

**FEVER TREE CHAMPIONSHIPS 2018  
SAFETY ADVISORY GROUP MEETING – PART 1**

**MINUTES**

**18<sup>TH</sup> APRIL 2018**

**10:00am – Committee Room 1, Hammersmith Town Hall**

**PRESENT:**

**London Borough of Hammersmith and Fulham (LBHF)**

Paloma Pionetti, Governance and Scrutiny (Minutes)	(PP)
Stephanie Needham, Commercial Services Manager (Chair)	(SN)
Graham Souster, Environmental Health Officer	(GS)
Philippa Woodhouse	(PW)
Michael Allen	(MA)
Camilla McBrearty, Community Safety	(CMc)

**Lawn Tennis Association (LTA)**

Emma Foster, Head of Event Operations	(EF)
Stephen Farrow, Tournament Director	(SF)
Harriet Jones, Event Operations Manager	(HJ)

**The Queen's Club**

Giles Helbert, General Manager	(GH)
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**London Ambulance Services**

Dom Stark	(DS)
Matt Shute	(MS)

**SES**

Doug Adams	(DA)
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**TESS**

Simon James	(SJ)
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**NHS**

Rachel Egger	(RE)
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**MET POLICE**

Grant Lumsden	(GL)
Matt Snowden	(MS)

**ABSOLUTE TASTE**

Matthew Anderson	(MA)
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No.	ITEM	ACTION
1.	<p><b>Welcome and Introductions</b>            SN welcomed back the members of the group and invited those present to introduce themselves and the organisations they represented.</p>	
2.	<p><b>Apologies were received from:</b>            Geoff Galilee - Sports Ground Safety Authority            Ann Ramage – LBHF            Lisa White - LBHF (Commercial Services)            Michele McHugh – (LAS)            Andrew Stewart – The Queen’s Club</p>	
3.	<p><b>Purpose of the SAG</b>            SN explained that the purpose of the SAG was to ensure that the local authority, emergency services and other agencies were satisfied with the LTA’s safety management arrangements and contingency plans for this year’s Fever-Tree Championships event due to be held at The Queen’s Club 18th - 24th June.</p> <p>3.1</p> <p>3.2 The SAG aimed to facilitate information sharing between parties and knowledge, to enable the continued improvement in the safety management, security, and contingency arrangements for this event.</p> <p>3.3 SN confirmed that it was the authority’s intention to continue to publish the minutes of the meeting on the Council’s website. There would be an opportunity to review the minutes in advance of publishing and where it was felt there were commercial / security sensitive information, this would be redacted.</p> <p>3.4 SN explained that Counter Terrorism / Security matters would be discussed during a stand-alone meeting that would take place with key personnel after the SAG meeting.</p>	
4.	<p>Arising from Previous Minutes (15 September 2017) and Actions Arising</p> <p>4.1 Actions 3.2 and 3.12 learnings from expanded centre court and site layout (catering) had been considered as part of the LTA’s 2018 event planning.</p> <p>4.2 Actions 3.17, 3.18 and 5.2. related to counter terrorism and would be covered in the Part 2 meeting.</p>	
5.	<p><b>Residents’ Forum</b></p> <p>5.1 A well-attended forum with 12 residents attending was held on 14th March 2018 at The Queen’s Club.</p>	

5.2	<p>The feedback received was overall very positive. The matters raised by residents included the use of staircase by catering staff causing a nuisance adjacent to Comeragh Road residents, residents' special entry policy, possibility of having an Uber pick up point and traffic stewards assisting residents. The comments received were welcomed owing to the first year of the expanded site and use of the Perham Road Entrance. MA enquired whether there had been any concerns raised by residents in relation to the road closure arrangements for this year's event. EF advised there had not been.</p>	
6.	<p><b>Event overview</b></p> <p>6.1 SF thanked the partners for the support received last year with the site changes and that the 2017 event was a great success as discussed at the SAG de-brief meeting.</p> <p>6.2 ➤ <b>Title Partner Update</b> SF confirmed the new title partner was Fever-Tree who are a premium drinks mixer company. SF explained this was an exciting change and felt there was a lot of synergy between the event and the new sponsor. The look and feel of the event would therefore change to reflect the new sponsor colours.</p> <p>6.3 ➤ <b>Event Dates</b> SF noted that the event build would take place between 3th May and 15th June 2018, with the break planned between 25th June to 13th July 2018.</p> <p>6.4 The qualifying weekend would take place on the 16th – 17th June and the capacity would be restricted to 800 people.</p> <p>6.5 The Tournament would take place between 18th – 24th June, with Monday 25th as an extra day set aside as a weather delay contingency. The maximum capacity was set at 10,500 spectators per day. Centre Court capacity would reduce from 9,542 to 9,288 owing to adjustments made to improve sightlines. Court 1 capacity would increase to 927.</p> <p>6.6 SF reported that the gate opening time would be moved back from 10 to 10:30am which would relieve pressure to get the grounds ready at the start of each day. On finals day gates would be at 11am. Matches would start at 12 Noon Monday – Friday, 1pm Saturday and 2:30 on Sunday Finals day to avoid clashing with England v Panama (World Cup).</p> <p>6.7 ➤ <b>Operations Team</b> SF confirmed the Operations Team would remain unchanged. He was also please to notice continuity in the management team. Nigel Bainbridge of Absolute Taste is now the Designated Premises Supervisor.</p>	

