

**Aegon Tennis Championships 2016
Safety Advisory Group (SAG) Meeting
Council Chamber
Hammersmith Town Hall,
King Street, London, W6 9JU**

Wednesday 13th April 2016 at 2.00pm

MINUTES

PRESENT:

London Borough of Hammersmith and Fulham (LBHF)

Stephanie Needham	- Commercial Services Manager	(SN) - Chair
Graham Souster	- Environmental Health Officer	(GS)
Philippa Woodhouse	- Environmental Health Officer	(PW)
Karen Ashdown	- Environmental Health Officer	(KA)
Rima Rahman	- Highways Permits Coordinator	(RR)
Phillip Richardson	- Noise and Nuisance Team	(PR)
Kevin Phillips (Minutes)	- Committee Services	(KP)

Show and Event Security / The Event Safety Shop (SES / TESS)

Doug Adams	- Show and Event Security	(DA)
Thomas Douglas	- Show and Event Security	(TD)
Simon James	- The Event Safety Shop	(SJ)

Lawn Tennis Association (LTA)

Emma Foster	- Event Operations Team	(EF)
Harriet Haswell	- Event Operations Team	(HH)
Stephen Farrow	- Tournament Director	(SF)

The Queen's Club

Giles Helbert	- General Manager	(GH)
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Sports Ground Safety Authority

Lou Ellison	- SGSA	(LE)
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Mecco

Matthew Anderson	- Food Safety Consultant	(MA)
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London Underground / TFL

Mark Dickson	- TFL	(MD)
Chris Rogerson	- London Underground	(CR)

Emergency Services

Will Kearns	- London Ambulance	(WK)
James Brockway	- Acting Chief Inspector Met Police	(JB)
Matthew Tidy	- Met Police	(MT)
Rachel Egger	- NHS England	(RE)

Item No.	ITEM	ACTION
1	<p>Welcome from Chair</p> <p>1.1 The Chair Stephanie Needham welcomed everyone to the meeting. She confirmed the location of the rest rooms and the fire alarm and evacuation procedures for the meeting.</p>	
2	<p><u>Introduction & Apologies</u></p> <p>2.1 There were round the table introductions from those present and apologies were received from:</p> <p>Andrew Stewart – CEO The Queen’s Club David Howard - LFB Sgt Chris Penman, Vicky Kemp, Graham Farr - Met Police</p> <p>Ann Ramage (Head of Commercial), Roy Instrall and Ahmad Rafique (Streetscene), Geraldine O’Grady (Food Safety), Lisa White and Adrian Overton (Licensing), Camilla McBrearty and Simon Paterson (Community Safety) - LBHF</p> <p>The Chair SN noted that this year KA would have increased responsibility and be stepping up to help out GS owing to planned works at Fulham FC in coordinating Commercial Services involvement and inspections of the event.</p>	
3	<p><u>Purpose of the SAG</u></p> <p>3.1 The prime aim of the SAG was to ensure a safe and successful event whilst minimising the impact on the borough’s residents.</p> <p>3.2 The SAG was reminded that the minutes of the meeting would be published on the Council’s website.</p>	
4	<p><u>Confirmation of previous minutes (30th November 2015) and matters arising</u></p> <p>4.1 The Chair SN noted that there was an inaccuracy with minute point 1.1, as the date of the cancelled SAG meeting should read 6th October 2015.</p> <p>4.2 Action Point 3.6. GS confirmed that he had contacted Highways (RR) and that it could not be agreed to temporarily close Margravine Gardens due to a wider impact on traffic congestion.</p> <p>4.3 Action Point 5.1. GS confirmed that a de-brief meeting between Highways and the LTA did take place.</p> <p>■ [REDACTED]</p>	

