

SAFETY OF SPORTS GROUNDS ACT 1975
FULHAM FOOTBALL CLUB
SAFETY ADVISORY GROUP (SAG) MEETING
FRIDAY, 8TH JULY 2016 – 10:00AM
MINUTES OF MEETING

PRESENT:

London Borough of Hammersmith and Fulham (LBHF)

Bathsheba Mall (Minutes)	- Governance and Scrutiny	(BM)
Kieran McKenna	- Commercial Services	(KMckK)
Stephanie Needham	- Commercial Services Manager	(SN)
Tony Pegrum	- Network Coordination Team Manager	(TP)
Ann Ramage (Chairman)	- Head of Environmental Health (Commercial)	(AR)
Mike Rumble	- Parks Police	(MR)
Graham Souster	- Commercial Services Lead Officer for Fulham FC	(GS)
Keith Stevenson	- Parking Information and Events	(KS)
Maria Jesus	- Parking Information and Events	(MJ)
Francesca Woodbury	- Highways Intern	(FW)

Metropolitan Police Service (MPS)

Inspector James Brockway	(JB)
Chief Inspector Mark Whitten	(MW)
PC Andy Wigley	(AW)

Sports Ground Safety Authority (SGSA)

Richard Hebbard	- Development Director	(RH)
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Fulham Football Club (FFC)

Eddie Simpson	- Safety Officer	(ES)
Steve White	- Health and Safety Manager	(SW)

London Ambulance Service (LAS)

Claire Foweraker	(CF)
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Item No.	ITEM	ACTION
1.	<p>Welcome from the Chairman</p> <p>AR welcomed everyone to the SAG and invited introductions from around the table.</p>	
2.	<p>Apologies / introductions</p> <p>Apologies had been received from: Darren Preston (Fulham FC) Karen Ashdown (LBHF Commercial Services), Janet Nairne (LBHF – Highways), Jackie Sophie (LBHF – Parking), Marya Lee (LBHF – Parking), Lisa White (LBHF – Licensing), Michele McHugh (London Fire Brigade), Roy Instrall (Streetscene Enforcement), Lou Elliston (SGSA), Inspector Kevin Jacobs (British Transport Police and now retired), Nikki Blandford (British Transport Police), Rachel Eggar (NHS).</p>	
3.	<p>Confirmation of previous minutes and matters arising – 27th January 2016</p> <p>AR confirmed all actions from the previous minutes had been completed except for the following actions that were outstanding;</p> <ul style="list-style-type: none"> Item 4, page 5, Traffic Management/coach Park. KS confirmed that verbal instructions for extra enforcement had been passed on particularly with coaches parked in the bus lane. AR added that this had been discussed at previous SAGs and that the Deputy Director of Parking had engaged in regular dialogue to resolve this, noting that David Taylor could also be approached. Item 4, page 6, Resident Feedback. GS explained that he had emailed Street Scene Enforcement regarding concerns about post-match litter and detritus along the Thames footpath. <u>Response received:</u> <i>Cleansing on the Thames footpath takes place twice daily (usually between 8am and 4pm) seven days per week from 1st April to 31st October. In winter, cleansing is once per day on Mon, Wed, Fri and Sun. If cleansing is to be increased due to the footfall from the fans, then we would be looking to charge the club for the costs. The alternative would be to provide littering enforcement operations or for FFC to educate through their club communications.</i> Item 6, page 9, BTP update. This was on operational arrangements and whether the BTP organised arrangement with Leeds FC partnership scheme could be replicated for Fulham FC, with a move to banning and refusal of tickets to supporters who misbehave 	

