PRESENT:

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

- Carl Gellard - Project Engineer, Highways (CG)
- Bathsheba Mall (Minutes) - Committee Coordinator (BM)
- Richard Mearle - Parking Policy, Engineering Manager (RM)
- Keiran McKenna - Commercial Services (KMcK)
- Stephanie Needham - Commercial Services Manager (SN)
- Tony Pegrum - Network Coordination Team Manager (TP)
- Ann Ramage (Chairman) - Head of Environmental Health (Commercial) (AR)
- Graham Souster - Commercial Services Lead Officer for Fulham FC (GS)
- Keith Stevenson - Parking Information and Events (KS)
- Phillip Willmann - Building Property Management (PW)

**Metropolitan Police Service (MPS)**

- Inspector James Brockway (JB)
- Tony Delamo (TD)
- Andy Wigley (AW)

**Sports Ground Safety Authority (SGSA)**

- Geoff Galilee - Inspector (GG)

**Fulham Football Club (FFC)**

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

**National Health Service**

- Rachel Eggar (RE)

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<th>Item No.</th>
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<td>1.</td>
<td>Welcome from the Chairman</td>
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<td>AR welcomed everyone to the SAG and thanked FFC for hosting the meeting.</td>
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### 2. Apologies / introductions

Apologies had been received from: Chief Inspector Mark Whitten (MPS), Claire Foweraker (LAS), Will Kearns (LAS), Jason Jones, Rebecca Burton, Michele McHugh (LFB), Estee Bird (BTP), Lou Elliston (SGSA), Ahmad Rafique, Roy Instrall (LBHF Street Scene Enforcement), David Nimmo (LBHF Building Control), Mike Rumble (LBHF Parks Police) and Lisa White (LBHF Licensing).

### 3. Confirmation of previous minutes and matters arising – 8th July 2016

AR confirmed that all actions from the previous minutes had either been completed or were due for discussion in later agenda items.

AR noted the following actions:

- **BTP, Putney Bridge Station, page 12:** GS confirmed that this will continue to be monitored for any post-match issues. BTP had not reported any concerns this Season. JB confirmed that while there had been large crowds, there were no concerns to report. AR noted the issue of large crowds affecting the London derby match and it was agreed that GS would follow up.

- **TFL had indicated that data as to the numbers of people travelling through stations on match days was not retrievable. However, it was noted that BTP had this data. AR commented that it was important to obtain the data as it provided an opportunity to analyse travel behaviour patterns. It was agreed that AW and GS would liaise to take this forward.**

- **Safety Certificate Review and Annual Inspection, page 12:** It was noted that the Club had uploaded test and inspection certification onto the portal.

- **Match Postponement Memorandum of Understanding, page 14:** had been revised in September 2016 and circulated.

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.

### 4. Fulham FC Safety Management Review 2016/17 Mid-Season

ES provided an update on the Season so far.

In terms of management operations there were no changes to report.

**Safety Management Arrangements**

- ES remained in post as Safety Officer, supported by SW.

**Stewarding Changes**

- Agencies are used by the Club to fulfil stewarding requirements,
bringing the total number of agencies used to three. ES was aware of national concerns regarding the retention of experienced and qualified staff. There is a National Forum on steward recruitment. An online questionnaire had been used to canvas views but giving the cut in funding for training by central government, the Club / Agencies would need to fund safety training itself.

**Crowd Behaviour**

- By comparison, there had been more home supporter arrests than last season, with behaviour driven by the match result. Larger numbers of away fans attending Championship matches has also impacted on behaviour and arrest, etc. figures.
- There are broken seats at most fixtures caused by away supporters.

**Dealing with flares, smoke bombs and pyrotechnics at matches**

- There had been four fixtures (QPR, Birmingham, Bristol and Derby), where smoke bombs had been let off, resulting in three arrests being made.

**Arrests, Ejections and Refusals**

The data covered the period 30th July 2016 – 2nd January 2017.

17 Fixtures, 1 Pre Season Friendly, 2 Capital One Cup ties, 1 Saudi Super Cup and 13 League game

10 Cat A, 7 Cat B

- There had been 57 arrests during the first half of the Season, 44 were Away supporters, 13 were home supporters and 1 arrest was made at the Saudi Super Cup. The majority of arrests related to the possession of drugs owing to the enhanced search regime in place and police support (23, Away).

