

## **Fulham Football Club - Safety Advisory Group Meeting (Part 1)**

**5<sup>th</sup> February 2024**

### **Minutes of Meeting**

**Via MS TEAMS**

#### **Attendees:**

<b>NAME</b>	<b>INITIALS</b>	<b>ORGANISATION</b>
Matthew Hooper – Chair	MH	LBHF
Graham Souster Team Manager of the Health & Safety Team, Lead Officer for General Safety Certificate of FFC	GS	LBHF
Stephanie Needham Head of Environmental Health	SN	LBHF
Ian Baron Senior Investigations and Operations Officer for LET team	IB	LBHF
Laurence Turton Health & Safety and Lead Officer for QPR FC	LT	LBHF
Christian Uys Parking Policy & Traffic Orders	CU	LBHF
Valerie Simpson Assistant Director for Environmental Health & Regulatory Services	VS	LBHF
Adrian Overton Licencing Manager for H&F	AO	LBHF
Matt Ramsey Building Control, looking after fire safety for the team	MR	LBHF
Debra Bently	DB	LBHF
Luca Michael	LM	LBHF
Kevin Morgan	KM	LFB
Tony Delamo MET Dedicated Football Officer for FFC	TD	MET
Samantha Lockwood Counter Terrorism & Security Advisor for H&F and K&C (taking over from Ramesh)	SL	MET
Boyd Fisher LAS Lead, Group Manager for the area	BF	LAS
Matt Shute Emergency Planning Resilience Officer with London Ambulance Service, Emergency Planning Lead for LAS for FFC	MS	NHS
Geoff Galilee Regional Inspector for the Sportsground Safety Authority	GG	SGSA
Aimee McKenzie Venue & Operations Director, involved in the build of Fulham Pier, been with the club for 10 years.	AM	FFC
Jessica Twomey Community Safety Officers at H&F covering Fulham	JT	FFC
John D'arcy Head of Safety FFC, Safety Officer for match day	JD	FFC
Gavin Megaw Represent the Fulham Fans	GM	FFC Supporter
Trevor Jenner London Underground	TJ	TFL
Mark Ashley	MA	BTP

**Minutes;** Tamsin Jago

ITEM	MINUTES	ACTION
<b>1</b>	<b>Welcome from the Chairperson</b>	<b>SH</b>
	<p>MH welcomed all to the meeting. MH updated that he attended a match Fulham V Liverpool, accompanied by GS, great to meet everything and grateful for everyone making them feel welcome. Observed, couple of issues on the night, but felt like a well-managed match. There are resolvable issues.</p> <p>MH introduced himself as the new Chair of the SAG for the 3 football clubs in H&amp;F. MH is the Director for Public Protection for the council, responsibility for all of community safety services, including CCTV, LET team, emergency planning, preventing violent extremism, also has regulatory services and environmental health (trading standards, food safety and related services). Also looks after building control.</p> <p>Introductions took place around the table for attendees.</p> <p>MH reiterated the usual Teams protocols. Meeting is being recorded for minuting purposes.</p>	
<b>2</b>	<b>Apologies received</b>	<b>Chair</b>
	<p>Darren Preston COO</p> <p>Claire Willis LET (going to moving on).</p>	
<b>3</b>	<b>Confirmation of previous minutes, outstanding actions &amp; matters arising</b>	<b>Chair</b>
	<p>Minutes of the previous meeting were approved as accurate.</p> <p>Outstanding actions.</p> <ul style="list-style-type: none"> <li>• Egress: making sure we have land permissions sorted out. (raised under item 4).</li> <li>• LFB being invited to a Partnership Meeting and a place in the control room – completed.</li> <li>• Changeover from the phonelines to IP – completed.</li> <li>• Medium risk matches discussions – completed.</li> </ul>	
<b>4</b>	<b>Update from Fulham Football Club Update from 23/24 mid-season review</b>	<b>MPS</b>
	<p>JD gave update.</p> <p>19 fixtures; 1 high risk (Liverpool), 5 medium, 13 low risk, 1 female game. No changes to the Safety Management team, JD as Head of Department, Steve White, Alan Ackey and Jan, Nicky and Emily supporting. Oridian who steps in as a level 4 on match days when he can.</p> <p>Just under 300k actual attendance, published is 350k.</p> <p>19 arrests so far this season, majority are arrests for drugs dealt with by PCR on the scene.</p>	

