



SAFETY OF SPORTS GROUNDS ACT 1975

FULHAM FOOTBALL CLUB

SAFETY ADVISORY GROUP (SAG) MEETING

10 am Tuesday 23rd January 2018

Craven Cottage.

PRESENT:

London Borough of Hammersmith and Fulham (LBHF)

Ann Ramage (Chairman)	- Head of Environmental Health (Commercial)	(AR)
Graham Souster	- Commercial Services Lead Officer for Fulham FC	(GS)
Paloma Pionetti	- Governance and Scrutiny	(PP)
Amrita Gill (Minutes)	- Governance and Scrutiny	(AG)
Kieran McKenna	- Commercial Services	(KM)
Tony Pegrum	- Network Coordination Team Manager	(TP)
Keith Stevenson	- Parking Information and Events	(KS)
Helen Tilbury	- Parks Police	(HT)
Stefan Bystrazanowski	- Building Control	(ST)

Metropolitan Police Service (MPS)

Acting Chief Inspector James Brockway	(JB)
Inspector Matt Ashmead	(MA)
DFO Tony Delamo	(TD)

Fulham Football Club (FFC)

Darren Preston	- Chief Operating Officer	(DP)
Eddie Simpson	- Safety Officer	(ES)
Steve White	- Deputy Safety Officer	(SW)

London Fire Brigade

Tyrone Alexander

(TA)

London Ambulance Service

Matt Shute

(MS)

National Health Service

Rachel Eggar

(RE)

Item No.	ITEM	ACTION
1.	<p>Welcome from the Chairman</p> <p>AR welcomed everyone to the meeting and thanked FFC for hosting the SAG meeting at Craven Cottage.</p>	
2.	<p>Apologies/ Introductions</p> <p>Apologies had been received from:</p> <ul style="list-style-type: none"> • Stephanie Needham – Commercial Services • Lisa White – Licensing • Roy Instrall – Street Scene Enforcement • Janet Nairne – Highways • Jackie Soper – Parking Services • David Nimmo – Building Control Service • Chief Inspector Mark Whitten / Mike Dorans – MPS • Claire Foweraker – LAS • John Snelgrove / Michelle McHugh – LFB • Geoff Galilee – SGSA 	
3.	<p>Confirmation of previous minutes and matters arising – 2 August 2018</p> <p>AR confirmed all actions from the previous minutes had either been completed or were due for discussion in later items on the agenda.</p> <p>The minutes of the last meeting were approved as an accurate record and were signed off by the Chairman for publishing on the Council's website.</p>	GS
4.	<p>Fulham FC Safety Management Review 2017/18 Half Season</p> <p><u>Management/operational changes</u></p> <p>ES provided an update on the Season so far. In terms of management operations, there were no staffing changes to report. ES noted that a staff member Eridian Halilaj was working towards his NVQ level 4 Safety Officer qualification. His first independently assessed match was on 20 January (Fulham FC v Burton Albion FC) which went well.</p>	

Season Fixtures – recap

There were 15 fixtures consisting of: 1 Pre-Season Friendly, 1 Capital One Cup Tie and 13 League games. Of these there were 10 Cat A, 4 Cat B and 1 Cat CS. He also added that the Club had arranged an international friendly on 27 March 2018 which will feature Columbia vs Australia.

Arrests, Ejections and Refusals

ES reported the following figures and statistics in relation to the number of arrests: 53 Arrests, 46 Away supporters and 7 Home. He explained that there had been a decrease in numbers compared to the previous season.

Home

- 4 Possession of Drugs
- 2 Pitch Incursion
- 1 Drinking in View

Away

- 39 Possession of Drugs
- 2 Pyrotechnic Use (Birmingham)
- 1 Pitch Incursion
- 1 Throwing Item
- 1 Common Assault
- 1 Public Order
- 1 Criminal Damage

Ejections:

- 114 Ejections, 83 Away, 31 Home
- 34 Refused entries
- 31 Breach of Ground Regulations including 5 for underage drinking
- 15 Drunkenness
- 11 Drinking in view
- 9 Fail to Comply with Steward
- 7 Smoking
- 3 Disorderly Behaviour
- 2 Away supporter in home area
- 1 Throwing an item
- 1 Flare suspect who was advised to leave the premises

Club Bans:

- 4 Serving existing long-term bans
- 1 Serving ban for 3 years (flare at Brentford away)
- 1 Serving ban for 1 year
- 1 Serving ban for rest of 2017/2018 season
- 8 Supporters had served ban of 1 to 6 games
- 1 Supporter had served 3-month ban
- 1 Supporter had served 2-month ban
- 2 Supporters on season long acceptable behaviour agreements.

