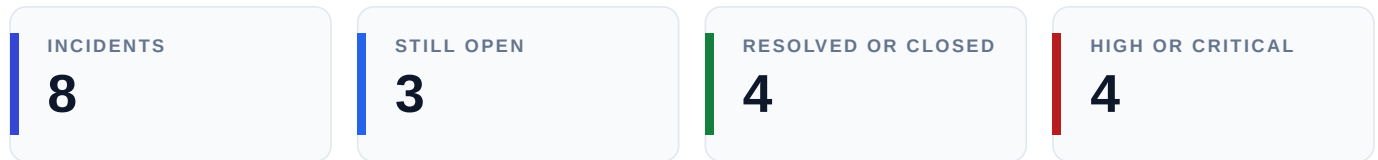




SUMMARY

8 incidents

Reported between 21 Sep 2026 and 27 Sep 2026



BY SEVERITY



BY STATUS



REF	INCIDENT	SEVERITY	STATUS	REPORTED	PAGE
86344E60	Barrier down at Gate B Riverside Arena, Gate B	High	In progress	26 Sep 2026, 09:20	2
7C2F007A	Lift 2 stopped between floors Riverside Arena, Lift 2 lobby	Critical	Resolved	26 Sep 2026, 08:50	3
0FBFC4BF	Lights out in the east corridor Harbourside Exhibition Centre, East corridor	Medium	New	25 Sep 2026, 18:10	4
5EC56E42	Drinks spill on the north concourse Riverside Arena, North concourse	Medium	Closed	25 Sep 2026, 16:58	5
A105729F	Hand dryer not working, west wash... Riverside Arena, Block 4 toilets	Low	Acknowledged	24 Sep 2026, 13:15	7
B2D90C11	Unattended bag by the north stand Riverside Arena, North stand	Critical	Rejected	23 Sep 2026, 15:02	8
58601688	Fire exit door not latching, hall 2 Harbourside Exhibition Centre, Hall 2	High	Resolved	22 Sep 2026, 11:05	9
07F53DE8	Queue building at the east bar Riverside Arena, East bar	Low	Closed	21 Sep 2026, 20:40	10



INCIDENT 86344E60

Barrier down at Gate B

● IN PROGRESS

HIGH SEVERITY

BARRIER OR CROWD FLOW / BARRIER DOWN

SITE

Riverside Arena

LOCATION

Gate B

REPORTED THROUGH

Public

REPORTED

26 Sep 2026, 09:20

ACKNOWLEDGED

26 Sep 2026, 09:23

RESOLVED

Not yet

TIME TO ACKNOWLEDGE

3 min

TIME TO RESOLVE

Not yet

REPORTED BY

Jo Aspinall

WHAT HAPPENED

One of the crowd barriers outside Gate B has been knocked over and is lying across the queue lane.

RESPONSE

Assigned to

Not assigned

TIMELINE

No events recorded.



INCIDENT 7C2F007A

Lift 2 stopped between floors

● RESOLVED

CRITICAL SEVERITY

LIFTS AND ACCESS / LIFT FAULT

SITE

Riverside Arena

LOCATION

Lift 2 lobby

REPORTED THROUGH

Staff app

REPORTED

26 Sep 2026, 08:50

ACKNOWLEDGED

26 Sep 2026, 08:52

RESOLVED

26 Sep 2026, 10:05

TIME TO ACKNOWLEDGE

2 min

TIME TO RESOLVE

1 h 15 min

REPORTED BY

Sam Okafor

WHAT HAPPENED

Lift 2 stopped between level 1 and level 2 with two people inside. Both are calm and have been told help is on the way.

RESPONSE

Assigned to Ellie Dawson

How it was assigned Picked by the control room

Response due by 26 Sep 2026, 09:22

TIMELINE

- 08:50** ● Incident reported
26 Sep 2026 Reported by Sam Okafor
- 08:52** ● Assigned to Ellie Dawson
26 Sep 2026 by Harriet Vaughan · picked by hand
- 09:17** ● SLA warning
26 Sep 2026 The response window is nearly up
- 09:22** ● SLA breached
26 Sep 2026 The response window has passed
- 10:05** ● Status changed from In progress to Resolved
26 Sep 2026 by Ellie Dawson



INCIDENT 0FBFC4BF

Lights out in the east corridor

● NEW

MEDIUM SEVERITY

LIGHTING / LIGHTS OUT

SITE

Harbourside Exhibition Centre

LOCATION

East corridor

REPORTED THROUGH

Staff app

REPORTED

25 Sep 2026, 18:10

ACKNOWLEDGED

Not yet

RESOLVED

Not yet

TIME TO ACKNOWLEDGE

Not yet

TIME TO RESOLVE

Not yet

REPORTED BY

Sam Okafor

WHAT HAPPENED

Three ceiling panels are out at the far end of the east corridor, near the fire exit.

RESPONSE

Assigned to

Not assigned

TIMELINE

No events recorded.



