

Safety of Sports Grounds Act 1975

Chelsea Football Club Safety Advisory Group (SAG)

Wednesday 6th July 2016, 9:30am
Attenborough Suite, Copthorne Hotel, Chelsea

MINUTES OF MEETING

PRESENT

London Borough of Hammersmith & Fulham (LBHF):

Karen Ashdown	- Commercial Services
Douglas Dickson	- Trading Standards Officer
Kieran McKenna	- Commercial Services
Jackie Soper	- Parking Services, RBKC
Stephanie Needham	- Commercial Services
David Nimmo	- Senior Surveyor Means of Escape
Tony Pegrum	- Highway Network Manager
Ann Ramage	- Bi-Borough Head of Environmental Health (Chairman)
Keith Stevenson	- Parking Services, LBHF
Charles Francis	- Committee Services minutes
Francesca Woodbury	- Highways

Chelsea Football Club (CFC):

Chris Alexander	- Finance and Operations Director
Chris Baker	- Deputy Safety Officer
Jill Dawson	- Safety Officer
Jamie Grey	- Facilities
Keith Overstall	- Head of Security

Sports Ground Safety authority (SGSA):

Richard Heberd

Metropolitan Police Service (MPS):

James Brockway
Mark Whitten
Henry Turner

British Transport Police (BTP):

PC Dan Hackett

TFL/Fulham Broadway

Linda McCormack
Susan Joyce

London Ambulance Service:

Will Kearns
Jamieson Maynard

London Fire Brigade


Jason Jones

Item No.	ITEM	ACTION
1.	Welcome from the Chairman	
1.1	The Chairman welcomed those present to the meeting.	
2.	Apologies / introductions	
2.1	The Chairman invited introductions and welcomed new members to the meeting; Linda McCormack from TfL representing Fulham Broadway Station and Mr Turner, who was attending the meeting shadowing Inspector Brockway.	
2.2	Apologies: Gideon Springer - MPS, Ahmad Rafique - LBHF Street Scene Oliver Tara - TFL Lisa White - LBHF Licensing Will Kearns - LAS Emergency Planning & Resilience Officer Jamieson Maynard - LAS Dave Butler - CSP Lesley Gates LBHF - Waste contract manager Pat Halpin - St John Ambulance Wayne Philip - BTP	
3.	Confirmation of previous minutes and matters arising	
3.1	The minutes of the meeting held on 29 th January 2016 were approved as an accurate record. The Chairman identified actions from the minutes that were outstanding:	
3.2	4.2: PA system coverage at Wansdown Place. Ann Ramage confirmed that Chelsea would receive the support from the Council to improve this, it is ongoing.	Tony Pegrum, CFC
3.3	5.3 Ann Ramage commented that much of the fraud occurred outside of the Borough, normally taking place online and she felt that greater coordination was required with the national crime bodies. Insp. Brockway repeated Mr Springer's comments that ticket fraud was not a top priority for the MPS and proposed that Chelsea as an interested party continue to report this directly to Action Fraud. Ann Ramage noted that there was a trading standards crime team that focus on e-crime and that she would try to see whether they could be of any assistance. Item to be kept on the agenda.	

<p>4.</p> <p>4.1</p> <p>4.2</p>	<p>CFC Update on the planning application for Stamford Bridge</p> <p>Chris Alexander reported a considerable amount of work was being conducted in the background. This was an ongoing process.</p> <p>Ann Ramage noted that the football lead officers were liaising with the Council's Planning personnel in terms of technical aspects of the Green Guide and stadium design. She confirmed the Council had an ongoing role and the appropriate officers would be involved on a needs basis.</p>	
<p>5.</p> <p>5.1</p> <p>5.2</p> <p>5.3</p> <p>5.4</p>	<p>Chelsea FC Management Review of 2015/2016 Season</p> <p>Update of the safety management activity: Jill Dawson provided an update of the safety management activity carried out by the Club. It was noted that in November 2015 and January 2016, NVQ training took place with the intake of stewards. In addition, in excess of 150 stewards attended a Metropolitan Police Counter Terrorism Awareness session.</p> <p>During June and July, 12 First Aid sessions, either new or renewals along with 12 sessions of Customer Service took place. In each case, in excess of 200 stewards attended. A further NVQ (2 day classroom session) will also take place before the start of the new season with between 40 and 50 attending.</p> <p>It was noted that since the last SAG meeting, the Club had increased the number of safety and security checks in and around the ground. These were implemented following the Paris bombings in November and the vehicle incident in the Fulham Road at the Fiorentina match in August 2015.</p> <p>It was reported that 2015/16 saw the introduction of an improved radio system and the addition of a computer aided despatch radio operator in the Control Room and an increase in the number of CCTV operators to three.</p> <ul style="list-style-type: none"> • Crowd Behaviour (Home): Whilst the results and performances on the field were disappointing, this did not impact on crowd behaviour. • Crowd Behaviour (Away domestic): Supporters behaviour varied according to level of success of the Club at the time. This tended to be vocal rather than confrontational behaviour. • Notable Fixtures: The most challenging domestic game was against Tottenham Hotspur where they were in need of points to challenge for the Premier League title. This was a local capital derby and the game was played on a Bank Holiday Monday with an 8pm kick off. However, the 2-2 result placated both sets of supporters. The game against Leicester was the last game of the season and the title had already been decided. Matches against: 	