	<p>when travelling away. AW advised that some FFC fans had been problematic on trains and confirmed that there was contact between BTP and Fulham FC, with a meeting planned. Information had been passed to MPS from BTP so that FFC can address the issues. Noting the retirement of officers at BTP and no confirmed representation for the SAGs, AR added that this issue would remain on the agenda.</p> <ul style="list-style-type: none"> Item 7, page 11, Parks Police Update, (contingency arrangements in the event of the closure of Bishops Park). GS advised that this had not as yet been discussed in detail at a partnership meeting. GS explained that were this to happen the Club would need to utilise the public address (PA) system to inform spectators and stewards to assist in the event of a park closure. ES advised messages would be placed on social media and via the PA system. It was noted that the fans shared information. ES advised he would update the Operations Manual with the Club's contingency arrangements and actions to be taken in the event of the closure of Bishops Park. Item 7, page 11, Street Scene Update. GS reported that this had been effectively managed last Season with pre-match inspections for uncovered skips, fly tip checks, etc. This is a particular concern for those high risk matches and would continue to be raised with Street Scene Enforcement and Highways going forward. The minutes of the meeting held on 27th January 2016, were approved as an accurate record by the Chairman. 	<p>FFC</p> <p>GS</p>
4.	<p>Fulham FC Safety Management Review 2015/16 Season</p> <p>AR felt that it would be helpful to have a broad approach focusing on the whole season in order to identify any trends or patterns within the figures, to be recorded formally in the minutes.</p> <p><u>Management/Operational changes</u></p> <ul style="list-style-type: none"> ES reported that he had been the only change in the safety management team last season becoming the Club's Safety Officer. <p><u>Update on Safety Management arrangements including stewarding</u></p> <ul style="list-style-type: none"> The Club's own pool of stewards had reduced with a 60% reliance on agency staff. A new stewarding company (Sword) had been successfully trialled to provide added resilience and would be returning next season. Looking towards the season ahead, there were some initial concerns around losing some of the command team to the Olympic Stadium, but this had been resolved with the retention of the services of the majority of the supervisors, with supervisors committing to 80% attendance for the coming season 	

therefore no significant changes were expected. Paul Clements, will remain with the Club as one of two Deputy Safety Officers. Work would continue to ensure all stewarding follow the 'Fulham way' in maintaining high standards of customer service. Steps have been taken to utilise first aid at work qualified stewards to supplement the numbers of medical personnel where there had been a shortfall in numbers.

Crowd behaviour (home and away stands).

- ES reported statistics for the 2015/16 season, highlighting 26 fixtures had been held at Craven Cottage, comprising of 1 pre-season friendly, 2 Cup ties and 23 League games, of which, 13 were Category "A", 11 Category "B" and 2 Category "C".
- Total arrests had decreased on the previous season to 117, with 16 Home and 101 Away, compared to 125 during 2014/15, with 22 Home, and 104 Away. This was considerably higher than the 2013/14 season and ES reported that there had been greater proactive management at main points of entry, in partnership with the MPS.

2015/2016 Arrest Figures

Home

3 Possession of Drugs.
12 Drinking in view.
1 Public Order.

Away

41 Possession of Drugs
9 Public Order
11 Drinking in View
8 Pyrotechnic Use (QPR, Birmingham, Brentford, Bristol City and Bolton matches)
5 Possession of Alcohol on Entry
8 Assault
5 Drunk entering
2 Offensive Weapon
4 Pitch Incursion (Attempt)
3 Drunk & Disorderly
2 Racially Aggravated Public Order
1 Racial Abuse of a steward
1 Gender based abuse of a Steward
1 Criminal Damage

- ES advised that drugs are more prevalent at football matches and this is represented in the number of arrests made. 3 supporters are serving existing long term Club bans and 6 supporters have been

placed on season long Acceptable Behaviour Agreements. A number of behavioural warnings have also been issued during the course of the season.

