

Fulham Football Club – Mid Season Safety Advisory Group Meeting (Part 1)

28th February 2025

Minutes of Meeting

Via MS TEAMS

Attendees:

NAME	INITIALS	ORGANISATION
Neil Thurlow – Director of Public Protection & Chair	NT	LBHF
Graham Souster – Health & Safety Team Manager for H&F and Lead Officer for FFC	GS	LBHF
Stephanie Needham – Head of Environmental Health	SN	LBHF
Kevin Morgan – Station Commander Fulham Fire Station	KM	LFB
Geoff Galilee – Regional Inspector for SGSA	GG	SGSA
John D'Arcy – Head of Safety and Safety Officer	JD	FFC
Tony Delamo – Dedicated Football Officer	TD	MPS
Darren Preston – Chief Operating Officer	DP	FFC
Ian Baron Senior Investigations and Operations Officer for LET team	IB	LBHF
Gavin Megaw Fulham Supporters' Trust	GM	FST
Ammie McKenzie – Operations & Venue Director	AM	FFC
Barry Vasselin – BTP Dedicated Football Officer	BV	BTP
Timothy Dodds – LAS – Liaison Officer & Venue Command	TD	LAS
Rachel Green – CTSA for H&F	RG	MPS
Alex Higginson – EPOR Officer at Imperial College	AH	NHS
Shriya Koosyal – Environmental Health Officer	SK	LBHF
Adrian Overton – Licencing Manager H&F	AO	LBHF
Mark Raisbeck – Director of Public Realm	MR	LBHF
Dominik Stark – LAS Emergency Planning	DS	LAS
Matt Tucker – Interim Policy & Administration Team manager	MT	LBHF

Minutes: Tamsin Jago

ACTIONS EXTRACT

Action point	Action	
Agenda item 7 Page 9.	One of the SAG topics GG discusses, the Government are currently looking at the event healthcare standards review. Action: GG to send the links to GS to circulate show the Government's response and the current update – issued in Dec 24.	SGSA
Agenda item 7. Page 10.	SGSA has revised the system for recording near misses (started last year). SGSA rely on what's reported by LA or clubs. We record, then look at what's happening, see how it's been dealt with and overall, we wouldn't investigate it (the LA through would do this). SGSA is a role of overview. Action: GG to send the details to GS for sharing.	SGSA
Agenda item 8 Page 12.	Action: Can discuss the OBTV outside of this meeting as it's not going away. Can look at other solutions including improving cable runs etc. Maybe costly,	H&F / FFC

	could put them into troughs/trenches with covers on them. DP confirmed he'd be happy to look at this.	
Agenda item 8 Page 12.	DP mentioned some niggles around electric chargers where the road studs/broadcast sit. One with a bit of help on. GS confirmed the vehicle chargers should be switched off. Action: GS to pick this up with the department in the council. They need to be turned off 1 day before the match.	H&F
Agenda item 9 Page 13 .	KM spoke to JD regarding an idea about river rescue boards around the Riverside Section. The local authority and LFB in partnership are looking to get these boards installed along the stretch of the river, asked JD would potentially sponsor one of the boards placed here. Action: KM has more information and will send to JD.	LFB
Agenda item 10 Page 14 .	DP mentioned men's football and pairing up with clubs, it is an issue when Putney Bridge station is closed for FFC fans. It's also a staffing issue. DP queried if there's anything the local authority can do to help keep FFC/Chelsea matches apart. If those fixtures grow, there could be more clashes. GS stated the Local Authority could help. Action: GS asked the club to present details of the impact from an operational point of view with regards stewarding it would be helpful as need the evidence.	FFC
Agenda item 11 Page 15.	GS confirmed the route goes via Stevenage Road. Action: GS to find out more details about the run on 6th April, thinks it will be an early morning run. There are no road closures. GS will share the details when he has them.	H&F
Agenda item 11 Page 15.	DS also mentioned they'd not received any notification or last minute. So may need another SAG process and was unaware of the road closures. GS confirmed the Event's team are organising mini-SAGs for all major events, so should get invites. Action: NT to add to the next agenda for prep of 25/26.	H&F
Agenda item 13 Page 15 .	DP confirmed the original plans for semi-permanent HVM were to protect a lozenge around Stevenage Road/Stevenage Park/Fielder's Meadow so it would involve both. MR stated there had been a reorganisation, the Parks have been combined with Highways, Simon Ingyon reports to Ian Hawthorn who is the Assistant Director for Highways and Parks. So will need Ian Hawthorn / Simon Ingyon engaged together with appropriate people from Community Safety, plus the Police and Counter Terrorism Unit. Action: DP/JD to reshare any plans or paperwork so everyone has the correct information, then can work together to get the working group up and running and get the first meeting booked in.	FFC

