

Guide to Safety at Sports Grounds

Supplementary Guidance 03: Event Safety Management

Annex C: Control points



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C1.0 Introduction

SG03 C1.1 Overview

Regardless of the type or size of an event, it is the responsibility of the venue management and/or event organiser to provide a control point. This may also be known as the event control room. Such a facility should form the hub of the safety management team's command, control and communications network during an event.

The control point is a multi-agency facility provided by the venue management to effectively manage the safety of the spectators attending an event.

This Annex aims to provide an overview of the design and physical aspects related to the development of a control point. This document should be considered in conjunction with the *Supplementary Guidance 03: Event Safety Management* and the sixth edition of the *Guide to Safety at Sports Grounds (Green Guide)*, which provides further details on the functions, layout, command structure and other considerations.

The contents of this Annex are based on the Football Licensing Authority's publication *Control Rooms*, published in 2005.

It must be noted from the outset that the content of this document is largely taken from the 2005 publication. Therefore, it will not include the latest developments on control point operations, particularly related to digital advances. In addition, the document focused on control points at football stadiums.

Despite this, the Sports Grounds Safety Authority (SGSA) feels the information contained in this document remains useful in developing the location and layout of a control point at venues. The SGSA will produce an up-to-date Control Points guidance document in due course.

SG03 C1.2 Worked examples

Along with some key considerations, this Annex also includes some fictitious worked examples which show a cross section of control points for smaller and larger venue capacities.

It is recognised that the location, scale of provision and layout at an actual site will be dependent upon many factors. The design process must be subject to consultations and agreement with management, officials and organisations involved in the staffing and attendance at the venue.



C2.0 Location

SG03 C2.1 Factors affecting location

In determining the location, careful thought should be given to ensure that the proposed site:

- a. does not allow spectators to restrict the view of the control point staff
- b. does not obscure or restrict spectators' views of the activity area
- c. offers ease of access to all users and is as near as possible to the pre-event briefing room or area
- d. allows necessary sound insulation
- e. avoids potential radio interference
- f. takes account of other potential uses of the venue when additional structures may be constructed, for example concert stages and PA towers
- g. would be capable of being easily evacuated in an emergency
- h. is secure when the venue is not in use.

Note: the control point does not need to have windows to the activity area if the venue is served by good CCTV coverage.

The location of the control point at venues which are not stadiums, such as motor racing circuits, golf courses and racecourses will inevitably be influenced by the topography of the venue. It is unlikely that there will be any location within such venues which provides a clear view of all spectator areas, activity area and circulation routes. Therefore, there will need to be a greater reliance on the CCTV and communications system to provide information to the control point.

SG03 C2.2 Field of view and visibility

The most important factor in determining the location of the control point will be the visibility of all areas. This can either be by position overlooking the viewing accommodation or by adjacent facilities with good CCTV coverage.

If relying on windows in the control point, visibility will principally be affected by the following factors:

- a. height of the stand or venue
- b. glare from floodlights, electronic scoreboards, or from the sun
- c. climatic conditions, such as rain, snow and ice
- d. lack of general cleaning of the windows
- e. obstructions.

SG03 C2.3 Location considerations

Control point locations should not unreasonably affect spectator numbers. However, as stated throughout *SG03: Event Safety Management*, the safety of all people present at that event must take precedence over every other concern. This is also the case for selecting the location of a control point.



Corner voids between stands may prove to offer less intrusive locations. If these corners are used for spectator accommodation, the space behind or above these areas may still be considered.

In existing venues, the conversion of mid-tier or rear-tier executive boxes might also be considered if no other locations are available.

SG03 C2.4 Secondary control point

As outlined in Section 16.13 of the *Green Guide*, in planning a venue, it is strongly recommended that thought be given as to how the safety management operation will continue to be effectively managed if the control point is rendered unusable owing to fire or any other emergency.

It is suggested in [Section SG03 C5.4](#) that siting the public announcer's room away from the control point would allow for emergency public address messages to continue to be relayed to spectators in the event of the control point facility becoming inoperable.

Other potential locations for a secondary control point could be the security office where one is within a venue, a hospitality box or an administration office within the venue. In some cases, a remote location may be suitable, if adequately equipped.

However, whatever site is chosen it is important that systems are put in place to ensure the safety management team will be able to continue to operate and communicate with spectators and others effectively. The venue contingency plan should therefore carefully identify how the flow of information to and from the secondary control point will be maintained if the purpose-built facility is evacuated in an emergency.

SG03 C2.5 Access to the control point

For ease of movement and communications, it is preferable to locate the room or area used for the pre-event briefing of safety and security personnel as close as possible to the control point.

Consideration should also be given to access routes to the control point in the event of an emergency, when the control point will need to act as a command centre. However, it is also vital to be able to evacuate the control point itself, should this be necessary.

Safe and convenient access for maintenance should also be considered. Particular consideration should be given to access for cleaning of the external glazing to a control point.

SG03 C2.6 Security of the control point

Sports ground control points are, in effect, the command centre for a venue. As such, the staff and facilities within the control point needs to be protected from external incidents.

The control point will also house valuable equipment which needs to be protected when not in use. Furthermore, data protection legislation requires data to be securely stored. As such, CCTV images and other data held within the control point must be protected. It is therefore necessary to consider the overall security of the venue when choosing a location for the control point.



Advice should also be sought from the local Counter Terrorism Security Advisor as well as crime prevention officers and relevant insurers.

