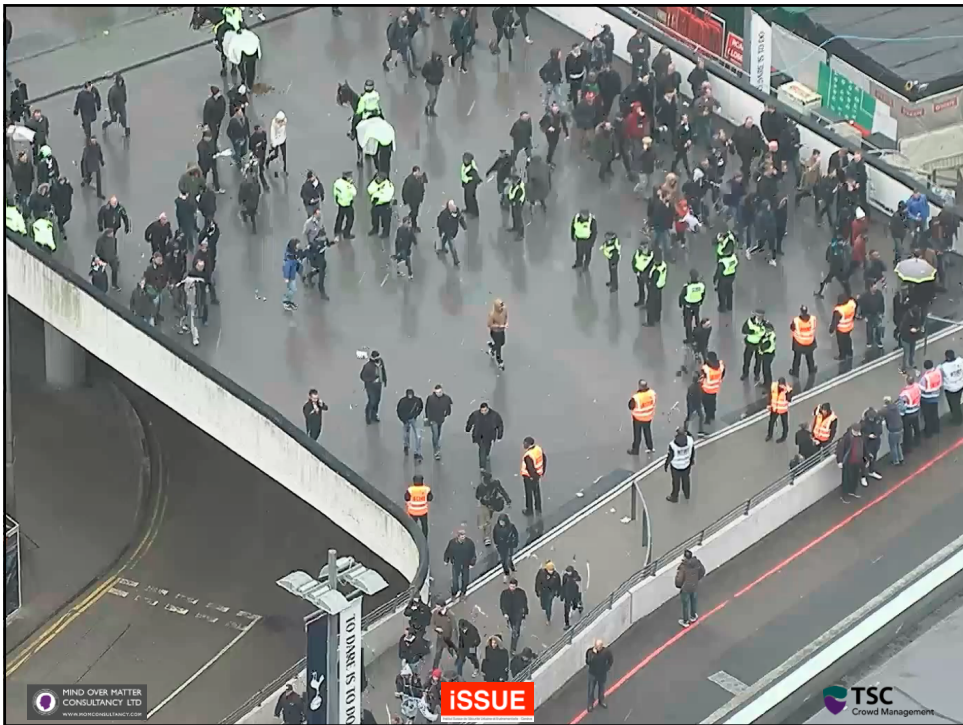


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INCIDENT 1 - 19:25

- ▶ 100s of duplicate tickets have been turning up at the turnstiles and hundreds of dissatisfied customers are on the concourse causing trouble and harassing police and stadium staff as well as those with legitimate tickets. These tickets are coming from an agent in central London and a specific group of people from Bushey near Watford are starting fights on the concourse and up Olympic was as they try to seize tickets from those with legitimate ones.





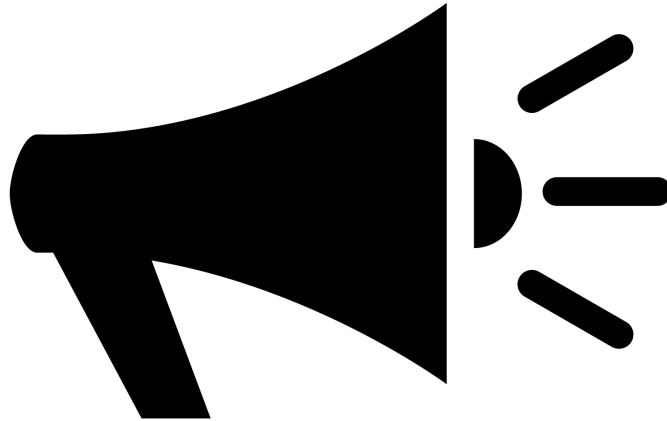
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ERASMUS + SAFE PROJECT EXAMPLE SCENARIO