ITEM	MINUTES	
1	Welcome from the Chairperson	
	NT welcomed all to the meeting and went through meeting protocols. This is the mid-season SAG for Fulham. Fulham have had a good season, 9th in the Premier League with 42 points and in the FA Cup 5th round playing Man Utd away. Over the season GS/NT attended the Brentford match together. First time NT had been to Craven Cottage for a matchday opportunity and found it to be interested and well ran operation. Whilst the work on the pitch goes from strength to strength the work on the Riverside Stand the fit outs continues, the incremental occupation of lounges/facilities and certification match by match.	
2	Apologies received	Chair
	Valerie Simpson – Assistant Director for Environmental health and regulations Services Matthew Ramsey – Building Control Neil King – TfL Simon Turner – MPS – CT Protect Officer Natalie Manning - CTSA	
3	Confirmation of previous minutes, outstanding actions & matters arising	Chair
	Minutes of the previous meeting were approved as accurate. Outstanding actions. Safe Standing Action – GG advised he will send a letter to DP which may help persuade the Board they need to make the investment in safe standing which will be a must and not optional going forwards Update: actioned 14/12 – letter sent to Darren Preston. - Fresh topics being looked as is guidance from the National Protective Security Authority around mitigation of terrorist threat at venues during ingress/egress this is revised guidance and available to people online (GG can send links to GS to circulate). Update: Actioned – link sent within the minutes. Scan training – link available to do with CT. Another free online course, designed for managers/supervisory management staff in all organisations. Focussing on awareness of hostile reconnaissance undertaken within the organisation. GG will send that link to GS. Update: Actioned – link sent within the minutes. GS mentioned battery fires/bikes and whether there have been any issues with the rental bikes e.g. Lime? Get large congregation of the bikes around venues. KM confirmed there have been fires, Action: KM will try and get some figures to back this up going forwards. There is general fire safety advice and guidance on LFB website (safe charge campaign). Update: Actioned, most recent stats on link to figures and further information on Safe Charge Campaign. GS Mentioned a fire at Rayners Lane Tube Station this week. KM stated there had 29 incidence in 2025 so far that have involved an ebike in some kind of capacity. It is a concern for LFB in a confined space. NT mentioned Lime bikes and the fact that can have exclusion zones, there has been a reduction in incidents since the exclusion zone was widened on the match day. NT confirmed we are happy to liaise with Lime bikes if needed. - TD stated the Police side has some different risk ratings, but mainly the same. TD mentioned party boats into Fulham, they get on in central London,	

	have 3–4-hour booze cruise up the Thames and get off at Putney Pier. Makes some games a higher tier where these cruises are known, it's more of an outside issue, not in the stadium. Action: TD to share the Police risk ratings for the above matches. (As provided above in these minutes). Update: TD confirmed the risk rates were populated in the minutes, there is some variance from time to time when intelligence received. NT stated he was keen to visit all the clubs to understand the set up both non match day/match day experience. Will be working with GS to ensure NT can attend. Update: NT has attended Brentford.	
4	FFC – Safety Management mid-season review 24/25	FFC
	JD gave an update. This seasons just over 320k visitors, 42k being away supporters. 91 ejections so far this season 65 medical incidents 24 safeguarding incidents 7 discrimination incidents FFC reviewed game by game by the Premier League, those reports have been complementary. JD continues to share a debrief with GS at the end of every game. Conscious there was a crowd incident at the Brighton match. JD shared details with GS/GG in relation to a minor crowd collapse resulted in discussions around safe standing in the away section. NT mentioned the 7 discrimination incidents; were they hate incidents? JD confirmed some were reported post-match by supporters in relation to other supporters acting in a discriminatory fashion in terms of comments made – racially abusive to staff. NT queried the Riverside Stand regards to plans for the Liverpool match (the next phase of implementation). DP confirmed level 1 will be in operation for the Liverpool match. This will be at capacity for the Riverside Stand. Contractors are warning it is tight, and this hasn't been unusual through the fitout, so leaves a short lead in time to get things signed off/witnessed/certificated etc. DP confirmed he believes all of some of level 1 will be open for this match. NT confirmed level 1 is where all the restaurants will be within the stand. This just leaves the hotel and Health Spa to be finished. DP confirmed the hotel is nearly finished; the Spa hasn't really started as using that area for the hotel building (maybe done before Christmas). DP mentioned the capacity of the spaces; the designers have given a figure and FFC have flexed these figures to make it more comfortable experience for patrons. TD queried when the building site will disappear. DP confirmed it's already starting to disappear. Working with the builders to find out how they will fit out the Spa to understand how much of the compound will be needed. Bits will start to disappear from April/May depending on how to relocate some of the staff into the building to operate it. Then start the works to landscape the park back to its former state. JD mentioned training and development. 2 of the team have started Level 5	

