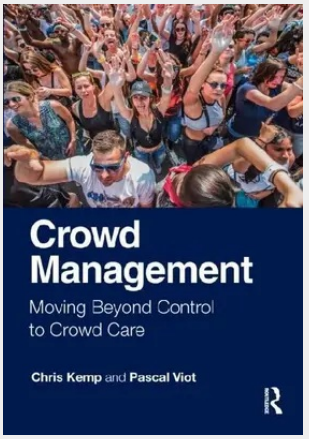
Kemp / Viot

Crowd Management

Beyond Control to Crowd Care



Crowd Management: Beyond Control to Crowd Care challenges one of the most enduring assumptions in the management of crowded places: that control alone ensures safety. Drawing on six decades of disasters, inquiries and organisational learning, the authors pose a fundamental question: why do we keep repeating the same mistakes? Combining more than four decades of professional practice with contemporary research in crowd science, psychology, sociology, leadership and organisational learning, this book explores how safer outcomes are achieved not only through infrastructure and regulation, but also by understanding the people who occupy crowded spaces. Drawing on case studies, practitioner interviews and operational experience, it demonstrates how the philosophy of crowd care is reshaping the planning, management and leadership of events, venues and public spaces. Rather than offering another technical manual, the book presents a practical framework for improving leadership, decision-making, governance and collaboration. It argues that the future of crowd safety lies in integrating physical safety with a deeper understanding of human behaviour, organisational culture and shared responsibility. The history of crowded places need not remain a cycle of tragedy, inquiry, reform and repetition. By learning from failure and placing people at the centre of decision-making, organisations can build safer, more resilient environments. Written for event professionals, venue managers, emergency planners, local authorities, transport operators, security practitioners, students and researchers, this book offers a fresh perspective on one of the defining challenges of managing crowded places in an increasingly complex world.

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