

**Chestertons Polo in the Park 2019
Safety Advisory Group / debrief meeting – 25 September 2019
Part 1**

Minutes

PRESENT

London Borough of Hammersmith & Fulham (LBHF)

Stephanie Needham (Chair), Interim Head of Environmental Health	(SN)
Graham Souster, Commercial Services	(GS)
Nadia Jazaerli, Events Manager	(NJ)
Joan Durose, Consultant	(JD)
Stephen Hollingworth, Assistant Director Leisure, Sports & Culture	(SH)
Pauline McCormack, Parks Officer	(PM)
Stefan Czeladzinski, Parks Officer	(SC)

Katia Neale (Minutes), Governance	(KN)
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Sportgate International and Vendors

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

Other Authorities

	Item	Action
1.	<p>Introduction and apologies</p> <p>The Chair welcomed all attendees to the meeting and confirmed housekeeping arrangements. Attendance is listed above</p> <p>The Chair stated that 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 improvement. She noted that there were certainly some challenges this year with the event.</p> <p>The minutes of the SAG meeting would be published on the Council's website. For accuracy purposes, the minutes would be circulated to members for comment before publishing on the Council's website as draft.</p> <p>Matters relating to Counter-Terrorism and Security would be discussed in a smaller sub-group immediately following the meeting. The minutes for that meeting would not be published but would be circulated to attendees.</p>	

	Item	Action
	<p>Apologies were received from:</p> <p>MPS: Grant Lumsden, Martyn Holt, Mark Biggs</p> <p>LBHF: Helen Pinnington (LBHF Events), Robert Spry (Parks Police), Janet Nairne (Highways), Graham Morrison (Food Safety), Kieran McKenna (Health and Safety – left LBHF), Philip Richardson (Noise & Nuisance – left LBHF).</p> <p>City of London – Animal Health & Welfare Team – Sharon Edwards.</p>	
2.	<p>Matters arising and confirmation of previous minutes</p> <p>SN was satisfied that the majority actions from the previous meeting had been addressed.</p> <p>GS would advise on one point in relation to Broomhouse Lane drop down kerb proposal during the meeting.</p> <p>The minutes of the previous meeting were agreed as an accurate record.</p>	
3.	<p>Event Safety Review</p> <p>➤ Event build</p> <p>RK advised despite being beset with poor weather the event build has been the smoothest ever. The additional marquees installed on the site to provide protection from the weather provided a suitable shelter.</p> <p>Generally, the build had gone well as it had a few more dedicated site staff who were able to do decision-making. RK reported that their team performance was excellent. The team had worked hard to meet to CDM requirements, and this aided running reports and logs. Contractors had also embraced CDM as the legislation has become more event friendly.</p> <p>The works were in line with the Section 61 consent and all vehicle movements to from the site and all worked well during the site build. There had not been a single resident complaint related directly to the event. Following last year’s issues, members of security would go to any early arriving vehicles in Carnwath Road to ensure engines were switched off. The £500 penalty also helped with ensuring compliance.</p> <p>There had not been any major first aid issues during the build.</p>	

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	<p>RK reported that no one was allowed in the site without bags being searched. The security team performed extremely well, in part down to the new security manager. GS informed he visited the build, and everything appeared to be running smoothly.</p> <p>➤ De-rig</p> <p>RK stated that the first day of the de-rig was one of his worst event experience he had ever had. The weather conditions were horrendous with heavy rain causing sitting water across the site. This was then further compounded by the diesel leak incident from a contractor's truck. The driver disobeyed security orders and broke the speed limit and skidded causing a 180-litre fuel tank to spill. This incident resulting in the LFB's attendance, the site closure and emergency remediation and environmental works were required. At Sportgate's expense specialist consultants were engaged to manage the aftermath of the diesel spillage with the eventual removal of call contaminated soil.</p> <p>The remainder of the derig remained challenging owing to the wet weather but the park was handed back to the Council on time.</p> <p>➤ Event appraisal</p> <p>RK confirmed it had been a good event for them</p> <p>Friday was difficult owing to traffic issues with the serious RTA on the A4 resulted in its closure until mid-afternoon. This created logistical issues with vehicles movements owing to the traffic problems. Vehicles were advised to come to the site via the A3. The congestion was further compounded by the closure of Hammersmith Bridge.</p> <p>RK informed that attendance was slightly up from 2018:</p> <p>7,800 on Friday 9,500 on Saturday 6,000 on Sunday</p> <p>RK reported that the event site opened on time daily with minimal queues outside of the site. With the pathway back in use at the corner of Broomhouse Lane this greatly helped entry with the link up of both entrances. The security performance had been the best.</p> <p>RJ advised there were 60 minor first aid treatments, 2 persons were taken to hospital over the weekend including a security supervisor for health reasons.</p> <p>There were 7 patrons ejected from the site during the event.</p>	