**Home**

6 Drinking in View (mainly foreign visitors who are not familiar with restrictions)
3 Possession of Drugs
1 Public Order
1 Attempted Pitch Incursion
1 Homophobic Chanting
1 Throwing an Item

**Away**

23 Possession of Drugs
4 Public Order
3 Pyrotechnic Use (QPR, Birmingham & Bristol City)
2 Possession of Alcohol on Entry
2 Pitch Incursion (including. 1 Saudi Super Cup)
2 Throwing Item
2 Intoxication
1 Racial Abuse
• There had been 152 ejections in the Season so far, 117 of which had been Away supporters, 27 home supporters and 8 Neutral. This is slightly higher than the previous season. 23 of the ejections had been for drunkenness 10 for drinking in view of the pitch and 27 failures to comply with steward requests.

• There had been 30 refused entries this half of the Season, mainly owing to intoxication.

Detailed breakdown:

43 Breach of Ground Regulations.
30 Refused entries
27 Fail to Comply with Steward
23 Drunkenness
10 Drinking in view
7 Disorderly Behaviour
4 Fail to Produce Ticket
3 Pitch Incursion
2 Smoking
2 Throwing an item
1 Away supporter in home area

Customer Feedback

• There had been a number of complaints following the Newcastle and Brighton fixtures regarding stewarding the away stand in terms of being able to access the designated seat that was paid for. ES observed that if supporters arrived early for the match, the stewards will move them but it became problematic to do this once the stands were full, so a decision not to move them is usually taken, as the safest and easiest option.

• Complaints had been received following the Saudi Super Cup fixture regarding traffic congestion, noise and the volume of litter in the area.

• Complaint received from a home supporter not being able to bring a crash helmet into the stadium. The Club provides a left luggage facility.

• Middlesbrough fixture there were hearing assistance loop problems which were resolved.

• Cardiff supporter complained about wheelchair access. The Club has received an Access Report (December 2016) and is currently
absorbing the details identified. There has been an unprecedented number of complaints on access issues.

- Home supporter complained about being ejected at the Norwich fixture for wearing Fulham match day staff clothing.

- Home supporters complained about abuse received from Sheffield Wednesday supporters on exiting the transfer gate was opened in error too soon.

- Kick it Out reported to the Club an allegation of racial abuse towards a steward by a Norwich supporter. This was unsubstantiated as the steward knew nothing about the incident. The Club has responded to Kick it Out.

- Miscellaneous complaints regarding, exposure to loud noise, hand bag being searched, hygiene of fellow supporters and coaches have attracted residents’ complaints owing to engines being left running. Away club coaches are notified in advance but do not always comply with the requests from Traffic Stewards to switch their engines off.

- Positive feedback has been received from supporters in relation to the Newcastle, Brighton and Derby fixtures for good stewarding.

### Accident and Injuries, Statistics and Trends

- 87 medical incidents were logged, 32 staff and 55 spectators.

- 8 people were taken to hospital, which is more than the previous year. Burton Albion – Cardiac pain, Severe back pain Bristol City – Sepsis Huddersfield – Cardiac condition. Rotherham – Hand Scald (Staff) Crystal Palace – Chest Pain (Staff) Saudi Cup – Pregnant female Bristol City – cup – Severe back pain.

  Further details

- 80 Minor, 7 serious (additional 1 pregnant female to hospital) 16 new injuries (supporters) of which 5 slip/trip/falls, 1 hit in face by ball, 3 scalds, 7 others including 2 on the way to the stadium.

  Staff issues were all minor, 5 scalds involving catering staff.

- There were no identifiable trends, those treated on route to the stadium were now included in the figures, a change in reporting from the previous year.

- Noting the number of scalds, affecting both supporters and staff, AR sought assurance that staff were aware of safety protocols. ES
confirmed that while this was the case, it was difficult to legislate against the myriad of issues around spillages. ES confirmed that continuous training was undertaken with staff to ensure that they did not deviate from safety protocols.