5.5	<p>Manchester City, Manchester United, Liverpool and Arsenal all passed without any major issues. The exception was the West Ham United fixture where there were issues including post-match with pockets of disorder from Stamford Gate and along Fulham Road. In general, there were no issues at the home and away turnstiles, with supporters arriving in good time to take account of increased security searches prior to entry.</p> <ul style="list-style-type: none"> • Searching Regime and response to Paris events: Increased searching and security measures took place throughout the season. An outer cordon at the entry points into Stamford Bridge was successfully carried out, whereby supporters were asked to present their tickets, open their bags, and their coats. These enhanced measures remain in place as standard practice. • In addition, there has been an increase in pre-match dog searches in and around the Stadium. The more routine pre-turnstile entry searching has on occasions shown an increase in the number of drug detections. 	
5.6	<ul style="list-style-type: none"> • Flares, Smoke Bombs and Pyrotechnics: Two smoke devices were discharged by Leicester City supporters in the final game of the season. Two Fire Marshalls are in place at each game with the sole responsibility of extinguishing discharged devices. • Ann Ramage reported that one steward during a recent European Championship match, at another ground, had picked up a flare which subsequently exploded near his face. While she acknowledged that training on dealing with such incidents was a key component of steward's briefings and the Club used dedicated fire teams trained and equipped to deal with pyros, there was learning to be gained together with clear contingency planning documentation. • Ann Ramage suggested a review of current procedures in how staff dealt with multiple flares would be useful to ensure maximum safety at all times. CFC to liaise directly with LBHF Lead Officer on this matter. 	CFC/KM
5.7	<ul style="list-style-type: none"> • Persistent standing - observations to note / specific fixtures: The Club have carried out some advanced work in this area considering the widespread issues with persistent standing in the UK, in particular by travelling away supporters. Having looked at the fixture list, the Club identified fixtures where persistent standing could be an issue, particularly in the upper tier. As a result careful monitoring was taking place and the Club where it felt appropriate would/had reduced the allocation to the visiting Club by not allocating tickets for the end aisle seats. This had enabled the safety operation wider flexibility should any issues arise and the Club would continue with this approach. It was acknowledged that some persistent standing did not give rise to issues but some did where supporters were migrating across seats. Furthermore, after a risk assessment, the same action was applied to the lower tiers. Ann Ramage thanked the Club for their work in this area and asked that the Club continue to monitor persistent standing and to report back to future SAGs on 	