	crowd safety training. Also help the multi-agency emergency exercise in January which was worthwhile. Next week there is a cross department 3-day training session in relation to event safety management across the club. NT queried the Fire Safety Advisory Group, were any matters raised? JD confirmed there is a Fire and Medical advisory group that sits outside of the SAG. FFC keep reviewing the processes around various things e.g. fire extinguishers/signage etc. It's reviewed match by match and actioned. The medical advisory group is the same also – GS sits on this also. All actions are dealt with quickly by the team. NT queried fan behaviours and this is getting worse across the board with increased use of flares, anti-social behaviour. JD has seen a drop in ejections/arrests/incidents/medical incidents at the halfway point. Challenges have always come with away supporters. Recently had some challenges with Crystal Palace Supporters who brought 6 flares in last season, they didn't get any in this season. No significant challenges seen this season to date. GS queried Stevenage Park and working with the council for landscaping – is this still a plan? DP confirmed Mark Raisbeck's team have been working with FFC on some improvement of that area for residents/users of the park. Not ready to press the button on the consultation with residents, the consultation is being prepared for the council and FFC are sorting the planning permission as 2 separate parts of land involved.	
5	Update from Fulham Supporters Trust Matters to Raise	GM
	GM gave an update. GM praised TD for being the face of the peace which works with the fans, it has such an impact on intervention. Also praised DP/AM/JD for the interventions that have been put in place over the last few years now. GM thinks the improved numbers JD mentioned is largely to do with the stewarding that's in place. GM mentioned communication, understand the necessity for last minute issues e.g. bags in the Putney End due to the intelligence in place for the Crystal Palace away fans, it could be worth engaging with the FFC fans to help with the comms as a club. Fans are there as a resource to help/guide and get it right for the club. The Supporters Trust received a lot of feedback around this issue. DP stated this had been communicated earlier but was largely missed, then it did feel like it was rushed out. JD appreciates GM comments, he mentioned over 7k stewards being deployed in the games so far this season. The communications around the Crystal Palace game, JD made the decision to put the restrictions in place before Christmas, trying to mitigate against the risk of pyrotechnics. The comms went out early January, but got lost, it wasn't a specific news item on the website. Then again it got lost in the match day information on the lead up to the game which resulted in the last-minute appearance. Will take on board and consider for the Crystal Palace visit next season. GM stated the fan channels can be used also to put a message out on this type of comms.	

	GM also mentioned the fear around the big 6 games with the away fans in the home sections. Liverpool game will be a test of this. Fans fear repercussions for incidents. We know it's hard to deal with but flagging as an area that fans raise as concerns. GM asked for an update on safe standing and whether it's being considered for home sections as well as away. DP confirmed FFC wouldn't do anything in the home areas without consultation. It is on the list for considerations. FFC will consult with the fans over where this would be. Away end – this is being looked at again with the team/consultants. GM mentioned he's seen a real upgrade in stewarding. GS also thanked GMs positive comments, great to have a member of the Supporter's Trust on the SAG. GS also mentioned issues with the park; this is being monitored by IB of the LET team. GS hoping there has been an improvement with gates being open at the required times. GM confirmed this had been good this season, only 2 occasions when gates hadn't been open, causing a pinch point at All Saints church. One an evening cup game/one premier league game. GG mentioned persistent/safe standing. The SGSA will expect to see safe standing in both the home and away ends. GG mentioned it's limited where the persistent standing is in the home end (top/centre/back of Hammersmith stand), not sure how much would be in there, needs to come out of a consultation. GG said the high-risk area is the away area. The majority of away supports persistently stand. This is usually put in, in a phased project. NM queried away fans in home areas, are we seeing an increase in this due to tickets being sold on? JD stated this was being led by the ticketing team, it's discussed game by game. The top 6 tends to see the most interest, people often get tickets to see a player, rather than the team and travel from all over the world. FFC are trying to be proactive at the turnstiles. FFC will take action if it's felt the presence of an away fan is causing a negative impact. There are options for fans to purchase advanced general sale – didn't do this for Crystal Palace. FFC are constantly monitoring and do eject people for this. Also take action against agencies if they are selling tickets for us. GS raised the FAB – Fan Advisory Board, minutes are on the website. DP mentioned that the FAB came into effect last season. There have been a couple of meetings with them with FFC Board and there are various workstreams. There isn't a workstream on safety and operations, but it's touched on at Board level. Good engagement, members of the FST are on the FAB also and the Disabled Supporters Association, it's very representative of the fans.	
6	Update from the Metropolitan Police	MPS/BTP
	Update given by TD – slides shared on screen. Figures shared up to 31/12/24. 10 fixtures, 8 low risk, 2 medium. 3 games down on last year – most of the cup games have been away. 12 command team roles, 6 provided by the local borough, with 6 officers in from elsewhere to fill in the gaps. Arrests are down (common across football at the moment). Things starting to get back to normal order, away from post COVID era.	

