

**Fireworks at Bishops Park (6/11/15) and Ravenscourt Park (7/11/15)  
Safety Advisory Group (SAG) – Debrief Meeting**

**10am Monday 16<sup>th</sup> November 2015  
Courtyard Room, Hammersmith Town Hall, King Street, London W6 9JU  
MINUTES OF MEETING**

**PRESENT:**

<b>London Borough of Hammersmith &amp; Fulham</b>	<b>Role</b>	<b>Initials</b>
Stephanie Needham	Commercial Services Manager	SN (Chair)
Karen Ashdown	Environmental Health Officer - Commercial	KA
Geraldine O'Grady	Environmental Health Officer - Commercial	GO
Jem Kale	Events Manager	JK
Doug Dickson	Trading Standards Officer	DD
<b>Organisers</b>	<b>Role</b>	<b>Initials</b>
Richard Kirtley	Sportgate International	RK
Jess Scarborough	Sportgate International	JS
<b>Other Authorities</b>	<b>Role</b>	<b>Initials</b>
Stephen Gibbs	Parks Constabulary	SG
Ian Crow	Parks Constabulary	IC
Daniel Frost	UK Specialist Ambulance Service (UKSAS)	DF

<b>Item No.1</b>	<b>Welcome from Chair</b>	<b>ACTION</b>
1.1	The Chair welcomed the group and outlined the role of the meeting to discuss how the events were managed as well as any learning outcomes that could be taken forward.	
<b>Item No.2</b>	<b>Introductions and apologies</b>	<b>ACTION</b>
2.1	<p><b>Apologies from the following:</b></p> <p>Mike Rumble Parks Police; Rachel Walkowiak EHO Commercial; Helen Pinnington Events; Steve White Fulham FC; Inspector Jim Brockway MPS</p> <p>The Chair advised that in line with London wide priorities there would be no Police representation at future Fireworks SAGs although they will be kept up to date with event planning.</p>	
<b>Item No.3</b>	<b>Matters Arising and confirmation of the minutes</b>	<b>ACTION</b>
3.1	The minutes of the last meeting held on 28 September 2015 were agreed as an accurate record subject to amendments to 4.2 and 9.1. These minutes will be published on the Council's website.	<b>KA</b>
3.2	All actions from the previous meeting had been addressed prior to the events.	

<b>Item No. 4</b>	<b>Events Overview – Bishops Park 2015</b>	<b>ACTION</b>
4.1	<p><b>Ticketing and Attendance</b></p> <p>JK informed the group of attendance figures. It is estimated that there were no more than 7000 on site at any one time, approximately 1800 left site after the children’s fireworks display. The calculated capacity of the park is 8480.</p> <p>Paid Adults – 6000 (3011 pre-event sales)  Total visitors including children – est. 9000  Highest on site at one time – under 7000</p> <p>Attendees were counted in and out using clickers which assisted with keeping track on numbers. Additional staff would allow those managing clickers to deliver more accuracy</p> <p>JS noted that the lighting contractor had a problem with his generator van which broke down on route and caused a delay to the opening time by 7 minutes.</p>	
4.2	<p><b>Site Layout and Signage</b></p> <p>RK noted that there had been positive feedback from suppliers regarding the layout but there are areas that could be improved upon. An increase of lighting would benefit people trying to find their way around the site.</p> <p>KA observed that the additional signage at the head of the queue barriers was a good improvement.</p> <p>KA commented on the congested entrance area (at the entrance into the park from the corner of Bishops Park Road and Stevenage Road) and felt that widening the entrance would help. In response JK believed that removal of a length of fencing at this point would not be possible.</p> <p>DF was approached by many members of the public enquiring if they could exit through the crew catering area.</p> <p>It was agreed that improvements to be considered for future events are:</p> <ul style="list-style-type: none"> <li>• More illumination for bar areas</li> <li>• A map either on a board at the entrance or on ticket/leaflet to help direct people to where the fireworks are set off</li> <li>• Provision of a 2<sup>nd</sup> entrance/exit to ease congestion and cross flow of pedestrians</li> </ul>	
4.3	<p><b>Contact Performance</b></p> <p>RK informed the group that most contractors were the same as for previous except fencing and trakway. As a whole they performed well but next time he would push for the contractors to provide complete risk assessment and method statement documentation. A dedicated person to act as site manager would assist with co-ordinating contractors and with supervising the build and breakdown.</p> <p>KA confirmed that the firework company had contingency plans in place in the event the wind speeds rose and the firing plan had to be changed at short notice.</p>	