5.8	<p>this.</p> <ul style="list-style-type: none"> ● Accident and Injury Statistics / trends: CFC continue to have a good working relationship with St Johns and there were no trends identified in the accident and injury data submitted. <p>Keith Overstall provided the SAG figures on ejections, refusals and arrests for the 2015/16 season. It was reported that there had been 231 ejections, of which 74 had been away supporters. Some of the headline figures included are:</p> <ul style="list-style-type: none"> ● Racially aggravated foul and abusive language: 9 ejections. ● Possessing drugs: 53 refusals – this was mainly attributed to the work with the MPS and the use of dogs. ● Alcohol related- 11 ejections with 23 persons refused admittance for being drunk. ● Persistent standing: 2 ejections (away supporters). 	
5.9	<p>With regards to customer complaints: Keith Overstall commented that the Club records all customer complaints and some of the headline figures included are:</p> <ul style="list-style-type: none"> ● Persistent Standing: 38 complaints ● Hate crime:- 12 complaints – all hate crime complaints were followed up with a thorough investigation by a dedicated team, which had subsequently led to stadium bans. ● Articles thrown (coins): 4 ● Abuse directed at stewards: 20 ● Compliments received: 9. 	KO
5.10	<p>Ann Ramage asked Keith Overstall to provide the statistics for the number of refusals to the stadium, and how this specifically broke down. This information will be included in the minutes.</p> <p><u>Refusal Figures</u></p> <p>Last season we had 67 refusals as follows:-</p> <p>Possessing drugs = 38 (1 home, 37 away)</p> <p>Drunk attempting to enter = 21 (7 home, 14 away)</p> <p>Threatening behaviour = 2 (away)</p> <p>Breach of segregation = 4 (away)</p> <p>Touting = 2 (N/K)</p>	KO
5.11	<p>Traffic Management Fulham Road / Broadway Tube queue: CSP had submitted their apologies. Keith Overstall stated it had been another good year with regards to traffic and tube usage. The MoU</p>	KO

	<p>had been signed and reports from CSP were available for each fixture detailing their operation.</p> <p>Keith Overstall advised CFC had arranged a meeting for the start of the season on 27 July 2016 to go over the arrangements with all key partners to ensure continuity and continuous improvement. In relation to the Tube queue there had been a few instances of poor communication between London Underground and the Stewards and this needed to be monitored. London Underground agreed that steps needed to be taken and will be attending the meeting. There had been changes in personnel and process at London Underground.</p> <p>5.12 Further Tube queue information is attached to the minutes.</p> <p> TUBE Q ANALYSIS.docx</p> <ul style="list-style-type: none"> 5.13 • Smoking Policy: Chelsea continue to adopt a 'no smoking' policy, which includes the use of e-cigarettes. 5.14 • TV Broadcasting / Fixture Changes: The existing protocols have worked well. It was noted that there would be Friday night Football next season and CFC needed to be ready to respond to any challenges this posed. 5.15 • Ticket touts / forgeries: In terms of ticket touting, it was noted that the signage on Fulham Road had been improved but the Club were detecting more sophisticated fraud through the use of fake Season Tickets. The Club welcomed any Police action at the beginning of season. Ann Ramage welcomed any coverage on this in the match day programmes and acknowledged the Clubs contribution in tackling touting. 5.16 • Close season works: Jamie Gray reported that three pieces of work had been conducted. These were: <ul style="list-style-type: none"> 1. A new marketing suite in the west stand 2. The erection of new digital signage 3. An upgraded west stand reception. 	
<p>6.</p> <p>6.1</p>	<p>Metropolitan Police 2015/16 Season</p> <p>Inspector Brockway provided an update on operational arrangements. It was noted that CS Gideon Springer had replaced Supt Mike Hill as the overall football lead. Reiterating what had been mentioned at the January SAG, it was noted that Chelsea had used seven different match day commanders although Inspector James Brockway had managed the majority of these games.</p>	

	<p>Chief Inspector Mark Whitten was introduced to the SAG and he is a local Chief Inspector with the public events team and will be a resource on match days.</p> <p>In terms of familiarisation with stadium layout, it was noted a Commander needed to have attended a minimum of 2 matches before being awarded a match day command. The MPS continues to review its resources and deployments and there had been a reduction in officers for low risk matches this Season.</p>	
6.2	<p>It was noted that the end of the season had been more challenging from a policing perspective where there were a number of category B and C fixtures. The games against Tottenham, West Ham and Leicester City were the most challenging.</p>	
6.3	<p>Inspector Brockway agreed to provide Kieran McKenna with a breakdown of the home and away match statistics. However, it was noted that these did not give rise to any concerns.</p> <p>Inspector Brockway provided arrest statistics outside the meeting and the following points have been included in the minutes. There were 108 arrests of which:</p> <ul style="list-style-type: none"> • 23 were football act offences • 16 were public order /anti-social behaviour related • 6 were violence against the person • 59 were drug related • 2 incidents were theft • 1 criminal damage • 1 offensive weapon. 	
6.4	<p>In relation to racist and homophobic behaviour, the only racist behaviour of significance was that directed against stewards. Ann Ramage thanked the MPS for their overview and stressed it was important to ensure the learning points from the West Ham game in particular were captured. She acknowledged that there was a robust debrief system in place through the Partnership Meetings. Keith Overstall agreed that it would be good to reflect on the West Ham game.</p>	
6.5	<p>Ann Ramage explained that a positive tool appeared to be meeting with the partners and the supporters trust prior to some of these high profile fixtures and that would be useful to continue as it appeared to prevent incidents reoccurring.</p>	
6.6	<p>With regards to crowd behaviour it was noted that 13 CFC supporters had been arrested at away fixtures. Keith Overstall confirmed it was CFC policy to ban supporters if they were involved in any disorder. Ann Ramage asked for further information to be provided about the 13 arrested and whether or not they had all been</p>	

