

**Polo in the Park 2017
Safety Advisory Group (SAG) De-brief meeting
Courtyard Room
Hammersmith Town Hall,
King Street, London, W6 9JU**

Wednesday 26th July 2017 at 2 pm

MINUTES

PRESENT:

London Borough of Hammersmith and Fulham (LBHF)

Stephanie Needham	- Commercial Services Manager	(SN) Chair
Graham Souster	- Environmental Health Officer	(GS)
Nadia Jazaeril	- Events Team	(NJ)
Debbie Farr	- Commercial Services	(DF)
Graham Morrison	- Environmental Health Officer	(GM)
Janet Nairne	- Highways Officer	(JN)
Amrita Gill (Minutes)	- Committee Services	(AG)

Sportgate International

Bruce Halley	- Consultant	(BH)
Richard Kirtley	- Event Director	(RK)

London Ambulance Service

Matt Shute	- LAS	(MS)
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Item No.	ITEM	ACTION
<p>1</p> <p>1.1</p> <p>2</p> <p>2.1</p> <p>2.2</p>	<p>Welcome from Chair</p> <p>SN welcomed all attendees to the meeting and noted that it had been another busy summer of events held in the Borough and a de-brief was held on the Chestertons Polo in the Park event which was held at Hurlingham Park on 9,10 & 11 June. She also confirmed the location of rest rooms and the fire alarm evacuation procedures for the meeting.</p> <p>Apologies and Introductions</p> <p>There were round the table introductions from those present and apologies were received from:</p> <p>Apologies:</p> <p>Paul Vernon (Sportgate) Mathew Anderson (Food Safety Consultant for Absolute Taste) Sergeant Christopher Penman, Grant Lumsden - (MPS) Rebecca Burton, Michele McHugh – London Fire Brigade Sharon Edwards – City of London Corporation Stephen Powell – Hurlingham Club Roy Instrall (Streetscene), Ann Ramage (Commercial Services), Keith Stevenson (Parking Control) Helen Pinnington (Events) Lisa White – (Licensing), Alisdair Carlin - Environmental Quality Officer (LBHF)</p>	
<p>3</p> <p>3.1</p> <p>4</p> <p>4.1</p>	<p>Purpose of the SAG</p> <p>SN noted that the main purpose of the meeting was to de-brief on the safety and security arrangements for this year's event and any learning for continued improvement.</p> <p>The SAG was reminded that the minutes of the meeting would be made available online.</p> <p>Confirmation of previous minutes (4th April 2017) and matters arising</p> <p>Item 16 – GS noted that the parked vehicles had to be dealt with by Sportgate and apologised for any inconvenience this may have caused. He added that from 2018 parking controls would be enforceable in Hurlingham Park.</p>	

4.2	<p>SN noted that she was satisfied that majority of the actions had been addressed.</p> <p>The minutes of the meeting held on 4 April 2017 were approved</p>	
5	<p>Event Safety Review</p> <p>Event Build</p> <p>5.1 RK provided an overview on the construction phase and noted that the integration of CDM regulations had proven to be a success and worked well. In addition, CDM was a useful tool as it helped ensure that risks were removed, or reduced and controlled. Whilst Sportgate adhere to standard working hours a Section 61 was put in place for additional hours, however the need did not arise to use this.</p> <p>5.2 RK noted that their security had also worked well during the construction phase and there were very few issues with managing traffic on the road. He highlighted that the lock on the fire gate at Broomhouse Lane was broken and feedback received from the security team was that this generated an increase in HGV traffic which had no link to the site. GS to email highways team to follow this up.</p> <p>5.3 RK reported that there were no major first aid incidents during the construction phase.</p> <p>5.4 SN asked how information was stored electronically. RK said that all CDM records were logged and kept on a secure online system, which had proven to be beneficial. BH added that in practice they were also using forms and checklists from the construction industry training board and these were also stored digitally.</p> <p>5.5 Event appraisal RK reported that the event had gone well. Following the Terrorist attacks that took place in Manchester and London Bridge, increased security measures were put in place. The incidents also had an impact on ticket sales. The ticket numbers on Friday were 7000 and on Saturday 10,800. Sunday being a 'family day' suffered the most, selling 6000 tickets. Overall the total number of tickets sold were on par with 2016.</p> <p>5.6 RK reported that there had been 2 hospital admissions. One on Sunday due to a health issue and one on Saturday due to a psychotic episode which was triggered by alcohol, although initially assistance was refused, the patron was later taken to Chelsea & Westminster Hospital with the help of a friend. There were various other minor first aid incidents reported.</p>	<p>GS</p>