- GS commented that because of the parabolic gradient of the Putney Stand, there are now new warning signs posted near each of the vomitories to indicate uneven steps. It was noted that many trips have been alcohol induced.

**Supporter Group Liaison/Feedback**

- DP advised that the Club meets monthly with the Fulham Supporter Trust, the majority of issues raised are not safety related. GS reported the minutes of these meetings were published on the Trusts website. GS confirmed he contacted the Trust before the SAG meeting as part of the consultation process. The Trust advised that members had some questions to raise with respect to the policing of travelling supporters and about the recent dispersal zone put in place by the police for the home fixture against Burnley. Further information of these issues raised would be sought by GS and provided to the police. GS advised that the Trust had also complimented the partnership on the work done before high risk fixtures to defuse problems and how helpful it is to have regular dialogue.

**Searching and Security Arrangements**

- The level of security had increased since the Paris Attacks, with search wands being introduced. With reference to the 23 people found in possession of drugs, AR asked if this resulted from the search on entry regime. ES explained drugs was an ongoing problem and that the search dogs did not always find them. While this was a challenge, there was no plan to put in place any additional measures.

- ES went on to say that the existing search regime was thorough, however, searching of young supporters remained a concern and ES acknowledged that some supporters with smoke devices still gained entry.

- AR referred to risks associated with smoke devices let off in concourse areas and ES replied that staff were aware of this and that there were no issues to report, commenting that any smoke in the area dissipated rapidly owing to the openness of the concourses.

- AR commended the Club on the 30 refused entries, observing that this prevented 30 potential incidents.

- ES confirmed that there remained an enhanced search regime, in accordance with current threat of terrorist related incidents, it remained in place at all points of entry. There had been one incident regarding a former member of staff who had gained entry without
identification, indicating that there was still some work to be done.

- ES explained that they had explored various options to try and make enhanced search procedures safe.

- AR referred to the number of away supporters that attend the stadium and the inherent challenges of this. JB acknowledged while this was common place it is not reflected in terms of the crime and disorder figures; it was not presenting as an issue. The police brief regularly on this and managing the volume. DP added that Away fans congregated around a specific area and ‘marked’ their territory by singing. This sometimes displaced other groups and DP concurred with ES that it was harder to move people around, the closer it was to match kick-off time. ES stated that the mixed area was a difficult issue. The Away area was different, with supporters seated in a designated area. There were further issues with those supporters who were unfamiliar with territorial movement and ES observed that better communication in advance of a match would be helpful.

**Persistent Standing**

- It was noted that there had been persistent standing throughout the QPR fixture, and similarly throughout the Brighton fixture.

- ES acknowledged that while there were some persistent offenders, the majority of away supporters remained seated. Interventions had been stepped up and where there is non-compliance, stewards were aware of the safety protocols and that there was no choice but to keep the vomitories clear. In response to a query from AR, ES confirmed that no migration issues had arisen at any fixtures to date. GS confirmed his observation of the vomitories which had been kept clear, through good, robust stewarding and that the interventions had on the whole worked well since the problems last season during the Bristol City fixture.

**Club Banning Orders**

- 6 serving existing long term court bans.
  4 Serving ban for rest of 2016/2017 season.
  2 Supporters have served bans 1 x 3 Game ban, 1 x Remainder of 2016.
- 3 Supporters on season long Acceptable Behaviour Agreements.
- 3 Supporters serving other current bans, 1 until conclusion of police investigation, 2 x 3 match ban commenced 14/01/2017 (+ ABA’s signed).
- 4 fans were subject to club bans for the 2016/17 season, with a further group of fans on acceptable behaviour agreements. Warnings were also issued where appropriate.
TV Broadcasting/Fixture Changes

• It was reported that there had not been many televised fixtures during the Season so far, other than Newcastle.

5. Metropolitan Police

Operational Arrangements and Staffing

• JB explained that he had continued to be the main police contact for the Club and that there were no operational changes to report. He reported that there would be Borough level changes resulting from amalgamation with neighbouring boroughs. It was noted that AW would be leaving and that TD would replace him. AR thanked AW for his contribution and support of the SAG, wishing him success in his new role.