<p>6.7</p> <p>6.8</p> <p>6.9</p>	<p>banned from future fixtures.</p> <p>In terms of the learning from the Paris events, Inspector Brockway explained there was still a significant amount of learning to be captured and moving forwards the MPS would assist CFC as best it could with the counter terrorism agenda.</p> <p>Ticket touting remained a problem and the MPS agreed that there was more targeted work to be done in the future. Ann Ramage suggested it would be very useful if CFC continued to monitor the number of touts and identified those matches where it was most prevalent to see whether the MPS could provide any assistance with the limited resources they had.</p> <p>Inspector Brockway concluded by commenting that a good working relationship continues between the Club and the MPS.</p>	
<p>7.1</p> <p>7.2</p> <p>7.3</p> <p>7.4</p>	<p>7. British Transport Police (BTP) Update</p> <p>PC Dan Hackett reported there had not been any real changes to operational arrangements on match days and further discussions might take place about the arrangements of those fixtures which are broadcast by SKY. Dan Hackett explained high staff turnover was an ongoing concern for them as the inexperience of some team members meant that cordons surrounding Fulham Broadway Station had been shut down earlier than they needed to be which had impacted on crowd control. This was being addressed.</p> <p>As a general observation, it was noted that there had been an increase in the number of away fans using the rail network and increasingly fans needed to be escorted from Fulham Broadway to their home destinations. PC Hackett explained some of the powers available, he stated railway byelaws could be used to eject fans from the network and he felt 'Direction to Leave Notices' would be used more and more in the future which instructed fans to leave an area within 15 minutes and not to return within a 24 hour period.</p> <p>In relation to match day statistics, it was noted there had been 26 crime related incidents, of which 15 had resulted in arrest and had included some CFC fans. These arrests had not happened at the ground but at transport hubs. In terms of general trends, he explained there was a lot more reporting from the public by text which was working very well.</p> <p>Ann Ramage asked if it was possible to be told what the numbers were, passing through Fulham Broadway for a few hours, so this could be used as an evidence base going forward. In terms of local derby matches, it was acknowledged the network would be used more than usual. Ann Ramage asked for turnstile numbers to be provided by Fulham Broadway Station if possible.</p>	<p>BTP</p>

<p>8.</p> <p>8.1</p>	<p>Transport for London/London Underground</p> <p>Ann Ramage explained she was impressed with the queuing system. However, with the high turnover of staff there had been some teething problems. Ann Ramage stated it would be good to have an update at the next SAG of the meeting which is arranged for 27 July 2016.</p>	<p>Ann Ramage</p>
<p>9</p> <p>9.1</p> <p>9.2</p> <p>9.3</p> <p>9.4</p> <p>9.5</p> <p>9.6</p>	<p>Local Authority Review 2015/2016 Season</p> <p>KM reported on the DPI inspections which had been conducted, 4 had been completed since the last Jan SAG. It was noted that there had been one RIDDOR notification which occurred at the fixture against Newcastle when a supporter had a minor hand injury.</p> <p>It was noted that a review of the safety and security procedures had been conducted following the events in Paris. SAG members will recall this was covered in detail at the January 2016 SAG meeting. However, the recommendations from the review had now been completed and would be incorporated into the Operations Manual including the revised TMO operation.</p> <p>In relation to the Safety Certificate Review and the Annual Inspection, it was noted that CFC was in the process of reviewing their contingency arrangements and an annual inspection had been arranged for August with Building Control and the LFB. KM commented that excellent work was being carried out by the Club to review contingency planning and it was now very important that any new arrangements which have been implemented, such as increased searching or the use of extra EXPO dogs have written procedures updated. The Operations Manual will not be technically compliant with the Safety Certificate if this is not up to date. KM highlighted that any draft documents should be added to the portal as they were prepared and worked on.</p> <p>A discussion took place on persistent standing issues. The LA were in particular looking for fixtures where fans had not only stood persistently but who had misbehaved in an anti-social manner. They were looking for cases where fans were standing in the upper tiers, or aisles or especially front rows of the upper tiers. There had been some travelling away supporter issues in the past however, there were no fixtures noted where persistent standing became an issue in this way. The Club was keeping records and would be using them going forward to reduce allocations if this was necessary. This information will form part of the risk assessment prior to each fixture.</p> <p>In terms of customer feedback, no compliments or complaints had been received by the Local Authority.</p> <p>The CFC Supporters Trust had raised some points with KM prior to</p>	

the SAG, they are as follows;