- Persistent standing in the away stand had been common to most fixtures. ES highlighted the problems encountered at the QPR and Bristol City fixtures with supporters ignoring compliance actions and blocking the aisles and vomitories. ES discussed the complaint received by the local authority in relation to the Bristol City fixture and the subsequent meeting held with GS. ES advised that it was his opinion that at no time were there any significant safety issues as a result of persistent standing during the course of the season. GS advised further about the complaint received by the authority and that the main concern in his view was the blockage caused to some aisles and vomitories and the unsuccessful attempts to deal with it.
- Well timed intelligence reports had ensured that fixtures such as Charlton had been manageable where there was information of a planned pitch incursion that was thwarted by the stewards. GS advises that as a follow up to this incident he had reviewed the CCTV footage and the stewards prevented the pitch incursion very well despite much provocation from away supporters. The Brighton fixture resulted in considerable graffiti in toilets.
- ES confirmed the matches where smoke flares had been set off inside the ground - Bristol City (5) Bolton (4), QPR (2), Birmingham (1) and Brentford (2). Due to successful CCTV surveillance and stewarding, arrests were made during the Bristol, QPR, Birmingham and Brentford matches.
- During the QPR fixture, ES accepted responsibility for the Club's failure to erect the segregation netting. Additional stewards had however been effectively deployed to segregate supporters in the Putney Stand.
- The Stewards had been placed under pressure during the Nottingham Forrest fixture due the issue of food vouchers to home season ticket holders and lessons have been learnt from this.
- During the Birmingham fixture, corporate guests took advantage of stewards and temporarily gained access to the Hammersmith Stand TV gantry.
- JB explained that the arrest figures for this season were high. The robustness of procedures that would prevent numbers of supporters coming into the ground was an important factor. For away fans, attending a London fixture was an opportunity for a day out. With 4,000 tickets allocated, this was an issue for FFC to address given the possible consequences. JB qualified this, adding that there had not yet been a situation that they had been unable to deal with and that on-going communication with FFC which extended beyond

resourcing was necessary. The MPS dealt with the threats that they were presented with. Whilst these were normally low level offences, they required careful management from within the stadia to avoid escalation.

- ES acknowledged that commercially the numbers of away fans were an economic driver, helping to ensure the financial viability and success of the Club. AR affirmed the SAG's desire to support FFC and help drive economic success. Ensuring that the Club moved forward, continually adapting to circumstances was essential and work collectively toward developing solutions to problems such as persistent standing. AR advocated early intervention, with stewards in hi-vis vests located in the away stands, directing people before and after the game.
- Discussing the application of best practice shared between partner agencies, it was acknowledged that FFC was doing what they could to resolve what were difficult issues. Determining the boundaries of partner responsibilities to ensure the efficient and effective application of shared resources, whilst maintaining safety was essential.
- AR suggested utilising police expertise to see how other partnerships dealt with the same issues arising at other clubs in the away stands, identifying that there were differences between stadiums, geography and environment. Acknowledging that whilst clubs generally were doing their utmost, to the best of their abilities, to prevent persistent standing, this remained a national issue. AR advocated that clubs maintain dialogue, sharing and applying best practice, and recording their response.
- AR reminded FFC of the importance of ensuring that the additional activities undertaken to manage any of these aspects should be included in the Operations Manual.

Searching regime and response to Paris events.

- The level of security had been enhanced since the Paris attacks, with metal detector wands being introduced at the Corporate entrance point. Away and home supporters had all been routinely searched.

Dealing with flares, smoke bombs and pyrotechnics

- There had been a number of fixtures where smoke flares had been set off, in some incidents children were identified as being responsible. The Bolton fixture in particular saw an increase in the number of children attending and the culprits had been caught, with arrests made subsequently. The limits to searching children were acknowledged, noting that the flares could be easily concealed.

- Discussing the Eastern European preference for flares and pyrotechnics, AR reported that one steward during a recent European Championship match had picked up a flare which subsequently exploded near his face. ES confirmed 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. AR acknowledged robust systems for these matters but that there was learning to be gained together with clear contingency planning.