6.8	<p>➤ <b>Site Layout &amp; Changes Made</b></p>	
6.9	<p>EF provided a detailed overview for the SAG. The numbers entering through Perham Road Entrance would increase to 2,800. leaving just under 7,000 to enter via the Palliser Road Entrance. The East Tunnel of Centre Court would be exit only when matches finish and as per 2017 the boundary road would be encouraged for spectator movement. There would be a new LED screen installed above the east tunnel to improve communication to spectators between matches when holds are in place for crowd movements.</p>	
6.10	<p>There has been no adverse feedback from residents on use of the boundary road so more catering facilities and seating would be provided this year.</p>	
6.11	<p>EF explained that the the North Pavilion was heavily used last year so more ladies toilets would be provided owing to the demand at peak times</p>	
6.12	<p>It was noted that entrance procedure should continue toould be quick due to the system of scanning tickets.</p>	
6.13	<p>HJ provided an updated figure of the new Centre Court capacity for a total of 9288 people, highlighting that the reduction of capacity from last year was due altering the angle of the north east corner stand and addinga cantilever structure in part.</p>	
6.14	<p>Court 1 capacity would increase from 723 to 927. There would be a staff marquee in the compound area.</p>	
6.15	<p>Safe walking routes for non-construction crew would be installed at the beginning of the build and maintained right through until the end of the break period.</p>	
6.17	<p>GS queried about structural sign off and it was confirmed that Momentum Engineering would once again be verifying this.</p>	
6.18	<p>➤ <b>Event Format</b> It was noted that this was an ATP World Tour 500 tournament event, with 32 players in singles and 16 players in the doubles competition. There would be new wheelchair tennis exhibition matches on the Friday, Saturday and Sunday of the event week on Court 1.</p>	
6.19	<p>➤ <b>Suppliers</b> EF noted the major contractors to be the following:</p> <ul style="list-style-type: none"> <li>- Arena Structures</li> <li>- Arena Seating</li> <li>- Absolute Taste</li> <li>- The Event Safety Shop</li> <li>- John Hester (Site Foreman)</li> <li>- Gordon Maitland (Compound Manager).</li> </ul>	

	<p>She reported that it would be expected from every contractor that at least one member of their staff was first aid trained.</p>	
<b>7.</b>	<b>Event Safety Management Operations</b>	
7.1	<p>➤ <b>Safety Management</b>  EF explained that the changes made with the expansion worked well last year, albeit the weather conditions were very good so they were not tested with any rain. The weather conditions last year required additional water points so this will be provided from the start this year.</p>	
7.2	<p>EF confirmed that Simon James and Hannah Charlton from TESS would be providing the health and safety advice to the LTA.</p>	
7.3	<p>The Operations Manual would be supplied in accordance with Premises Licence by the end of the week.</p>	
7.4	<p>Contractor site meetings had been held with the last one in late March. For the build the compound trackway would be installed first. Arena Structures/Seating would then build the safe walkways from the very beginning of the build. John Hester will be on site from 4th May. There will be more formalised 5pm daily catch up meetings with contractors during the build during which member access routes during the changing shape of the site would be confirmed.</p>	
7.5	<p>3-point PPE would be a requirement during the build and break.</p>	
7.6	<p>Online live scheduling software package would be used for contractors to view and follow the build and break schedules for each area.</p>	
7.7	<p>➤ <b>Event overview and site layout</b>  EF explained that one focus, beside the expansion, had been to address the potential challenges posed by hot weather, which had caused some issues in the previous season.</p>	
7.8	<p>HJ provided an overview of the build and confirmed that in compliance with the CDM, an F10 notification was sent to the HSE.</p>	
7.9	<p>HJ confirmed that during the build, the LTA operations team would be onsite to oversee schedules and trouble-shoot unforeseen issues arising from the new layout.</p>	
7.10	<p>In terms of pedestrian flows, it was noted improvements were made for safe walking routes for members.</p>	
7.11	<p>There would be no change to the working hours with the one-hour contingency extension to working hours of 6-7pm between Monday-Friday still in operation.</p>	