Match Day Issues:

ES highlighted the following fixtures where there had been a notable issue or concern:

Home supporters in a corporate box were ejected for baiting away supporters (Derby County).

Concession ticket operation (Derby County) required additional stewarding arrangements. The exercise did not identify many fraudulent purchases / use of concession tickets and is unlikely to be repeated.

Segregation netting to the rear of the Putney Stand was pulled down by away supporters and there were congested aisles / vomitories (Millwall).

Persistent standing at most fixtures – ignoring compliance requests by stewards.

Broken seats – at least 10 for each fixture, however the Club had taken appropriate action.

Hand held metal detectors employed and continued to be used by the Club.

3 Fixtures where flares were let off for Birmingham, Bristol City, and Ipswich. CCTV was inconclusive; however, suspects were instructed to leave the premises.

Some licensing issues – underage drinking at Preston and Ipswich. Hawkers were identified as lacking licensing knowledge at the Cardiff fixture by GS. The Club has since increased information in the safety briefing, which seems to have addressed the issue. There had been a number of issues with barrel management and the Safety Team have given instructions to Catering.

Accident and injuries statistics/trends

ES noted that there were no apparent trends for the medical incidents.

Overall 75 incidents were logged in total, 30 staff and 45 spectators

- 8 were taken to hospital
- Norwich City – Abdominal pain (staff)
- Hull City – Gashed nose
- Middlesbrough – Dizziness
- Bolton Wanderers – Collapsed unconscious
- Derby County- Collapse
- Birmingham City – 13-year-old female had a focal seizure (ongoing condition)
- Bristol Rovers – Chest pain
- Ipswich – Ankle ligament damage
- 21 new injuries (supporters) of which 7 slip/trip/falls, 2 impact from fellow supporters, 12 others including 3 self-inflicted injuries and 3 on way to stadium including 1 on boat

Dealing with flares, smoke bombs and pyrotechnics at matches

ES noted that there had been 3 fixtures where flares were let off; Birmingham, Bristol City, and Ipswich. In two cases CCTV was inconclusive; however, suspects were instructed to leave the premises but were not arrested due to lack of evidence. ES confirmed that he was happy with the current search regime with regards to pyrotechnics, concentrating more on away supporters. Searching together with CCTV footage helped with identifying most supporters

who attempted to bring pyrotechnics into the stadium but the sheer volume of people made it very difficult to catch all culprits.

Crowd Behaviour/ Ticketing issues

ES mentioned that the segregation netting was pulled down during the Millwall fixture. It was noted that the second part of the Season would be more challenging because of higher risk fixtures with Aston Villa, Wolves, Leeds, QPR, Brentford and Reading still to play at Craven Cottage. AR asked for further clarification on the Clubs response to the segregation netting being pulled apart and their proposal to avoid this happening in the future. ES noted that the Club had reviewed the CCTV's and took a pragmatic approach and monitored the group. He added that the Club would review their operational procedure going forward and relevant changes would be made for the rest of the Season and going forward. AR asked the Club to consider what impact the segregation netting would have for higher risk fixtures.

ES advised that the reduction of the width of the segregation netting for the Millwall fixture made it easier to remove owing to the fixings not being in the eyelets. This would be reviewed. ES advised that away supporter allocation can be up to 4,000 for fixtures sold in advance and this did give limited room for manoeuvre in terms of the segregation arrangements in the stand.

TD expressed concerns on the Club's away sales policy and numbers as this did cause issues to police resourcing. They noted that the mixed section next to the away area caused challenges from a policing perspective. AR explained that the Club needed to ensure that the stewarding interventions were appropriate for a high-risk fixture and the capacity of the stand needed to be reviewed for such fixtures based on the risk assessment.