	<p>119 rejected this season, most challenging game was the Liverpool game which saw 19 refused/ejected.  2 pyros (Liverpool)  56 medical incidents within the stadium (1 of which was external)  35 safeguarding incidents resolved/dealt with; more concerning is 16 allegations of discriminatory behaviour worst one being the Burnley game when we had Rebecca Wiltshire as the referee (5 reports of discriminatory behaviour towards a match official).  Over 200 inhouse stewards, more campaigns in 24/25 to try and increase the numbers and reduce the need for agencies (Wise Security/Centre Circle/Seboka). Out of 200, if get 100 on a match day we've done well. 25% of what we need for inhouse staff isn't a good place to be.</p> <p>Started a medical advisory group chaired by Steve White (H&amp;S Manager), looking to similar with the Fire, getting the Fire Brigade more regularly to discuss any issues around Craven Cottage.</p> <p>Did a code yellow (lock down) test before Christmas at the Burnley game which went well, few issues with PA systems, but that's been rectified.</p> <p>MH queried the Liverpool game and mentioned seeing the slow queuing (mentioned in previous minutes for another game), are there any plans to resolve these issues/speed up the queues?</p> <p>JD knew the Liverpool match would be challenging the ingress, haven't seen those queues as they were before the season, have a semi modern operation set within a grade 2 listed building. Human has to press the pedal for the turnstile which adds to the delay. Discussed how the ticketing turnstile works. The Liverpool match had 1000 tickets which were forged or blocked which had attempts throughout the stadium to get in. In the last 10 / 15 mins before kick-off, there were large numbers of people trying to get in without tickets, there was nowhere for them to go, so caused a block.</p> <p>JD mentioned looking at the management of the turnstiles, but the infrastructure set up makes this difficult to manage with barriers. Need to flow people around the streets rather than coming straight down Stevenage Road. Will continue to look at options as need to stage large games in the future.</p> <p>MH mentioned a conversation he'd heard about a crush at Stevenage Road, but he didn't see anything.</p> <p>SL mentioned needing to understand where the queues are forming and what risks are being held in terms of the Protected Security of those queues.  <b>Action: SL/JD to arrange a site visit to progress and have a deep dive around access control.</b></p> <p>GG had a few questions.</p> <ol style="list-style-type: none"> <li>1. mentioned experience at other grounds and whether anything could be done with speeding up the computer side of things, could there be a quicker reset?</li> <li>2. There were a large number of print at home paper tickets, could this be dealt with as always, a problem at lots of grounds?</li> </ol>	<p>SL/JD</p>
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	<p>3. Could you emphasise to people as much as possible to get there early?</p> <p>JD updated the stadium was opened 30 mins earlier for the Liverpool game (2 hours before kick-off), 500 arrive in the 30 mins extra earlier. 91% of people were in the stadium by 8 pm. 98% by 8.10 pm.</p> <p>Print at home – the largest number of tickets that has been managed, over 16,000 print at home tickets on the day. Meetings from ticketing has taken place to look at different options (ticket collection booths in the park), it did get to a point of considering delaying kick off due to the numbers outside.</p> <p>JD mentioned the ‘crush’ outside. People were watching outside and at no point was it considered unsafe. JD has learned a lot about what needs to be done in terms of preparation and planning in the event of another large game with significant challenge.</p> <p>Fortress have been in a few times, delays of over 5 seconds in between tickets has a big impact on staff and access to the stadium, should only be 1 second, they are currently looking how we can sort this. Will continue to work with ticket to see what the best options are. Darren has been supported and may look at loading tickets onto season ticket cards to reduce that number and cap the number of print at home tickets.</p> <p>Hopefully by next big game will have some options to consider.</p> <p>GG queried the flowrate, 660 is what the turnstile should be able to achieve, on big matches if you can’t meet flow rates and having challenging situations outside, there is the one option of reducing the capacity.</p> <p>GS discussed having a debrief with JD and the Police following the Liverpool game, there were concerns. There was a complaint 2023 with the Sunderland cup game with congestion in Stevenage Road. The away supporters had the traditional card tickets. GS looked at the Newcastle v Fulham cup game and folding the tickets to get into the card reader, would be good to load the ticket onto a plastic season ticket with the technology available. That will add to efficiency at the turnstiles.</p> <p>TD mentioned some really good work at the away turnstiles, 64 turnstile jumpers at the game, last time we played them, this time was 1. 1 jumper was a FFC fan, not Liverpool.</p> <p>TD said the queuing didn’t build, it sprung up quickly. TD has his team of operational football officers, had a debrief. Will spread out more now, rather than being at the away end to try and get some early information to the club. Discussed a different approach for away fans directing to Wood Lawn. Looking at it and will adapt going forwards.</p> <p>SL asked if the 64 turnstile jumpers was typical? TD confirmed it was typical for Liverpool fans and depends on the game and possibly the importance.</p> <p><b>Action Point: SL/TD to look at together offline and look at in more details when completing the site visit.</b></p> <p>SL to attend the next high-profile match to gain a better understanding.</p>	<p>SL/TD</p>
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	<p>GS highlighted the good partnership work that was completed by the club and the Police particular for the Liverpool match at the risk of jumpers, there was a line of Police inside the turnstiles. JD introduced searching out in Stevenage Road now.</p> <p>MH queried about the contingency plans and emergency exercise. JD confirmed the lock down process has been completed, but need to get an emergency exercise in with the Fire Brigade and with the Riverside Stand with the high levels including an exercise/training exercise and the LAS of taking sick people from level 5 e.g., this needs to be done and a tabletop exercise in 2024. GG attending soon and will discuss what needs to be tested in the future.</p> <p><b>Action: JD to arrange training exercises/tests.</b></p> <p>MR asked to be involved in the planning of the emergency exercises for the LAS.</p> <p>AM updated regarding the Riverside Stand</p> <p>Liaison has taken place with the council and parks with regards to access/egress especially for Bishop's Park, still ongoing.</p> <p>Working towards taking beneficial occupation for the basement level 0 and level 2 from July, looking to have those areas open and ready to go for match day from August. The plan is to then open those areas day to day running (Mon – Fri) from October. From there it progresses through the levels.</p> <p>Level 3 next, then the hotel.</p> <p>MR said it would be important for FFC to prepare a phased partial occupation plan which shows exactly what they want to occupy at what time, so that the proper approval from the control body can support that, need to start on this soon if looking at July to have fire engineers involved. Without that plan couldn't permit the stand to be used unless its substantially complete.</p> <p>AM confirmed FFC has Legends who are Project Managers on the Fulham Pier project who are liaising with building control and believe there is a meeting in the next week to go through initial conversations on phased opening. MR unaware of this meeting but needs to be key.</p> <p>GG queried at what level has to be open finally for the full capacity of the seating terraces to be opened up/used, is it the whole stand or parts not finished?</p> <p>AM confirmed the restriction at the moment is on toilets, aside from egress routes and Bishops Park, we do have restriction on toilets at the moment. As soon as the basement opens there is access to another few toilet blocks.</p> <p>TD queried ingress/egress for Bishop's Park as will affect policing plan and deployments.</p>	<p><b>JD</b></p>
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	<p>AM confirmed looking at trying to run egress for an earlier game as a tester, but not sure if going ahead, so this is TBC. Progress with parks is ongoing and has been challenging.</p> <p>GS mentioned the Safety Certificate and the partial increase in capacity, need to be linked into the meetings with building control from a certificate point of view.</p> <p>MH would like to be involved in these conversations also to understand what is going on and where the barriers/blockages are.</p>	
<b>5</b>	<b>Update from Fulham Supporters Trust Matters to Raise</b>	<b>GM</b>
	<p>GM thanks MH for chairing and JD for including on the debriefs at Craven Cottage. Big thanks also to TD and the MET as they have positive engagement with the fans at FFC, it contributes to the safe experience of the fans.</p> <p>GM raised a few issues.</p> <ul style="list-style-type: none"> <li>• The gate at Bishop's Park, raised previously that it was often not opened properly leading to a pinch point on exit/entry to the park. It has only been fully opened a few times this season. Was open for Liverpool.</li> <li>• Ongoing issue raised before, skateboarding equipment in Bishop's Park particularly at night, still strewn across the park. No action so far.</li> </ul> <p>GM queried safe standing, its inevitable due to the number of fans in the Hammersmith/away end, would be good for an update.</p> <p>GM mentioned prevention being better than cure, how can we stop the problems rather than for JD to deal with them.</p> <p>Liverpool congestion confirmed there wasn't crushing, the media reports weren't good. Have had many messages from fans asking for this to be raised, some people were very scared (particularly people with young children). Wanted to flag it was unacceptable, we have raised predictable/preventable issues, discussion around paper tickets. It was timed last year to see how much slower it is to go through turnstiles with paper tickets, it is a real problem and contributed to the Liverpool issue.</p> <p>Ticketing system discussions should be with fans who are going to use them, user experience not taken into account.</p> <p>Queues forming outside Stevenage Road is predictable (happens every year for big games) its utter chaos at times. Talking to the fans about the issues makes sense.</p> <p>GM wanted to flag an issue which is being worried about for the future, comes back to what's preventable, the club's strategy of selling tickets. There is a considerable amount of season tickets in the hands of touts (or people who are passing them to away fans on a regular basis), fear is this will lead to violence at some stage. The problem has got gradually worse each season. Often say in his seat surrounded by away fans.</p>	

