

MANAGED STATIONS MANUAL

Procedure: MS-32

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Issue: 3

Date: 04 June 2012

CROWD CONTROL PLAN

1 PURPOSE

Provide a structured approach to crowd management and to control crowd movements to maintain the safety of all persons, including passengers, public, workforce and the operational railway.

2 SCOPE

This procedure applies to general crowding and to planned events at all Network Rail Managed Stations.

3 REFERENCE DOCUMENTATION

[GO/RT3471](#) – Incident Response Planning

[GO/RT3472](#) – Incident Management and Evidence Gathering

[GO/RT3118](#) – Incident Response Planning and Management

4 RESPONSIBILITIES

R – Responsible for carrying out the task.

A – Accountable for seeing that the task is carried out

C – Consulted and provides input

I – Informed, no formal need for input

	Station Manager	Shift Station Manager	TOC Station Manager	Route Operations Team	Local Authorities and Transport Companies	British Transport Police	Station Tenants & Retailers	Quarterly Safety Meeting Attendees	Security and Emergency Planning Specialist
5.1 Stakeholders	AR	R	C	C	C	C	C	I	
5.2 Risk Assessment	AR	R	C	C	C	C	C	I	C
5.3 Planned Events	AR	R	C	C	C	C	C	I	C
5.4 Generic Events	AR	R	C	C	C	C	C	I	C
5.5 Disruption Levels	AR	R							
5.6 Plan Briefing	AR	R	I	I	I	I	I	I	
5.7 Plan Testing	AR	R	C	C	C	C	C	C	C
5.8 Plan Debrief	AR	R	I	I		I		I	C

CROWD CONTROL PLAN

5 PROCEDURE

5.1 Creating a Crowd Control Plan – Contents

Both planned and generic event plans must be created in conjunction with the relevant stakeholders for the event. These parties may include but it not limited to:

- Network Rail Route team;
- British Transport Police and emergency services;
- Train Operating Companies.

The parties listed below may also be contacted as required:

- any local rail transport partners (e.g. London Underground or Merseyrail);
- other transport operators (e.g. GMPTE, TFL, bus operators);
- local authorities;
- tenants and retailers;
- neighbouring stations and businesses;
- event organisers (if appropriate).

5.2 Risk Assessment

Risk Assessments for planned and generic crowd control plans shall be completed in line with the corporate Integrated Risk Management Process and the details of the risk assessment recorded. The risk assessment shall be produced in liaison with other key stakeholders by a suitably trained person with a risk assessment competency.

5.3 Planned Events

- The planned event document shall be completed using the template in **Appendix E** as a minimum but can be amended locally where required. Changes to the template document shall be recorded locally at a risk review meeting.
- The planned event template must also contain information and control measures in relation to the station security, considering entrances, exits, security and access for those entrances, and the plans for modifying entrances and exit strategies using **Appendix A and B**.
- The planned event plan shall be reviewed prior to the event reoccurring to make sure the content is still suitable.
- **Appendix C** is a distribution / contact list for the planned event. It can also be used in unplanned event distribution.