The MPS noted that they needed an accurate advance indication of ticket sales to enable adequate police resources and to reduce risks, therefore insisted that the Club shared information on tickets sales for the neutral section at least 3 weeks prior to match days so there was sufficient police cover booked for these fixtures.

DP advised that some games the Club got caught out in terms of allocation for the away supporters and cited Brentford last season which did not sell out. The number of away supporters attending the ground was very much dependent on team performance issues of the visiting team.

DP suggested the Club advises the police to plan for a 5,700 away allocation, and to flex backwards according to actual sales nearer the time of the match.

JB commented that the difficulty in judging resources on the risk associated with the number of away supporters attending did have issues on the policing of the wider footprint. Match Commanders do get nervous about this and it is unique situation to Fulham.

MA advised that Fulham was the only club in London where the police have been advised about the increase number of away supporters attending a week before the match and thereby requiring an extra PSU. This unknown created resourcing issues and cost to the tax payer owing to issue of large number of away supporters attending.

DP advised that the Club would rather have the knowledge that the mixed area of the Putney stand can accommodate away supporters and is resourced accordingly for this very reason.

The Club re-iterated its commitment to enforcing a stronger segregation policy and explained that the make-up of the away and neutral seats was variable but ensured that they would share relevant information with the police.

AR recommended a further meeting between FFC and the MPS is convened before the next SAG to review the ticketing procedure that would be in place for the following season.

GS/FFC/MPS

Persistent Standing Issues

ES noted that whilst the Club was aware that the challenge was to prevent standing at matches, the Club took a pragmatic view and no safety concerns had been observed. AR advised the Club to cross check their own procedures with the Sports Grounds Safety Authority (SGSA) guidance to bring best practice to persistent standing and identify areas for improvement where possible.

Supporter Group liaison/feedback

AR suggested that should the Club think that the LA's engagement at the supporter group forums would be helpful she would be happy to attend.

FFC/AR

TV Broadcasting/fixture changes

ES reported that there had not been many televised fixtures during the Season so far. He added that as it currently stands Wolverhampton Wanderers and the Leeds United fixtures would be televised live by the broadcasters.

Customer Feedback – Complaints / Praise; statistics/trends

ES reported that there had been several post-match complaints received by the Club. The summary details were identified as follows:

- Norwich- complaints about the personal hygiene of a supporter
- Norwich- Search regime
- Sheffield Wednesday- Challenged over the use of a disabled toilet.
- Derby – A Home supporter suffering threats in the Hammersmith Stand.
- Derby- Corporate guest soaked by pitch sprinklers.
- Preston- Home supporter's confrontation following goal in the Hammersmith Stand.
- Derby- Time issue to respond regarding medical treatment to casualty in the Johnny Haynes Stand.
- Birmingham - Over challenge made to supporter using a concession ticket.
- General – Lack of stadium signage, stadium ejection justification (Millwall, Bristol Rovers, Cardiff and Derby)