Home Arrest Comparisons

	Total Arrests	League	Domestic Cups	Friendly
2020-2021	N/A	N/A	N/A	N/A
2021-2022	25	25	0	0
2022-2023	28	24	0	4
2023-2024	16	14	2	0
2024-2025	11	11	0	0
12 x Current FFC Football Banning Orders				

11 arrests, down 5 from last season.

Offence types

	Total Arrests	Football Act Offences	Public Order Anti Social	Violence Against the Person	Drugs	Theft Act	Criminal Damage	Racial Incident	Other
2020-2021	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
2021-2022	25	10	4	6	1	0	0	2	2
2022-2023	28	3	1	4	20	0	0	0	0
2023-2024	16	0	5	1	10	0	0	0	1
2024-2025	11	3	3	0	4	0	0	0	1

• **Offences of note:** Arrests are lower than this time last season. With a significant reduction in arrests from the drugs operations.

• **Football Act offence 3.**

• **HOME SUPPORTER ARRESTS -** 5 x inside (this includes "as entering")

• **Fulham supporters -** 3 x Football Offences (2 x Pitch Invasion, 1 x Throwing a missile, 2 x Drugs)

• **DRUG OUTCOMES** 2 x Class A Drugs, 2 x Class B Drugs

• **Class A Results** 2 x Charge

• **Class B Results** 2 x Com Res

1 sexual assault outside of the stadium, which has been dealt with.
 Drugs down significantly, reflected through working with JD. Not doing as many drug operations on the turnstiles as we used to. The message is getting out there. 4 drug offence this year, compared to 10 last season and season before was 20.

Case Disposals

	Total Arrests	Charged	Cautioned	PND	NFA	Comm Res	PCR	RU'd
2020-2021	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
2021-2022	25	8	3	4	2	1	6	1
2022-2023	28	0	4	0	3	9	8	4
2023-2024	16	0	2	0	1	6	4	3
2024-2025	11	1	0	0	2	2	2	4

Of the arrests, 1 has been charged, 2 NFA, 2 community resolutions, 2 postal charged and 4 are still ongoing.

Arrests Away

	Total Arrests	Ejections	FBO
2022-2023	10	7	1
2023-2024	9	8	0
2024-2025	7	2	2

FFC have played 23 away fixtures, down from last year.

GM mentioned the drug work has been brilliant. GM stated it could be worth putting out a message across the country about what you just said regarding surveillance on drugs for next season to try and remind people that it's a priority even if it is lessening.