The Centre for the Protection of National Infrastructure (CPNI) offers [guidance on control room design](#).

SG03 C2.7 Major events

Large multi-venue events often have multi-layered control points including venue control points, precinct or cluster control points and high-level strategic control points/operational centres.

For major events, including international competitions, the control point, is often part of a larger integrated control centre, which may be known as a venue operations centre.

The venue operations centre will incorporate a communications centre that enables venue management to communicate with all functional areas using the radio network and other technologies. This facility is often identified as the venue communications centre. A further space may be required to accommodate the venue and organisational security function together with specialist security assets provided by external resources and agencies – this facility is the venue security control centre.

In a number of situations these rooms are co-located within a temporary facility, such as a marquee. Alternatively, they may be located in separate locations within close proximity. Importantly these all form part of the integrated event management suite.

In multi-venue events there may be a requirement for a strategic control point that has a responsibility for the management of the event as a whole. This is likely to be staffed by individuals with a strategic role from both the event organising committee and representatives from national agencies. This strategic control point will very often operate several days in advance of the event and continue beyond the official end of the event. The remit is considerably wider than safety management and will often include media issues, team or participant issues and national spectator transport planning. This control point may be located outside of an event venue as a stand alone area but the facilities required are as recommended for venue control points.

The venue specific control points remain responsible for the safety management for that specific event, but should feed in relevant issues that may affect the wider event to the strategic control point. It is important that clear lines of responsibility and the type of information that should be shared are drawn up in advance of the event. Information should flow both ways so that all official event venues are aware of the strategic issues affecting the wider event.



C 3.0 Design

SG03 C3.1 Establishing controlled entry

It is recommended that the layout of the control point and its adjoining facilities is designed to ensure that unauthorised persons cannot enter directly. Effective signage, design and staff training should eliminate unauthorised access.

The provision of a controlled lobby or corridor between an entrance and the control point's security door (similar to an airlock) with a window, or glazed section, allows those inside the control point to see if someone is waiting in the lobby area. This gives them the choice of either inviting the visitor in, or stepping out into the lobby. This area should also be covered by CCTV.

Doors to the control point area should be of a suitable design and construction to prevent the occupants of the control point being at risk from an intruder.

If this form of controlled entry cannot be achieved in existing areas or because of space constraints, a compromise is to have a vision panel in the sole entry door.

SG03 C3.2 Functions

The area used by the safety officer is fundamental to the effective and efficient operation of the control point.

The ergonomics of the working environment within the control point must be carefully considered. The design team and users must assess the functions of the control point and the need to ensure good communications within the facility when designing the internal layout and determining the locations of personnel.

The increased use of venues for events other than the purpose for which they are designed, for example a concert in a stadium, requires consideration to be given to developing a control point which has the flexibility to accommodate different staffing levels for different events.

SG03 C3.3 Working areas

In many cases the working area within the control point will be on a single level. In such circumstances it is recommended the front row of positions are allocated to key personnel able to view the spectator viewing and activity area. This would normally be the safety officer, loggist and radio controller. A benefit of using a single level workspace ensures the control point that it is fully accessible.

Other members of staff including CCTV operator, medical radio controllers and other relevant staff will then be located towards the back of the space.

In some instances, it may be necessary to install a control point that has two separate working levels, with a lower level at the front. Generally, using a raised working area behind the front row of workstations for the safety officer allows them to remain at their workstations but still have a clear view of both the screens in the front row and the venue beyond.

SG03 C3.4 Cabling and trunking

There are three basic options for accessing cabling/IT services into and within the control point:



- a. access floors (deep or shallow system)
- b. screed trunking
- c. skirting or dado trunking.

The advantage of access flooring (either on metal jacks or timber battens) is that it provides flexibility for cabling and ease of access for maintenance and renewal. In addition, the voids below the floor may also be used to accommodate other services. However, access flooring can be an expensive option, appropriate mainly for large areas where furniture positions are flexible and new technology is likely to be introduced. In more confined spaces where furniture positions are predetermined, screed and/or trunking may be more appropriate.

It is vital that expert advice on cable installation be sought at an early stage to allow for effective planning.

When designing the electrical installation for the control point it is important that all users specify their power requirements. The portable items of electrical equipment that normally require power may include:

- d. turnstile monitoring computer
- e. radio base stations
- f. computer for loggists
- g. computer and printer for the safety officer
- h. battery chargers
- i. key point telephone system.

This is in addition to the fixed equipment such as CCTV monitors, amplifiers, communications equipment and any facilities for refreshments.

Sufficient power sockets should be installed at the outset. The use of extension leads and multiple adapters should be avoided.

SG03 C3.5 Sound insulation

It is important that control points are insulated against external noise. The location, design and form of construction will impact upon the room's ability to prevent noise transmission into the control point.

a. Construction

Ideally, the construction of the control point should be such that there is no sound transfer either from:

- i. impact sound, such as vibrations, can be transmitted via the main supporting structure or directly onto the external envelope
- ii. airborne sound, transmitted by spectators or the event itself, can be of significant volume and frequencies.

For the reduced likelihood of unwanted sound transmission, higher locations for control points are preferable. Mid-tier locations may be more susceptible to noise and vibration disturbance.



b. Interior

Whilst it is essential to create a working environment, which facilitates good communications and allows personnel to concentrate, it may be desirable for the control point staff to be able to sample the atmosphere of the crowd.