	<p><u>Counter Terrorism update</u></p> <p>AR explained that an update would be required from the Club and a stand-alone meeting would take place with key personnel after the SAG meeting to discuss progress on the work that was currently taking place.</p>	
	<p><u>Planned Stadium Works</u></p> <p>DP explained that a planning application for the Riverside Stand redevelopment had been submitted and that the consultation with residents was progressing well. He noted that a detailed update would be provided at the next SAG meeting. From a licensing perspective, the Club had already engaged with GS and Building Control. Works were ongoing on this project with a proposed commencement date Summer 2019 with the expected completion by August 2021.</p>	
5.	<p>Metropolitan Police (MPS)</p> <p><u>Operational Arrangements and Staffing</u></p> <p>MA explained the MPS mission to improve child protection and safeguarding at football matches. He highlighted the importance of raising awareness of the Clubs duty of care towards children, young people, and vulnerable adults during football matches. He added that officers would visit clubs across the Borough to identify areas of good practice and review procedures used by the clubs. A report of findings and recommendations would be compiled, highlighting areas of improvement.</p> <p>ES advised MD had already visited and explained that the Club was fully committed to ensuring that the safeguarding needs and well-being of all young people were met. ES also added that they had a full-time resource dedicated to safeguarding. ES advised that the Club was also looking to host a safeguarding meeting with other clubs.</p> <p>AR highlighted that this was a useful piece of work. She added that the MPS had taken up this challenge and she was pleased to know that it was a shared mission and that everyone was working together to ensure best results and improvements going forward.</p> <p>JB explained that the MPS were currently exploring operational changes which would lead to Hammersmith and Fulham sharing the Borough command unit with Westminster and Kensington and Chelsea to drive savings and improved services.</p> <p>JB advised that FH Command Teams had covered the majority of fixtures. There had been no issues of disorder albeit some fixtures had been moderately challenging owing to the number of away supporters.</p> <p>JB noted that he was concerned about the resources taken up, dealing with drug arrests on match days owing to the use of the pyro-dogs. There were no requests made for police inside the stadium so far this Season, despite regularly having to intervene owing to detections by the pyro dogs. It was acknowledged that the Club had a robust system in place for drug searches, however AR</p>	

	<p>advised the Club to work in collaboration with MPS to support operational changes in the future to review drug detection.</p> <p><u>Public order and arrests statistics/trends</u></p> <p>TD reported the figures and statistics in relation to arrests, as follows:</p> <p>A total of 48 arrests in the home fixtures, of which 5 were Football Act offences, 2 public order, 1 violence against a person and 40 for drugs. This represented a 32 per cent reduction in comparison to last Season.</p> <p> Mid Season arrest figures Tables 2017</p> <p><u>Racist/homophobic behaviour</u></p> <p>It was reported that there had been no racially aggravated offences this Season. This time last season there were 4.</p> <p>MA advised that owing to issues earlier in the Season additional briefings are provided to officers on the charging of football offences. DFO are required to follow up to ensure the charges have been made correctly.</p> <p><u>Any notable fixtures</u></p> <p>There had been 14 fixtures played at Craven Cottage up to and including 31/12/2017. There were significant concerns around the Birmingham fixture. A total of 14 command team roles had been required during the first part of the Season.</p> <p><u>FFC Supporter Behaviour at Away Fixtures</u></p> <p>It was noted that Fulham had played 14 away fixtures with no arrests of Fulham fans. The figures showed improvements in comparison to the 12 arrests in the previous season.</p> <p><u>Banning Orders</u></p> <p>It was noted that no court bans were issued against arrested subjects.</p> <p><u>MPS/CPS Prosecution of Football Offences</u></p> <p>It was reported that out of the 48 arrests, 18 had been prosecuted by the courts.</p> <p>A number of Fulham subjects were undergoing investigation after some disorder at Rotherham Train Station and Reading. If charged, a banning order might be applied by the courts.</p> <p>The MPS noted that other than Nottingham Forest, all remaining fixtures this Season could prove to be challenging.</p>	MPS/FFC
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6	<p>British Transport Police (BTP)</p> <p>It was noted that there was no representative from BTP in attendance and the MPS confirmed that there was little to report other than what was already mentioned. GS advised that he had monitored the post-match queuing into Putney Bridge station for the recent Southampton fixture. On the whole it went well however, more monitoring would be required for fixtures where the tube would be busier, e.g. local derby fixtures and attendance higher.</p>	
7.	<p>Transport for London</p> <p>It was confirmed that there had been a positive relationship and good communication with Transport for London (TfL).</p> <p>No issues to report besides a possible future district line closure that would coincide with home fixtures. AR advised GS to liaise with TfL to establish further information on the Tube closure and to provide an update to partners.</p>	GS
8.	<p>Local Authority Review – 2017/18 Season</p> <p>a) Lead Officer Update</p> <p><u>Observations following Inspections</u></p> <p>GS confirmed that 5 inspections so far had been carried out this Season:</p> <ul style="list-style-type: none"> • Cardiff City – 9 September • Derby County – 18 November • Millwall – 25 November • Birmingham City – 9 December. • Southampton (FA Cup) – 6 January <p>All inspection reports had been submitted to the Club, MPS and SGSA. Actions required had been addressed. GS advised that for the remainder of the Season and the teams due to play further inspections would be made.</p> <p><u>Persistent Standing Monitoring</u></p> <p>GS reported that some observations were carried out during the above fixtures. There had been some issues during Millwall which raised concerns despite the pre-planned interventions that has been made. Safety staff experienced difficulties in clearing aisles/vomitories in the Putney Stand and this would need to be looked at with higher risk games in the second half of the Season.</p> <p><u>Safety Certificate</u></p> <p>GS reported that there was no change to the Safety Certificate so far this Season.</p> <p><u>Operations Manual and associated documentation</u></p> <p>The Operations manual is maintained by the Club and there were no issues from the LA.</p>	

