



# CROWDED SPACE | AN INTERDISCIPLINARY AND INTEROPERABLE APPROACH


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# Introduction



## The Presentation Journey

This presentation will centre on a different approach to the management of crowded space where the focus is on a balance of both physical and psychosocial factors.



We will explore behaviour and how if we work in a way which empowers our stakeholders so that event managers can support the development of a more compliant and happy audience



Interoperability and interdisciplinary approaches will be the way in which we ground this approach ensuring that key foundations are created



To provide a working model for this approach Roskilde Festival in Denmark will be used as an example of a generative approach to crowded space development



# Issues with Organisational Behaviour and its Effect on Crowded Space Design & Management

## Interoperability

A failure in organisations to work together at all levels and in all aspects of the design and management of crowded space.



## Prioritization

The lack of prioritization in the development of the space and the management of the people in it.



## Transparency

The lack of a transparent culture which reduces honesty, communication channel development and teamworking possibilities.



## Empowerment

The poor use of command and control structures and an inability to employ more facilitative means from the outset of the planning stages of an event.



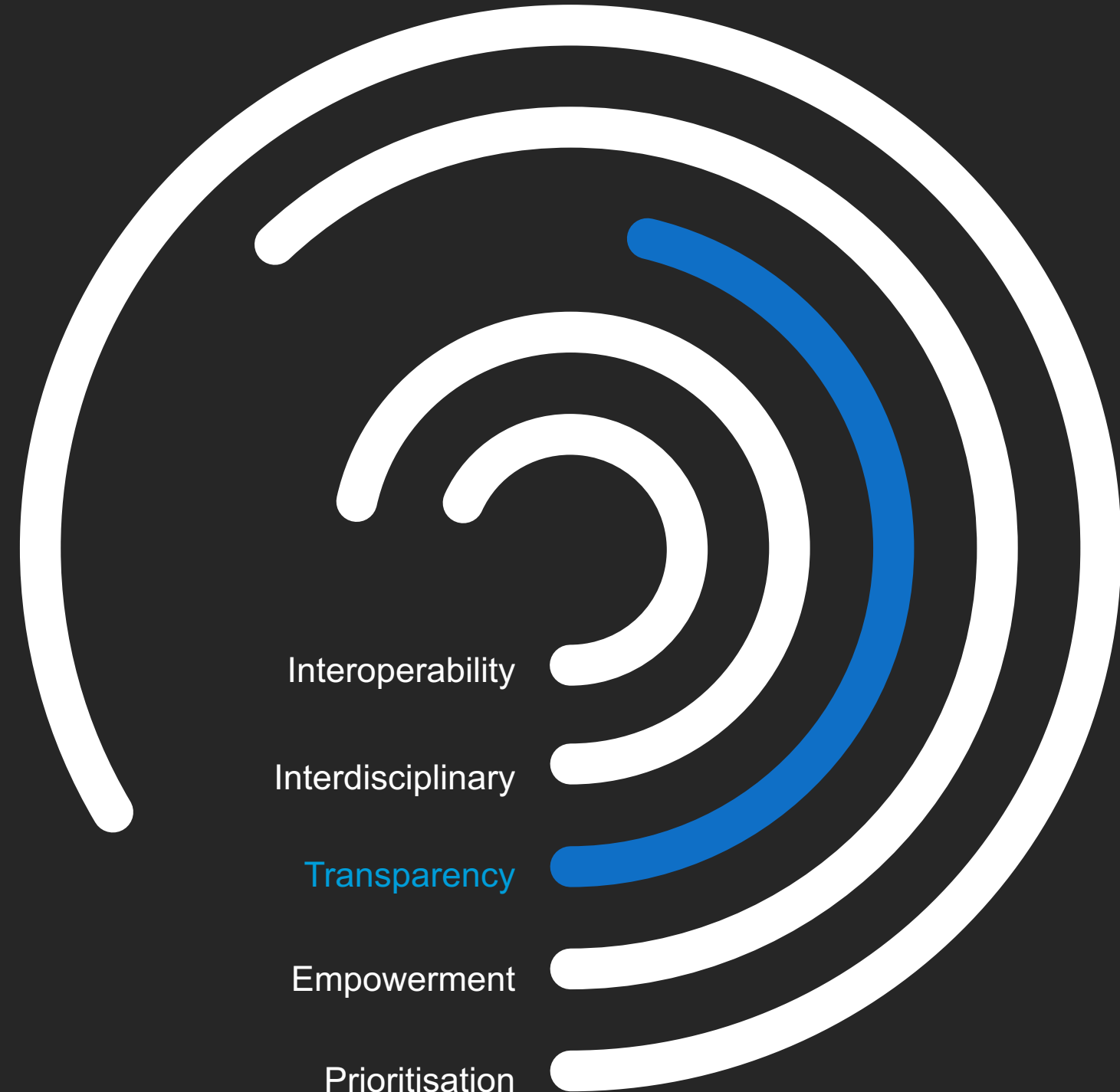
## Measurement

The constant use of quantitative data on which to base decisions rather than a combination of this type of data with a more qualitative approach.



## Interdisciplinary

Working together in teams across disciplines to create new theory and practice which can enhance how we develop events and festivals.



Interoperability

Interdisciplinary

Transparency

Empowerment

Prioritisation

# Roskilde - Working Together to Create a Desired Outcome



## Counter Terrorism

Internal and external **counter terrorism strategies** which are both active and passive combining BDO, and physical countermeasures



## Ingress/Egress

Adapting ingress and egress strategies to obviate the need for physical structures in controlling the audience and staff and providing a suite of **search methodologies.**

## Psychosocial

**Orange Together** creating both active and passive delivery to audience members. This highlights behavioural change and the way in which behaviour can positively affect others