It is important to minimise self-generated noise within the control point in order to ensure that personnel can hear each other and their communication links clearly, such as by the use of closed headsets.

Hard flooring tends to add to noise levels. For sound absorption therefore, the ideal form of floor covering is heavy-duty carpet tiling. Carpet tiles allow for easier access to under-floor cable routes. It is recommended, however, that anti-static tiles should be fitted. Whichever floor finish is used, it should be dust free and capable of being easily cleaned.

The use of acoustic ceiling tiles should also help to reduce self-generated noise levels and make routine conversation and radio transmissions more intelligible.

c. Glazing

The installation of thermal double-glazing is recommended for all external windows. This helps to reduce potential condensation and heat loss. It may also make the glass more secure in vulnerable locations.

If required, secondary acoustic double glazing may be added to reduce unwanted sound transmission. However, where fixed external windows have been fitted, there may be difficulties in assessing the mood of the crowd. If opening windows are fitted for this reason, they should not, when open, protrude into spectator areas or inwardly in such a way as to impede movement within the control point. Care should also be taken to ensure that there is no risk of objects falling out of opening windows onto persons below.

The use of one-way glass is not recommended, since in certain circumstances it may alienate or intimidate spectators gathered immediately around the control point. It can also be argued that spectators derive comfort and security from being able to glimpse inside the control point and see that safety management is being taken seriously. One-way glass may also make it difficult to see out of a lighted control point in the event of a floodlight failure, owing to 'reversal' of the usual one-way process.

However, solar control glass (which may be tinted) should be considered in positions subject to solar radiation, to alleviate problems of excessive heat absorption or glare. In such situations consideration should also be given to external shading (for example with awnings), taking into account low elevations of the sun and its various positions throughout the year.

If the control point is situated at low level and is susceptible to damage or to being struck by objects, safety glass might need to be considered. However, it is important not to use glazing materials which could scratch or distort. Plastics should therefore not be used.

Note that glazing to the front of the control point may be constructed at an angle, to reduce both glare and reflections internally. Where there is no roof cover, angled windows can also help to overcome the problem of poor visibility in wet weather.



It is essential that good vision is maintained and that the glazing can be routinely cleaned and maintained.

Please note that due to the size of windows, safety glass may be required by law. During the design process, the latest Building Regulations must be applied.

Where any glazing that forms part of the control point is visible from the external environment consideration should be taken into fitting ballistic glass in those areas to protect the occupants. Specialist advice should be sought from the local Counter Terrorism Security Advisor and the police.

SG03 C3.6 Display and deployment boards

Every control point needs an expanse of clear wall space on which to display key information. This might include the following:

- a. a plan of the venue and the immediate Zone Ex areas and extent
- b. a plan showing the location of fire alarm points and fire fighting equipment
- c. key point telephone extensions
- d. a wipe board showing the deployment of stewards
- e. a wipe board showing the deployment of police officers
- f. a wipe board showing the location of ambulance service, voluntary agency and crowd doctor
- g. a wipe board to display numbers of spectators passing through the turnstiles (especially where no computerised or mechanical readouts are available).

SG03 C3.7 Storage

Adequate storage space in and around the control point should be provided to ensure that working areas are as clear as possible on event days.

Consideration should also be given to the provision of coat-hooks. If there is space for a lobby, then an area where wet outdoor clothing can be hung would be an advantage in poor weather conditions.

If any part of the control point or any of the adjacent rooms are used on non-event days – for example as an office for the venue safety officer – provision should be made for either the removal or storage of all equipment and materials not required for event day use.

SG03 C3.8 Documentation

A dedicated storage area, which may be a shelf, should be provided in the control point to store documentation for instant reference. Such documentation is likely to include:

- a. the venue's Operations Manual, the contents of which are outlined in Chapter SG03 8.0 of *Event Safety Management*; and
- b. a copy of the safety certificate, where issued, and others records which may be required as a condition of the safety certificate.



C4.0 Environment, services and equipment

SG03 C4.1 Creating the right environment

The venue control point is classified as a workplace. Reference should be made to the requirements of any relevant legislation.

At events such as football and rugby matches, personnel may spend five hours or more inside the room on routine event days. At certain other events or non-routine activities, such as concerts, staff will spend considerably longer periods of time in the control point. The health, safety and welfare needs of all personnel working within the control point must therefore be addressed, not only as a legal duty but to enable them to work safely, efficiently and comfortably.

a. Temperature

The temperature within the control point must be able to be efficiently controlled in order to maintain a reasonable temperature within the workplace.

The temperature should not be allowed to rise, in hot weather or owing to the heat generated by equipment in the room, to levels which result in discomfort or could affect staff performance. In such cases, it may be necessary to install suitable environmental comfort cooling equipment.

b. Ventilation

Adequate ventilation must be provided to ensure the minimum exchanges of air is maintained for the number of occupants within the control point.

In addition, the ventilation system should comply with any regulations that may be required in order to mitigate risks associated with airborne infection.

c. Lighting

Light levels need to be sufficient for safe and comfortable working.

Bright overhead lighting should be avoided, as it can cause unwanted glare both on the screens and on glazed areas. Diffuse lighting is preferred, with individual, flexible task lights for specific workstations.