Customer Feedback - complaints/praise

GS noted that the LA had not received any complaints or praise this Season.

Supporter Group liaison/feedback

GS noted that the Fulham Supporters' Trust was written to prior to Christmas and again in January for any feedback for the SAG. No issues for the consideration of the SAG has been raised by the Trust.

b) Licensing Update

GS noted that licensing had carried out a matchday inspection this Season and had raised some concerns over suspected underage sales. AR asked how the Club had managed the issue. ES explained that the Club had monitored the situation and investigations were carried out in collaboration with the MPS.

GS advised that the variation application of the 4 Premises Licences had been issued as ES was now the DPS.

JB confirmed that match day restriction had been applied to Blooms Café on Fulham Palace Road.

c) Highways Update

TP reported that the Traffic Management Order (TMO) and associated Memorandum of Understanding (MOU), has been signed by the Club and had been finalised for execution and sent to LBHF legal. TP to chase for an update and feedback to the Club. The replacement matchday street signage remains outstanding and is an action for the LA.

TP

Network issues/ planned closures

TP provided an update on the following network issues and planned closures:

- Hammersmith Bridge: a full closure was foreseen for 10 -11 February and 17-18 February. A Northbound only closure was due for 12-16 February. The traffic management was unknown at this stage but they were looking at a full closure.
- Fulham High Street: Footway works between 12 February to 25 March were planned. It was reported that there would be carriageway restrictions but two-way traffic would be maintained.
- Fulham Palace Road by Charing Cross Hospital: Thames Water works and temporary traffic signals would be put in place between 27-28 January and 3-4 February.
- 10K run: To take place on 18 March and this would require some extensive road closures in and around Kings Road / Fulham Road Fulham Broadway.

d) Parking Services Update

KS noted that there had been ongoing issues with the defective electronic VMS signage. The software controlling the devices had failed and the company that provided the original software/hardware had ceased to trade. He added that the discussions were currently being held with a new supplier for the new software. Agreement was hoped to be sought by early March.

KS advised that replacement work across the Borough of pay and display parking meters was progressing. He noted that almost 1,130 old meters would be replaced with approximately 400 new meters and that only 50 of those new meters, would accept cash. They would be situated at key locations across the Borough. Concern was raised about the meter replacement works being carried out and that they could have caused a public safety hazard owing to the excavations of paths outside the stadium during one evening match. GS advised this matter had been reported to Highways and was poor planning on the part of the LA.

KS noted that there had been no changes to tow trucks and civil enforcement officer provisions on match days. The only change noted was the removal of the 1.25 per cent credit card surcharge, in line with new legislation. Finally, KS announced that no complaints were received from the Fulham FC service provision over the Season to date.

AR noted for the Club and the Local Authority to discuss possible solutions to inform fans about parking payment arrangement considering changes to the meters.

LA/FFC

e) Parks Police Update

HT reported that Bishops Park would be open during the Columbia v Australia fixture and added that the cooperation with the Club had been good with 2/3 officers available for every match. Parks Police were commended on the advance notification and management owing to the OBTV set up outside All Saint Church during Christmas which coincided with the Burton match.

f) Street Scene Update

GS noted that there were no significant issues to raise. However, he pointed out that the Christmas trees left out on footpaths by residents for LBHF cleansing had been a concern for the January FA Cup match.