- I. Some pockets of clashes with Away and Home supporters following the West Ham fixture which were reported on social media. The Police had been required to intervene in front of Stamford Gate and on the Fulham Road.

KM noted that KO had mentioned this earlier and learning/action points were being followed up with extra stewards and the MPS.

- II. Feedback was provided on the Tottenham Hotspur fixture in May. A separate pre-meeting between the Supporters Trusts took place to help with fan liaison. Although the CFC Supporters Trust were not aware of any serious incidents, it was still a point of concern to them that the fixture kicked off at 2000 hrs on a Bank Holiday.

KM noted how useful the pre-meeting was and that we should continue with this for the relevant high risk fixtures. The Tottenham supporters were walked from Earls Court with a MPS escort and there were no reported problems.

- III. It was highlighted that there was an increased use of Earls Court as a designated place for Away supporters to drink. As more pubs in the vicinity of the ground are closing, CFC supporters are also choosing Earls Court as a place to drink prior to kick-off. The obvious knock on might result in CFC fans drinking in the same areas as the Away supporters in Earls Court which might give rise to problems.

KM noted that increased licensing observations would take place during the new Season and include observations in the Earls Court area. This will be reported back to the next SAG.



- IV. Ticket touting in the Fulham Broadway area remained a significant problem.

KM noted that the Club and the MPS would do what they could with this but it can divert resources and a balance must be struck in dealing with the most serious offences. Some campaigns to stamp this out had been carried out successfully last Season and signage had been extended by the Club and the Broadway Shopping Centre. We would want to encourage some repeats of those campaigns.

- V. The late changes to Premier League fixtures to accommodate the needs of the TV companies was frustrating for fans making arrangements. It was considered that this

	<p>may also be the case for the MPS, BTP, Council and other organisations.</p> <p>KM noted that this was an ongoing agenda item for the SAG.</p> <p>The Chairman agreed with the concerns which had been raised about the TV scheduling and had sent a letter to The Football Association, The Football League and The Premier League, all the governing football bodies to raise awareness. The FA had responded very positively.</p>	
9.7	<p>Licensing Update</p> <p>Adrian Overton provided an update on licensing. It was reported that inspections had been carried out in the stadium for alcohol and gambling, and there were no issues to report. He thanked the Club for its support during these visits.</p>	
9.8	<p>In addition, a number of inspections had been carried out around the Fulham Broadway area to ensure that all licensed premises were complying with match day conditions. There were no specific issues to report. However, there were Licensing issues around Earls Court. On 15 May 2016, when CFC had played Leicester City. In this case, a PSU were deployed outside the Earls Court Tavern as supporters had spilled onto the highway. Away supporters were also found to be using pint glasses instead of plastic pint glasses and there were no door supervisors on duty.</p>	
9.9	<p>Ann Ramage asked whether the Earls Court Tavern had match day conditions applied to its licence and asked that officers liaise with RBKC to establish what the position was. She asked that the findings were incorporated into a Licensing report which was currently being prepared and also Met Police staff briefings to ensure officers were aware of the environment licensing was promoting in and around the stadium.</p>	
9.10	<p>Ann Ramage expressed concern that a number of shops in close proximity to the stadium which enabled supporters to purchase cheap alcoholic drinks could escalate. It was noted that although no supermarkets had match day conditions imposed on them, some local off licences did. Ann Ramage requested this learning should be brought together and further Bi-borough Licensing work was required and for this. Inspector Brockway was happy to assist with this.</p>	
9.11	<p>Highways update:</p> <ul style="list-style-type: none"> • Memorandum of Understanding: Tony Pegrum reported that the MoU Deed of Guarantee and Indemnity and MoU Chelsea had been sent and had been through Legal Services at the Council. He explained there had been some revisions. • Planned Works – Major gas works would commence from 	