7.12	<p>➤ <b>Command and control arrangements</b></p> <p>EF provided details of the command and control arrangements. Twice daily Silver briefings would take place during the event. It was noted that the next iteration of the Operations Manual would be in use during the tournament, containing final 2018 plans and procedures.</p>	
7.13	<p>Doug Adam is the Lead Manager for the event on behalf of Show and Event Security. EF explained the LTA would use CCTV resources both externally around the surrounding roads and internally within the event footprint.</p>	
7.14	<p>➤ <b>Stewarding</b></p> <p>EF provided an overview of the stewarding for the event. It was noted that this year the stewarding team would consist of 138 people with 50% returners. Stewards would be in place for the qualifying weekend for the first time to assist with spectator management. Stewards would need to complete an online training course in advance of starting work.</p>	
7.15	<p>➤ <b>Road Closures / Traffic management / Crowd control</b></p> <p>EF provided an update on the traffic management arrangements. The closures were planned for 10am – 1pm in Comeragh Road / Palliser Road and Perham Road / Gledstones Road to aid safe spectator entry.</p>	
7.16	<p>EF confirmed that they would prefer the road closures in for the duration of the event and this was being consulted with MPS and LA's Highways department (Note: discussed further during Part 2 SAG meeting). Trials would take place this year for the extension of the controlled parking areas in Musard Road, Margravine Gardens and St Dunstan's Road.</p>	
7.17	<p>➤ <b>Fire Safety</b></p> <p>HJ confirmed other than in the compound area there would be no LPG. It was noted that a risk assessment would be reviewed and liaison held with the London Fire Brigade.</p>	
7.18	<p>➤ <b>Medical Arrangement</b></p> <p>The event medical arrangement was explained and confirmed that David Rees would be the Silver for St John Ambulance. There would be an increase in the quantity of advanced life support and ambulance transport staff from SJA to build some contingency into the spectator first aid provision.</p>	
7.19	<p>It was reminded that suppliers would be expected to meet the requirements of having a trained first-aider among their staff.</p>	
7.20	<p>➤ <b>Access/Egress</b></p> <p>SES would manage this based on the learnings from the previous year. Palliser Road Entrance would have 5 lanes. All ticket collections would be from the Perham Road Entrance apart from Club Members. Perham Road would have 3 lanes for entry. SES would manage the egress to the tube</p>	

7.21	<p>stations. There will be a link to the deployable LBHF CCTV which has been arranged with the council.</p> <p>➤ <b>The Queen's Club review</b>  GH explained there was not much more he could add. The Queen's Club now has a new Food and Beverage Manager - Paul Ioannou. GH confirmed there would be no other major changes to personnel.</p>	
8.	<p><b>Policing Update</b></p> <p>8.1 The MPS reported that there were no issues to be noted other than BTP would have a presence at the tube stations. SF advised that the LTA would welcome all support of the event from MPS.</p>	
9.	<p><b>Emergency Contingency Plans/ Table Top Exercise</b></p> <p>9.1 SJ explained confirmed that the Table Top Exercise had been arranged for the 9th May. Invitations had been sent and any others wishing to attend should get in touch.</p>	
10.	<p><b>Local Authority</b></p> <p>10.1 ➤ <b>Health &amp; Safety Overview</b>  GS provided an overview of the Environmental Inspections that would be carried out and he anticipated visits would be made on a daily basis,</p> <p>10.2 CMcB explained the system that the additional temporary CCTV cameras would work on. The cameras had been requested by the LTA and would be installed pre-event. They could be monitored from the CCTV control at HTH, remotely via an app or online by those authorised access, and at the control room at Shepherds Bush Police Station.</p> <p>10.3 They should be going on for approx. 2 weeks before the event, depending on availability and workload.</p> <p>10.4 ➤ <b>Food Safety</b>  PW observed that improved air circulation or even air conditioning would be beneficial as in the previous year the kitchens had been very hot, which affected fridge function and working conditions. EF advised they were already investigating at removable panels / sides of the marquees to improve air flow with Arena Structures and Absolute Taste.</p> <p>10.5 PW queried who would oversee the external food vans. She was advised that Absolute Taste would be in charge and it was agreed to send PW their HACCP information.</p> <p>10.6 In response to a question about food provision for the qualifying weekend, PW was advised that one marquee would be available for the public.</p>	<b>LTA</b>





<b>14.</b>	<b>Sports Ground Safety Authority</b>  Not present	
<b>15.</b>	<b>Any other business</b>  MS requested further information on access arrangements owing to HVM. Advised to be discussed in Part 2 SAG meeting.	
<b>16.</b>	<b>Date of Next Meeting</b>	
16.1	GS to confirm the date – early September.	<b>GS</b>