	<p>GM mentioned he wasn't a militant fan and stated his history with work with various football organisations. He is becoming disillusioned by the reaction from the club when these issues are raised.</p> <p>MH discussed the gates being opened as thought this had been resolved.  <b>Action: IB to make sure that we have the gates open. IB confirmed he will make sure this is done.</b></p> <p>MH discussed the skateboarding issue, there are temporary ramps/material around the park, and they are left all over the tarmacked area. Some trip hazards, not a major issue.  TD mentioned he had raised this as lots of people going over them and there is no lighting. Everything was put away, but as time has gone on this has been forgotten about.  <b>Action: MH to take away and get this sorted.</b></p> <p>MH discussed the issues GM raised. JD confirmed he provides debrief sheets and is very transparent, main concern is safety, often have to compete around what is commercially right for the club and what is a safety issue, JD won't compromise the safety.</p> <p>JD confirmed the club is contracting for ticketing with Ticketmaster so there will be some changes to the ticketing arrangements, hoping they understand the challenges. They will work with the club.</p> <p>CCTV coverage is being increased externally along Stevenage Road so the picture can be seen earlier in terms of the late walk up – another 4 static cameras.  <b>Action: JD/AM to set a meeting up (Alistair to be invited as Chief Exec of the Club) and MH – ticketing strategy should be the topic of conversation (also add SL to these meetings).</b> JD wants a fully integrated system into Craven Cottage rather than semi-automated. Don't want to talk about crowd reductions. We need to get this right for football and also other large-scale events at the club.</p> <p>SL mentioned the ticketing issues and risks with people accessing the stands, there are quite serious issues around counter terrorism if the issues accessing the stadium are causing this press in the public ground the club is carrying inherent risks around this. There is a great deal we can do with messaging to public which can reduce the impact on the public/reduce the risk.</p>	<p><b>IB</b></p> <p><b>MH</b></p> <p><b>JD/AM</b></p>
<b>6</b>	<b>Update from the Metropolitan Police</b>	<b>FFC</b>
	<p>TD gave an update.  13 fixtures, 10 league, 1 friendly and 2 cups.  1 OFO only game – preseason friendly.  8 low, 4 medium, 0 high risk.</p> <p>16 command team roles have been required, 8 have been resourced by the AW SLT and 8 roles from elsewhere.</p> <p>Arrests shared for this year.  16 so far. 14 in the league, 2 at cups. 6 football banning orders current in place.</p>	