Main lights should be fitted with dimmer switches in order to avoid a mirror effect on the windows during evening events.

d. Noise

Personnel who operate radios and landlines require an environment in which they can hear comfortably and avoid having to raise their voices. Good quality equipment, including the provision of appropriate headsets and microphones, should help to improve two-way communications and reduce voice levels.



e. Workstation design

Desk tops should have low reflective surfaces and be of a height to suit a range of users. There should be no drawers or trays under the desk to encumber people's legs or movement as they sit at the workstation. Where CCTV operators are to be located desk tops may need to be increased in depth to between 750 and 900mm.

If keyboards are used consideration should be given to their position relative to the operator. Individual monitors should be adjustable to suit the operator.

Walls should be finished in subdued colours to reduce the contrast between display screens and adjacent areas.

Further advice is available from the Health and Safety Executive (HSE) within its [Health and Safety Toolbox: How to control risks at work](#) documents.

SG03 C4.2 Flexibility for changing technology

The internal design of the control point should be such that the introduction of new technologies can be facilitated without the need for extensive structural or building works. The development of digital systems provides better control of cameras and more efficient data collection and retrieval. This has increased the number of computer devices within the control point used to store the data.

Other systems include:

- a. smart card turnstile entry system
- b. incident management system.

SG03 C4.3 Auxiliary power

It is essential that power is maintained to provide continuous operation of all control point functions. Section 16.34 of the *Green Guide* gives further advice on the provision of auxiliary power in the event of power failure in the control point.

Auxiliary power should be available and be sufficient to enable all electrically powered installations to function for the required time after the failure of the normal supply.

SG03 C4.4 Television

As part of the equipment for a control point it is strongly recommended a television is installed that is able to be tuned to the main news channels. It is not necessary for the television to provide sound to the control point.

The television may be a source of intelligence relating to external events either locally, regionally or nationally that may impact upon safety management decisions at the event and how the spectators may react to external factors.

SG03 C4.5 Communications – radio

Chapter 16 of the *Green Guide* provides detailed advice on communications within venues.



The operation of the safety management team radio system is the responsibility of the safety officer and their staff. It is essential therefore to provide effective radio communications to satisfy the venue's needs.

Consideration must therefore be given to the type and location of this equipment. The use of licensed frequencies is advisable for the safety management team radio system. Unlicensed frequencies can be interrupted by external radio traffic, and may compromise important safety messages. Advice on the use of licensed frequencies should be obtained from [Ofcom](#).

Dependent on the scale of the stewarding operation, the stewards radio links can operate from either a radio base station or simple back-to-back radios. The suppliers of such equipment can provide technical advice and assistance on the location and type of any base transmitter aerial that may be required.

If at all possible, there should also be a back up radio channel within the system. The venue management may also have a voice record facility for their radio transmissions.

The police will advise on the extent of the radio system required for their purposes.

SG03 C4.6 Communications – landlines

Landlines are designated telephone systems. Two landline systems should be provided in the control point, one for external links and one for internal links. Both systems should be capable of being operated conveniently by either ground management or police personnel within the control point.

a. Internal

Section 16.15 of the *Green Guide* refers to a separate system of landlines with telephone links between the control point and key points around the venue.

These key points could include:

- i. the turnstiles
- ii. all steward control points, including concourses
- iii. the public announcer's room
- iv. the office of the senior executive with responsibility for safety
- v. the event official's room
- vi. lighting control points
- vii. the crowd doctor
- viii. the first aid room.

b. External

Section 16.12 of the *Green Guide* recommends that landlines should be available for direct and immediate communication with the fire service and other emergency services. These should not be used for other purposes and should be in addition to any extensions in the control point linked via the venue's internal telephone system.



SG03 C4.7 Communications – public address system

Sections 16.18 and 16.19 of the *Green Guide* explain the basic requirements of the venue's public address system.

The public address announcer should be based in a separate room or booth, which may or may not be located immediately adjacent to the control point. Further advice on location of public announcer's room is given in [Section SG03 C5.4](#).

There must be a conveniently located input panel in the control point that enables the safety officer to override all other inputs to the public address system. This would include, where relevant, the ability to activate pre-recorded emergency announcements.

SG03 C4.8 CCTV

Ideally all information from CCTV monitors should be readily available to the safety officer, and emergency services personnel, as necessary. An open plan control point will make this exchange of information easier and more efficient.

CCTV monitors should not be able to be viewed by spectators.

Positioning the monitors against a blank wall may also allow more flexibility in the provision of additional equipment. It is recommended that a monitor with local control is made available for use by the safety officer. This monitor is best located towards the front of the control point above the front row of staff so the safety officer can observe the monitor.

Alternatively, positioning the monitors in sight of the activity area is that this enables the CCTV operators to relate the screen image to what is happening in the venue as a whole. In certain instances, the operator can focus cameras onto specific areas without relying on verbal instructions from other personnel.

This form of layout can also alleviate eye stress by allowing operators a mix of viewing, near and distant.

However, it can be argued that CCTV operators are more likely to be distracted by views of the event and therefore monitors should be in a part of the control point from which the activity or event cannot be seen. This also leaves the window area clear for other personnel.

Whichever approach is taken, it is important to avoid glare on the monitor screens, particularly from the control point windows or overhead lighting (see [Section SG03 C4.1.c](#) concerning lighting levels in control points).

For details concerning the provision and coverage of CCTV see sections 16.20 to 16.26 of the *Green Guide*.

In addition, further information is available in the Centre for the Protection of National Infrastructure (CPNI) document [Human factors in CCTV control rooms: A best practice guide](#).



SG03 C4.9 Turnstile monitoring

Section 16.11 of the *Green Guide* recommends that it must always be possible to monitor accurately the number of spectators entering specific sections of the venue and to relay these numbers quickly, accurately and regularly to the control point.