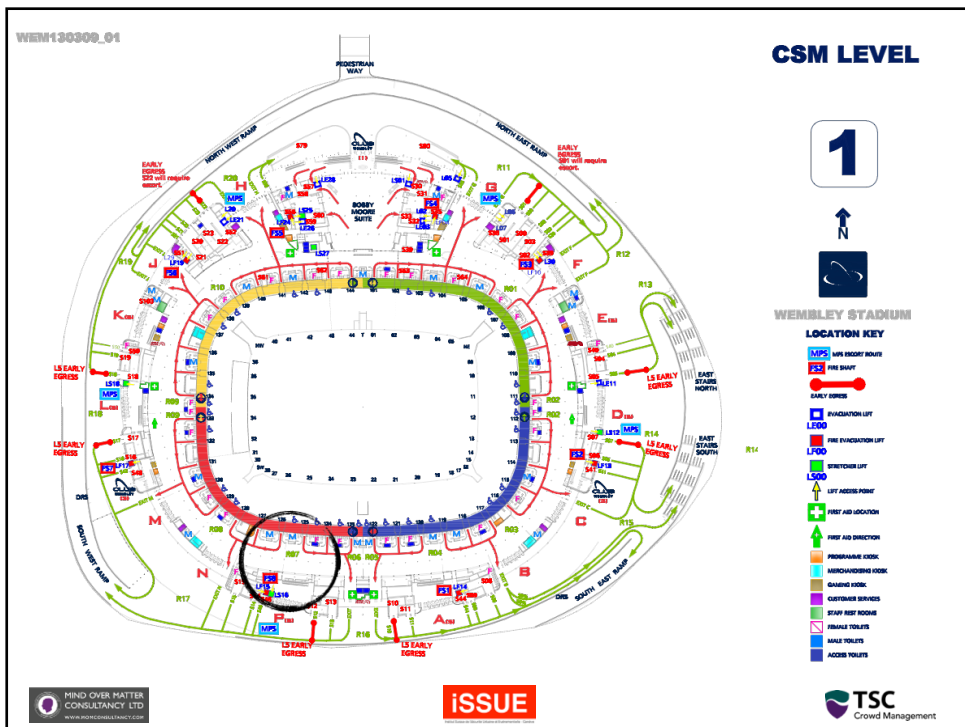
TABLE DISCUSSION 1

- ▶ What actions are taken by each group in the room and how are you working interoperably to solve the problem.
- ▶ Which of the senior managers are involved in this issue and who has primacy over the situation.
- ▶ What are your options.

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INCIDENT 2



INCIDENT 2 - 20:30

- ▶ There is huge support for Campbell in his fight against Perez. Drinks are being thrown into the no drink zone. Fans and the crowd surrounding the ring are becoming disorderly. The fans favourite goes down in the sixth round hit by a knockout punch and violence spills over into the crowd surrounding the ring. Some of them are trying to get into the ring to get at the victorious fighter, whilst other are fighting with opposing fans near to the ring. The white area is a no alcohol zone.

TABLE DISCUSSION 2

- ▶ What actions are being taken by those in the room.
- ▶ How is the issue being resolved.
- ▶ How are you catering for the rest of the fans in the stadium who are becoming anxious with the issues



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INCIDENT 3 - 20:42

- ▶ The fight has spilled over into one of the bars on level 1 (RO7 123 to 127) and fans are trying to make their way to the level above where a large contingent of rival fans have been seen?
- ▶ However, a social media post is received by some of the other fans on level 1 (R10 138 to 141) telling them to go to the bar.

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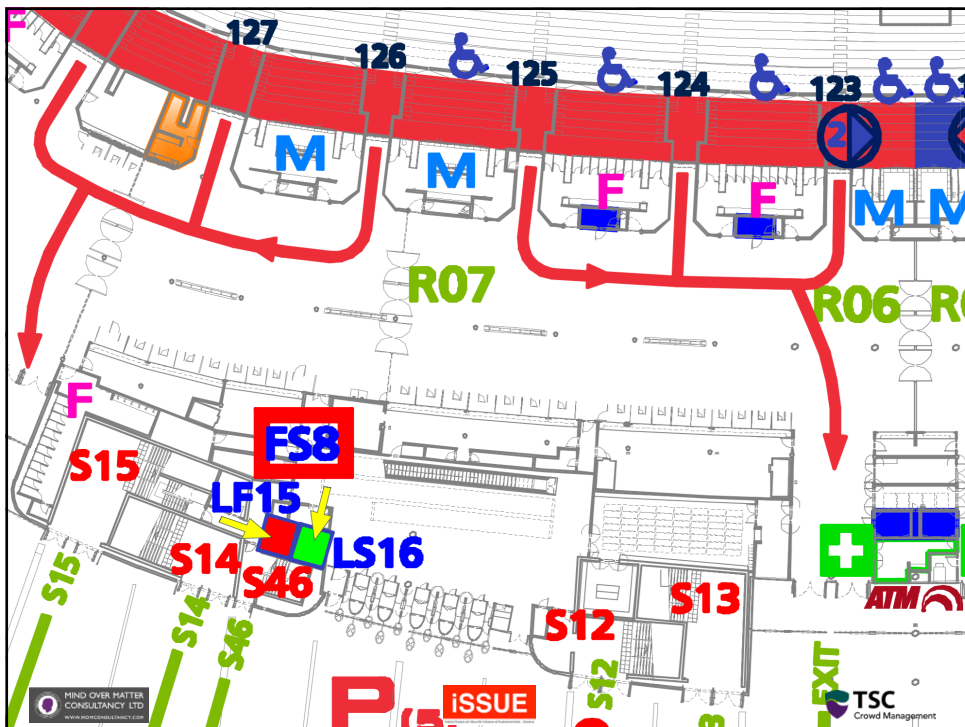
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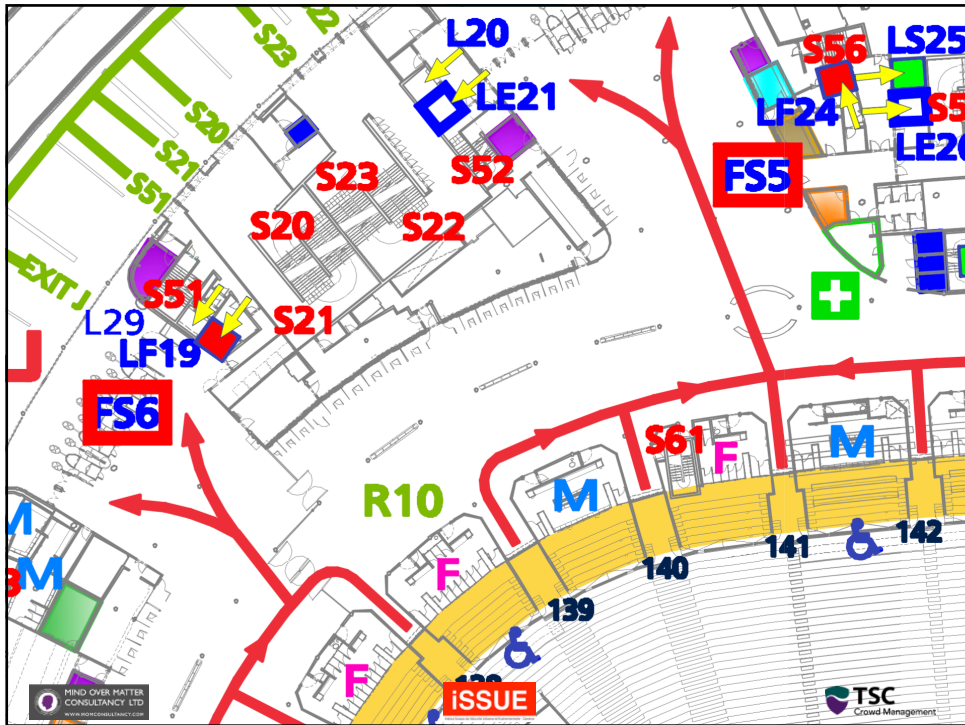
A TWITTER MESSAGE IS RECEIVED