	<p>No football act offences, 5 public order, 1 violence against person (drugs), 10 for drugs, 1 other ABH.</p> <p>Home supporters only out of the 16, there were 5. Of those 5, 4 was public order and one for ABH.</p> <p>Drug outcomes – 6 class A, 4 class B. Class A 4 charged and 2 community resolutions, for class B, 4 community resolutions.</p> <p>Case Disposals.</p> <p>Out of the 16, 2 cautioned, 1 no further action, 6 community resolutions, 4 post charge review and 3 still being investigated.</p> <p>Away</p> <p>9 arrests, 8 ejections</p> <p>Drugs still high, drugs operation ongoing at the Putney turnstiles with good figures.</p> <p>Other – fraud offence, someone who had photocopied a ticket and tried to use it, arrested him for fraud and won at court plus a football banning order (Man Utd fan).</p> <p>Everything has been quite good this season. Discussed a yellow card system in the Hammersmith stand, there has been some complaints from home fans about other home fans about not pleasant language being used, lots of swearing. Cards on the chair stating the area is being reviewed and watched, maybe not part of it, but in an area, that's been highlighted. Operational Officers have been going into the Hammersmith Stand this season and has been received well.</p> <p>TD has had 2 new bosses since the last meeting, 1 left and waiting for a replacement. The Chief Inspector Mr Simon Brooker has retired – new Chief Inspector Mr Pete Deardon, very experienced and used to be the Arsenal Dedicated Football Officer.</p>	
<b>7</b>	<b>Update from the London Fire Brigade</b>	<b>All</b>
	<p>KM gave an update.</p> <p>No particular update, but keen for collaboration in terms of exercising and working together on any future drills particularly with Riverside and the building works.</p> <p>Day to day match day great collaboration, tested a listed with the potential person in the river this week, good communications with the Police/Stewards to get everyone there that needed to be there with a successful resolution.</p>	
<b>8</b>	<b>Update from Medica - London Ambulance Service</b>	
	Update from BF	



