

**Polo in the Park 2018**  
 Safety Advisory Group (SAG) Debrief Meeting – Part One  
 26 September 2018  
 Committee Room 1  
 Hammersmith Town Hall,  
 King Street, London, W6 9JU

**PRESENT:**

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

Stephanie Needham (Chair), Commercial Services Manager	(SN)
Graham Souster, Environmental Health Officer	(GS)
Nadia Jazaeril, Events Team	(NJ)
Graham Morrison, Environmental Health Officer	(GM)
Pauline McCormack, Parks Manager	(PM)
Elina Sobti (Minutes), Committee Services	(ES)
Michael Allen, Networks Management	(MA)

**Sports Gate International**

Richard Kirtley, Event Director	(RK)
Harriet Butler, Operations	(HB)

ITEM N.	ITEM	ACTION
1.	<b>Welcome from Chair</b>	
1.1	SN welcomed all attendees to the meeting and confirmed the location of rest rooms and the fire alarm evacuation procedures for the meeting.	
2.	<b>Introduction and apologies</b>	
2.1	<p>There were round the table introductions from those present and apologies were received from:</p> <ul style="list-style-type: none"> <li>• Rory Heron, Managing Director – Sportgate International</li> <li>• Ann Ramage, Interim Assistant Director for Regulatory Services</li> <li>• Lisa White – Licensing</li> <li>• Mike Rumble – Parks Police</li> <li>• Robert Spry- Parks Police</li> <li>• Michele McHugh – London Fire Brigade</li> <li>• Matthew Anderson- Food Safety Consultant</li> <li>• Inspector James Brockway- Metropolitan Police Service</li> </ul>	

	<ul style="list-style-type: none"> <li>• Grant Lumsden- Metropolitan Police Service</li> <li>• Matt Shute- London Ambulance Service</li> <li>• Steve Wasp- NHS</li> <li>• Helen Pinnington- LBHF Events</li> <li>• Janet Nairne- Highways</li> <li>• Kieran McKenna- Commercial Services</li> <li>• City of London- Animal Health and Welfare Services</li> </ul>	
<b>3.</b>	<b>Purpose of the SAG</b>	
3.1	The primary purpose of the meeting was to de-brief on how the event went from a safety perspective and to highlight any learnings for the continued.	
<b>4.</b>	<b>Confirmation of previous minutes – 18<sup>th</sup> April 2018, and matters arising</b>	
4.1	Actions- the chair was satisfied that the majority of actions had been addressed.	
4.2	Point 5.1- RK reported measures had taken to protect the tree by the Broomhouse Lane site entrance; the trackway had been moved out by about half a meter	
4.3	Point 5.2- This was completed. The operations manual had been shared amongst SAG members.	
4.4	Point 7.9- This issue remained ongoing. Sportgate was not able to warrant the installation of a drop kerb to the Broomhouse Lane entrance on financial grounds until the extension of the contract has been confirmed.	
4.5	Point 10.2- The food safety concerns in relation to high temperatures had been addressed.	
4.6	It was confirmed that the minutes from the last meeting were an accurate record of the meeting and will duly be published on the council's website.	
<b>5.</b>	<b>Event Safety Review</b>	
5.1	RK provided an overview of how the event in June 2018 had gone:	
5.2	<u>Event build/ de-rig-</u> Generally, the build and de-rig had gone well. The build aspect of the event with Bruce Halley as the operational number two for RK. Other dedicated site staff member, Alan Horsfield greatly aided the decision-making process. RK reported that they had a tight team, which worked well. The team had worked hard to meet to CDM requirements and this aided running reports and logs. Contractors	

	had also embraced CDM. Utilised this year a contractors WhatsApp group for reporting purposes for the build log which also worked well.	
5.3	RK reported that they had tried to adhere to working hours as much as possible. However, some earlier than scheduled delivery vehicles arrived and so the decision was made to let the vehicles onto the site to reduce noise. The numbers were less so than in 2017.	
5.4	RK reported there had been complaints from residents of Carnwath Road due to trucks parking up in the area and drivers leaving their engines running whilst they were stationary. Space for parking was limited on Carnwath Road due to Thames Tideway works. RK stated Sportgate was not made aware of prior to the event. Action was taken around this and Rory Heron met with the Carnwath Road residents whom he now had a good rapport with. GM stated that engines should not be left running due to air pollution.	
5.5	MA suggested trucks could utilise parking in Trinity Road near to Wandsworth Bridge for next year's event. RK advised he would aim to contact Thames Tideway Engagement Officer to discuss next year and would research other options in terms of routes / parking to minimise impact on residents.	<b>RK</b>
5.6	RK reported that the Broomhouse Lane fire-gate had been broken by one of the event trucks. Sportgate would pay for the costs of the repairs. Discussion held on actions taken against non-compliances with deliveries outside of hours, RK advised they had a strike and you are out rule.	
5.7	There had been damage to the event site road kerb but this was investigated and it was not an event related vehicle. The driver's details were noted and an incident report written. Details to be sent by RK would send to MA.	
5.8	RK reported that the accreditation system in place for all contractors and staff worked well. All staff had wrist bands with their accreditation detailed logged onto the system. There was a full log of anyone entering the site, bag searches were conducted, vehicle searches and randomised body searches. Number plates of vehicles were also recorded and the security team present for the build was excellent. RK stated that with all these measures in place the group had a tight construction site.	<b>RK</b>
5.9	RK advised that the hospitality area was contracted out this year. There was more expenditure on the area and it was a more complicated build. As a result, there was a dedicated manager in charge of the hospitality area build which bolstered the management team.	