Where the turnstile metering is computerised, the display monitor should be sited in the control point where it can be viewed by the safety officer.

In the absence of computerised screen displays or read-outs, an efficient system of communication must be established between the turnstiles and the control point – using runners, landlines or radios – with clear, written records kept at regular intervals using wipe boards and/or pro-formas. The written records should indicate the section of the venue, the numbers of spectators occupying that section and the time of the count. These written records need to be immediately available to the safety officer.

SG03 C4.10 Automated exit gate systems

At venue's where automated exit gate release systems are installed or may be installed in the future, provision for a workstation and space for the relevant equipment should be considered at an early stage in the planning of a control point.

A main console or computer should be provided for such systems, producing a diagrammatical display of the venue and identifying each controlled gate.

SG03 C4.11 Fire warning

In most venues the fire alarm master panel will be located away from the control point. However, as stated in the section 15.19 of the *Green Guide*, where this is the case, there should be a fire alarm repeater panel in the control point.

This repeater panel should operate so that in the event of an activation of the fire detection system, the staff within the control point are made immediately aware of the activation and the location of the incident by either a fully addressable system or a location indicator adjacent to the fire alarm panel. The fire alarm panel should be fitted with both audible and visual indicators. Once the alarm has been acknowledged it may be advisable for the audible warning to be muted in order not to distract the control point staff from dealing with the incident.

If a repeater panel is not located in the control point, a designated individual will be required to monitor the master panel constantly during events, and alert the control point upon activation. Therefore, there is a considerable advantage in locating a repeater panel within the control point.

Reference should be made to the relevant British and European Standards that provide advice and recommendations on the design, installation, commissioning and maintenance of fire detection and fire alarm systems.



SG03 C4.12 Electrical components and fire safety

Whatever equipment is installed, appropriate fire safety protection and fire fighting equipment must be provided in the control point as part of the Fire Risk Assessment required by the Regulatory Reform (Fire Safety) Order 2005. A *Fire Safety Plan* will be required to manage the response to a fire affecting the control point (see Section 15.6 of the *Green Guide*).

SG03 C4.13 Siting of equipment

The routing of cables and the siting of any equipment should not create trip hazards or the risk of fire. Cables should be fixed wherever possible. The use of extension leads and multiple adapters should be avoided.

Routine visual checks should be carried out to detect faults such as damaged cables, plugs and insulating cases. In addition, there should be suitable periodic testing of all portable appliances. The advice of a competent electrician should be sought on the testing required.

For further information on fixed installations and portable appliances reference should be made to the relevant edition of the Electricity at Work Regulations.

SG03 C4.14 Cleaning

Control points, and in particular its floors, must be kept clean to reduce the effects of dust on electrical equipment.

For ease of use, display screens and monitors must be kept free of dust, fingerprints and grease stains. Particular care should be taken to ensure that inappropriate cleaning materials are not used accidentally on screens and other pieces of electrical equipment, as this can lead to damage.

There should be suitable cleaning materials located within the control point so that hard surfaces and equipment, such as keyboards, telephones and CCTV equipment, can be cleaned and disinfected before and after each use.

Hand sanitising liquid should also be provided within the control point.



C5.0 Inside the control point

SG03 C5.1 Facilities

The control point provision, functions and command structure, along with other relevant information, are outlined in Sections 16.5 to 16.13 of the *Green Guide*. However, the venue's capacity or nature of the event may require more extensive facilities to support additional control point staff or personnel needing access. These may include:

- a. communications
- b. security
- c. storage
- d. observation area
- e. safety officer's office
- f. conference room
- g. public address room.

In addition to the above, the following welfare and comfort facilities should be available:

h. Kitchenette

Some personnel will be occupying the control point for periods of up to five hours or longer. The provision of a small basic kitchenette will avoid the need for people to leave the area and find refreshments elsewhere in the venue.

i. Toilet

The provision of toilet facilities as part of the control point, or located in the close proximity, will greatly benefit staff who work in the control point on event days. A single unisex toilet should be sufficient, preferably with access directly from the lobby. The provision of an easily accessible toilet is particularly important for small control points, where the safety management team is likely to be fewer in number. The lengthy absence of one person trying to reach the nearest toilet could seriously affect the efficient running of the control point.

The provision of toilet facilities must be in line with Building Regulations and the Equality Act 2010.

j. Rest room

Certain events may take place over a long period, and staff may need to take rest periods but remain within the control point.

Figure SG03 C1 shows how these facilities may be positioned within the control point.

There may be advantages in providing one or more of these additional facilities, even at small venues. Where space is limited, the observation room, conference room and kitchenette (but not the public announcer's room) may be combined in one room.