	<p>January 2016 to September 2016. The second phase of the works from April 2016 would result in the westbound carriageway at King's Road being closed and all traffic diverted through Gunter Grove. It was noted that when the west bound carriage had been closed on match days, this had caused problems. To overcome this, officers had tweaked traffic and divergence signage.</p> <p>Tony Pegrum reported that the gas works were on track to be completed by September 2016. The second phase of the scheme would involve moving to Brompton Road where a similar 1 direction closure would be required. At present TfL were modelling this to ensure that access to the hospital remained open. It was noted that the closure might last three months and commence from February 2017.</p> <p>A number of additional projects were highlighted. These included works on Wandsworth and Hammersmith Bridges. Further updates on these projects would be provided at the next SAG meeting.</p>	
9.12	<p>Parking Services Update: Keith Stevenson provided a Parking Services update. There were no major issues or complaints about parking, but KS explained there would be a change of contract commencing in October 2016 for the provision of tow trucks. There would be a cost change and this would be communicated to the Clubs as soon as it became available.</p>	
9.13	<p>Street Scene update: With regards to Highways enforcement, it was noted officers had been vigilant, working in partnership with RBKC and had done a good job before high risk matches in getting builders waste and fly tipping materials removed.</p> <p>In terms of Street Trading it was reported they had been dealing with a complex legal case involving one particular trader.</p>	
9.14	<p>Building Control Update: David Nimmo provided a Building Control update.</p> <p>Ann Ramage asked Jamie Gray to ensure the SAG was kept appraised of when any maintenance works were planned.</p> <p>Keith Overstall reported CFC were upgrading some of the CCTV at the ground.</p>	
9.15	<p>Trading Standards Update:</p>	

	Douglas Dickson provided a Trading Standards update. It was noted counterfeit goods were still an issue but this was unlikely to change. Ann Ramage explained she had made enquiries about the prevalence of e-crime in relation to ticket touting. This was thought to be a regional issue.	
10.	Update from the London Fire Brigade	
10.1	<p>Jason Jones provided an update from the London Fire Brigade. He mentioned there had been two call outs on non-match days but nothing to note.</p> <p>Discussing the attendance response time, he said this was 6 to 8 minutes. In the past, each fire station had an allotted patch so officers were conversant with the local geography, access and egress points as well as any potential local hazards. However, this system had been changed which meant local knowledge was lost. New procedures meant each fire engine used GPS to direct the nearest possible resource to an incident. As a result, the operational risk database needed to be updated and further familiarisation visits (with the CFC ground) were necessary.</p> <p>Jason Jones explained a pilot study was being conducted whereby an ambulance could attend the scene in tandem with a fire engine on Red Calls only. At present Wandsworth and Lambeth were participating in the study but it was anticipated that the pilot would be extended across other London Boroughs. To be aware of this.</p> <p>Ann Ramage noted that members of the public could become alarmed if a fire engine attended the scene in the vicinity of the stadium when an ambulance had been requested? She requested reassurance that adequate briefing for this pilot and any protocols were carried out.</p>	
10.2	<p>Rachel Eggar from the NHS offered to provide a briefing note on the pilot.</p> <div style="display: flex; justify-content: space-around; align-items: center;">   </div> <p>Acute ACPs v4 June 20160624SAG_NWL 16.pdf NHSTrustsoverview_1</p>	Rachel Eggar
11.	Medical Provision Update	
11.1	Rachel Eggar explained that she had not received any feedback from hospitals. It was noted Junior Doctors had just turned down their pay deal and so there was the possibility of further strikes taking place. She explained the 4 hospitals had been asked for briefings on this so the capability and capacities of the hospitals would be known for match days.	
11.2	Jill Dawson provided an update on the medical provision.	