	TD stated he's been asked to cut the number of officers on duty due to the number of people leaving and not many people joining, so resources are stretched, we have to pick and choose which matches to cover. There don't seem to be any drug cases during London derbies as the London fans are used to the operations. GM would encourage the club to over index in mentions of it in communications to fans going into the next season to offset any stating there were less dogs around etc as word spreads very quickly. Mention Craven Cottage being a zero-tolerance environment. JD doesn't think fans will notice the reduction of drugs dogs. TD highlighted some work before the Brighton/Arsenal game, did some VAWG Initiatives, walk and talks on the Brighton outside the stadium, for the Arsenal game there was a stand inside the Riverside Stadium and officers wandered around. It went down really well. Had lots of feedback, most positive. Concerns raised regarding the walks to and from the stadium at a nighttime, which is understandable. Discussed having a walk and talk away from the stadium after the game or getting groups to meet at certain locations. Want people to come to the matches and not worry about getting to and from the stadium. Nights are now lightening up a bit. CCTV now in the park which helps. Fixtures coming up Mentioned the big clubs coming up. The last game of the season. Manc City will be a tough game. NT mentioned the VAWG piece, having the Sexual Street Policy in place (Public Space Protection Order), its key that we do things with FFC/MET, when the walk and talks are back on, please let the local authority know as keen to get involved. If any work going on with VAWG and there is a role for the local authority to assist, please let us know. NT has been speaking with the ladies' supporter group (Lillies) and discussing a walk and talk. Bishops Park was primarily their concern. Annabel Moores (H&F VAWG league is in contact with them). TD confirmed the council have been involved, International Women's Day coming up and looking to arrange something for the away match. KM queried the VAWG work and keen to get LFB involved also, have female members of staff involved in the Violence against Women/Girls within LFB. BTP Update BV gave an update. Fulham's behaviour on the rail network continues to be exemplary as per last season. Force wide 5 incidents in relation to home or away games involving Fulham. Only 1 can be attributed definitely to a Fulham Fan – an assault on train from Leicester. Not been identified yet. 1 minor ASB incident for Fulham at West Ham, can't attribute to either set of fans. Very minor. The Fulham v Bournemouth game (low risk fixture) multiple text messages of poor behaviour of Bournemouth fans on the way to the game, same on the way back, misogynistic, homophobic comments, exposure. 4 people arrested, all interviewed and bailed. NT mentioned the tube stations used by home and away fans, are there any experiences with the walk ups/gathering? BV stated, nothing reported, fans flow through gradually in pre/post-match games. Its one of the least problematic clubs for football on a Saturday.	
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	GS confirmed FFC typically don't have walk ups, but Chelsea does. A lot of the larger walk ups now are from Putney, New Kings Road to Stamford Bridge. Wanted to raise in case residents complain. Slight change for this season. BV confirmed this would be the case for March, Chelsea plays FC Copenhagen in the Europa Conference League. TD mentioned May 10th, Fulham v Everton, also there is a football match at Stamford Bridge. Liaising with the tube station as they are likely to close tube stations. Chelsea Women v Liverpool Women (Chelsea Women are likely to win the league on that day) so expecting 20-25k. 12.30 KO. Fulham are a 3 pm KO. Hopefully can keep the stations open.	
7	Update from the SGSA	SGSA
	GG gave his updated. Completed 2 matches this season, West Ham and Crystal Palace. On the whole things are good, impressed with the management moving forward e.g. implementing the new work management system – Raven which helps with managing events. Riverside has been gradually opening, due to the complexity it presents for staffing, stewarding, people movement etc. there have been teething problems, but its moving forwards. GG had a look around parts of it. The main issue has been persistent standing which has been discussed. GG pleased that the team are starting to discuss this and hopefully it goes well and won't post too many challenges. GG mentioned the near miss that JD referenced for the Brighton match and the progressive crowd collapse. It wasn't massive, but probably due to limbs – young fans who go mad on goal scoring and intentionally throw themselves about. GG believes there were no injuries recorded/reported. GG discussed the arrangements around the team coaches arriving which are big and often more than 1 for each club. It isn't an easy task particularly with Stevenage Road. Good management going on here. GG made some suggestions regarding the risk assessments. The last match seemed to be well managed. Something to keep an eye on. There are over the years been some fatalities at football grounds with the mix of pedestrians/traffic. GG highlighted crowd flow getting into the ground through the turnstiles on Stevenage Road which don't assist getting people in quickly. There were some queues for the Crystal Palace match, but there weren't any issues, no concerns around congestion. GG mentioned issues with the medical provider at the West Ham match, regarding drugs/medication and there had to be some back fill by the LAS, some concerns. Not sure if this has been dealt with. One of the SAG topics GG discusses, the Government are currently looking at the event healthcare standards review. Action: GG to send the links to GS to circulate show the Government's response and the current update – issued in Dec 24. One outcome of this review is that the CQC regulator will now have the same regulatory input for medical provision at events including football stadiums. The legislation hasn't been passed as yet to create this, but it is happening, not confirmed date as when. There is a working party looking at standards and what they will include. They may not change what is in the Green Guide much. They	

