

**Polo in the Park 2016
Safety Advisory Group (SAG) Meeting
Council Chamber
Hammersmith Town Hall,
King Street, London, W6 9JU**

Wednesday 20th July 2016 at 09:30am

MINUTES

PRESENT:

London Borough of Hammersmith and Fulham (LBHF)

Stephanie Needham	Commercial Services Manager	(SN) Chair
Graham Souster	Environmental Health Officer	(GS)
Kieran McKenna	Commercial Services	(KM)
Graham Morrison	Environmental Health Officer	(GM)
Alisdair Carlin	Environmental Quality Officer	(AC)
Jem Kale	Events Manager	(JK)
Janet Nairne	Highways Officer	(JN)
Lisa White	Licensing Officer	(LW)
Charles Francis (Minutes)	Committee Services	(CF)

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Matthew Anderson	Food Safety Consultant	(MA)
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Sports Gate International

Paul Vernon	Events Director	(PV)
Richard Kirtley	Head of Operations	(RK)
Jessica Scarborough	Operations	(JS)

Emergency Services

Rachel Eggar	NHS England	(RE)
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Item No.	ITEM	ACTION
1	<p>Welcome from Chair</p> <p>1.1 SN welcomed all attendees to the meeting and confirmed that the purpose of the meeting was to de-brief on the Chesterton's Polo in the Park held at Hurlingham Park on 5th, 6th and 7th June 2016. She also confirmed the fire evacuation arrangements, etc.</p> <p>1.2 Apologies and Introductions</p> <p>There were round the table introductions from those present and apologies were received from:</p> <p>Apologies: Chief Inspector James Brockway, Matt Tidy - (MPS) Pauline McCormack (Parks Officer) – LBHF Ann Ramage - Bi-Borough Head of Environment David Nimmo - Building Control – LBHF Philippa Woodhouse - Environmental Health Officer - LBHF Ian Stephenson - Noise Team - LBHF Lou Elliston - SGSA Jenny Bostock - London Ambulance Service</p>	
2	<p>Confirmation of previous minutes (13th April 2016) and matters arising</p> <p>2.1 SN asked for clarification with regard Action Point 6.4 of the minutes and whether an extension of working hours (noise control provisions) had been applied for and approved by the Council? RK confirmed application was made and consent approved for the build / get out period. PV also confirmed the event would apply for a Section 61 working hours extension for next year.</p> <p>2.2 SN noted that clarification about the noise control measures in relation to power generators would be covered in the course of the meeting.</p> <p>2.3 The minutes of the meeting held on 13 April 2016 were approved.</p>	
3	<p>Event Safety Review</p> <p>3.1 Build RK reported that some heavy rain on the preceding Tuesday had caused some delays but on the whole the build went smoothly. One serious accident occurred to a member of the marquee team who</p>	