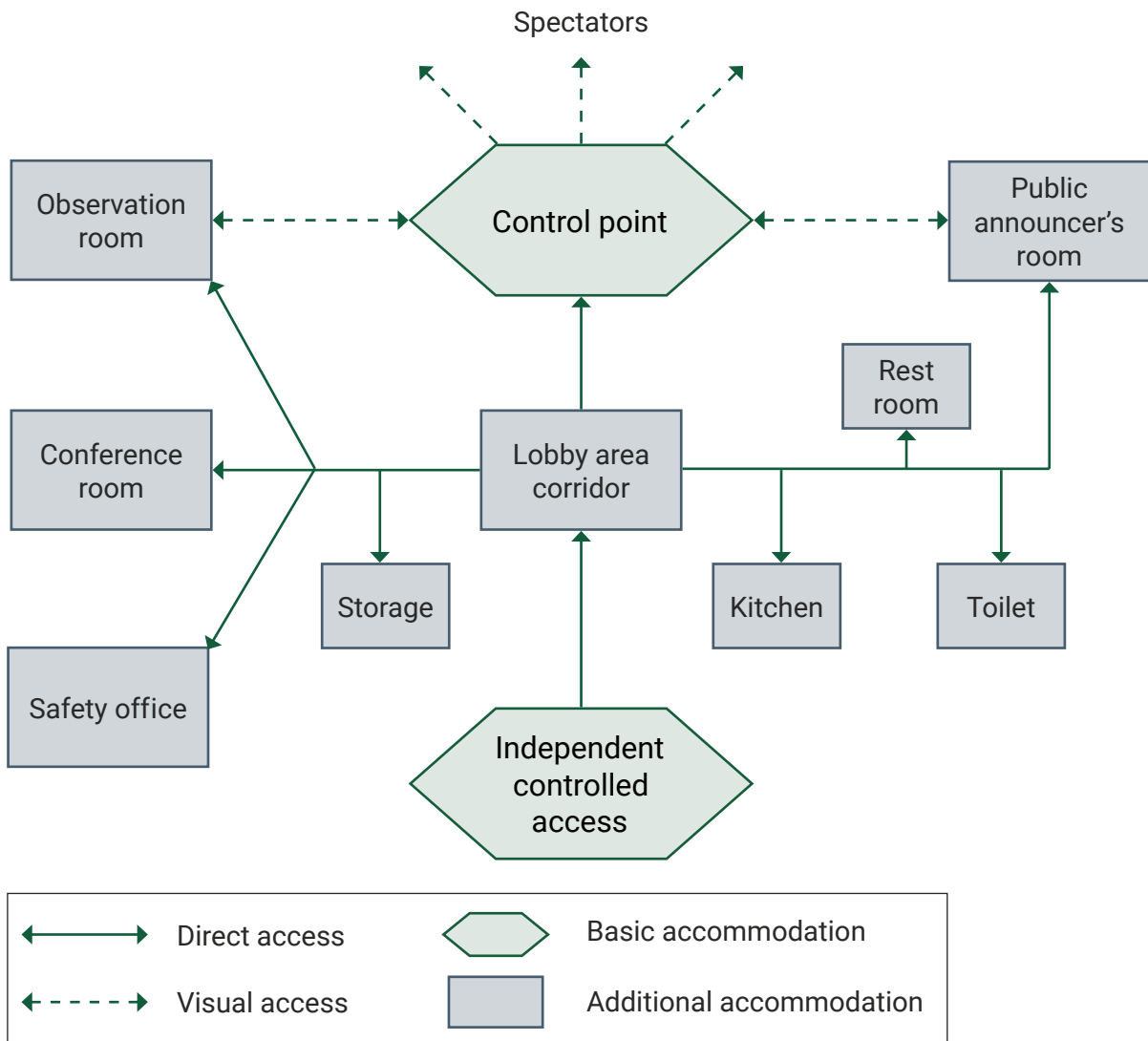


Figure SG03 C1 Spatial relationships of facilities

This shows the typical spatial relationships of facilities which can form part of an integrated control suite. Note that there should be no direct access from the main entrance door into the actual control point. Instead, visitors can be ushered into the lobby area (or corridor) then either taken into the conference room or observation room. Should the visitor wish to speak with someone in the control point, visual contact can be made and then the person inside the control point can choose either to welcome the visitor in, or come out and meet them in the lobby.

Section SG03 C5.4 outlines the advantages and disadvantages of locating the public announcer's room adjacent to the control point. If the two rooms are adjoining, a sliding window between the two will establish visual contact and allow discussion and the handing over of messages. A sliding window should also be provided between the control point and the observation room.

Where space or resources are limited, the observation room, conference room and kitchenette (but not the public announcer's room) may be combined within one room.





SG03 C5.2 Observation room

The provision of an observation room, adjacent to the control point, can help to reduce congestion and avoid extraneous activity and noise inside the control point.

Many control points receive visitors, from a variety of services and organisations. By using the observation room, visitors can share information with personnel inside the control point, observe all the activities, without impeding the work taking place in the control point.

It may be desirable for the observation room to be fitted with a desk area and any necessary sockets for radios or landlines. The provision of this additional work area also allows the control point's activities to be expanded for special events.

There should be a sliding window between the observation room and the control point to facilitate visual communication between the two rooms.

SG03 C5.3 Conference room

Where space and resources allow, a conference room adjacent to the control point can be of benefit, for briefings, or as a quiet room to host meetings in response to an incident.

Indeed, where appropriate, this facility may usefully double as the 'rest room' required under workplace regulations. It should be noted, however, that this arrangement will not be suitable for events that take place over many hours such as cricket or motor racing. In such cases a separate rest room should be provided.

The conference room could simply be part of the observation room or part of an expanded lobby area. It does not need any view of the event.

SG03 C5.4 Public announcer's room

Irrespective of the size of the control point there must be a completely separate room for the venue's public address operator. This room may also be used by the venue's scoreboard or visual display screen operator.

The main link between the two facilities should ideally be via landline. Inside the public announcer's room a clearly visible red light should indicate when someone in the control point is trying to make contact via this landline. Care should be taken that this light, and all others on the public address control panel, should be visible in all lighting conditions.