Persistent Standing Issues (Notable matches)

- An operational decision not to enforce the requirement to remain seated had been taken due to the perceived threat level to Stewards. ES explained that a number of factors had been taken into consideration such as knowledge of practices in other grounds, ticket allocations and not least of which, the difficulties in controlling the movements of away supporters. An increase in the number of away dedicated seats would help, in addition to identifying areas to which they could be moved to.
- AR acknowledged there was no clear solution to the national issue of persistent standing but seat reductions for away supporters might be an option. It was understood that even with intelligence reports received in advance, it was difficult to control or monitor the sale of away tickets. JB clarified that it was not possible to rely solely on intelligence reports. A club would need to consider the internal structure of the grounds and all of these factors would collectively inform the categorisation of a fixture.
- The sale of tickets for next season had changed, all matches would be on sale from the start, apart from the QPR and Brentford fixture. ES added that there was an increased emphasis on the Club's intention to prevent such issues from developing.
- GS clarified that whilst no significant safety issues were identified there was one complaint arising from the Bristol match. CCTV recorded an intervention at half time, with a Response Team going into the aisles, with two blocks at the front of the stands cleared. GS observed that other games had received greater responsiveness and been more proactive. AR asserted that from the view of the supporters, a perceived safety threat could generate complaints, in the case of Bristol, this was about the blockage of aisles and vomitories. RH confirmed that there should be no persistent standing and that aisles needed to remain clear, ensuring safe evacuation in an emergency. JB confirmed that blocked vomitories were an issue for FFC to address, with an increased need to support stewards, observing that behaviour at the QPR fixture was borderline disorderly.
- AR commented that away areas required closer monitoring for

disorderly conduct, use of flares, smoke bombs and alcohol consumption. ES responded that stewards were strategically deployed in the away stand but it was not always possible to identify culprits.

- Discussing the sale of limited numbers of away tickets, ES clarified that the home club had no influence on regulating away sales. The feasibility of creating a buffer zone from P5 to P7 in the away section and increasing capacity by up to 4,000 would continue to be explored. It was noted that there would be a number of fixtures in the coming season that could exceed 4,000 away support.

Customer Feedback Complaints / Praise statistics and trends

- ES explained that he could only report on the complaints he had received or dealt with. ES confirmed that there was no discernible trends very few considering the average gate attendance figure of 15, 000 last season.
- ES reported on an incident at the Reading fixture, alleging drinking in the Johnny Haynes Stand and a lack of steward action, together with an allegation of racial abuse had been submitted via 'Kick it Out', with the supporter given a behavioural warning.
- A supporter at the Derby fixture had been hit by a piece of concession stand fitment after weights had been removed and the item had come loose in high winds.
- The Club had received positive feedback from Brighton disabled supporters.

Accident and injuries statistics / trends

- Of the 119 incidents recorded, 44% were of staff (minor) injuries with no particular trends.
- ES referred to one incident of injury to a spectator who was hit in the face by a ball, kicked by an away team player during warm up just outside of the coverage of the practice ball stop nets. The supporter was distracted at the time of the incident.

Smoking Policy

- ES reported that there had been individual incidents recorded in areas that were open (away stands). The option of a designated area had been discussed but logistically difficult in terms of available space. Individuals found to be smoking on the concourse will be issued with a warning.