	<p>Happy with the season so far, no issues to mention from LAS. Good match day working relationship with the club, supported the inhouse medical team as appropriate.</p> <p>48 supporters have been treated, 4 conveyed to hospital. One was by the LAS. Depending on the patient's condition we can advise on the most appropriate treatment centre for the supporters, so better patient outcomes.</p> <p>Timeline for the phased opening of the Riverside stand would be useful as will affect the provision under the green guide.</p> <p>MS also on the call and added, once it goes over 25k we have drop in a control room operator as well, so would be good to know when this is likely to be happening. To support this there is some IT infrastructure to drop into the control room, will link with JD.</p> <p>When looking at the resilience exercise the introduction of 10 second triage (national change around how patients are assessed in the event of a major incident) should be rolled out for 1<sup>st</sup> April onwards – new element for the medical side which we need to explore how this will work with the Fulham side inhouse medical provision and how we would then pick this up.</p> <p>Nobody from else on the call to discuss.  GS invites the generic inbox so aware of the meeting.  MS stated NHS England have just restructured so their commitments to SAGs ongoing may vary. <b>Action: MS to send GS details of the changes.</b></p>	<b>MS</b>
<b>9</b>	<b>Update from Transport</b>	<b>MA</b>
	<p>MA gave an update for BTP.  MA would like all travelling fans to be like Fulham, not a lot of issues. No arrests from Fulham fans on the network so far this season.</p> <p>Incidents are down this season, probably due to the rail strikes and a general distrust from football fans in the rail timetable.</p> <p>One incident involving a Fulham fan this season and it was NYE from the home game from Arsenal, group of Fulham fans travelling back through Hampshire on the train, came in via text, so hard to pin down without any CCTV.</p> <p>JD mentioned losing Putney Bridge tube station on a match day when we clash with Chelsea.</p> <p>TJ gave an update.  Echoed what MA said, no concerns around Fulham supporters and no incidents recorded.  Wanted to raise the increasing clash of games between Fulham and Chelsea, they are exploring ways to get around this. First tactic is Putney Bridge closing for return traffic. This is the safest approach that the stations can take.</p>	