• JB gave an update on the MPS’ operational match day arrangements, reporting no changes and explaining that the blueprints for category A + B games had reduced numbers of officers. There were currently 22 command team roles but match commander could however request more officers, as needed. There had been 8 category A, 7 category B fixtures and no category Cs so far this Season.

• JB explained that there were two inspectors who were shadowing and attending training courses. He confirmed that the MPS were aware of the level of demand and would always be willing to provide support.

• JB noted that there were some operational issues specific to the configuration of the stadium and surrounding streets regarding the parking of police vehicles for CT tactics and that this would be explored further in the coming weeks.

Public Order

• JB said that there had been no serious public disorder so far this Season and that incidents occurring at the Reading fixture were not of sufficient severity to qualify as public disorder. The issues that could be highlighted related to access points around the stadium.

Arrests

• Arrest figures remained similar to the same point in time of the previous season, with 70 arrests, consistent with little change over the preceding seasons. There were relatively minor issues to address, compared to the larger clubs. The slight increase in arrest figures was of interest but concerned low-level offences.

• There were 12 away, FFC supporter arrests, occurring mostly at
Fulham and Aston Villa, slightly higher than average, with 13
arrests at home matches.

Mid Season Arrest figures attached:

Mid Season arrest figures Tables 2016

**Policing during Ingress and Egress**

- JB reported no ingress / egress issues. JB reported that there had been a minor incident involving FFC supporters on a bus with mixed home and away supporters. JB observed that this would require tighter control in future to avoid further incidences.

- JB reported that supporters who had been chanting anti-muslim slogans had been identified and that the information would be circulated.

**Smoke Bombs**

- JB reported that there were smoke bombs thrown at Brentford, Nottingham and Blackburn away fixtures.

**Drugs offences / Prosecution of Football Offences**

- AW explained that BTP travelled with notable groups of FFC supporters, with extra Spotters on trains with little trouble reported other than for mainly anti-social behaviour. AW informed members that a Channel 4 documentary would be shown, one section of which would report the behaviour of FFC supporters.

- There were currently four court bans issued against FFC supporters, with one FFC supporter given a 14B three year Banning Order.

- JB confirmed that the MPS would continue to work with the Club to prosecute offences committed during away matches.

**Notable fixtures**

- JB reported that there were no notable fixtures other than Barnsley and Brentford. ES confirmed that Barnsley would be a challenge and was not so much about the number of supporters but the behaviour in terms of wanting to challenge the authorities. GG commented that one way to address this might be a reduction in the number of available tickets, or, the removal of rows of seating. ES responded that the amount of available tickets will not change but the Club will be more vigilant. ES acknowledged that Barnsley had
not played at Craven Cottage for twenty years and that although this presented a challenge, he would not consider dramatically changing his approach to managing this fixture. AR commented that FFC had a good briefing template in place, that could potentially be enhanced for the Barnsley fixture and shared with the Command Team.

6. **British Transport Police**
   - It was noted that there was no representative from BTP in attendance and AW confirmed that there was little to report other than that already mentioned.

7. **Transport for London**
   - GS agreed that he would write to Stephen Priestly, at TfL and any response would be appended to the minutes.

8. **Local Authority Review – 2015/16 Season**
   - **(a) Lead Officer Update**
     - GS confirmed that 7 match inspections had been conducted so far this Season. There had been a number of challenges but on the whole there were many positives. Match inspection reports had been submitted to the Club and cc’d to the Police and the SGSA. The Club does feedback on any actions required to do by the Council.

General Overview

- GS reported that the biggest number of complaints, including one from an LBHF Councillor, was recorded at the Saudi Super Cup fixture, with early road closures, traffic congestion, noise and litter. There had been a positive debrief partnership meeting conducted with follow on actions for the Club and the Council in the event of this or a similar match returning to the stadium.

- JB confirmed that the behaviour at the Saudi Super Cup fixture might have been cause for concern but this had not been unexpected, with minimum policing required. Concurring with GS, JB reported that there had been a good partnership meeting, with lessons learnt.

- GS observed that the level of congestion in the surrounding area, together with the number of road closures, required further contingency measures such as early road closures or wider Traffic Management Orders, than were currently in place. It might be helpful to deploy physical barriers for further enforcement and to better support stewards.