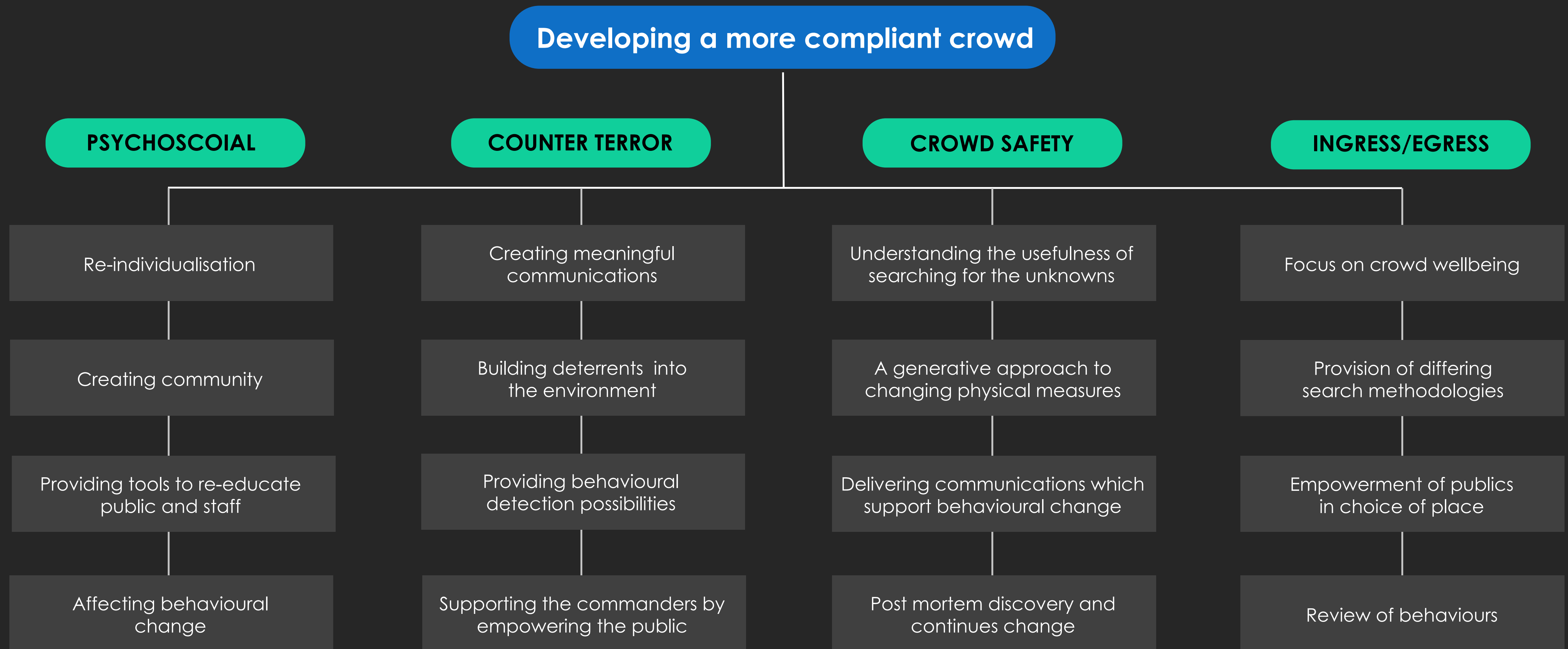


## Crowd Safety

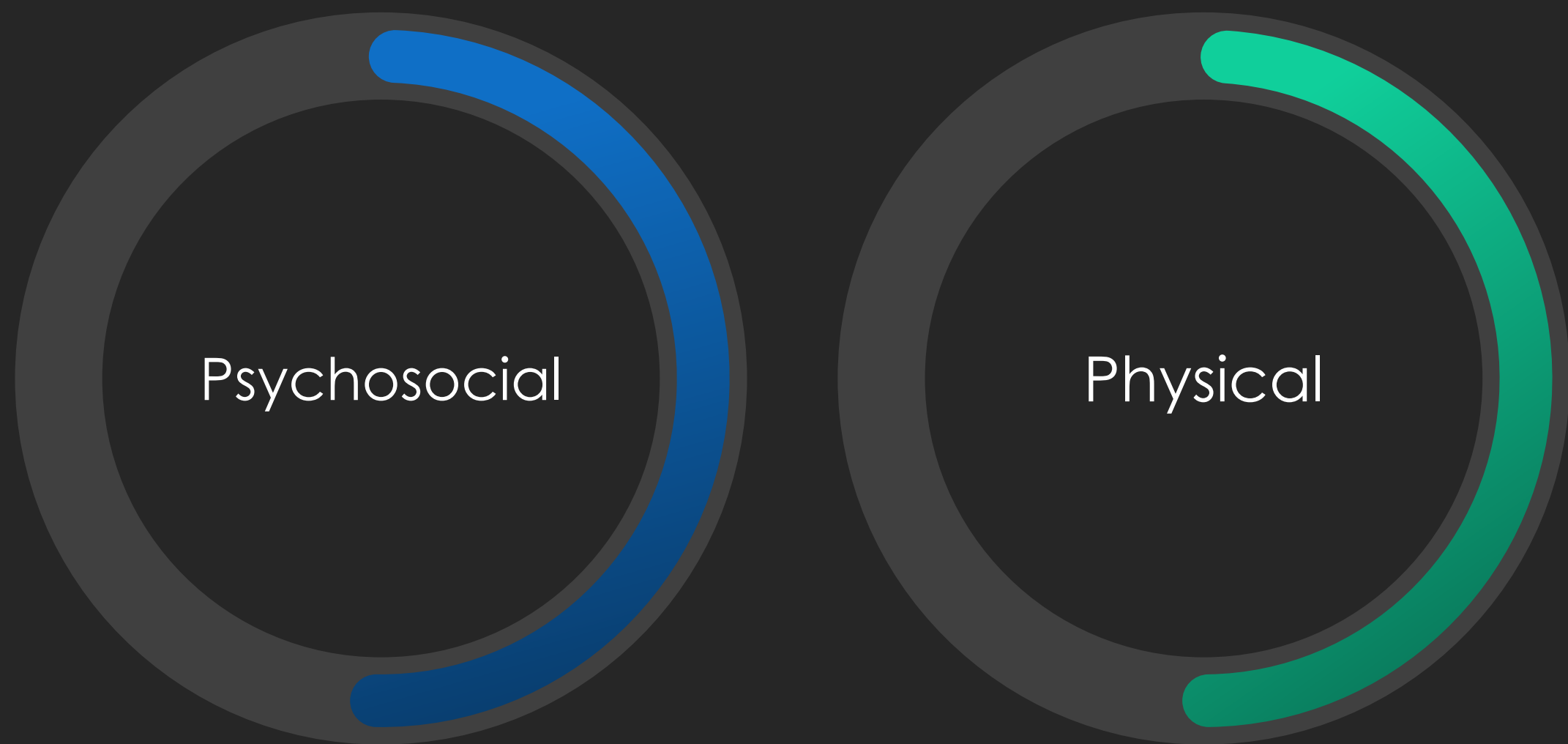
Active delivery of changed physical deliveries such as the **barrier shaping** to offset possible challenges to the safety of the crowd