	are called the Event Care Healthcare Standard, will define what level of healthcare should be provided at events. SGSA has revised the system for recording near misses (started last year). SGSA rely on what's reported by LA or clubs. We record, then look at what's happening, see how it's been dealt with and on the whole, we wouldn't investigate it (the LA through would do this). SGSA is a role of overview. Action: GG to send the details to GS for sharing. Since we've started recording, we have 25 recorded, 15 were for last season. A large proportion were progressive crowd collapsing relating to the limb's activity, 3 were overcrowding/congestion/uncontrolled crowd movement and 2 on barrier failures and large-scale use of pyros. This year another 6/7 to date, 3 were uncontrolled crowd movements/surges incited by players. SGSA has had meetings with various bodies; safety committee that meetings regularly throughout the year, EFL/Police etc. SGSA has discussed the player induced crowd surges due to the way they run to the sidelines. Martyn's Law – best place to look for updates is the Government website and Protect UK. Still undergoing Parliamentary scrutiny but won't be in force for a couple of years. The SIA has been appointed as the body of regulators – haven't started recruiting as yet. Quite a way to go yet. GG aware of a couple of amendments to the bill including the term reasonably practicable. They've also raised the threshold on both tiers from 100 to 200 persons. Event Doctors – not an issue at FFC, SGSA reminding clubs about the required standards of training for matchday Doctors e.g. pre-hospital care/major incident training. Pyrotechnics – reminder that there is a small training video on how to deal with pyros on the SGSA website. Licensing – FFC is one of the first to return their application for licensing. SGSA have issued new guide to certification (aimed at Local Authorities) on legislation/processes/what's involved in inspections etc. SGSA conference on 20th May at Aintree. DP mentioned GG retirement and when this happening. GG confirmed he's leaving at the end of the Season (end of May). GG not sure of replacement, the advert has only just gone out, maybe full time, not sure if will take the same allocation of clubs or if they do a shuffle around. Hopefully if the new person is in post before he leaves GG will bring them around to clubs. DP thanked GG for his help, pleasure to work with and challenged where it was needed and been incredibly supportive. NT also thanked GG for all work/support/delivery in the area; GG will be a huge loss. GG confirmed he was around until the end of May so if anyone has any issues please call/email.	
8	Local Authority Review 24/25	LBHF
	GS gave an update. Busy season had a helpful pre-season meeting with FFC with Legends that oversee the Riverside Pier works to set the scene and what to expect. Has been	