5.10	<p>RK reported that overall security had been reviewed in detail and additional steel shield fencing had been put in place along Hurlingham Road. The security team performed extremely well in part down to the new Garry Pascoe the security manager. GS informed he visited the build and everything appeared to be running smoothly and on the Friday prior to opening the site was complete and in very good shape.</p>	
5.11	<p><u>Event Appraisal (RK)</u></p>	
5.12	<p>The meeting was informed that attendance on the Friday (7,500) and Sunday (7,000) had been extremely good. However, Saturday had been disappointing as around 1000 less tickets were sold and it was felt this was down to the change in marketing and PR agency. However, despite this the visitor experience on the Saturday was better owing to the 1,000 less numbers. The event opened on time every day.</p>	
5.13	<p>There were no RIDDORS or hospital attendances logged. There were 68 first aid incidents for blisters and heat stroke mainly. 7 ejections from the site were carried out (2 drunk, 2 rude and offensive, 1 for attempted fight in the Mahiki bar, 1 for attempted theft, 1 verbal assault).</p>	
5.14	<p>Ingress into the event site was managed extremely well considering the house building works on Broomhouse Lane taking place outside of the site. Full bag and body searches took place by the security teams. Queues on the Friday for hospitality did become excessive with 1500 guests turning up at the same time.</p>	
5.15	<p>Egress went very well with the road closures being utilised on both Friday and Saturday. It was not required on Sunday. The one-way system in Linver Road also worked well and residents are now much happier.</p>	
5.16	<p>RK advised that they would not against a Controlled Parking Zone being implemented as there is a parking impact issue during the event. But again, the investment required for this is dependent on the contract extension.</p>	
5.17	<p>LBHF deployable CCTV cameras were used giving a view outside of the event site.</p>	
5.18	<p>There were a few incidents this year dealt with by security. One was the presence of a moped gang outside of the grounds and this was dealt with by security staff and reported by GS to the police. On Sunday the expo dog team observed 4 suspicious males parked vehicle outside of grounds. However, when approached they drove off. The police were by LBHF Silver informed and were on site within 6 minutes. 10 minutes after this incident, a drone flew over the site.</p>	

	<p>This was investigated and appeared to be unrelated to the males in the vehicle. The police had not got the bottom of the matter in relation to the 4 males in the vehicle.</p>	
5.19	<p>There had been some issues with Uber taxi drivers not stopping appropriately which caused traffic to escalate. They were also reportedly problematic for the Hurlingham Club too. Discussion held over taxi drop off point in Broomhouse Lane for the future.</p>	
5.20	<p>On the Friday there had been a noise complaint received about the amplified sound. LBHF Noise and Nuisance officers did attend site this issue was dealt with immediately and the sound on the speakers turned down.</p>	
5.21	<p>The sewage pumps failed the Saturday but MTD was on hand and sent out support immediately to deal with the matter. A tanker was ordered as a back-up and learning for next year is to double macerate the effluent as the problem was caused by wet wipe causing a blockage and causing the pump shorting out. RK / GS thanked NJ for help with securing the assistance from LBHF appointed Amey contractor.</p>	
5.22	<p>There were some post event issues in relation to lawn re-growth, taking into consideration the high temperatures experienced over the summer period. RK reported that his team had irrigated the park as much as they could to mitigate but without rainfall the re-growth was difficult. Consequently, the rugby club had missed their first match.</p>	
5.23	<p><u>Command and Control</u> RK reported they had a tight team and this was running smoothly with the Gold, Silver and Bronze arrangements. The Radio Provider gets better and better each year. Security stepped up extremely well this year.</p>	
5.24	<p><u>Contractor Performance</u> RK reported that the majority of contractors performed extremely well. They would be reviewing the cleaning contractor. Feedback from the food court was very positive.</p>	
5.25	<p><u>Lessons Learnt</u> RK stated that he would ensure there is advance communication with Carnwath Road residents next year. The speaker audio levels learnings would be ensured owing to the complaints received. Double macerate all waste effluent from the toilets. Steel shield completely around the event site, A dropped kerb for the Broomhouse Lane site entrance would be considered. They would also like to consider running permanent trenches for services in the park to speed up the build.</p>	