	<p>TJ stated the line feeds to Fulham Broadway and when there is a clash with the match there, if the trains are full when they arrive at Fulham Broadway that station ends up with serious crowding and having to close the station ad hoc, which results in unplanned crowds in the streets outside. Mitigation at the moment (currently under reviewed) is to close Putney Bridge when a clash. Historically avoided the clashes, but recently reoccurring again.</p> <p>MH aware Putney Bridge is closing, many will see as not ideal. MH asked for people's views.</p> <p>MH stated that fans leaving will need to go further afield to get onto tube network, MH not heard if this has generated significant problems, although inconvenient. Is this causing problems elsewhere in the wider egress footprint.</p> <p>JD had the information prior to the Liverpool match, understands when Chelsea's first team is at home the have a large capacity the demand is there for the tube station. But the Liverpool match had Chelsea Women's Home v Real Madrid with a crowd of under 10k. High risk fixture at Craven Cottage, need to look at the risk. Will put a strain on TD policing plan. JD is happy to pay for additional stewards to support the tube station in making it safe (queue management).</p> <p>Need to safest arrangements as possible.</p> <p>GG mentioned another dynamic involved, there could have been a delay of kick off at the Liverpool match, what happened if it was a draw – penalties, you could have situation where people can't get home/trains. Need to view the particular type of matches and any conclusion that may happen. Need to look carefully at what is going on at Chelsea in respect of numbers involved and the impact at Fulham.</p> <p>MH queried if London Underground do the crowd dynamic assessments for the different matches. Were observations made on that night to see what impact the 10k that Chelsea had on the tube network, does feel there needs to have judgement applied.</p> <p>TJ confirmed they do complete assessments. The initial number for Chelsea was meant to be higher. Arrangements were put in, in the run up to the day. Was aware there could have been lower numbers and the possibility of extra time at Fulham and agreed the station group (2 stations) would monitor and if there were no more crowds at the Chelsea game they would then reopen. Difficult to advertise that as ambiguous.</p> <p>From the transport network's point of view the instances are avoidable if the clashes didn't take place. The start point for premier league games is going to be Putney Bridge being closed, there hasn't been a clash with the women's game before to the extent of closing. It was an unknown in the run up.</p> <p>MH stated it needed to be monitored going forwards and make sure we are communicating well in advance as much as we can.</p>	
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	<p>TD mentioned he didn't get asked an opinion, would have been good to be involved to get viewpoint of risks involved. Police still need to be at Putney Bridge as fans will still go, it throws post-match planning up in the air, need to go out to Parson's Green, Hammersmith, and Putney Bridge. More communication is needed.</p> <p>MH mentioned the network have to make safe operation decisions around the network, but the Police have to make the same decisions on egress/zone x, can we arrange something to get the Police involved in the decision making.</p> <p>TJ stated BTP would be the first port of call. It should have been done quicker. Safety on the network is the priority, would always come back with the clashes being avoidable. To avoid closure issues, we should avoid any such fixture clashes.</p> <p>Would like to get an accurate number for each match and make a decision from that.</p> <p><b>Action: TJ to look into this and confirm back about involving the Police in the decisions.</b></p> <p>GS hasn't spoken to Chelsea about this, they are aware of the concerns of the local authority, need to be joined up.</p>	TJ
10.	<b>Local Authority Review</b>	
	<p>GS thanked LT who filled in at the beginning of the season for GS absence.</p> <p>Made a return on 4/11 with Man Utd.</p> <p>The New safety officer has bought some new improvements, shares all pre match day info with the local authority and is appreciated.</p> <p>The matches that the local authority have attended (5) Luton town, the bag search and security arrangements, it was a busy game, but a positive report that was sent. LT mentioned in his report gates on Stevenage Road that was discussed previously.</p> <p>GS happy to assist with regards what gates need opening for matches.</p> <p>Man Utd game 4/11/23, 12.30 kick off, had Fawkes Festival Lazer show in Bishop's Park and Ravenscourt Park at the same time. Supporters were allowed through Bishop's Park to get to the stadium, but it was closed down for the egress, all supporters had to go into Stevenage Road and Police were concerned about the supporter volumes. There was a problem with gates at the All Saints. There has been a debrief with the events team and GS feels we would have liked to avoid clashes with events, will look at fixture lists going forwards, the laser show took place over 2 nights.</p> <p>West Ham Utd 9/12/23 – good operation. There was a serious medical incident in the Putney Stand, away supporter slipped on the metal staircase towards the concourse (was intoxicated). Difficult as just before half time with movement. It was well managed by the club's stewarding, Police and the medical teams. Concerns about spinal/neck injuries. Good use of PA. The supporter was OK and sent a compliment to the club.</p>	