- GS referred to a notable fixture including QPR and supporter behaviour in the concourse area and where he felt improvement in
the response team deployments and intervention were learnings.

- Problems had been identified with the scope of the CCTV in the Putney concourse during the Derby match. DP added that problems with CCTV cameras at the Derby match were being addressed by the Club together with software upgrades.

**Persistent Standing (PS)**

- GS reported that the draft PS report had been sent to ES/SW recently. The report detailed the findings from last season to date. There was agreement with the Club about the findings in the report. There was a small contingency of home supporters in the Hammersmith Stand that stood. On the whole away supporter’s tended to stand but there was always some variance. The management of aisles and vomitories was good. GS confirmed that the Club were doing all that they could to comply with requirements.

- AR confirmed that a list of teams with a history of PS had been compiled, which would be shared with GG and the MPS. She commended partnership working undertaken on this to date and stated that PS would remain a high priority on the agenda. GS confirmed that this would continue to be monitored on match days.

**Safety Certificate / Operations Manual**

- GS reported that there were no changes to the Safety Certificate and that the Operations Manual continued to be maintained by ES.

**Smoking**

- GS reported that maintaining a smoke free concourse continued to be an issue but acknowledged the inherent difficulties in managing this, given that it was in the open air. While this was challenging, the Club had carried out ejections and stewards had been noted during inspections to have had enforced compliance.

**Complaints**

- GS reported that a further complaint had been made to the Council about this Season’s Bristol fixture. The complaint had been the same issue as the one lodged previously. Officers were present to observe at this fixture and were satisfied that the vomitory and aisles remained clear in the Putney Stand and that the complaint could not be substantiated.

- GS reported that consultation had been undertaken as previously discussed with the Supporters Trust. AR observed that it was important for the group to feel engaged and its comments and views registered.
(b) Licensing Update

- GS reported that the Premises Licence for the Putney Stand to reinstate the condition to prohibit the sale of bottled alcohol had been re-issued.

- Licensed premises near to Craven Cottage in LBHF were not causing problems for the police. JB commented that they were aware of issues with pubs in the Putney triangle. It was noted that the Club understood the pressure on the local area, in dealing with a large away contingent.

(c) Highways Update

- TP provided the following works information:
  - Thames Water - Hammersmith Gyratory 2nd May to 29th June.
  - From Hammersmith Apollo to King Street – Lane Closures – Mains replacement
  - Thames Water – Fulham Palace Rd 22nd March to 7th April
  - Biscay Rd to Beryl Rd – Contra Flow - Monitoring Chamber
  - Thames Water – Fulham Palace Rd 8th April to 29th April
  - Greyhound Rd to Avril St – Temporary lights -Monitoring Chamber
  - Cycle Super Highway – October 2017
  - Hammersmith Bridge Full Closure for remedial repairs – 11th to 19th February 2017
  - TTT - Hammersmith Pumping Station Chancellors Rd construction traffic.

- TP confirmed that the TMO, associated revised Memorandum of Understanding and indemnity documents have been commented on by FFC lawyers and will be signed off shortly.

- Further discussions had taken place regarding the format and wording of the flip sign. The options for match day restrictions signage would have to be carefully considered, given the potential impact on residents. The pro/cons of using trestle signs was discussed.

- The suggestion to deploy non-fixed signage was vetoed as they could be used by ejected fans as missiles and would not offer a practical, long term solution. ES observed that the benefit of a TMO was that it worked for the period of the restriction and was not in force for the whole day. Flip signs placed at over 2 metres high had health and safety implications. CG commented that there was a similar scheme in Twickenham which incorporated a tow zone area.

- AR suggested that further, more in-depth discussion of the issues was required and would benefit from a sub-group meeting of key officers. TP added that he would draw up a list of options and
associated costs. The outcome would be reported back to the July SAG.

- CG explained that in 2016, there had been 16 fixtures commencing at 3pm but parking restrictions where there was an evening kick off at 7.45pm was an issue.

**d) Parking Services Update**

- KS explained that the Variable Message Signs (VMS) were operational and more reliable. A new contractor for towing was now in place but it was noted that the weekday cost of towing was higher.
- KS observed that if FFC entered the Premier League, kick off times would vary and that this would need to be factored into future requirements.

