

**Safety of Sports Grounds Act 1975
Fulham Football Club Safety Advisory Group (SAG)**

16 July 2019

MINUTES

(PART 1)

PRESENT:

Hammersmith & Fulham Council (LBHF)

Ann Ramage, Chair
Stephen Hollingworth, Assistant Director of Leisure, Sports and Culture
Graham Souster, Environmental Health Officer
Kieran McKenna, Environmental Health Officer
Matthew Ramsey, Building Control
Michael Allen, Highways
Stephanie Needham, Regulatory Services Business Manager
David Abbott, Clerk

Fulham Football Club (FFC)

Darren Preston, Chief Operating Officer
Aimee McKenzie, Head of Operations & Stadium Management
Eddie Simpson, Safety Officer
Steve White, Deputy Safety Officer

Emergency Services

Matt Shute, London Ambulance Service
Sian Middleton, London Ambulance Service
Paul Humpherys, London Fire Brigade
Steve Waspe, NHS
Tony Delamo, MPS
Inspector Steve Landers, MPS



Item No.	ITEM	ACTION
1.	<u>Welcome from the Chair</u> The Chair (Ann Ramage) welcomed members to the SAG meeting and noted it would be her last meeting. She then introduced her successor, Steve Hollingworth, H&F's new Assistant Director of Leisure, Sports and Culture.	
2.	<u>Apologies / Intros</u>	

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	<p>Apologies were received from:</p> <ul style="list-style-type: none"> • CI Jim Brockway and CI Lysander Strong from the MPS • Lisa White, H&F Licensing • Paul Smith, London Ambulance Service • Geoff Galilee, SGSA • Tony Gibbins, Parks Police <p>Attendance is listed on the first page of the minutes.</p>	
3.	<p><u>Confirmation of Previous Minutes</u></p> <p>Electric Vehicle charging points (Stevenage Road) GS noted that they had been managed well throughout the season. Highways officers said there was no appetite for relocating the chargers due to the cost etc.</p> <p>The current arrangement was that they were switched off the day before. GS had asked the Club to keep monitoring and report back.</p> <p>The Club asked if there was a solution for moving a car when it was plugged in. Officers to follow up with Chris Bainbridge.</p> <p>Changes to RingGo Action outstanding from the previous meeting. It was suggested that the Club could be given access to the permit scanning technology to see which cars have residents passes.</p> <p>The minutes of the previous meeting were agreed as an accurate record.</p>	<p>LBHF</p> <p>LBHF</p>
4.	<p><u>Stadium Redevelopment</u></p> <p>DP reported that the Club had signed a contract with their preferred contractor – they started deconstruction and enabling works for the Riverside Stand at the end of the season. The first year would be the demolition of the stand, river works and digging the basement etc. The second year the new stand goes up and in year three (August 2021) it will open.</p> <p>The Club was working on the safety and ops manual now. GS will be kept up to date on changes. Partners can also feed in. Their focus was on the capacity document and</p>	

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	<p>getting the revised safety certification in place for the first match of the season.</p> <p>Transition The Riverside Stand during its deconstruction will be behind hoarding. There will also be modifications undertaken to Block P7 (Putney Stand) and H7 (Hammersmith Stand).</p> <p>The control room will be moved into a Riverside box and there will be new temporary first aid room . These changes will be planned and implemented ahead of the first match of the Championship Season.</p> <p>Accessible viewing A new accessible deck (Putney Stand) as a result of the Riverside Stand enabling works will be in for the Blackburn game. In the early part of the season a new viewing deck would be installed in blocks H1 and H2 (Hammersmith Stand).</p> <p>The away accessible decks in the Putney Stand were well utilised last season. The accessible deck in the mixed area of the Putney Stand was not as well utilised last season.</p> <p>Season ticket holders The Chair asked about the supporters that have been displaced from the Riverside Stand. DP advised that 11,000 season tickets had been sold. Riverside Stand ticket holders had been moved to the Putney Stand. The Club has had to be prescriptive on seating. A few supporters were unhappy with their seats, but the Club had taken time to work with them and offer solutions and offer alternatives.</p> <p>Season ticket holders that will be displaced by the Hammersmith Stand (H7) modifications and due to the accessible seating deck to be installed in H1 have been contacted.</p> <p>The more challenging area for the Club is with hospitality clients who had been moved to the Putney Stand. The Club was offering hospitality in Fulham Palace and they had created a new lounge in the Cottage. The old press lounge was being turned into a members' bar area for the Johnny Haynes stand.</p> <p>The Chair noted that as the works are dynamic the club would need revised certificates from time to time and we may need to increase the number of SAGs – or hold 'mini</p>	