	<p>lost the tip of his finger during the build. This has been reported by the contractor under the RIDDOR to the HSE. Otherwise, the build went well. PV highlighted that Bruce Halley would be replacing Garry Pascoe as the Site Manager next year.</p> <p>3.2 Event Appraisal PV reported the site security had been improved by the extensive use of steel shield fencing. This he felt had also helped to reduce the noise levels from the generators. The key change since last year had been the use of a single main entrance to the event for all contractors and staff. This had tightened security considerably as all vehicles were now photographed and registered at the point of entry.</p> <p>3.3 PV highlighted that the separation of the staff entrance to Broomhouse Lane was also a positive measure. There had been one complaint from a resident relating to a vehicle arriving outside the curfew hours on the Thursday.</p> <p>3.4 The event organiser was pleased with the site layout which replicated last year albeit with a larger grandstand and the addition of the Goal End Garden. Will be looking at the commercial viability of this bar area to ascertain whether it is viable for next year.</p> <p>3.5 PV reported the event had been the most successful to date and had sold out 3 weeks before commencement. The involvement of the England international players had helped to attract additional spectators. The success of the event also brought the ticket touts.</p> <p>3.6 In terms of set up, he explained all 3 days had a different feel and amounted to 3 separate events. The Friday attracted crowds in their late 30's, 40's and 50's. Saturday tended to be reserved for a younger clientele and Sunday had a good reputation as a family day. It was noted that in total, 28,000 visitors had passed through the site.</p> <p>3.7 Command and control arrangements PV reported the decision to relocate the control room away from the production office had worked well. This had meant the control room was quieter which had improved communications. PV confirmed this approach would be taken at the event next year. He commented that the control room was still too small and would need to be enlarged next year. He also highlighted there had been some radio issues whereby messages had occasionally needed to be sent twice. RK reported the radio licenses / bandwidth had been purchased from OFCOM and they would be speaking to them about extending the number of licenses next year. JK did advise that LBHF did have an Events Radio System that could be made available and has 8 channels.</p>	
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<p>3.8</p> <p>3.9</p> <p>3.10</p> <p>3.11</p>	<p>Contractor performance overview RK reported that overall he was happy with the majority of the contractors. However, PV and RK were unhappy with the performance of the Fencing Company and would not be using them next year. GS confirmed he had observed their working practices during the erection of the fencing behind the corporate marquees on the Friday and had some concerns over the use of a FLT and a blockage caused to the event site on the opening day.</p> <p>Accidents, injuries and near misses Apart from the accident listed under 'build', there were no other accidents at the event.</p> <p>Lessons learnt PV explained they would be changing the source of their champagne flutes to a different supplier as the plastic had shattered and proved difficult to clear up. PV explained too many bottles had been left on the floor in the Mahiki lounge and had been a potential trip hazard. In future, additional bins and more staff were required next year. PV felt the timing of the event could have been better in that the dates selected for the event had not taken into account the late finish of the Chelsea Flower Show or the timing of half term school holidays. On a positive note an accreditation App, which had been used to manage and monitor suppliers on the site had worked extremely well.</p> <p>PV explained a desktop emergency planning exercise had been undertaken. GS advised this had been well attended with several challenging scenarios. It was noted the theme this year had been CT which was extremely timely given recent global events. In terms of the learning from the event, it was agreed it was important to ensure spectators evacuated the venue in a prompt and orderly manner. GS noted there was an ongoing investigation of pesticide exposure to Parks Police.</p>	
<p>4</p> <p>4.1</p> <p>4.2</p>	<p>Report from the Local Authority</p> <p>Commercial Services: GS stated that overall, the event had been very successful. GS highlighted on the first day of the event (Friday) there had been a few safety issues, namely blockages to the ambulance emergency gate and to the ticket office. In this case, Community Safety, Parks Police and Parking Control had been required to intervene to resolve the issue. To assist with these issues JK stated parking restrictions would be implemented next year and PV/RK were advised by officers to apply for a TMO in good time. GS advised that the decision made in view of the large queues on the Saturday, to allow general admissions entry via the Broomhouse Lane corporate entrance worked well.</p> <p>GS advised there had been egress management issues on the</p>	<p>Sport Gate / LBHF</p> <p>Sport Gate</p>