There are two viewpoints concerning the location of the public announcer's room in relation to the control point:

a. Locating public announcer's room adjacent to control point

Locating these two facilities next to each other can improve efficiency during events by simplifying the communication chain.

A visual and physical link can be established by providing a sliding window between the two facilities. Locating the public announcer's room and control point next to each other can also, in smaller venues, reduce potential wiring and maintenance costs.



b. Locating public announcer's room and control point apart

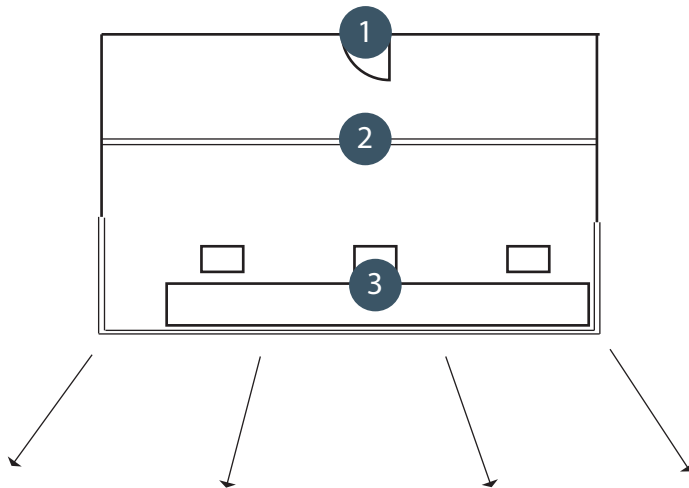
The basis for locating the public announcer's room deliberately apart from the control point is that, if, for any reason, either facility is rendered unusable – owing to fire or other emergencies – the other can act as a back-up. However, this approach may add to cabling and installation costs in smaller venues and deny the benefit of visual communication between the two facilities.



Worked Example SG03 C1

The management and design brief in this example required a two-stage development plan. The first stage provides a basic staffing layout and provision for three staff.

Basic layout (first stage)

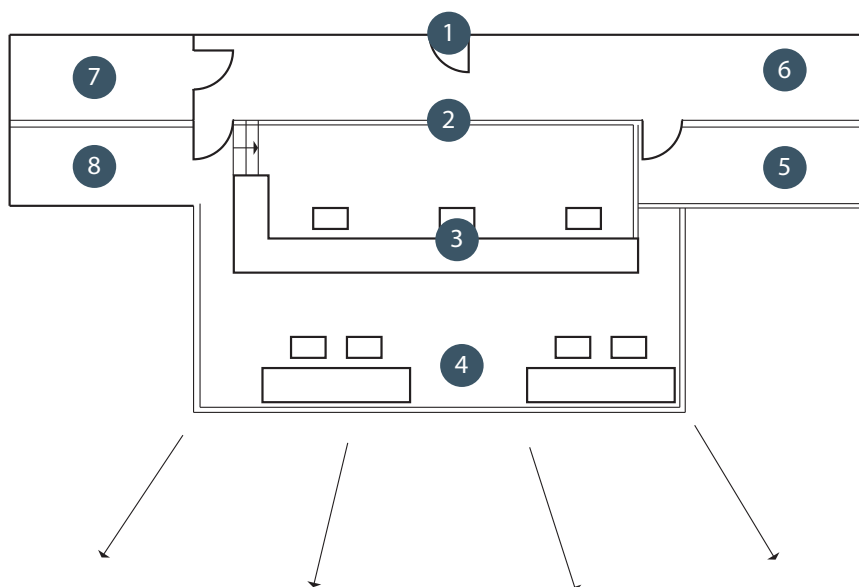


- 1. Controlled entry
- 2. Display board
- 3. Workstations

Future developments and events at the venue will increase the capacity and require accommodation for at least four additional staff.

The public announcer's room will also be located within the layout. A suspended floor at the first stage will enable alterations and a raised work area to be carried out. A fully accessible toilet, kitchenette and storage area are provided. Vision panels in the display board and entrance door will enable control point staff to check visitors and access.

Additional facilities (future developments)