4.5	<p>Action Point 11.8 Resident meeting took place on the 15th March 2016 as is next on the agenda.</p> <p>The minutes of the meeting held on 30 November 2015 were approved.</p>	
5.0	<p>Agenda Item 10 – Local Authority: Highways & Food Safety agenda items were brought forward in the meeting running order.</p>	
5.1	<p>RR stated that traffic orders and management arrangement for the event would be the same as last year. RR advised that advanced road warnings signs would be in place and that a couple of parking bays would be suspended in Margravine Gardens to assist with crowd safety and traffic movement owing to the concerns raised. She added that there were no planned road works in the area other than Kings Road, Hammersmith. This should not adversely impact on the event. SN requested for relevant traffic information to be published on the event website. EF confirmed it would be and ticket holders are advised to use public transport.</p>	LTA
5.2	<p>PW requested in advance of the event, for food safety HACCP documentation to be sent to the authority and that she would arrange for inspections to be carried out prior to / and during the event. GH advised that The Queen's Club has appointed a new head Chef.</p>	LTA / QC / LBHF
6	<p><u>Feedback from Residents Forum - 15 March 2016</u></p>	
6.1	<p>EF stated that 25 residents attended the forum, albeit 19 signed the attendance sheet. She added it was a very good meeting during which residents raised some interesting points and were very positive about the event and how it was run by the LTA. She mentioned the various matters raised by residents, inclusive of charity ticket resale's, match scheduling, length of the event, working hours, road closures, tube use and the subsequent LTA's response to the matters.</p>	
6.2	<p>Residents request to extend the one way system in Palliser Road up to the junction of Barton Road was also raised. GS advised this has been referred to the Highways team. RR confirmed this had been noted that it was something that Highways would look into.</p>	
6.3	<p>GS and SF noted that the number of residents attending the meeting had increased this year and that it was the best ever forum held.</p>	
7	<p><u>Event Overview and Site Layout</u></p>	
7.1	<p>SF reported that the tournament is going from strength to strength. It had been raised in 2015 from an ATP 250 to an ATP 500 tournament event which meant it attracted higher ranked players, with more prize money and had an increased media attention. Tickets sales as a result are up as are corporate packages. He also added that it won the 2015 tournament of the year for best players services in its first year as an ATP 500 tournament.</p>	
7.2	<p>SF confirmed that the main building preparations would start week commencing 28 April and that qualifying for the tournament would be on</p>	

<p>7.3</p> <p>7.4</p>	<p>the weekend 11th and 12th of June. He added that it was the same people working on the event and that they had a new hospitality manager and that the event had the same format 32 singles players and 16 doubles partnerships. He also confirmed that as a result of some complaints last year over less matches the number of general ground admissions tickets is to be reduced to ensure a better experience for spectators. He also stated that gates would open at 10.30am and that there would be ticket scanning. Hospitality for 1,000 people maximum which was the same as last year.</p> <p>HH talked about the site layout and changes to the food market, retail space and a minor variation to the license for a mini champagne bar. She also confirmed that with regard to the back compound for car parking there would be no access for vehicles after 10am except emergency vehicles. HH advised the staff marquee had been removed from the back compound and would now be located at the Perham Road end of the main marquee enclosure. This would improve safety with less staff being located in the compound area. HH also discussed the renumbering and seating on Centre Court and other changes with the removal of Court 2 seating as it would be used for practice only. Court No1 seating would be retained. HH confirmed that the capacity for the event Monday to Sunday was 9,200 maximum.</p> <p>EF confirmed the outside broadcast arrangements would be located in the back compound. [REDACTED]</p> <p>[REDACTED] The identification of locations for additional off-site parking was ongoing. SF added that a list of possible sites had been identified but the LTA were having difficulties in securing use of such locations and may require some assistance from the SAG.</p>	
<p>8</p> <p>8.1</p> <p>8.2</p> <p>8.3</p>	<p><u>Event Safety Operations</u></p> <p>EF confirmed that there were no changes to the safety management team and support staff. She added that the finishing touches were being put to V10 of the operations manual due to be published online on Friday. The appendices are still in draft. Under the Premise Licence the operations manual is required to be circulated 56 days before the tournament. The final document (V11) will ready a week before the event. MT requested a copy be emailed to him. EF agreed to supply.</p> <p>EF confirmed that they had actively improved the layout of the site via their site design meetings and that they had incorporated best practice and learnings from 2015. Application has been made and approved by the Council for an extension of 1 hour for permitted working hours. However, contractors have not been made aware about this as it will only be used as a contingency in the event of poor weather delaying progress.</p> <p>SES were providing the security coverage during the build / breakdown and throughout the event The F10 notification has been sent to the HSE. There will be physical segregation to provide safe walking routes and no go area in place to protect club members and other visitors. The site rules has been sent out to contractors and are to signed off daily. Contractors have been provided with a pocket size safety card and TESS will be monitoring</p>	<p>LTA</p>