- ▶ [#Come and join us beating up the Klitchco fans by the bars at entrance H.](#)

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TABLE DISCUSSION 3

- ▶ Who is dealing with the issue?
- ▶ What decisions have to be made?
- ▶ How are all of the issues being dealt with?

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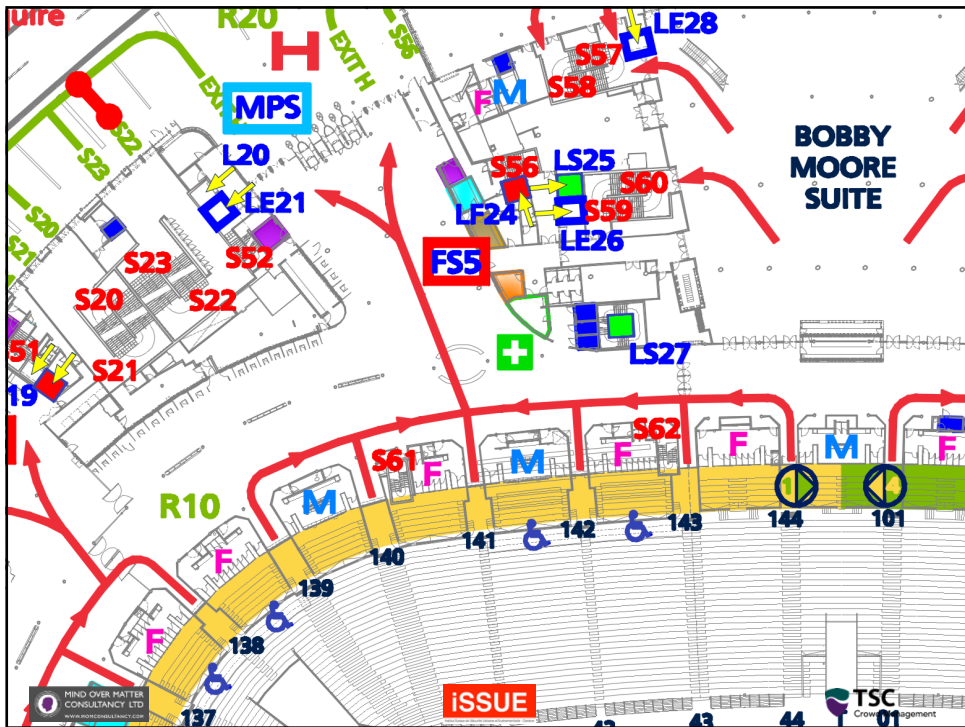
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INCIDENT 4 - 21:30

- ▶ The main event starts on time and after 26 seconds the main contender has been knocked out causing fans to become agitated and wanting their money back owing to the poor fight and quick resolution taking place. Fans start to rush to the exits causing a stampede where several people have fallen and are being crushed at widened aisle140
- ▶ The North West tunnel is MOJO'd off and people are pushing into here thinking that they are going out of an exit. The service road becomes congested.

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TABLE DISCUSSION 4

- ▶ What action do the stewards, security and crowd management teams take?
- ▶ What issues do they have to deal with and which is the most important?
- ▶ Who makes the decision on what to do and what plan comes into action?

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