<p>The club looked at the staircase due to grip and there was a delay getting it back into use.</p> <p>Also attended an away match at Stamford Bridge, Fulham supporters were well behaved, no major issues.</p> <p>Plus attended the Liverpool match – covered already.</p> <p>Also attended the Newcastle match, only the entry. Quite aware it wouldn't be a big issue due to the number of print at home tickets. Gave GS time to look at the turnstile operations and the folding of tickets.</p> <p>Safety Certificate with the Riverside stand works with the incremental increase in capacity going forwards, will need to look at tie in with building control.</p> <p>No safety related complaints, but mindful of having GM on the call. Also look at the monthly meetings they have with the club. Their feedback is valued.</p> <p>Complaint recently about Everton and about coach parking in Fulham Palace Road, it's about anti-social behaviour of away supporters/urination in the street it's been relayed to the club. One of the coaches had a problem with the toilet and a big discharge of toilet content of one of the side streets. Chelsea busy matches, the coaches also use the southbound carriage way of Fulham Palace Road team buses to free up space for their coach parking at Imperial Road. Can create more issues with the locals.</p> <p>CU mentioned the coaches and idling also. Tricky to enforce as we don't have enforcement there every match day. Can target the coaches for idling, but as its from different clubs each week, we can't get the message through. Could we work on something that could come from the clubs to visiting fans with their coaches to tell them we enforce engine idling in the Borough. Also need to raise at Chelsea.</p> <p><b>Action: MH mentioned linking CU into people in the club so that those conversations can happen.</b></p> <p>MH stated he was glad GS made a full recovery and grateful for the induction he's given him.</p> <p><u>Licencing</u> AO gave an updated. Because of the match day inspection that's going to be carried out at the club isn't taking place until the end of the season, there will be an update once this has taken place.</p> <p>No issues with any surrounding pubs/licenced venues around the club.</p> <p>AO raised the 7 applications in for the club, currently in a consultation period until 22<sup>nd</sup> February, if anyone wants to make representations/comments to those applications, you can do this up until that date. All the applications relate to the Riverside stand, number of different levels.</p>	<p><b>MS</b></p>
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	<p><u>Building Control</u> Nothing further to add.</p> <p><u>Network Management &amp; Parking</u> CU confirmed they are currently reviewing parking restrictions in zone T which is Crabtree Lane northwards towards Chancellors Road and did offer match day controls to the zone and extended controls, there is a good chance that controls further north of zones x and y may change in the near future.</p> <p>TD mentioned keeping an eye on the dot matrix along Fulham Palace Road, the game in December and it still had October showing.</p> <p>CU mentioned having quite a few issues and looking at alternatives and seeing where we can resource a more reliable VMS sign from especially since offering match day controls to more zones and potentially around Chelsea also.</p> <p><u>LET</u> GS mentioned gates in the park and identified on the Newcastle evening the pedestrian subway beneath Putney Bridge that takes you to Putney Bridge tube station the lights were out as was a light out near Prize Bank. The Bridge is maintained by Wandsworth Council, so it has been fed through that it was quite dark. Hopefully, it's been addressed by now.</p>	
<b>11</b>	<b>Supporting advice from other members</b>	
	<p>SL mentioned the chemical attack with the ensuing manhunt. SL would like to see a review of the 'remove, remove' policy which has been delivered by Naxo, SL happy to share again if needed. It isn't terrorism, but pertinent to view in such a manor.</p> <p>Remove, remove, remove is aimed at chemical/biological/radiological and nuclear events. If you have an unknown noxious substance which is impacting on an individual that you remove them from the area, remove yourself from the area, remove the clothing and use as much water as possible to wash it away.</p> <p><b>Action: SL to share all of the information on this policy.</b></p> <p>Being used by gangs, e.g. in super soakers and attack a large group.</p> <p>SL confirmed GM could share with fans as it's in the public realm.</p> <p>MS confirmed the 'remove' policy is in the medical plans. Slight caveat, if it's a caustic substance – water, if not burning people should be using paper towels etc. Don't want the fans doing this, and only people that have familiarity with the process should get involved.</p>	<b>SL</b>
<b>12</b>	<b>Update from SGSA</b>	<b>GG</b>
	<p>GG gave an update.</p> <p>Carried out 2 match visits this season: Brentford in August and the Liverpool match. Issues already mentioned tickets/congestion.</p>	