	<p>the working practices. EF added that they were on target for the initial deadline for the health and safety documentation to be received from contractor which was this Friday.</p>	
8.4	<p>SJ commented that the extra morning meeting on command and control and twice daily Silver meetings was helpful.</p>	
8.5	<p>GS raised the issue of speed bumps to slow down fork lift truck owing the complaint received from a Comeragh Road resident. SJ advised this solution has now been reconsidered and that they maybe a disproportionate solution to the problem. SJ commented that there were other ways to address the issue of keeping the speed limit which would be better. It was agreed by EF and SJ to keep the situation under review.</p>	
8.6	<p>EF continued that the breakdown after the event would begin on the 20th of June and that it was planned to finish by 8 July. She added that the Queen's Club would remain open to members during this time and that site rules would be signed in advance. SJ added that the contractors who built the entrance arch last year would not be returning owing to concerns over unsafe working practices.</p>	
8.7	<p>EF continued that it would be the same command & control arrangements as last year. [REDACTED] [REDACTED] She also confirmed that there would be twice daily silver meetings. The same 'Head Steward' will be employed and that there were 150 applications for the 50 stewarding roles. At least 49% of last year's stewards would be returning. NVQ Level 2 training would be given to stewards.</p>	
8.8	<p>[REDACTED] [REDACTED] There will be enhanced security implemented at the event.</p>	
8.9	<p>DA advised that as a company they were watching what was going on around the world. Any lessons to be learnt would be implemented as a proportionate response to the risk. 6 CSAS accredited traffic staff would be employed to manage the road closures and assist with crowd management.</p>	
8.10	<p>There was some discussion around traffic flows and fire safety. There is no LPG on site other than at the site managers accommodation. GS confirmed that a colleague was meeting with the London Fire Brigade tomorrow to see if they would carry out a site inspection with the LA. SJ stated that they need to arrive early before the event opened.</p>	
8.11	<p>EF confirmed that first aid provider was SJA and the same crowd doctor had been appointed.</p>	
8.12	<p>EF went on to discuss the redesigned entrance and additional entrance lane. She also confirmed that the entrance would not be reopening to cars and no courtesy cars would be permitted inside the grounds. She</p>	

8.13	<p>concluded by talking about the radio link to Baron Court Station.</p> <p>GH confirmed there was not much more to add. The Queen's Club had the same management team in place and were happy with both the LTA and their own arrangements.</p>	
<p>10</p> <p>10.1</p> <p>10.2</p>	<p><u>Policing / CT</u></p> <p>[REDACTED]</p> <p>MT asked if there were any known VIP's attending this year and SF stated that potentially there were. MT requested that the police are made aware if any VIP's were to be attending. MT also stated that if anything came up that required an evacuation that it was important that staff were fully briefed on the layout and procedures.</p>	
<p>11</p> <p>11.1</p>	<p><u>Emergency Contingency plans / desktop exercise</u></p> <p>EF confirmed that there would be a response to a terror attack exercise on the 6th of May 2016. MT stated that he would be attending.</p>	
<p>12</p> <p>12.1</p> <p>12.2</p> <p>12.3</p>	<p><u>Local Authority</u></p> <p>GS confirmed that coordinated inspections would be carried out during the course of the event and that a snagging visit would take place before opening on day 1 with TESS. There was a brief discussion regarding the visits.</p> <p>GS updated that there had been a minor variation of the Premises Licence to reflect site layout changes as previously mentioned by HH. GS also confirmed that he would check to see if colleagues from Licensing would be undertaking licensing inspections.</p> <p>[REDACTED]</p>	
<p>13</p> <p>13.1</p> <p>13.2</p>	<p><u>Transport for London / London Underground</u></p> <p>MD confirmed that there were no planned works on the District or Piccadilly lines that would impact on the event. The event has always gone well from their own perspective and does not cause any problems to the system. He hoped for more of the same this year. CR encouraged the use of oyster cards.</p> <p>EF asked about the possibility of signage to be displayed at Baron's Court</p>	

	<p>tube station regarding ticket touts, CR confirmed this would not be a problem.</p>	
14	<p><u>London Fire Brigade</u></p>	
14.1	<p>There was no update or information from the LFB.</p>	
15	<p><u>London Ambulance Service</u></p>	
15.1	<p>WK updated that Charing Cross hospitals capabilities had changed with no A&E and he would plan a visit to St Mary's before the tournament. RE made the point that junior doctors were still striking.</p>	
15.2	<p>There was a discussion about last year's casualties figure which covered SAG and SJ confirmed that it had gone well with no major issues.</p>	
16	<p><u>Sports Ground Safety Authority</u></p>	
16.1	<p>There were no comments. LE had to leave early.</p>	
17	<p><u>Any other business</u></p>	
17.1	<p>EF confirmed that the LTA were looking to expand capacity for 2017 from 9,200 to 10,500. She added that a licensing application for this was in progress and consultation with the authority had already be held.</p>	
18	<p><u>Date of next meeting</u></p> <p>SN checked availability and suggested the De-Brief take place week commencing the 18th of July 2016 subject to rooms and availability.</p>	