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	<p>SAGs' as major elements changed. These smaller SAGs wouldn't need all partners but may require the Fire Brigade, Building Control, Highways and the SGSA etc.</p> <p>The Chair asked if, given the new temporary structures on site, if the wind shear changes had been factored in. MR advised that Building Control, Structural Engineer (Siva Kumar) would be able to advise on this. Matthew Ramsey to follow up with the structural engineer.</p> <p>DP advised that the loading of the temporary hoarding would factor in the wind loading.</p> <p>Matt Shute noted that changes to the medical facility locations hadn't been shared with him. Matt to link with Aimee McKenzie and provide GS with update.</p>	<p>GS</p> <p>MR</p> <p>MS / AM</p>
5.	<p><u>FFC Update</u></p> <p>Management / operational changes Eddie Simpson reported that there were no changes to the safety management operation. There were still three NVQ4 qualified Safety Officers. The services of Luton Town's Safety Officer next season is also an option, albeit only when there is not a match clash. The Club's radio operator also has an NVQ4 qualification.</p> <p>The Chair asked if there was a resilience plan. ES said they were succession planning.</p> <p>Fixtures 23 Fixtures, 1 Pre-Season Friendly, 1 Carabao Cup tie, 1 FA Cup tie, 1 Friendly International (Ladies), and 19 League games. 4 Cat CS, 10 Cat A, 8 Cat B & 1 Cat C.</p> <p>Arrests There were 14 arrests – 11 were away supporters – 3 for the use of pyrotechnics, 2 racial abuse, 2 racially aggravated public order, 2 affray, 1 S5 public order, 1 possession of Class A drugs, 3 home supporters were arrested – 2 were for criminal damage and 1 was an S4 public order offence.</p> <p>ES noted that the arrest comparisons showed a significant decrease on previous seasons (14 in 2018-19 compared with 81 in 2017-18). Though he anticipated a more challenging environment in the Championship this year.</p>	

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	<p>Ejections There were 314 ejections – 281 away, 33 home.</p> <p>92 refused entries. ES noted that ejections had gone up but there was a drop in arrests.</p> <p>Club bans There were 8 long term bans. 4 serving bans for 3 years, 2 served bans for the rest of the 2018-19 season. 4 Supporters placed on season long Acceptable Behaviour Agreements for season 2019-20.</p> <p>ES noted that there was a London-wide project looking at behaviour charters – FFC was currently one of only two clubs adopting acceptable behaviour agreements but they may be adopted across the city.</p> <p>Match day issues ES highlighted the following notable issues:</p> <ul style="list-style-type: none"> • 2 Crystal Palace supporters attacked an American tourist who supported FFC. • Juvenile home supporter was found to be in possession of Class B Drugs. The Club's Safe Guarding Officer got involved and the juvenile was taken home by the police. • A steward was assaulted at the Southampton fixture • A home supporter had a heart attack at the Leicester fixture (now recuperating following an operation) • During ingress of the Huddersfield Town game a WW2 ordnance shell was found on the shoreline of Bishop's Park. • There was attempted fraud of corporate tickets at the Brighton game • There was a potential terrorism threat at the Liverpool fixture – the club instigated contingency procedures. • Flares were set off and thrown onto the pitch by Manchester City fans before the end of the match. There was also the Fulhamish group demo at this match over the Club's ticket pricing. • There was an arrest for homophobic chanting at the Everton game • There was a breach of the sterile area by Cardiff fans before kick-off in the Putney Stand. Stewards limited the extent of the breach and regained control of the area. GS advised that he had received a message of 	