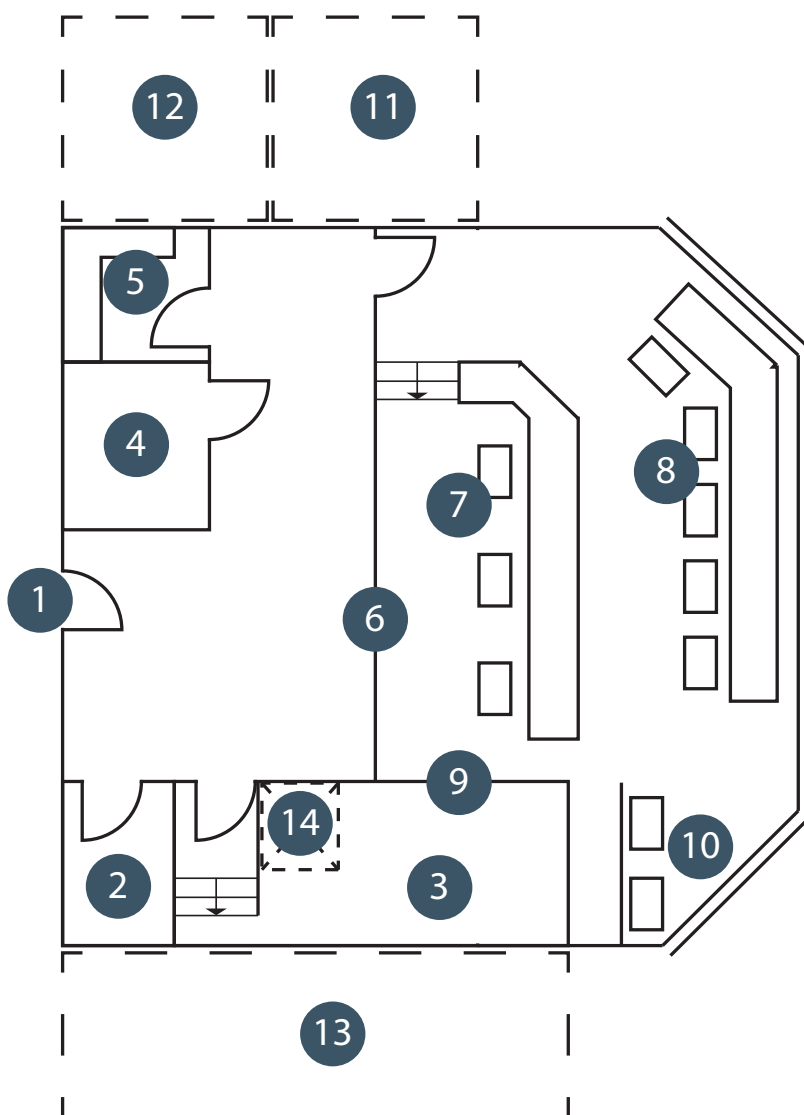
- 1. Controlled entry
- 2. Display board
- 3. Raised workstations
- 4. Workstations
- 5. Public announcer
- 6. Accessible toilet
- 7. Kitchenette
- 8. Storage area



Worked Example SG03 C2

The management and design brief in this example required a control point for a minimum of nine staff with a raised workstation for the Safety Officer. Support facilities include an accessible toilet, kitchenette and store.

The long-term development plan requires a layout that will enable additional facilities to be easily constructed into the control suite. These facilities include a relocated public address room, conference room linked to the observation room and a restroom for staff as certain events at the venue will take place over a long period of time. Possible location of an accessible platform lift if required in the future. Access route and secondary means of escape have not been shown but will need to be considered.



- 1. Controlled entry
- 2. Store
- 3. Observation room
- 4. Accessible toilet
- 5. Kitchenette
- 6. Display board
- 7. Raised workstation
- 8. Workstations
- 9. Viewing screen
- 10. CCTV operators

Possible future facilities

- 11. PA
- 12. Restroom
- 13. Conference room
- 14. Possible location of platform lift if required in the future.

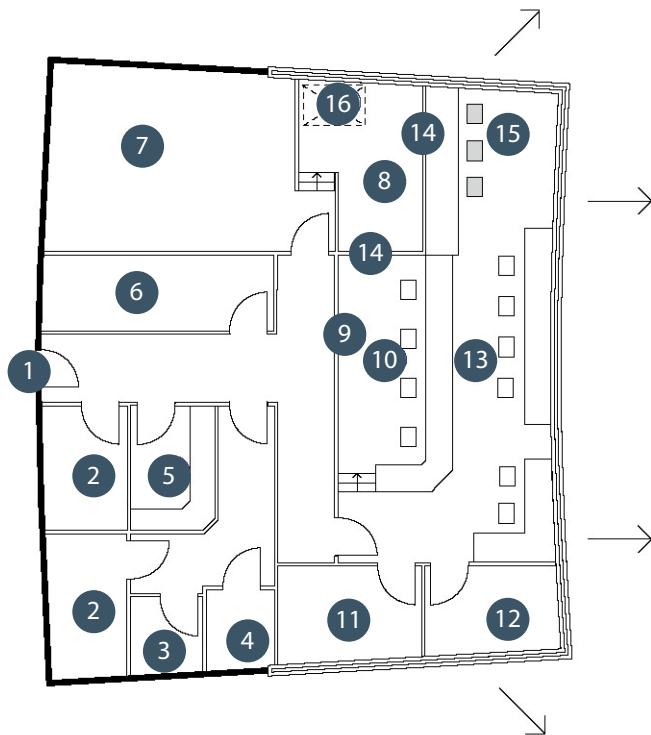


Worked Example SG03 C3

The full range of accommodation and facilities was required in the management and design brief.

A minimum of 14 staff will be in attendance at certain events when held at this sportsground. A wheelchair member of staff is employed in the control point and will work in location 13. The example offers a possible location of a platform lift if required in the future.

Access route and secondary means of escape has not been shown but will need to be considered.



- 1. Controlled entry
- 2. Store
- 3. Cleaner's store
- 4. Accessible toilet
- 5. Kitchenette
- 6. Restroom
- 7. Conference room
- 8. Observation room
- 9. Display board
- 10. Raised workstation
- 11. Office
- 12. Public announcer
- 13. Workstations
- 14. Viewing screen
- 15. CCTV operators
- 16. Possible location for platform lift if required in the future



Worked Example SG03 C4

Planned and laid out over two levels and located in the corner of a large stadium. Spectator and other commercial facilities have reduced the amount of available space for a control room suite on one level.

A minimum of 18 staff will be in attendance for certain events. The layout and design provides the full range of support facilities.

Secondary means of escape has not been shown but will need to be considered.