# Changing the Strategic, Tactical & Operational needs of an Event




# Supporting a Balanced Approach




Objective: To develop the psychosocial health of the internal and external customers whilst maintaining the physical necessities to create an excellent event

## The Learning Journey

Talk through the challenges with key staff, the public and consultants to gain traction.

100% 

Plan the changes and test them rigorously

100% 

Review and remodel the changes and retest before implementing

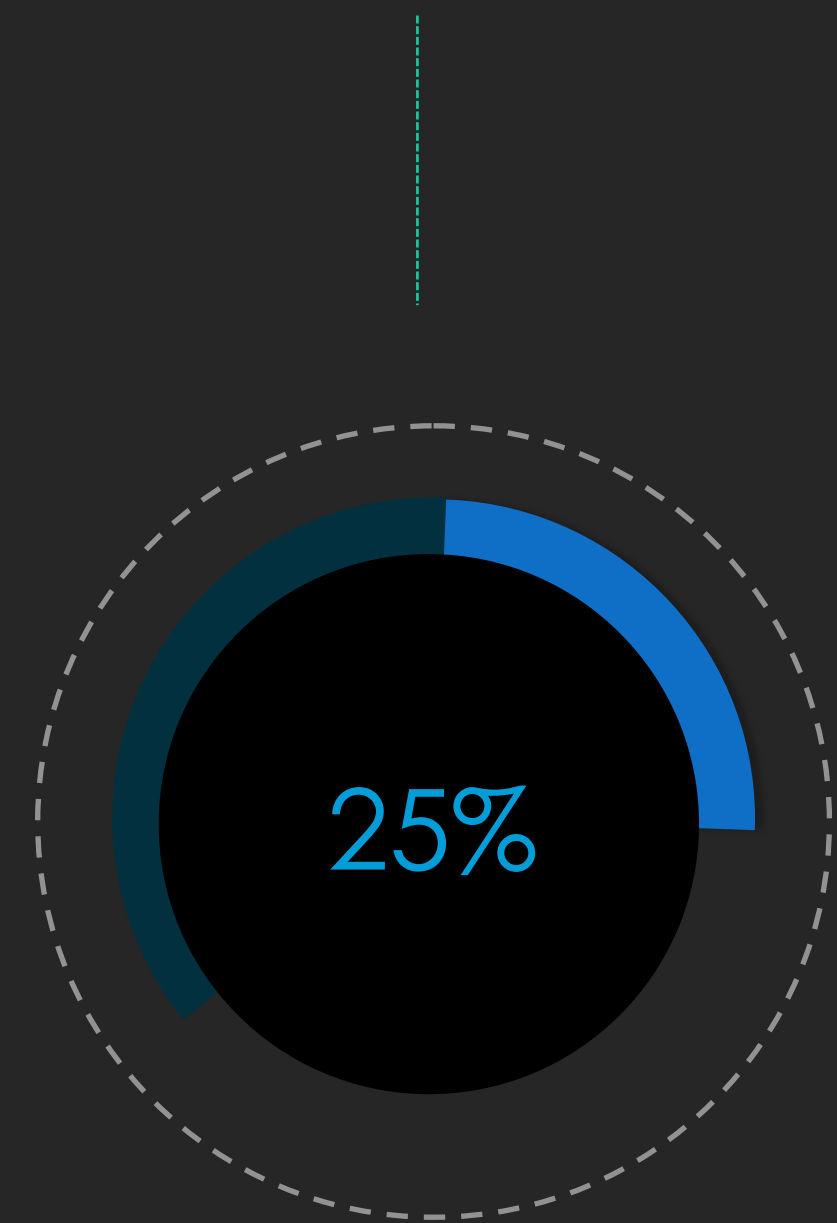
100% 

Conduct post event focus groups to identify possible amendments etc. Rework if necessary