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	<p>support from Chief Inspector Brockway on the restriction the Club placed on the ticket allocation for away supporters for this match.</p> <p>ES noted there were 59 ejections solely at the Newcastle fixture. Supporters let flares off on boats en-route and later set three off inside the stadium. 2 supporters were arrested.</p> <p>General</p> <ul style="list-style-type: none"> • The club adopted a new accreditation to improve security and further improvements were planned this season. • There was an increased proliferation of ticket touts. In response the Club have adopted steward disruption techniques. • There was a major problem with away supporters infiltrating home areas. • The drug bin trial has been successful and is now policy. • ES advised that there had been an increased number of fixtures whereby away team stewards attended, with (Watford, Chelsea, Spurs, Everton, Cardiff) with mixed results. The policy was to have the away stewards to meet and greet at the turnstiles and during the match deploy them on the segregation line. <p>Complaints</p> <p>ES listed the complaints. A full list can be found in the SAG Meeting Stats Season 2018 -19 attachment.</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  <p>SAG Meeting Stats Whole Season 2018-19</p> </div> <div style="text-align: center;">  <p>SAG Meeting Stats Season 2018-19 (2).d</p> </div> </div> <p>The Chair noted that some services have ceased to be shared services between the boroughs. Parks Police had been separated – there were 15 officers in H&F now.</p> <p>There was some discussion that there may be no Parks Police on match days. It was essential to ensure all gates in Bishop’s Park are open on matchdays, especially for the egress. H&F officers to follow up.</p> <p>Injuries</p> <p>A full list can be found in the SAG Meeting Stats Season 2018 -19 attachment.</p>	<p>LBHF</p>

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	<p>The Chair noted the issues with persistent standing by away supporters and stressed the important of having risk assessments for each fixture and relevant interventions in response to intelligence</p> <p>The Chair asked that the Clubs operations manual reflects all of the work done on persistent standing. It was a key area for the SGSA.</p> <p>ES said the Club had worked closely with GG and GS and did address issues raised in the latest risk assessments.</p> <p>Challenging fixtures ES highlighted the following challenging fixtures: Millwall, Wigan, Charlton, Luton, QPR, and Leeds for next season.</p>	
6.	<p><u>Met Police Update</u></p> <p>Management Changes It was noted that Chief Inspector Jim Brockway has moved on and would be replaced as Fulham main point of contact as match commander. Inspector Steve Landers will be taking on this responsibility.</p> <p>The Chair took a moment to thank Chief Inspector Jim Brockway for his hard work and contributions over many years to the SAG. The Chair also thanked Inspector Tanner and Chief Inspector Whitten for their work too.</p> <p>TD advised that he anticipated that Mr Brockway, Whitten and Tanner would return to do higher risk fixtures at Fulham in the future</p> <p>For the first few games the new management will be trained but once trained they will be consistent for the whole season.</p> <p>Arrests 7 arrests – all away supporters and 8 bans were issued last season.</p> <p>Special Police Services agreement The Special Police Services agreement had been agreed and signed.</p> <p>The Chair asked if there were any key issues. The MPS highlighted the following:</p>	

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	<ul style="list-style-type: none"> - The new drug policy had led to a 76% reduction in arrests. It's worked well and they want to introduce it Met-wide. - Events in the park (marathons etc.) need to be monitored / shared. GS to share a monthly list. <p>GS asked if the SPS sign off included a new statement of intent as the current one expired. TD to follow up.</p> <p>TD noted that when removing road signs there was a safety issue – people with ladders had been coming out during egress. It was recommended that they wait until the road had cleared. FFC to look at procedure and LA to monitor.</p>	<p>GS</p> <p>MPS</p> <p>FFC</p>
7.	<p><u>Fire Brigade Update</u></p> <p>PH reported that he'd visited the stand to look at works etc. and found no issues. He added that he would like to sit in on interim SAGs.</p> <p>An access inspection had taken place – they took an appliance to the Man City fixture. As long as the TV broadcasters used their permitted spaces there were no issues.</p> <p>GS said the only issue was the drop-down fire barriers. He had raised this with the LBHF Highways</p> <p>On 28 March the Fire Brigade carried out a small scale exercise in the Johnny Haynes stand. PH said he'd like to bring command unit down in future to train / familiarise staff. He also recommended that some crews go down on match day.</p> <p>GS added that the training exercise was very useful and there were a few learning points on the information contained in the stadium plans in the event of an incident - key locations etc.</p>	
8.	<p><u>NHS / Ambulance Service Update</u></p> <p>Medical Incidents There were 49 logged incidents – 15 staff, 34 spectators. 6 had to go to hospital.</p> <p>NHS</p> <p>SW advised the NHS had no issues to report.</p>	