	<p>Saturday evening which was disappointing considering the improvements made in the previous year of the event. RK acknowledged that there was scope to improve this in the future. GS highlighted that barriers had fallen over 4 times as a result of drunken patrons and requested these were braced next year. RK advised that the barriers were placed on the road surface, adjacent to the curb, rather than on the curb edge as there was less likelihood of the barriers falling over. GS advised whilst this was done, the barriers were pushed over again. PV agreed that the event would investigate using different barriers next year. Given the egress issues experienced on the Saturday's of the event all Senior Management would have been present . GS asked whether a temporary closure of Hurlingham Road might be possible in the future and JN confirmed a standard 5pm to 9pm closure should be possible. SN agreed this was a positive step forward which would assist ingress and egress to the event as well as enhance public safety. PV explained that pre-recorded messages on loud hailers had not been available during the event which had been an oversight.</p> <p>4.3 GS provided an update on the taxi management. It was noted there had been occasions when this had not gone smoothly on the Friday night with a large number of taxis in the rank. On the Saturday there had been a deficit of cabs. RK advised that the operator could not encourage enough cabs and spectators had used mobile phones to order mini cabs. PV agreed this area could be improved and provided assurances that black cabs would be used by the event next year. GS highlighted 4 ticket touts had been identified and one had been successfully cleared off the site.</p> <p>4.4 In terms of trip hazards, GM reported the Mahiki Bar had been problematic at times with numerous champagne flutes and bottles being left on the floor. Having said this, he acknowledged the clear up had been particularly good and very prompt.</p> <p>4.5 GM reported there had been problems with flooring in the marquee kitchen's and had to be removed as it was a safety hazard. MA suggested the lino could be turned upside down to improve the quality of the surface and absorption of water. PV suggested it might well be easier if the flooring was removed in future. MA reported the kitchen layouts had been the best so far and were much improved. Catering and the quality of the chefs had been good. GM noted the kitchens had used electricity to cook with and enquired whether gas might be used in the future. MA explained using electricity limited the menu choice to guests and cooking by gas offered more control.</p> <p>4.6 Licensing: LW reported from a licensing perspective things had gone well. It was noted the number of SIAs had increased on the previous year. Her only concern was that not all SIAs had radios which was a condition of the licence. PV agreed it was essential all SIAs had earpieces and radios to ensure there was effective communication at all times. PV stated he would address this</p>	<p style="text-align: center;">Sport Gate</p>
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	<p>outside the meeting. Going forward LW explained the Authority would be looking at the alcohol policy at events and this would include bar management and dispersal policy and procedures.</p> <p>4.7 Environmental Quality AC reported water supply lines had been entrenched in most areas and the security fencing at the event around the water services infrastructure had been good. However, access to manifolds could still be improved in future.</p> <p>4.8 Noise & Nuisance: With regards to noise and nuisance, it was noted there had been no noise complaints during the event and sound levels for the PA system had been good. Although there had been no complaints, GS advised that the match commentary had been louder than expected.</p> <p>4.9 Highways: JN updated on parking suspension. She reported the new parking suspension in Broomhouse Road had worked well. In terms of the suggested TMO, JN advised it would be essential to consult with residents about the proposal and to ensure there was adequate signage. RK advised the event would write to residents highlighting the proposed diversion.</p> <p>4.10 Events & Parks Team : JK provided an overview of the event and highlighted that surplus tickets from the event needed to be regulated to avoid getting in the hands of ticket touts. A new stakeholder group had been constituted. Bar Managers needed to ensure they monitored patrons closely so that bar staff did not knowingly sell drinks to intoxicated individuals. It was noted that CCTV coverage of the event had increased and there were 8 active cameras on the site. PV advised the LBHF camera's in the streets had proven to be very useful.</p> <p>4.11 GS reported feedback from Pauline McCormack in relation to the restoration of the park and complaints from a user on the delay. RK advised the weather had been poor, the re-instatement of the park would be slower than anticipated due to standing water. It was noted the events team would be involved on the ground until August 2016.</p> <p>4.12. Parks Police Service / Streetscene Enforcement / others: nothing further to report.</p>	Sport Gate
<p>5</p> <p>5.1</p>	<p>Report from Metropolitan Police Service/ British Transport Police.</p> <p>Apologies had been submitted by MT. He had attended the event on Friday and reported it had gone smoothly. PV noted payment by card had increased which was good, as there was less cash in circulation at the event which made it less vulnerable to potential theft.</p>	

6.	London Fire Brigade	
6.1	LFB were not present at the meeting and had not provided any feedback.	
7.	London Ambulance Service	
7.1	LAS were not present at the meeting. RE reported there had been no issues or trends .	
8.	Report from other SAG Members	
8.1	GS mentioned a special treatments and massage bus had attended the event. He explained this would need to be licensed if it was to return next year. JK highlighted the Authority were in the process of negotiating a new 10 year contract with Polo in the Park which should be completed by 31 March 2017.	
9.	Polo in the Park 2017	
9.1	Tenancy Dates It was reported these would be 9 th , 10 th and 11th June 2017.	
9.2	Event Format No change although the Goal End Garden would be looked at.	
9.3	Planned Changes Bruce Halley would become the new events manager next year.	
9.4	Operations Team RK would move from Head of Operations to Event Director and PV would become a consultant to the event.	
10.	AOB None.	
11.	Date of Next Meeting It was agreed to try and schedule the next meeting for the week commencing Monday 3 April 2017. GS to send out the confirmed date.	GS