<p>11.3</p> <p>11.4</p> <p>11.5</p> <p>11.6</p>	<p>In relation to the London Ambulance Service, Jamieson Maynard had submitted the following statement before the meeting as he was unable to attend:</p> <p><i>“Since taken over the role of the new venue commander last season, it has been a smooth transition. The communications between myself and the Club has been very good. In addition, the footprint outside the stadium has been run effectively by the Club.</i></p> <p><i>There have been no issues regarding access for any LAS resources on calls within the footprint before and after the road closures have been out in place.</i></p> <p><i>There have not been any significant incidents within the ground or within the footprint of Fulham Road.</i></p> <p><i>The LAS have a good relationship with St John’s ambulance and have assisted when required with additional patient treatment.</i></p> <p><i>I have one question, would it be possible for the Police to forward me any intelligence regarding possible disturbances or ad-hoc alterations to plans on match days? Due to the current high level of a terrorist threat. This would be beneficial for me as the venue commander”</i></p> <p>KM asked Inspector Brockway whether it would be possible to forward any intelligence. Relevant information could be passed on a match day.</p> <p>Will Kearns from the LAS also reported no issues via an email.</p> <p>Pat Halpin submitted this statement before the meeting as he was unable to attend:</p> <p><i>“I have nothing to say except that CFC and St John enjoy a good working relationship. We have no concerns to report about the types of casualties treated”.</i></p>	
<p>12.</p> <p>12.1</p>	<p>Sports Ground Safety Authority</p> <p>There were no comments.</p>	
<p>13.</p> <p>13.1</p>	<p>Looking forward to the 2016/2017 Season</p> <p>Commenting on the fixtures list Ann Ramage noted there were provisionally 10 B category fixtures for 2016/17.</p> <p>Ann Ramage requested that the Operations Manual be up to date ahead of the 2016/17 season in order to review the safety certificate.</p>	<p>CFC</p>

	<p>She noted that the Safety Certificate for CFC was a priority.</p> <p>Special Police Services Agreement – It was noted this had a further 2 seasons to run and was in place.</p> <p>Statement of Intent – This was in place.</p> <p>Confirm contact details for Match Postponement MoU – This was up to date as there had been no changes since the last update.</p>	
<p>14.</p> <p>14.1</p> <p>14.2</p> <p>14.3</p>	<p>Chairman’s update</p> <p>Ann Ramage highlighted that stewarding and customer care were important aspects and if people were treated well there was evidence that they tended to behave better. There was always scope to improve aspects of customer service. In relation to the added security checks, it was noted that fans had not reacted badly and had generally been receptive to the changes in light of recent global events. This was an opportunity to engage with fans and to communicate and encourage them to enjoy the day.</p> <p>With regards to Licensing observations, Ann Ramage reiterated her request for there to be increased monitoring of high risk fixtures next season and made a formal request on behalf of the SAG to Licensing to provide a comprehensive update to the next meeting. The report would look at the following:</p> <ul style="list-style-type: none"> • Monitoring outside the stadium to see whether there are any wider impacts with home/away fans and where they drink. • Monitoring outside the stadium to check newsagents and small shops selling alcohol and whether this is presenting any issues. • Monitoring in both boroughs to see if football crowds are spilling into other areas such as Hammersmith town centre/Holland Park etc. • Monitoring inside the stadium concourse in home and way areas during higher risk fixtures in particular. • A general look at the licensing conditions that they are fit for purpose for High or Increased Risk categories i.e. no sales 1 hour before kick-off and whether this is fit for purpose. • A general look across best practice in London to see what other Local Authorities are doing. <p>Correspondence from SGSA – It was noted that following the conclusion of the Hillsborough enquiry, a letter was sent by the SGSA to all Local Authorities encouraging them to avoid complacency in monitoring Sports Grounds operations. Ann Ramage confirmed the LBHF would maintain current staff levels to this event and there would be no reduction in resources.</p>	<p>Kieran McKenna</p>

<p>14.4</p> <p>14.5</p>	<p>Correspondence from SGSA</p> <p>Ann Ramage highlighted the main learning points from the Hillsborough inquest had been widely covered in the press. Her key concern was the lack of familiarization some organisations had with the ground and how important it was to ensure all personnel knew the layout. AR suggested that a meeting of key people will be arranged to consider these lessons and any others that could be learnt from the Hillsborough disaster before the mid-season SAG meeting.</p> <p>Ann Ramage has written to the FA, PL, Championship and UEFA in conjunction with the MPS and TfL regarding Borough clashes following two occasions this Season where all 3 football clubs had been scheduled to play on the same day. It was noted that part of this letter advises the football authorities that the MPS can't support the 3 clubs effectively in this scenario and the transport network cannot cope. Discussions will be ongoing with these partners to ensure they understand the detail of the Borough.</p>	<p>KM/AR</p>
<p>15.</p>	<p>AOB</p> <p>None.</p>	
<p>16.</p>	<p>Date and venue of next SAG meeting</p> <p>To be confirmed. It was expected to be during early January 2017 at Hammersmith Town Hall.</p>	