<p>4.4</p> <p><b>Egress</b></p> <p>4.5</p> <p><b>Site Clearance</b></p>	<p>KA observed that the provision of wristbands for partner agency representatives, staff and contractors was successful in affording a secure and quick access to the site.</p> <p>KA reported that vehicles pushed through the exiting crowds on Stevenage Road. The risk of pedestrian-vehicle collision was great and should be controlled in future. RK agreed an additional security team should be employed to provide capacity to respond to and deal effectively and monitor issues as they arise, including holding through traffic after the event.</p> <p>The end of the event ran smoothly with everyone leaving without steward intervention.</p> <p>[Post meeting note: SW of Fulham FC provided the following information: From the Club's perspective we had very little in way of debris from the display inside the Stadium. About a quarter of a bucket full of used fireworks was collected, there was no damage to the pitch and the site clearance on Saturday did not impact on match day operations in any way.]</p>	
<b>Item No.5</b>	<b>Event Overview – Ravenscourt Park 2015</b>	<b>ACTION</b>
<p>5.1</p> <p>5.2</p> <p>5.3</p> <p>5.4</p> <p>5.5</p>	<p>The Chair noted that many of the comments already made in respect of Bishops Park also apply to Ravenscourt Park.</p> <p><b>Ticketing and Attendance</b></p> <p>JK informed the group of attendance figures. 800 adult tickets were sold. It is estimated that there were no more than 13000 on site at any one time. The calculated capacity of the park is 16605.</p> <p><b>Site Layout and signage</b></p> <p>The park needs attention on issues that would easily be resolved with more resources such as;</p> <ul style="list-style-type: none"> <li>• Additional tower lights by the pathway for catering, the toilet area and at the rear of the coffee van</li> <li>• Wet weather contingency, a higher volume of trakway mats.</li> <li>• Additional security staff when the park is open during build operations</li> <li>• Provision of off-site parking for contractors to reduce vehicular access and minimise ground damage</li> </ul> <p>These resources would help create a safer and more enjoyable event.</p> <p><b>Contractor Performance</b></p> <p>Contractors were the same for this event, and again a site manager to supervise and co-ordinate contractor activity would be of benefit.</p> <p><b>Egress</b></p> <p>Worked well and safely, with all planned measures in place.</p>	<p><b>EO/JK</b></p>

5.6	<p>Over the next couple of years thought will be given to provision of staging to provide a focus for the crowd, possibly with additional entertainmen, and to extend the event running time as it may encourage lengthier dwell time which could increase vendors sales and avoid the congestion issues arising from all visitors exiting at the same time. Sponsorship would need to be secured if a later finish was decided upon.</p> <p><b>Site Clearance</b></p> <p>The site was empty of visitors by 9.09pm.</p>	EO/JK
<b>Item No.6</b>	<b>Report from Environmental Health and Trading Standards</b>	<b>ACTION</b>
6.1	<p><b>Bishops Park</b></p> <p>KA reported that the event was busy and ran without major incident. In addition to earlier comments, the following observations were made:</p> <ul style="list-style-type: none"> <li>The control box to the children’s carousel was unattended and open, attracting attention from inquisitive members of the public. After intervention the ride operator agreed to ensure the box would be attended at all times and that the key would be found for the next night. GO and JK confirmed there were no issues with ride management observed at Ravenscourt Park</li> </ul>	
6.2	<p><b>Ravenscourt Park</b></p> <p>GO relayed that everything went quite well but a few things required attention;</p> <ul style="list-style-type: none"> <li>Poor conditions underfoot, additional trakway was required.</li> <li>The 2<sup>nd</sup> exit was sign posted in a confusing way.</li> <li>The emergency exit sign was over a fence in the staff area and could have caused confusion – RK assured that this would be rectified next year.</li> <li>One food vendor was operating without hot water available until intervention.</li> </ul>	
6.3	<p><b>Trading Standards</b></p> <p>DD believed that the authorised toy vendors required better management and should be instructed to sell within the designated event area only. KA added that vendors should not be permitted in key circulation routes and near entrances and exits. SN requested vendors be made aware of these instructions in future. JK agreed to undertake this.</p>	JK
6.4	<p><b>Environmental Protection</b></p> <p>KA reported that the Council had received one complaint from a neighbouring resident about the noise from Ravenscourt Park at 8.30pm.</p>	
6.5	<p><b>Licensing</b></p> <p>It was commented that the bar operators seemed to lack experience. There was no lighting for staff, no 125ml offer for wine, and no method to pour accurate measures of wine.</p>	