INCIDENT 5EC56E42

Drinks spill on the north concourse

● CLOSED

MEDIUM SEVERITY

SPILL OR CLEANING / DRINK SPILL

SITE

Riverside Arena

LOCATION

North concourse

REPORTED THROUGH

Public

REPORTED

25 Sep 2026, 16:58

ACKNOWLEDGED

25 Sep 2026, 16:59

RESOLVED

25 Sep 2026, 17:21

TIME TO ACKNOWLEDGE

1 min

TIME TO RESOLVE

23 min

REPORTED BY

Jo Aspinall

CLOSED

25 Sep 2026, 17:40

REPORTER CONTACT

07700 900107

WHAT HAPPENED

A tray of drinks went over by the merchandise stand. The floor is wet across about two metres and people are walking around it. Nobody has slipped yet, but the concourse fills up at half time.

WHERE

Marked by the reporter

53.79502, -1.54452

[Open in Google Maps](#)

Reporter's phone position

53.79580, -1.54660, accurate to about 5 m

[Open in Google Maps](#)

RESPONSE

Handled by

Ellie Dawson

How it was assigned

Nearest contractor on shift

Response due by

25 Sep 2026, 17:29

TIMELINE

- 16:58** ● Incident reported
25 Sep 2026 Reported through the public QR code
- 16:59** ● Status changed from New to Acknowledged
25 Sep 2026 by Harriet Vaughan · automatically when assigned
- 16:59** ● Assigned to Ellie Dawson
25 Sep 2026 by Harriet Vaughan · nearest contractor on shift

TIMELINE (CONTINUED)

- 17:04
25 Sep 2026

●

Status changed from Acknowledged to In progress
by Ellie Dawson
- 17:21
25 Sep 2026

●

Status changed from In progress to Resolved
by Ellie Dawson · Floor mopped and dried. Wet floor sign left out for 20 minutes.
- 17:40
25 Sep 2026

●

Status changed from Resolved to Closed
by Harriet Vaughan

PHOTOS (3)



Photo 1 of 3



Photo 2 of 3



Photo 3 of 3



INCIDENT A105729F

Hand dryer not working, west washroom

● ACKNOWLEDGED

LOW SEVERITY

WASHROOMS / HAND DRYER

SITE

Riverside Arena

LOCATION

Block 4 toilets

REPORTED THROUGH

Staff app

REPORTED

24 Sep 2026, 13:15

ACKNOWLEDGED

24 Sep 2026, 13:40

RESOLVED

Not yet

TIME TO ACKNOWLEDGE

25 min

TIME TO RESOLVE

Not yet

REPORTED BY

Sam Okafor

WHAT HAPPENED

The left hand dryer in the west washroom does nothing when you put your hands under it.

RESPONSE

Assigned to

Not assigned

TIMELINE

No events recorded.



INCIDENT B2D90C11

Unattended bag by the north stand

● REJECTED

CRITICAL SEVERITY

SECURITY / UNATTENDED ITEM

SITE

Riverside Arena

LOCATION

North stand

REPORTED THROUGH

Public

REPORTED

23 Sep 2026, 15:02

ACKNOWLEDGED

23 Sep 2026, 15:03

RESOLVED

Not yet

TIME TO ACKNOWLEDGE

1 min

TIME TO RESOLVE

Not yet

REPORTED BY

Anonymous

CLOSED

23 Sep 2026, 15:15

WHAT HAPPENED

A black backpack has been left under the seats at the end of row K for at least ten minutes.

RESPONSE

Assigned to

Not assigned

TIMELINE

No events recorded.



INCIDENT 58601688

Fire exit door not latching, hall 2

● RESOLVED

HIGH SEVERITY

ACCESS / EGRESS / DOOR FAULT

SITE

Harbourside Exhibition Centre

LOCATION

Hall 2

REPORTED THROUGH

Staff app

REPORTED

22 Sep 2026, 11:05

ACKNOWLEDGED

22 Sep 2026, 11:07

RESOLVED

22 Sep 2026, 12:30

TIME TO ACKNOWLEDGE

2 min

TIME TO RESOLVE

1 h 25 min

REPORTED BY

Priya Shah

WHAT HAPPENED

The push bar on the hall 2 fire exit does not latch the door shut, so it swings open in the wind.

RESPONSE

Assigned to

Not assigned

TIMELINE

No events recorded.



INCIDENT 07F53DE8

Queue building at the east bar

● CLOSED

LOW SEVERITY

BARRIER OR CROWD FLOW / QUEUE BUILD-UP

SITE

Riverside Arena

LOCATION

East bar

REPORTED THROUGH

Staff app

REPORTED

21 Sep 2026, 20:40

ACKNOWLEDGED

21 Sep 2026, 20:41

RESOLVED

21 Sep 2026, 21:05

TIME TO ACKNOWLEDGE

1 min

TIME TO RESOLVE

25 min

REPORTED BY

Sam Okafor

CLOSED

21 Sep 2026, 21:30

WHAT HAPPENED

The queue for the east bar is backing into the walkway. A second till would clear it.

RESPONSE

Assigned to

Not assigned

TIMELINE

No events recorded.