	<p><u>Ejections/ refusals statistics and trends</u></p> <ul style="list-style-type: none"> ES confirmed there had been fewer ejections this season, of the 232 ejections, 191 were Away, with 41 Home (76 of which were refused entry). Compared to 2014/15, there had been a decrease but the figures remained proportionally similar. <p><u>2015/16 Ejection Figures</u></p> <p>49 Drunkenness 76 Refused entries 33 Breach of Ground Regulations. 26 Fail to Comply with Steward 14 Drinking in view 19 Disorderly Behaviour 9 Smoking 2 Away supporters in home area 2 Fail to Produce Ticket 1 Attempted Pitch Incursion 1 Throwing an item</p> <p><u>Broadcast and TV Arrangements</u></p> <ul style="list-style-type: none"> There were two televised matches during the previous season, QPR and Blackburn. Televised fixtures for 2016/17 season planned so far is the opening fixture against Newcastle United. No other issues to report. <p><u>Supporter Group Liaison / Feedback</u></p> <ul style="list-style-type: none"> ES confirmed the MPS organised Supporters Forum in advance of the Brentford match. GS confirmed that he had written to The Fulham Supporters Trust in advance of the SAG meeting requesting for any issues or concerns to be reported. The Trust had responded to confirm it had nothing to report for the purposes of this SAG meeting. 	
5.	<p>Metropolitan Police 2015/16</p> <p><u>Operational Arrangements and Staffing</u></p> <ul style="list-style-type: none"> JB advised that an operational review was in process to identify who would be the 'single point of contact' (SPOC) for QPR and FFC next season. The SAG would be notified in due course as to who this would be, which would see the resource equally utilised by the two clubs. JB reported that local match day commanders were currently undergoing training and further updates on this would be provided shortly. New commanders were currently shadowing experienced officers. 	

- Officers would be positioned externally only unless other indicators required otherwise and JB explained that there was no guarantee this year, given the excessive demands on public order policing and the requirement to maintain local flexibility.
- Referring to arrest figures involving flares, JB highlighted the excellent search and CCTV monitoring work conducted at the Brentford Fixture. In this particular incident, a large group of youths had been stopped and searched. They were found to have had match tickets for that fixture and in possession of flares. Four were arrested and charged. It was noted that the arrest figures were slightly affected by the Bolton and Reading fixtures.

FFC Arrest Figures



- Responding to AR's enquiry about drug and race hate related arrest figures, ES commented that whilst the Club was committed to preventative action, the figures had only increased slightly. JB explained that a similar pattern of offences was reflected at Chelsea and QPR. The majority were against stewards and staff who were subjected to a range of offences. AR noted that whilst drug figures were down slightly, this sent a clear message that vigilance should be maintained. The drug dogs picked out other items in addition to drugs and collectively, the search protocol worked well both as a deterrent and an assurance as to safety offered to ordinary members of the public.
- Discussing the fixtures, JB identified Bristol, QPR, Charlton and Bolton as notable, the latter starting as a category "A" but escalated to a "B" because of the incidents of flares which may be a challenge for the future. JB took the view that the match had not resulted in severe public disorder, but with small elements of anti-social behaviour. JB described it as a quiet day, with 9/10 arrests relating to potential pitch incursion. Referring to the Brighton fixture, JB reported that match day operations had been successful.
- AW reported that CCTV had been used to identify 20 out of 25 known faces of individuals arrested, resulting from the Bolton match.

Banning Orders

- JB reported that 5 banning orders had been put in place and 2 Acceptable Behaviour Agreements. It was noted that the Club could not enforce banning orders on away supporters but felt within its rights to challenge others following a risk assessment in order to

	<p>protect the safety of staff and the public.</p> <ul style="list-style-type: none"> • ES speculated on alternative methods by which supporters could purchase away tickets and how suspected individuals could be identified. It was confirmed that FFC worked closely with partner agencies to ensure that ticket sales are restricted where necessary and AR acknowledged the Clubs willingness to do so, given commercial pressures. AW commented that it was difficult to prevent an individual determined enough from purchasing a ticket in this situation. • RH identified a need to understand how tickets were sold, the home club provided tickets to the away club, however, there was an incompatibility between tickets and ticketing systems used by clubs, making it difficult to put in place measures to ensure digital tracking of sales. • JB confirmed that Hammersmith police station would be closed for refurbishment. The number of arrests would determine where individuals would be taken. Where less than 5, it would be Wandsworth, exceeding 5, it would be Charing Cross police station. • The MPS would attend a table top meeting on 20th July organised by FFC. No further information to report. 	
6.	<p>British Transport Police</p> <p><u>Update on Operational Arrangements</u></p> <ul style="list-style-type: none"> • Noting that there were no representatives from BTP available to attend the meeting, AR reported that any specific issues would be included following the meeting. • AW advised the majority of away supporters were well-behaved but there was a minority of supporters whose behaviour on trains was very poor. Notable incidents included Rotherham away when the train had to make an unscheduled stop, the return journey from Bristol) involved the holding of doors, with considerable cost and delay, and one other, involving thousands of stickers being put on the train. AW advised BTP regularly travel with Fulham supporters on away travel. • A Channel 4 fly on the wall documentary, covering the behaviour of supporters travelling to matches is to be screened in September or October, with FFC as one of the main contributors. • Referring to Putney Bridge Station, AR noted that this was a challenging area for pedestrians to navigate. When FFC were in the Premier League with higher attendance, post-match crowd control was an issue whereby the police used to manage. This 	