6.6	<p>RK explained that the usual bar operator dropped out at very late notice and the replacement company had not advised that they were unused to providing outdoor bars in winter.</p> <p>The 330ml cans for beer and cider was well received.</p> <p><b>Complaints and compliments</b></p> <p>The social media response was positive.</p> <p>There was a complaint that the choice of rock music played during the main firework display was inappropriate.</p> <p>A ticketed customer was denied access for reasons unknown and JK is in correspondence.</p> <p>RK let the group know that secondary advertisers such as Timeout listed the timings of the event incorrectly. A number of people turned up after 8pm expecting the event to be open until midnight. He believes that an increase in press releases including event times would help to minimise this.</p> <p>RK believes the scooter ban may need to be reconsidered since it caused annoyance on the night. 60-80 scooters were brought to Bishop's Park. This needs to be reconsidered for next year: they should be managed if allowed on site or provide better notification that they are banned.</p> <p>The Sportsgate Health and Safety Advisor complimented FM Conway on implementation of the egress plan.</p>	<p><b>JK</b></p> <p><b>JK/EO</b></p>
<b>Item No.7</b>	<b>Policing Issues</b>	<b>ACTION</b>
7.1	<p>SG believed that an event supervisor would be of value at the entrance to make decisions and deal with ticketing issues. JK responded that stewards were aware that all issues need to go through ELT for decisions.</p>	
7.2	<p>At Bishops Park a power lead at the ticket point hung low over the queue which was a risk for children on their parents' shoulders. RK assured the group that in future cables will be run under mats.</p>	
7.3	<p>SG was pleased to hear about the planned additional stewards for future events at Bishop's Park.</p>	
7.4	<p>SG enquired about what resources are in place in the eventuality of a seizure of goods by Trading Standards from illegal street traders. DD responded that arrangements for storage or transport of seized items would be arranged if required.</p>	
7.5	<p>It was noted that radio communications require improvements to bring them up to the required operating standard.</p>	<b>EO</b>
7.5	<p>It was noted that a designated seating area for Parks Police is required in the control room.</p>	

<b>Item No.8</b>	<b>Medical and First Aid</b>	<b>ACTION</b>
8.1	DF let the group know that the medics' overall opinion of the events success was positive. The move of the tent to a harder surface was very well received and worked well.	
8.2	There were 4 people presenting with pre-existing minor injuries at Bishops Park. One asthmatic was taken to hospital as a precaution from Ravenscourt Park.	
8.3	At Ravenscourt Park the toilet allocated for the medical staff was completely unusable.	
8.4	The mobile unit (jumbulance) which was due to be deployed at Ravenscourt Park had been diverted to assist with an NHS led incident so an additional ambulance was provided instead.	
8.5	Because of the insufficient signage and lighting at the toilet blocks there were many requests for directions to WCs.	
8.6	It was noted that the facilities and location of the Bishops Park ELT was good, there were some issues with radio communications.	
<b>Item No.9</b>	<b>Traffic Management</b>	<b>ACTION</b>
9.1	See comments earlier regarding additional controls required for Stevenage Road and the smooth running of Ravenscourt Park egress onto King Street.	
<b>Item No.10</b>	<b>Any Other Business</b>	<b>ACTION</b>
10.1	Stewards received many enquiries about the location of cash machines. It was suggested that additional signage at the entrances and information on the website to advise that there are none on site would help.	<b>JK</b>
10.2	It was suggested that site maps on the website or/and 'you are here' maps on-site would be useful.	<b>JK</b>
10.3	It was agreed that the draft minutes of this meeting will be uploaded to the website for confirmation at next year's pre-event SAG.	<b>KA</b>
10.4	Members noted the forthcoming Fulham FC stadium redevelopment project may impact on the use of Bishops Park for next year. JK will explore the options available and present these to Councillors for decision.	<b>JK</b>
10.5	The overall success of both events was noted, together with the intention to learn from the observations made of this year's events to improve the safety management and visitor experience at future events.	
<b>Item No.11</b>	<b>Date of next meeting</b>	<b>ACTION</b>
11.1	To be confirmed next summer.	<b>KA</b>