	tight on some occasions, but meetings scheduled properly, there have been 7 temporary amendments/certificates authorised with the incremental changes with the opening of the lounges. The lead up to the first match was particularly busy with contractors getting the stadium ready. Saw the opening of the new turnstiles from Bishops Park into the stadium which has been a massive improvement getting people in and the legitimate use of the exits into Bishops Park. Quite an historical moment having the turnstiles/exits for use. Tricky to begin with in terms of gaining H&F permissions to use. Also, the opening of the Riverside Walk where pedestrians can now use the Thames path. Great improvements seen; CCTV – the club now has connectivity into Bishops Park from the control room and Fulham Palace Road / Putney Bridge. Would be nice to have a camera at Putney Bridge tube station. Control room – introduced some new technology with a new large screen for the CCTV. Inspections – completed 6 this year. • Leicester City – August – club introduced digital ticketing for home supporters for the first time. Always going to be a challenge, lots of comms to supporters. It went well, there were queues, but worked well. Challenges at Gresswell Street – large residential dwelling being refurbished, there was suspected dangerous wall. H&F Building Control had to get involved. The club put stewarding around this to keep supporters away. The wall has now been removed/replaced. • West Ham – challenging game, opening of the level 2 lounge. Last match for Match Commander Hayden Tanner who retired. Well dealt with, post-match there was altercation with home and away supporters in between Putney/Riverside stands. Dealt with by stewards/Police intervention. • Brentford – no issues • Arsenal 8/12 – big game – opening of level 3. Arsenal attracts large numbers at Stevenage Road, turnstiles busy, no issues. • Challenges the club had; floodlight generator fault leading up to the Watford fixture in FA Cup. Liaised with the Local authority who put in a temporary generator, good contingencies put into place with cable management. The generator was then relocated into the builder's compound for the Manchester United match. • Crystal Palace – work that went in with the concerns over Holmesdale Fanatics – ultra supporters who are always challenging. There were concerns over them bringing in flags. Some supporters rejected in a targeted and safe approach (30 or 40). May need to review their management going forwards. Safety Certification The operations manual is in good order, really detailed with revisions from JD. The emergency exercise with the Police was a live exercise with a CT based scenario, the control room was open, media room set up where incidents were recorded, it was realistic and challenging. Great article on the exercise on the club's website/newsletter. Customer Feedback/Complaints Mentioned the Brighton crowd collapse, the council didn't have a complaint about this. JD brought to GS's attention and shared the CCTV and GS has reviewed. GS glad we are continuing discussions on rail seating for the away section as a priority. Not had any other complaints, only one complaint was from a local resident in relation to the OBTV set up in Stevenage Rd (Man Utd game). There was a	
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	large OBTV set up on 26/1, Sunday 7 pm KO. Concerns about queueing into the turnstiles from the Thames Path/Stevenage Park. GS has responded as also concerns about supporters during egress through Stevenage Park and past the housing estate. For the Crystal Palace game there's always stewards preventing access via Stevenage ark, it's been there for 2 seasons and GS not seen any issues of concern. ACTION: Can discuss the OBTV outside of this meeting as it's not going away. Can look at other solutions including improving cable runs etc. Maybe costly, could put them into troughs/trenches with covers on them. DP confirmed he'd be happy to look at this. Zone-ex Monitoring Bishop's Park – going well. Entry to the stadium is well managed. Egress going well with increased capacity. Dispersing nicely with additional routes in/out of the stadium. Man Utd match there was equipment trialled to screen supporters for weapons at the Bishop's Park entry point. Pleased FFC are looking at these additional layers of security. Building Control Not on the call. GS has been working closely with Matthew Ramsey on the match-by-match inspections looking from the fire safety protection side etc. All equipment is in place and it's working well. Hopefully this year will issue a permanent amendment to the general safety certificate v.14 for the stadium to finalise everything. It's been a long project since 2019. Christian Uys unable to make the call, GS not aware of any issues from his side. There was a consultation for an extension of the match day control parking zone area T. Not sure this has come in yet. Match day operation closures are working well; the club pays for the use of a pickup truck if any vehicles are parked Stevenage Road. closure DP mentioned some niggles around electric chargers where the road studs/broadcast sit. One with a bit of help on. GS confirmed the vehicle chargers should be switched off. Action: GS to pick this up with the department in the council. They need to be turned off 1 day before the match. GS mentioned Lime Bikes; the council are putting in specific parking for rental bikes in parking bays. The club has suggested alternative locations in the consultations. Law Enforcement Team IB gave an update. Gate near Putney Bridge is being monitored closely, it's unlocked a couple of hours before kick-off, another team was locking it, so looking at getting the gates kept unlocked. Would like to restart the Public Space Protection Order Controls and wanted to catch up with TD. Parks/Waste Nobody on the call. IB mentioned the entrance gates from Bishops Park into the club, FFC have agreed to put up some signage to make sure the closure times are shown for anyone going through the Thames walkway so should be fully aware when the gates get closed. Waiting for a draft copy of the signage from FFC. Trading Standards	
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	Whilst Trading Standards don't routinely do intervention visits at FFC/surrounding area, we are looking at the unlicensed sellers, GS has been taking photos and sending to Doug Love from Trading Standards and he's using as evidence along with GS statement. Recently had a good prosecution of a known trader. Fined £3300 with costs. It won't get rid of the problem but is a deterrent. There are others that do trade in Bishop's Park and Stevenage Road. The club push these along. They trade pre-match outside Putney Bridge tube station. Trading Standards do attend on occasional match days. Licensing AO gave an update. Not aware of any licensing complaints/issues inside or premises/outside the ground. Planning a during match day inspection before the end of the season so will be in contact with FFC about this. Community Safety Related issues already discussed.	
9	Update from the London Fire Brigade	LFB
	KM gave an update. Continuing a good working relationship with the club, providing Event Liaison Officers on match days to go to the control room which is working well with good comms between KM/JD and club for accreditation purposes. FFC have helped facilitate some familiarisation visits to crews/the Borough Commander and potential Event Liaison Officers. This includes general familiarisation of the ground, plus the expansion of the Riverside Stand. One watch still to cover. LFB attended the CT exercise, great multi agency exercise. Fire Safety Advisory Group has been mentioned; first initial meeting has taken place. Have a new group of Station Commanders who are keen to join the group of Event Liaison Officers, this will help with numbers across the season. CCTV upgrade was quite useful as someone jumped off Putney Bridge during a match day, the CCTV was great to have eyes on the bridge and water. KM raised a potential issue with Earl Annakie on a visit that the hydrant that feeds the Riverside Stand, there's a drain cover in the concourse space next to the Cottage, when KM walked past it had crates on top of this, so a reminder that this should be kept clear at all times. Earl Annakie assured KM it would be communicated to all staff and would look to upgrade signage and getting it marked properly. JD confirmed this has been done and yellow hatch marks have been put all over it. KM spoke to JD regarding an idea about river rescue boards around the Riverside Section. The local authority and LFB in partnership are looking to get these boards installed along the stretch of the river, asked JD would potentially sponsor one of the boards placed here. ACTION: KM has more information and will send to JD. GS stated the council is also looking to improve the fixed barrier along the Thames Path where it's quite low, something more permanent.	