	<p>would continue to be monitored by the LA especially where there were higher local crowds in attendance.</p> <ul style="list-style-type: none"> AR commented that as with other clubs, there was a need to look at the data to understand the percentage using TfL services on match days, particularly the data from Putney Bridge. ES added that they were in contact with TfL to identify issues and were aware of the particular pressures there. It might be possible to obtain figures from them. AR concurred, commenting that it would be useful to identify any trends or patterns. 	<p>GS</p> <p>FFC / LUL</p>
7.	<p>Local Authority Review – 2015/16 Season</p> <p><u>Lead Officer Update</u></p> <p><u>DPI inspections carried out</u></p> <ul style="list-style-type: none"> GS confirmed a total of 9 During Performance Inspections had been carried out by the Authority during the 2015/16 season as follows: Brighton, Blackburn, QPR, Reading, Preston (post Paris attacks), Brentford, Derby, MK Dons and Bolton. The inspection reports for these have been sent to the Club, the MPS and the SGSA. Where issues had been identified the Club had addressed and responded. <p><u>Safety and Security procedures review following Paris events</u></p> <ul style="list-style-type: none"> Post-Paris, officers had noted the implementation of increased searches and the additional instruction provided to stewards. ES reported that the Club continued to look for ways in which to ensure safety and that the recent contingency planning exercises was an opportunity to address any concerns. <p><u>Safety Certificate Review and Annual Inspection</u></p> <ul style="list-style-type: none"> GS reported that there had been no changes to the safety certificate last season. The Authority was awaiting the pre-season certification to be downloaded onto the Club's Dropbox and an annual inspection was to be arranged. ES advised that the majority of the inspections have been taken or are in progress and the information would be uploaded. <p><u>Compliance with the Safety Certificate in terms of the Operations Manual</u></p> <ul style="list-style-type: none"> GS confirmed there had been no issues to report to the SAG. <p><u>Persistent Standing notable fixtures</u></p>	<p>GS / FFC</p>

- GS advised that with the exception of QPR and Bristol City fixtures, whilst persistent standing of away supporters was recorded the management arrangements in the Putney Stand had been effective in keeping clear the aisles and vomitories. Mention was made to the Brentford fixture whereby there was a noticeable 50/50 split of those supporters in the front half of the stand who sat whilst the rear half stood.

Customer Feedback complaints/praise

- GS confirmed one complaint had been received by the Authority in connection with the Bristol City fixture as already discussed during the meeting.

Update from the FFC Supporters Trust

- GS reaffirmed that the Fulham Supporters Trust had been contacted and had not raised any issues.

Licensing Update

Inside the stadium

- GS advised that Licensing had carried out an inspection last season (Derby fixture). Outlets were inspected and there had been no LA2003 issues to report. During the inspection the betting outlets were inspected and there was concern over the age of the one of the cashier's. This was followed up with the operator and proof of age was supplied.

Outside the Stadium / Any town centre issues?