No illegal street traders were noticed near the stadium apart from some ticket touts during the FA Cup match.

g) Building Control Update

SB confirmed he had attended a Riverside Stand development presentation by the Club's architects. DP explained that there were no planned works this summer and would keep the LA updated. There would be a follow up meeting in relation to the Riverside Stand redevelopment that SB and GS would be invited to.

9.	<p>London Fire Brigade Update</p> <p>TA confirmed attendance at the recent CT meeting where vehicle access and stress testing had been discussed. JB recommended matchday attendance of LFB to stress test access issues around local roads. A further CT meeting had been arranged by the Club for the 9th March 2018.</p>	
10.	<p>Medical Provision Update</p> <p><u>Update on Medical Plan</u></p> <p>ES explained that the new structure / personnel was now in place and working well. The Club has had to recruit additional first aiders and were also exploring stewarding agencies who had trained first aiders to increase the number of qualified staff to widen resilience.</p> <p><u>London Ambulance Service update and NHS update</u></p> <p>It was reported that there were no areas of concern to highlight in relation to Ambulances Services and NHS. MS advised CF would continue as LAS delivery level on matchdays and liaised with the Medical Team.</p>	
11.	<p>Update from the Sports Grounds Safety Authority (SGSA)</p> <p>AR announced that because of transport issues in central London, Geoff Galilee had sent his apologies.</p> <p>AR provided a brief update from the SGSA on his behalf.</p> <p>It was noted that the feedback on the Joint Consultations is available on the SGSA's website and that a final version of the SGSA's oversight and licensing policy had been published.</p> <p>GS advised that it would be the LA's intention to amend the Safety Certificate in the close season to incorporate the changes from the consultation and guidance issued on the wider definition and implications of such.</p> <p>AR advised to organise a meeting with GG to discuss the new policy guidelines and put together a set of practical recommendations for the Club to embrace the proposed changes and look at areas for improvement. KM was asked to arrange the meeting.</p>	AR/GS/KM
12.	<p>Looking forward to the rest of the 2017/18 Season</p> <p>AR explained that the second part of the Season would be extremely busy and noted the following challenging fixtures:</p> <ul style="list-style-type: none"> • Aston Villa (16/02) • Wolves (24/02) • Sheffield Utd (6/3) • QPR (17/3) • Leeds (3/4) • Reading (10/4) • Brentford (14/4) 	

	<ul style="list-style-type: none"> Last home game of the Season was Sunderland (26/4) <p>Future friendly matches had been proposed:</p> <ul style="list-style-type: none"> 24th March, Colombia v Australia. 3rd June, Brazil v Croatia or Belgium or Austria 28th May, Italy v Saudi Arabia <p>DP advised any pre-season fixture would likely be played away owing to Ride London at the end of July.</p>	
13.	<p>Chairman's Update</p> <p><u>Special Safety Certificate (SSC)</u></p> <p>AR highlighted that following the Club's qualification into last season's play-offs, any event other than a designated football match held at the stadium would require an application for a Special Safety Certificate. The LA would expect a bespoke risk assessment and an updated Operations Manual. AR advised if the Club considered planning any celebration events, then a Special Safety Certificate would be required.</p> <p>The Club acknowledged the importance of forward planning in relation to this and said that they would revisit their arrangements for this.</p> <p><u>Ticketing Policy</u></p> <p>AR acknowledged that the Arsenal v Cologne game had raised the importance of ticketing as a control measure and that good collaboration must be ensured with the ticket office, the Safety Team, and the away club. The membership database needed to be checked for irregularities and memberships suspended where necessary.</p>	
15.	<p>Any other business</p> <p>AR noted that the LA would recirculate the match postponement (MOU) as there were some procedural changes relating to the lead officer contacts referred to in the current version. GS to amend and re-circulate.</p> <p>ES advised the FSOA Conference in March will be dealing with similar recent incidents of match delay / postponement. ES will bring back the findings to the Partnership meeting.</p>	GS ES
16.	<p>DATE AND VENUE OF NEXT MEETING</p> <p>The next meeting would be in July 2018 LBHF. GS to confirm the time, date, and venue to all parties.</p>	GS