	<p>The Riverside stand, the overlay has been improved since the last visit from Brentford to the Liverpool match the amount of trip hazards (cables across exit routes)/low shutters to coffee bars (at head height).</p> <p>Persistent standing – continuous in the Away section, at the Liverpool match the whole of the Hammersmith stand was standing. Not sure what caused that, GG has a ground assessment meeting, which happens before the licences are looked at again with the club. Discussions took place last year of means of mitigating this issue, there was a pilot done at the back of the Hammersmith stand which looked good, things have gone quiet since then. Something will need to be done in the away section. If it continues in the Hammersmith stand mitigation needs to be done, otherwise will be expecting other management issues to be taken by the club.</p> <p>Putney Stand in the Away Section; corner section in front of the disabled platforms, is being used as an exit, it shouldn't be an exit, but people are climbing through the seats to get to the corner. There will be an accident here soon and something needs to be done to prevent the corner being used as an exit.</p> <p>SGSA has a visit possible at the Aston Villa match where the SIA who look at door supervisors/licencing of security staff are doing a project this year of visiting grounds to look at the licenced door supervisors who are operating and are they operating under a licence or not. Will confirm with JD once confirmed.</p> <p>There is a new Chief Exec, Martin Henderson has left and is now the Chief Operating Officer for the new regulatory authority independent regulatory for football. Have a new Chief Exec, not in place until May, comes from a DCMS department and he has got knowledge of all things to do with sport and football. Will update more about that.</p> <p>All clubs will be getting a letter from the SGSA, to do with the renewal of the annual licences and will include the new licence fee (very different to the £100 since the organisation was established in 1989. The letter will explain it, it's been approved by the Government, ministerial paper going out today confirmed they've approved it. The fees will be substantial and were detailed in a consultation letter which went out last year, now based on average attendance of clubs from the last 2 years (it will be constantly reviewed), figures received from the EFL/Premier League. Based on recovering the regulatory costs of the SGSA in respect of the EFL/Premier League. Independently looked at and confirmed by SIPFA.</p> <p>Applications need to back by the end of February, but the fee doesn't have to be paid until the end of June.</p> <p>Other information which has been updated today and <b>GG will send it to MH as time is short. (Current state of Martin's Law, Women's super league.</b></p>	GG
13	<b>FFC Look Forward</b>	JD
	<p>JD gave an update.</p> <p>There should be no more clashes as no more cup games in terms of fixtures with Chelsea.</p>	

	<p>Push and go externally in recruiting in house staff, so we can recruit/retain/develop staff moving forward.</p> <p>Just getting to the end of the season, no more high-risk games.</p>	
<b>15</b>	<b>Chairperson's Update</b>	<b>Chair</b>
	<p>Nothing further discussed by MH.</p> <p>MH thanked everyone for making the first SAG productive and easy/concise.</p>	
<b>16</b>	<b>AOB</b>	<b>All</b>
	Nothing raised	
<b>17</b>	<b>Date of next meeting</b>	<b>All</b>
	July 2024	