100% 

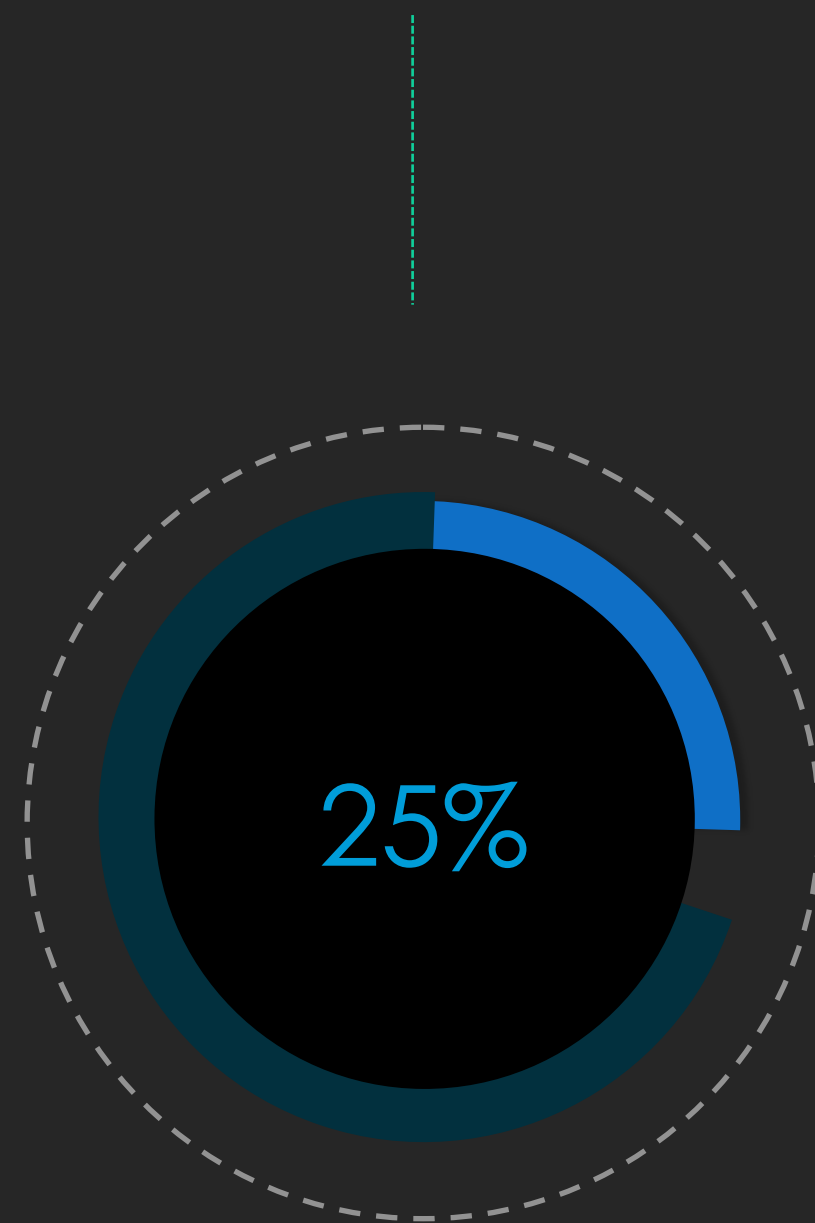
# Perceived Interoperable Delivery

Blue Light/Emergency Services



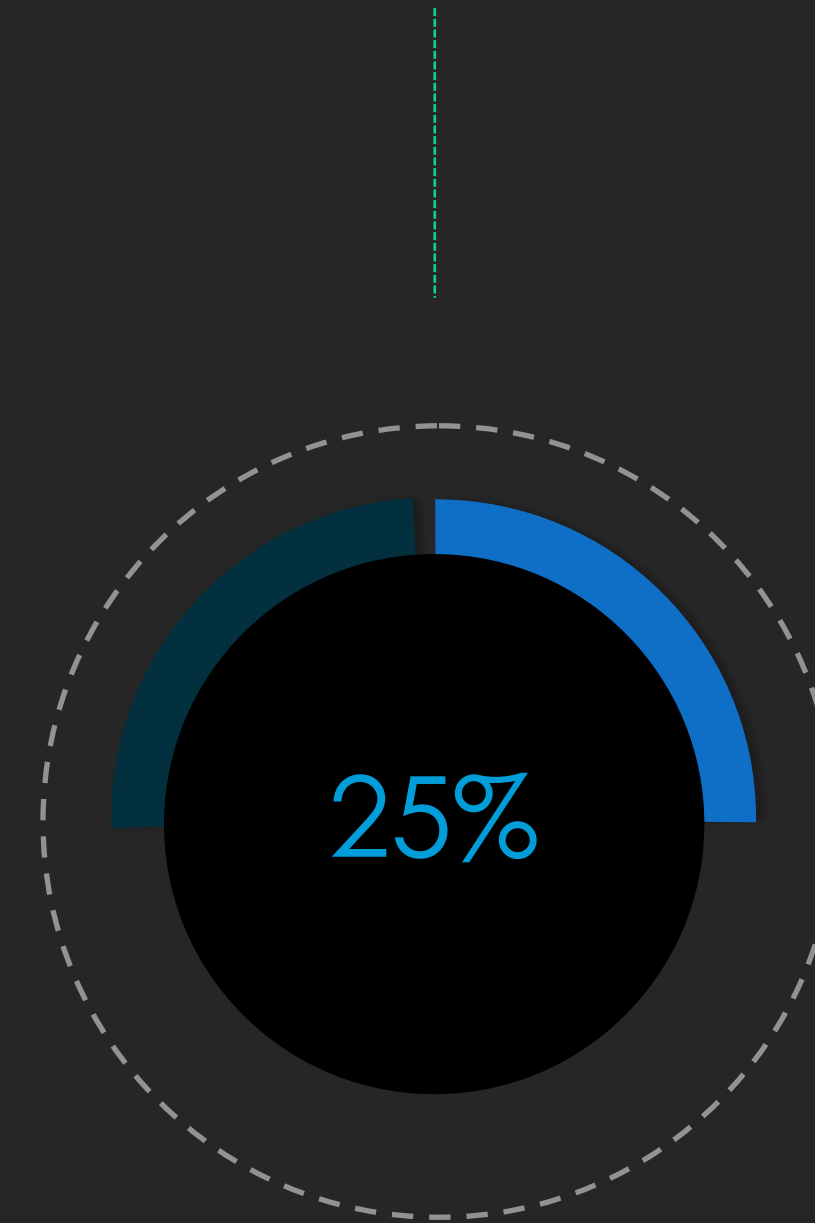
Provision of key command intelligence

Other Key Stakeholders



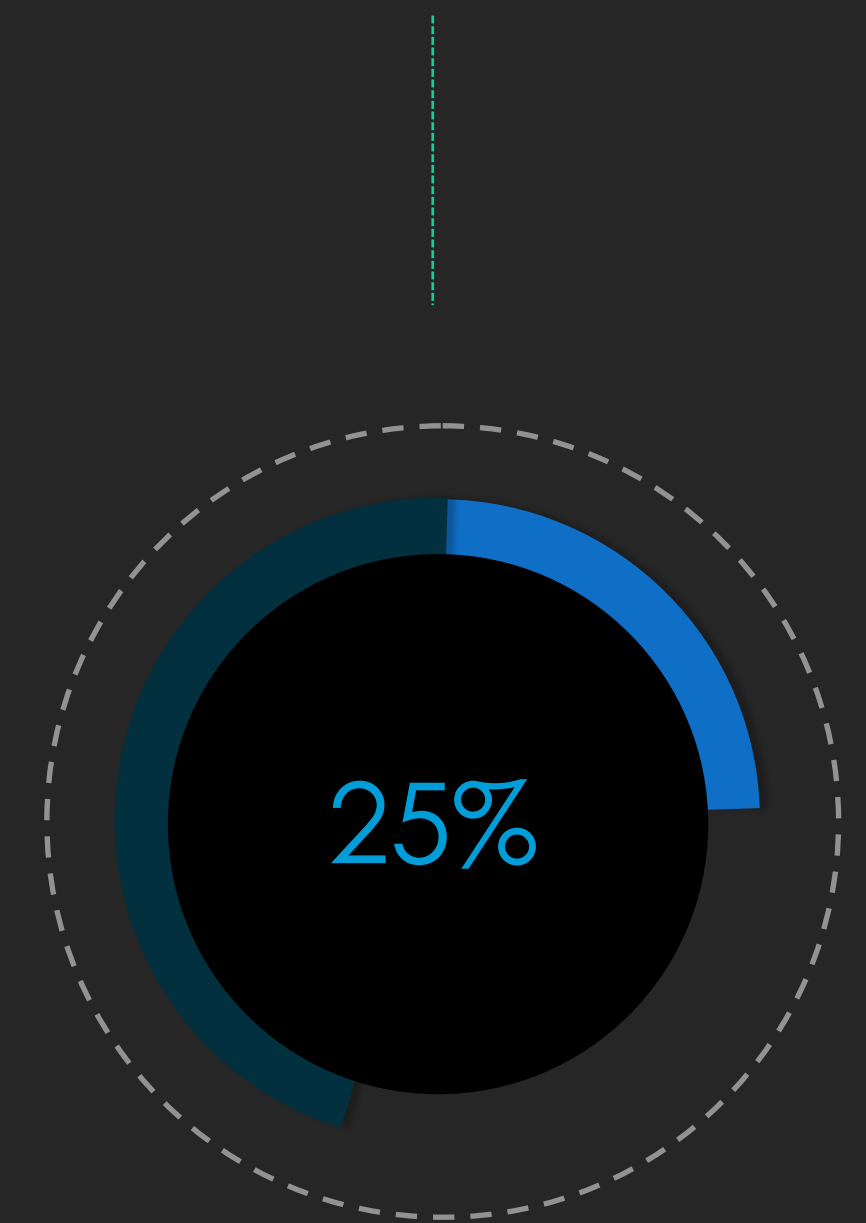
Support mechanisms for funding, local law and guidance, as well as build and break.

Paid Staff and Volunteers



Provision of staffing structures to safeguard the stakeholders using the site

The Public



Principle agreements and buy into changes at the festival



# Conclusions



## Buy In

Providing a way of being part of the change process tends to enable those wishing to be part of the wider event a chance to do so.



## Team Empowerment

Empowering the interoperable team and working together in tandem supports a notion of advanced community where collective accountability is established

## Balanced Approach

The key to creating a safe environment is to balance all aspects of the event. Roskilde's balanced approach provides both stability and change in a conducive environment



## Interdisciplinary Knowledge

The utilization of a range of knowledge bases enriches the way in which projects are undertaken