6.	<p><b>Feedback from Local Authority</b></p> <p><b>Commercial Services</b></p>	
6.1	<p>GS reiterated that entrance and egress management went very well with no excessive queues observed and when a visit was undertaken on Friday, everything appeared to be well managed and site housekeeping was excellent. The pre- event Emergency Desktop exercise as well as Steward briefings were attended.</p>	
6.2	<p>It was noted that the corner of Broomhouse Lane / Hurlingham Road pathway was hoarded off owing to the major house development works.</p>	
6.3	<p>Moped activity was reported by Sportgate led to GS notifying the police and this did result in vehicle patrols in the area noted on Friday and Saturday.</p>	
6.4	<p>A problem was encountered on Friday when the Hurlingham Road closure was opened in unison. It should have opened one way only first (west bound) not together with east bound in Hurlingham Road because it caused blockage of vehicles.</p>	
6.5	<p>On the Saturday LBHF pumps and MTD pumps had failed. A contingency plan was implemented as it was not possible to pump to waste bladders. The failure resulted in an effluent taker being brought onto site as a result. The LBHF contractor, Amey was called and fixed the pumps which had an electrical short owing to wet wipes blocking the pumps.</p>	
6.6	<p>Roads were opened at 21:10 on Friday and 20:10 Saturday and there had been an excellent use of stewards and barriers on both Hurlingham Road and Bloomhouse Lane. The Echo 4 egress pedestrian pulse worked very well.</p>	
6.7	<p><b><i>Matthew Anderson's feedback – (Sportgate's Food Safety Consultant)</i></b></p> <p>From the caterers view it was a successful event with no major issues other than an issue with the ovens making the false wall behind then get very hot. Next year it would be good to insert a false inner wall made from plasterboard to protect the inner panels.</p>	
6.8	<p>GM reported nothing of concern had been flagged up. Food safety and the hospitality area was well run. Three executive chefs were present. RK reported that next year Gorilla Events would be asked to run manage the food court area. From the allergies point of view, this had all been managed well and the fridge temperatures were good.</p>	

6.9	<p><b>Licensing</b></p>	
6.10	<p>No inspections visits were carried out, however GM inspected bars and no issues of concern were observed. Challenge 25 was implemented and a refusals book was maintained.</p>	
6.11	<p>Generally, there were no concerns about behaviour. Still some drunkenness and falls on exit from event site. Sportgate cleaners did clean up any mess on the street.</p>	
6.12	<p><b>Environmental Quality</b></p> <p>No issues reported following site inspection.</p>	
6.13	<p><b>Noise &amp; Nuisance</b></p> <p>Complaints were received on Friday from residents (reported to the Local Councillor) in relation to amplified music. Site visit was made by N&amp;N Team which did result in some speakers to the western side of the event site to be turned down by Sound Engineers.</p>	
6.14	<p><b>Highways / Parking Control</b></p> <p>GS advised there were a few issues in relation to inaccurate information displayed on the parking bay suspension signage and the subsequent confusion this could cause. It was reported Parking Services changed the information on Saturday.</p>	
6.15	<p>Sportgate had to respond to a post event Members Enquiry concerning lorry movements following a complaint from a resident alleging vehicles were stacking in Carnwath Road. The Thames Tideway site in Carnwath Road could be excluded from the number of vehicle movements in the area.</p>	
6.16	<p>U &amp; Q parking zones did not have event day restrictions in place for this year's event. MA informed that he was not sure of Thames Tideway's work for next year in relation to Carnwath Road. It was taken on board the need to have an officer do checks on the Friday and to be visible. MA confirmed someone would be in attendance next year.</p>	
6.17	<p><b>Events Team / Parks Team</b></p> <p>NJ noted the quick response to the noise complaint.</p>	
6.18	<p>The polo ballot of tickets had gone down well and tickets would be allocated for next year, however the way in which this was done would be re-thought.</p>	

6.19	NJ would follow up with Carl Gellard about the timing for consultation to take place around parking restrictions. NJ would try to gain more information with regards to the contract with Sportgate moving forward.	
6.20	PC was in agreement that there was not much that could be done regarding irrigation during periods of extremely hot weather. RK informed that they had been considering installing a pipe in the next build which mitigate the issue.	
7.	<b>Feedback from Metropolitan Police Service / British Transport Police</b>	
7.1	A representative was not present at the meeting.	
7.2	RK noted that the Metropolitan Police Service had been very supportive.	
8.	<b>Feedback from London Fire Brigade</b>	
8.1	A representative was not present for the meeting.	
9.	<b>Feedback from London Ambulance Service / NHS</b>	
9.1	Steve Waspe from the NHS gave his apologies for the meeting but provided feedback; to his knowledge there were no event related problems reported by any NHS organisation in the immediate area.	
10.	<b>AOB</b>	
10.1	None	
11.	<b>Date of next meeting</b>	
11.1	This was to be confirmed.	<b>GS</b>