5.7	<p>In total there were 6 ejections of which one was due to an altercation in the Mahiki bar which was resolved by staff and both people were asked to leave via separate exits.</p> <p><u>Ingress and Egress</u></p>	
5.8	<p>Ingress RK reported that the closed footpath along Broomhouse Lane had caused issues to the event. Although this presented a risk to patrons, the stewarding team successfully managed it but it was a far from ideal situation. JN noted that the building works were due to be completed by the end of July 2017. Full body and bag searches were carried out efficiently and noted that Echo 4 needed to be more heavily resourced than Echo 1 for the first 90 minutes of the Friday for future events.</p>	
5.9	<p>Egress RK reported that the road closures were put in to place and worked well. However, RK felt the road closures were in place for longer than required and this would be reviewed for next year's event. He also noted that the implementation of the one-way system worked well.</p>	
5.10	<p>CCTV Cameras RK reported that the additional deployable camera's provided by the Council were beneficial. He asked if there was an opportunity to continue with the an additional camera on the side entrance of Hurlingham Road / Broomhouse Lane for future events, as this location proved valuable. GS said that he would explore this option and feedback to Sportgate.</p>	GS
5.11	<p>Command and Control Arrangements RK reported that an incident took place on Sunday during egress, where two children accessed the back of a staff area via the Echo 1 entrance and stole a phone from a member of staff. The children were escorted to the welfare area and the incident was reported to the police. There were 2 altercations on Hurlingham Road and at the Mahiki bar which were both resolved by security. A moped gang was also spotted; additional security staff was used to monitor this.</p>	
5.12	<p>RK noted that ticket touts were spotted, reselling the free tickets provided to residents, however were asked to leave by security. The ATM was dealing out test money for a short while, however this was immediately addressed by Sportgate.</p>	
5.13	<p>RK noted that he led as Event Director and Event Silver and BH was Site Manager. There was an issue in that external behavioural detection units were on their own radio net that Event Control could not hear. In future Event Control will have access to these communications and have direct contact with these teams</p>	

<p>5.14</p> <p>5.15</p> <p>5.16</p> <p>5.17</p> <p>5.18</p>	<p>Contractors performance overview RK reported that he was overall pleased with the performance from the suppliers and noted that the waste management issues at the Mahiki bar had been addressed. Positive feedback was also received for the food courts from the vendors.</p> <p>Accidents Injuries and near misses Apart from the accidents/Injuries listed under 'event appraisal', there were no accidents at the event.</p> <p>Lessons Learnt RK noted that going forward he would be more involved in the delegation of the security arrangements and that Sportgate would continue to focus on making improvements to the integration of CDM.</p> <p>RK confirmed it was important that the site was secure during events and confirmed that Sportgate would look at using steel shield fencing for all external fencing for future events to increase security measures.</p> <p>He asked if there was an opportunity to apply for a dropped kerb near the Echo 5 entrance from an access point of view. JN said that she would arrange a meeting with the Highways team and Sportgate for further discussions to be held on what can be achieved. He added that there was a need for additional baby changing units on Sundays.</p>	<p>JN</p>
<p>6.</p> <p>6.1</p> <p>6.2</p> <p>6.3</p>	<p>Feedback from Local Authority</p> <p>Commercial Services</p> <p>GS stated that overall, the event had been very successful. From a public safety perspective, Sportgate reacted well to demands and challenges throughout the tenancy.</p> <p>GM reported that food safety inspections had been carried out over 2 days. Standards had significantly improved and there were no issues this year. He identified that there was a need for additional allergy signs and wash basins on stands so caterers could wash their hands. In addition, he noted that all suppliers should carry relevant documentations on site. SN noted that the LA would send Sportgate a list of requirements, to be included in the prerequisite for traders in the future.</p> <p>GS discussed the entry queue management on Friday and Saturday was necessary owing to the problems caused by the build hoarding corner of Broomhouse Lane. There were also issues with Time Out tickets and scanners on Saturday which together enhanced with security checks, resulted in long queues at times, however overall were well managed. The road closures for egress made a significant</p>	<p>LBHF/Sportgate</p>

	<p>difference to safety management during egress. Whilst some traffic congestion was caused this was minor in nature.</p>	
6.6	<p>Licensing GS reported from a Licensing perspective things had gone well. Licensing inspections had been carried out and no issues were reported.</p>	
6.7	<p>Noise and nuisance GS reported that no direct complaints had been submitted.</p>	
6.8	<p>Highways /parking control JN advised that she was not aware of any significant issues reported to Highways about the event. General discussions held on the merits of the road closed for safe egress and the timings.</p>	
6.9	<p>Events Team/ Parks Team NJ advised that she was aware tickets touts were selling ballot tickets outside the site. She asked if measures could be put into place to avoid this from occurring in the future. RK confirmed that if this became a problem, it would be monitored and addressed in the future.</p>	
6.10	<p>Parks Police Service No officers in attendance, no issues to report</p>	
6.11	<p>Streetscene Enforcement/ Others GS noted that ticket touts were active on Saturday and this was reported to Streetscene and MPS. An ice cream trader was also present most days and traded for long periods.</p>	
7.	<p>Feedback from Metropolitan Police Service/ British Transport Police GS noted that Chris Penman provided a CT briefing to stewards and was useful. No arrests were made or police attendance called upon. The Local neighborhood police officers patrolled the event from time to time. RK noted that there was a lot of police presence and was grateful for this. A suspicious vehicle was reported on Friday evening and this had been actioned by the police.</p>	
8.	<p>Feedback from London Fire Brigade It was noted that a Fire Safety inspection from the LFB had been made of the site and everything was well set up. No issues were reported.</p>	
9.	<p>Feedback from London Ambulance Service MS confirmed the LAS was happy with the medical arrangements in</p>	

	place during the event.	
10.	Polo in the Park 2018	
10.1	Tenancy dates It was reported these would be 8, 9 and 10 June 2018.	
10.2	Event format It was reported that there would be no changes.	
10.3	Operations Team RK noted that he would remain the Event Director and Event Silver and BH would remain as site manager. PV would also be around as a consultant to some degree. Glen Hunt would return as the safety advisor and Harriet Butler would become a full-time member of staff in September 2017.	
10.4	Traffic Management It was noted that Carl Gellard (LBHF – Highways) had requested a meeting regarding the impact the event had on residents in relation to traffic management and parking restrictions and discuss how things could be improved in the future.	
11.	AOB None	
12.	Date of Next Meeting TBC	