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	<p>London Ambulance Service MS said there were no major issues. Getting additional resource in when needed went well.</p> <p>For the new season there would be a review of the temporary first aid facility. New commanders had been brought on board and rotated through – this might have to be coordinated with the other changes (MPS etc.) to avoid capacity issues in the control room.</p> <p>The Chair noted that communication during these changes was important. Changes to be confirmed at the mini-SAG.</p> <p>ES to circulate the updated first aid plan.</p> <p>GS noted that there was no secondary first-aid room and a fresh risk assessment was required. GS advised that he had sent an email in support of the new first aid room to the Planning Department as other than locating it in Bishop's Park there was no other feasible location.</p> <p>Planning application DP advised a delegated decision was expected this week or next on the Clubs planning application for the location of the first aid room in the park.</p>	FFC
9.	<p><u>Transport for London</u></p> <p>TFL weren't able to attend. Mark Cotter provided a list of track closures to the club.</p>	
10.	<p><u>Local Authority Review</u></p> <p>GS reported that there were 12 match day inspections and all were positive. The stewards reacted well to challenging situations at Chelsea, Liverpool, and Newcastle.</p> <p>GS reported that a new certificate was due in March. The capacity had to be revised due to works.</p> <p>The LA hadn't received any complaints.</p> <p>GS had written to the Fulham FC Supporters Trust for a response to item 13 regarding representation of supporter groups on this forum. He had not received any feedback to date.</p>	

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	<p>Licensing FFC had made a number of variation applications that were currently going through the licensing process.</p> <p>Traffic management GS noted that the Council was working on stopping vehicles idling in the borough – he asked that this is communicated to coaches and other vehicles.</p> <p>Licensing No issues were reported. It was noted that ‘pub watch’ had really helped.</p> <p>Highways It was noted that Michael Allen was leaving the authority in October. The Chair thanked him for his contributions over the years. MA to advise of his replacement when confirmed.</p> <p>MA reported that Hammersmith Bridge would remain closed indefinitely. Regarding the structural repairs, H&F was still in negotiation with TfL. Ian Hawthorn can provide updates in future.</p> <p>Upcoming Works</p> <ul style="list-style-type: none"> - UKPN on Stevenage road – due to complete 26 July - Thames Water between Kenyon Street and Ellerby Street - 7 to 9 August - Planned works along Fulham Palace Road throughout the year - will avoid fixture dates if possible - Ride London is taking place on 4th August - A 10k run on 17th November <p>MA noted that the Council was planning to improve the look of the encapsulated signs.</p> <p>The Chair asked if the works on the river needed the relevant water authorities engaged. DP said all were fully engaged.</p> <p>ES request an updated Council contact list. GS to provide.</p>	<p>GS</p>
11.	<p><u>Forthcoming Season</u></p> <p>As discussed previously during the meeting in terms of higher category matches next season.</p>	

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	<p>DP advised in terms of the new arrangements with the Putney Stand the Club would still have to provide 15% capacity to away supporters for cup ties. Season ticket holders in the Putney Stand will not have the right to purchase their own seats for cup ties under the terms and conditions.</p>	
12.	<p><u>Sports Ground Safety</u></p> <p>No representative from the SGSA was able to attend.</p> <p>The Chair noted that some SGSA inspectors were ex-building-control and looked at stand redevelopments across the country. She recommended that the club engaged with the SGSA on these points – they had a lot of knowledge from across the UK.</p> <p>It was noted that the SGSA had released new guidance on persistent standing and on enforcement approach. The Chair recommended reading the advice and being clear about what's already being done at the club. The review on the Government's policy was due to be published.</p>	
13.	<p><u>Chair's Update</u></p> <p>The Chair noted that she had spoken previously about the potential benefits of a Fulham supporter on this group.</p> <p>The Club agreed that it would be a benefit but recognised that finding the right person would be a challenge. The Club had a good network with fans and wanted to ensure that the person chosen could represent the fanbase well. The Club said they would take this away and think about the best way to select the representative.</p> <p>The Chair noted that the SGSA had put her in touch with a researcher from Imperial College doing a PhD around accident data. She wanted Clubs to capture more data, including near misses and more minor issues, to provide a fuller picture. ES said the Club already had that and it was covered in their briefings, though there was an issue with getting staff to fill out incident cards with enough information.</p> <p>ES added that the SGSA spreadsheet asking for accident information should be improved as it had very limited fields and categories. ES felt it was also too generic.</p>	
14.	<u>AOB</u>	

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	GS took a moment to thank the Chair for her hard work over many years. The group wished her well in her new role with the SGSA.	
14.	<p><u>Date and Venue of Next Meeting</u></p> <p>January 2020 – date and venue to be confirmed.</p>	