- GS outlined the findings of the inspections carried out at pubs in the locality and licensing breaches had been identified at the Eight Bells (breach of condition regarding capacity), Larrick (breach of condition regarding SIA using clickers and radios) and the Temperance (breach of condition regarding clickers. SIA did not know the capacity of the venue). All pubs have been sent warning letters by licensing.
- JB confirmed that whilst this had not been a huge issue to date, it was a complex area of enforcement and would continue to be monitored.
- AR referred to the mixed use pubs on Putney High Street and the licensing conditions imposed during match days. GS confirmed that licensing information was shared with the MPS, which informed intelligence reports. It was noted that the licensee of the Golden Lion pub would be leaving.

- AR reported that there was a London wide licensing review and that licensing officers would be producing a report for the SAG. AR noted that whilst this was a small Team, they would target work focusing on any complaints received. They would also be looking at the Clubs compliance and high risk or challenging fixtures. ES welcomed this, commenting that the Club was open and inclusive and were proactive ensuring the internal procedures were firmly established.

Highways Update

- TP gave apologies for not having included DP in the email circulating the revised copy of the Memorandum of Understanding (MOU). ES confirmed the MOU was with the Club's solicitors.
- Match day parking restriction flip signs were being replaced with new signs, with a single yellow line to enhance the match day restriction. This would cover evening fixtures but was unlikely to be in place for the start of the new season but should be by December 2016. ES commented that parking inconvenience caused to residents was a concern and that the cut off time might cause difficulties. Educating and raising resident awareness of the restrictions and how they operated was essential. AR noted that this became an issue with late fixtures or games running into the evening and required joined up thinking with Parking Services. TP speculated that detailed consultation with residents was a possible option. Referencing the Traffic Signage Regulations, AR acknowledged that it was the responsibility of the Local Authority to ensure proper signage was in place.
- Sustainable drain sewage works were being undertaken on Stevenage Road, behind Queen's Manor Primary School and would last for approximately 8 weeks. Pedestrian access at Wood Lane, Riverside Walk would be restricted (temporary access to be determined) but was not in the immediate vicinity and therefore would not impact on Craven Cottage.
- A final option for the revision of signage for the coach park was selected and subsequently rejected because the proposal restricted parking on a Sunday for residents on Fulham Park Road. TP explained that further options would be explored including evening restrictions to address issues at evening fixtures.

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.

FFC

TP

	<ul style="list-style-type: none"> Referring to Sunday fixtures, KS explained that a joint arrangement existed for car pound charges operated on accessing the pound but that the new one would be accessible 24/7. KS reported that the company responsible for manufacturing the electronic dot matrix signs had ceased trading. Twenty four of the signs were now operational. <p><u>Parks Police Update</u></p> <ul style="list-style-type: none"> MR reported that work currently on-going on park lighting was progressing and a further update would be reported at a later SAG. Updated body cameras would be used by all park's police officers and would be very useful for debriefs. A good quality audio/visual SD card achieved good resolution recording in a sealed tamper proof, sealed unit, with a time stamp. If the camera is deployed, then the data is downloaded using a docking system. Discussing the possible installation of a FFC mobile retail unit to be located in the park during match days, GS agreed to contact the Events Team at the Council for an update. <p><u>Street Scene Update</u></p> <ul style="list-style-type: none"> GS gave apologies that Streetscene were unable to attend the meeting. Offering feedback GS reported that no concerns had been raised during pre-match monitoring. Street Scene worked around fixture dates and adjusted service provision, planning ahead according to expected need and demand. 	GS
8.	<p>Update from London Fire Brigade</p> <ul style="list-style-type: none"> No representative of the LFB was present. 	
9.	<p>Medical Provision Update</p> <p><u>Update on the Medical Plan</u></p> <ul style="list-style-type: none"> CF explained that updated information would be provided for Charing Cross Hospital, particularly alternative care pathways. LAS would be on-site and could advise on the best location for treatment. <p><u>London Ambulance Service</u></p> <ul style="list-style-type: none"> Clarifying protocols for a death or in cases of cardiac arrest occurring within the stadium .CF explained that restrictions meant 	