**Parks Police Update**

- No representative present.
- GS advised that temporary toilets were now provided in Bishops Park on match days and had been a positive addition. GS confirmed that the units arranged by the Club are placed near Putney Bridge and inside the park by the Stevenage Road gates.

**Street Scene Update**

- No representative present and no feedback received by GS
- It was noted that there was illegal street trading during the Saudi Super Cup. It was also noted that there were ticket touts at the Brighton fixture, which had been a popular and well attended fixture.

**Building Control**

- PW confirmed that there were no issues to report. He explained that if there were any large scale enabling works being planned, building regulations would need to be followed. DP referred to planning permission in place for the first floor / roof space conversion works in the Cottage. There were also plans for a new LED pitch side advertising system, full pitch replacement, new power back generator, PA enhancements to improve sound quality for music and emergency announcements and CCTV enhancements.
- DP confirmed that it was unlikely that there would be any large scale works undertaken in the near future.

9. **Update from London Fire Brigade**

- No representative of the LFB was present, although it was noted that all fire alarms and related measures were in place.
- GS confirmed that he would write to LFB and enquire if there was anything that needed to be flagged up. John Snelgrove had accepted an invitation to attend but had then sent his apologies.

10. Medical Provision Update

**London Ambulance Service Update**

- No representative from the LAS was in attendance at the meeting, apologies were received from CF and WK.
- RE reported that there were no areas of concern to report.

**Medical Plan Update**

- ES added that a medical update was in place. It was reported that the structure currently in place would change next season with a new Club Medical Co-ordinator. Further details will be reported at the July SAG meeting.

11. Update from the Sports Grounds Safety Authority (SGSA)

- GG informed the meeting that the report from the Hillsborough review of the inquest was now complete and available. GS reported that LBHF had commenced a review / audit to ensure that health and safety measures currently in place were appropriate. A questionnaire had been circulated to the Club and emergency services.
- GG informed members that the SGSA conference, “Being a Leader in Safety”, would be held on 2\textsuperscript{nd} March 2017.
- A Football Safety Officers Association document promotes the benefits of working with supporters and how to promote the issue of ensuring the safety of spectators. While it was acknowledged that a long term solution was challenging, it was recommended that the Club continue to engage with supporters.
- AR asked if the Club had a contingency plan in place to deal with flying drones. GS confirmed that this was in place and ES informed members that a recent incident involving the use of a drone had resulted in the arrest of an individual.
- AR reported that the SGSA were currently investigating the recent match postponement of the Manchester United Vs Derby fixture. Members were informed that a debrief meeting was planned across the three clubs to better understand any learning points. It was noted that Manchester United FC had been inundated with requests for information. GG expressed the view that there had been no
perceived errors in the Clubs handling of the situation, with a textbook evacuation of a large mass of people. However, there were 62 key points of learning to action, together with a third party litigation.

12. **Looking Forward to the Rest of the 2016/17 Season**
   - It was noted that the Brentford match would be the key game of the Season and would most likely have a Category B or C rating. This would be a challenging fixture.

13. **Chairman’s Update**
   - The SAG Terms of Reference will be recirculated for information, together with the draft minutes of this meeting.
   - GS will be sending out a link to the updated LBHF Sports Grounds Safety Policy, which is accessible on the Council’s website.
   - AR reminded members that the Hillsborough Review questionnaire had been circulated, with responses already received from the LAS and the MPS. She looked forward to receiving a response from the Club. The aim would be to present any outcomes at the July SAG meeting.

14. **Any Other Business**
   - AR alerted members of the importance of the Match Postponement MOU due to the current adverse weather conditions. GS to update to ensure contact list is accurate.
   - JB thanked the Club for their provision of IPad on match days, which have proved to be very successful.
   - DP Requested for a review of CT measures outside of the stadium and it was agreed that JB would follow this up.
   - DP / AR led the Group in thanking AW for his all his hard work and support of SAG and wished him well as Safety Officer at Barnet FC.

15. **Date and Venue of Next Meeting**
   - The next meeting would be in early July.
   - **ACTION – GS to confirm the time, date and venue to all parties.**

The meeting closed at 12.39pm.