	MR confirmed Ian Hawthorn's team is working on this, there is funding to do this, this calendar year.	
9	Update from Medical Provision	
	Medical Plan update from FFC JD stated Marcus Griffen wasn't on the call, but confirmed the medical plans are being reviewed, many of the medical partners on the call are part of the Medical Advisory Group which now meet every quarter. Medical Plans as with the Operations Manual will be reviewed at the end of the season. Noted the discussions around the CQC, these have been discussed with stakeholders for next season. NT queried when the secondary first aid room would be in use on level 3 in the new stand. JD confirmed hoping it would be for the Liverpool game, have ordered all equipment, waiting for this to arrive. LAS DS updated. TD also on the call who undertakes the Venue Commander role. The only updates are around Boyd Fisher is currently off, TD is covering him as single point of contact for the local team. DS not made aware of any incidents of note. DS mentioned the benefits of the exercise as it was great. Good place for Venue Commanders to exercise some scenarios. TD mentioned drugs. LAS for the first/second game of the season when Boyd backfilled, LAS can't supply the drugs, they must be given. The paramedic must give the drugs. Cannot give the drugs to a Crowd Doctor as not licenced to do this. Can bring drugs in, just must bring a Paramedic with them. NHS Trust AH updated. From a Trust perspective there are no congestion issues/no real impact on match days in the Emergency Departments. Do communicate match days in a weekly email to key stakeholders for situation awareness.	
10	Update from Transport for London	LUL
	Nobody on the line from TfL. GS mentioned the only matter was the fixture clash on 10th May. GS stated the key was the number of spectators, the ticket sales at Stamford Bridge are currently at 9k, so liaising with all parties for the match. There is shared stewarding also, so each club needs to make sure they have adequate numbers of stewards for their matches. DP mentioned men's football and pairing up with clubs, it is an issue when Putney Bridge station is closed for FFC fans. It's also a staffing issue. DP queried if there's anything the local authority can do to help keep FFC/Chelsea matches apart. If those fixtures grow, there could be more clashes. GS stated the Local Authority could help. Action: GS asked the club to present details of the impact from an operational point of view with regards stewarding it would be helpful as need the evidence. GM stated on behalf of fans, fully supports DP perspective, but added it's the vulnerable/older/families who are affected by that station being closed.	

	TD stated it wasn't always the TfL, its heavy unionised and it's the Union that get involved. TFL need to be aware that FFC are significantly bigger than 19k.	
11	Looking forward to 24/25 Season	FFC/MPS
	NT mentioned the major fixtures going forwards. Tottenham Hotspur 16th March Liverpool 5th April Chelsea 16th April Everton 10th May – fixture clash takes place Man City 25th May The club will be opening the Riverside Pier stand for the Boat Race on 13th April. GS advised that The Putney & Fulham run is on 6th April. Currently doesn't clash with the Liverpool match, albeit match is likely to move owing to broadcasters DP mentioned an embargo and can't confirm. Believes it may go to 6th in the early afternoon. If they progress in the Champions League may move back to Saturday evening. GS confirmed the route goes via Stevenage Road. Action: GS to find out more details about the run on 6th April, thinks it will be an early morning run. There are no road closures. GS will share the details when he has them. The Fulham 10k run caused some challenge around a clash with Chelsea when it took place last year. The date hasn't been fixed, 16th/23rd/30th November are being looked at for the 10k run. Will confirm as soon as we have a date. KM requested to be kept up to speed with this as this year he had no communication and road closures affected staff coming into work and access/egress for the fire engine. This one does include road closures and GS will speak with the Event's Team. DS also mentioned they'd not received any notification or last minute. So may need another SAG process and was unaware of the road closures. GS confirmed the Event's team are organising mini-SAGs for all major events, so should get invites. Action: NT to add to the next agenda for prep of 25/26.	
12	Chairperson's update	Chair
13	AOB	All
	JD wanted to put back on the radar semi-permanent HVM, need a working group to identify a solution to conclusion. DP queried if Highways/Parks now under MR – NT confirmed yes. Working group to include Mark Raisbeck and need to include Parks, if on the footway on the river frontage on Stevenage Park it would be Highways. DP confirmed the original plans for semi-permanent HVM were to protect a lozenge around Stevenage Road/Stevenage Park/Fielder's Meadow so it would involve both. MR stated there had been a reorganisation, the Parks have been combined with Highways, Simon Ingyon reports to Ian Hawthorn who is the Assistant Director for Highways and Parks. So will need Ian Hawthorn / Simon Ingyon engaged together with appropriate people from Community Safety, plus the Police and Counter Terrorism Unit. Action: DP/JD to reshare any plans or paperwork so everyone has the correct information, then can work together to get the working group up and running and get the first meeting booked in.	

	DP confirmed the plans probably need reviewing, so will do this first before engaging. RG (CTSA) is more than happy to help with this.	
14	Date of next meeting	All
	GS will liaise to get the date in the calendar.	