	<p>that the recommended course of action would be to remove the patient from the stand, before being conveyed to hospital.</p> <ul style="list-style-type: none"> • Trained first responders were in place and could be readily deployed, should this arise within the stadium. ES confirmed that defibrillator units were strategically placed on-site and appreciated the distinction between the LAS support and provision. He explained that if staff had included defibrillator training on their application form then they would be included on a contact list. MR added that defibrillator units were now on Parks Police Service vehicles. • CF enquired about the creation of an event log and the recording of data that would inform the wider event footprint to help identify resources. • GS reported apologies from RE, who had planned to attend. A pilot scheme between LFB and LAS in some boroughs meant that LFB would be providing first responders to code red calls. It may be that although LAS will still respond, the first unit on the scene might be a fire appliance. This was highlighted in order to avoid delays to site access. It was noted that the pilot scheme was not yet in this locality but may well be extended. ES advised that the Club was part of a “Good Sam” initiative and had staff trained in the use of defibrillators should they receive a notification. 	
10.	<p>Update from the Sports Grounds Safety Authority (SGSA)</p> <ul style="list-style-type: none"> • No further information to add. 	
11.	<p>Looking Forward to the Rest of the 2015/216 Season</p> <ul style="list-style-type: none"> • AW highlighted a possible concern regarding the Barnsley fixture and a problem with youth gangs attending the fixture. The remainder of the new clubs in the league did not raise any particular issues. • JB commented that a local derby fixture between QPR and FFC (1st October) might present a challenge for the Borough. • ES informed the meeting of a possible Saudi Cup fixture on the 8th August but this was currently subject to contract and yet to be confirmed. AR observed that many fans attend very early for such events. AR commented that this might present a challenge if a similar pattern of behaviour emerges like when they last visited the Borough. • JB confirmed that the Special Police Services Agreement was in place and had two seasons to run. GS referred to the confirmed list of contact details for Match Postponement MoU. This was 	

	<p>recirculated to FFC, LAS, LFB and MPS on 29th June to seek comments and update on key contacts. There was no revision other than the inclusion of Chief Inspector Mark Whitten.</p> <ul style="list-style-type: none"> The stewarding operation would remain the same and ES confirmed that all 3 agencies were signed up. AR reaffirmed the need to ensure that the Operations Manual was up to date and that documents should be uploaded, regardless of whether in draft. ES advised there was no comment from the Club to provide on the Riverside Stand redevelopment. 	
12.	<p>Chairman's Update</p> <ul style="list-style-type: none"> AR explained that most of this update had been covered in previous items. She said that the LBHF Football Safety Enforcement Policy was being reviewed and this was currently awaiting Cabinet Member approval. It would be circulated once approved. An updated version of the Match Postponement MoU would also be circulated. AR commented on the advantages of joint working arrangements, sharing information with counterparts in the respective partner organisations. The Fulham SAG partnership was a good example of collective working and sharing good practice. A further meeting would be set up in due course with DP and ES. Persistent Standing would continue to be monitored and AR acknowledged that this was a difficult and complex issue but it must remain in the agenda of the SAG. AR confirmed that she had written to the Premier League, The FA, The Football League and UEFA to state the Authority's position on fixture scheduling and the need to avoid Chelsea and Fulham playing on the same day. A meeting to discuss this further has already taken place with The FA and the MPS. AR would keep the SAG informed. AR confirmed that there would be no change in terms of the level of local authority support provided to the Clubs and they would remain as one of the Borough's priorities. 	GS
13.	<p>Any Other Business</p> <ul style="list-style-type: none"> There was no other business. 	
15.	<p>Date and Venue of Next Meeting</p> <ul style="list-style-type: none"> The next meeting would be in early January. <p>ACTION – GS to confirm the time, date and venue to all parties.</p>	GS