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	<p>The family day on Sunday was a great success. RK advised egress went very well on all days.</p> <p>GS advised that he would have preferred the road closure to have been put in earlier on the Saturday night during the egress. There were also issue Uber taxi drivers driving down Linver Road into Hurlingham Road which was busy with patrons leaving the site . But GS noted that everything else was well managed well from his perspective.</p> <p>Discussion were held on the failure of the pump during Friday afternoon which required Sportgate to initiate its contingency plans. GS advise the matter was escalated to LBHF Facilities Management. One out of the two LBHF pumps was in operation during the day. Pump 2 was isolated owing to a leaking elbow joint to old pipework. Council contractors did attend site and managed to get the pump working again.</p> <p>PM stated that she did not believe the infrastructure in the pump room could cope with an event of this scale. She would recommend FM to carry out a survey to decide if it could be fixed or if an upgrade would be necessary. Once concluded, she would report back on the recommendations.</p> <p>➤ Command and control arrangements</p> <p>Gold and Silver remained the same. HB was more involved in the command and control this year. The CCTV operated by the Council worked extremely well. There was a Bronze for every event department area. There were no major incidents reported, and no drones. As described above, the only issue was with the pump room. Support was sent out immediately to deal with the matter and it was sorted on Friday night.</p> <p>➤ Contractor performance overview</p> <p>RK reported that work carried out by contractors had all gone well as they were familiar with the standards and no complaints had been received. The cleaning company was very good. The alcohol policy worked very well, particularly with Challenge 25 as the tills now have buttons on the tills recording challenges made.</p> <p>They had received positive feedback on the food court and hospitality.</p> <p>After initial problems with the new medical provider they performed well during the event.</p>	<p>LBHF</p>

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	<p>The stand build was slow owing to the account manager, but it was likely the contractor would be given a second chance next year.</p> <p>➤ Accidents, injuries, incidents and near misses There had been no RIDDORS. RK stated that there had been 56 minor health issues on the first day and two people had been sent to hospital with chest pain, but it was not found to be serious in neither case.</p> <p>There had been seven ejections: four inebriated, two for staff abuse and one for trying to start a fight. This number was down from 9 on the previous year.</p> <p>➤ Lessons learnt RK reported that he was looking into the availability of plastic walkway that could cope with heavy vehicle movements to avoid problems with bad weather and provide 360⁰ degree ring road around the site.</p> <p>RK stated that he would look at the contract clause requiring a third party sign off structures. This remove the liability on the suppliers where RK believed it should firmly remain.</p> <p>JD noted that the removal of the liability from suppliers was not legislation, but it was good practice for independent inspection. She would discuss this matter with RK and GS outside the meeting.</p>	<p>LBHF / SGI</p>
<p>4.</p>	<p>Feedback from Local Authority</p> <p>➤ Events Team / Parks Team</p> <p>SC reported that an incident on A4 on Friday in addition to roadworks had created gridlock in the area.</p> <p>In addition, the water irrigation on the site was compromised by people walking through it. It was suggested to reinforce the signage and fences on the following year to avoid this problem. However, the grass was in a better condition than the previous year.</p> <p>Due to the diesel leakage one metre of soil had been removed under recommendation of Environment Agency and the Council. They would have to monitor closely to see whether there would be any tree and roots damage. If any damage was noticed they</p>	

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	<p>might have to reduce the canopy to ensure structural safety of the trees.</p> <p>SC reported a new recommendation regarding the 16 square metre training area. They recommended to have an additional over seeding after the initial seeding to ensure better coverage of the area.</p> <p>RK stated that he would coordinate the over seeding from the beginning of the process with the Events and Parks Teams.</p> <p>Events Team</p> <p>NJ reported that no complaints had been received from residents. She added that as the event on Friday was more popular than Sunday, she would like to swap the tickets received by the Council for Sunday. She would also like to have the tickets emailed to her with a QR code to have the postal ballot.</p> <p>JD advised the Mayor enjoyed the event thanked Sportgate for taking some Councillors around the site.</p> <p>JD reported that some complaints had been received regarding the food queue on Sunday and the lack of seats under cover. RK replied that some people would prefer to sit under the sun, if sunny, so they had to provide seats in open areas.</p> <p>➤ Commercial Services</p> <p>SN reported on the comments received regarding food safety. Checks carried out by the Council. The officer praised the food court traders and the crew catering but noted that the gazebo for the sitting area was missing and should be reinstated on the following year.</p> <p>He added that the standard in the hospitality area was excellent as before, and the wooden flooring worked well for the event.</p> <p>GS reiterated that entrance and ingress had been well managed with no long queues observed and when a visit was undertaken on Friday, everything appeared to be well managed and site housekeeping was excellent. The cameras worked well, and GS was impressed by the extra marquees providing wet weather on site.</p> <p>➤ Licensing</p> <p>SN noted that Adrian Overton and Tom Watson (MPS) had visited the site on the Saturday and no issues had been reported back.</p> <p>➤ Noise & Nuisance</p> <p>No complaints had been received.</p>	

	Item	Action
	<p>➤ Highways / Parking Control No feedback received.</p>	
5.	<p>Feedback from Metropolitan Police Service / British Transport Police No feedback received.</p>	
6.	<p>Feedback from London Fire Brigade No feedback received.</p>	
7.	<p>Feedback from London Ambulance Service / NHS The NHS reported that no impact to the hospitals</p>	
8.	<p>Feedback from other SAG Members GS and SH praised the smooth management of the whole event.</p>	
9.	<p><u>Additional Agenda Item</u></p> <p>POLO IN THE PARK 2020 - UPDATE FROM SPORTGATE ON NEXT YEARS EVENT</p> <p>Dates 5th, 6th & 7th June 2020</p> <p>RK reported that there would be no change to opening times, but the food court supplier might be changed. The management team would not change but a security manager would be leaving.</p> <p>RK noted that as the license had now been renewed for the length of the contract, Sportgate would discuss with Highways and Parks the possibility of a drop-down kerb on the Broomhouse Lane entrance for 2020 and would obtain costs and options. They would also discuss fixing the pump or the potential upgrade.</p>	
10.	<p>Any other business</p> <p>It was noted that the tickets for the next event would be available for sale from 1st February. The dates were already on the website.</p>	
11.	<p>Date of next meeting To be confirmed</p>	

The meeting ended at: 11.45am