

**FIREWORKS AT BISHOPS PARK FRIDAY 3rd NOVEMBER AND RAVENSCOURT
PARK SATURDAY 4th NOVEMBER 2017
SAFETY ADVISORY GROUP MEETING - DEBRIEF**

FRIDAY, 17 NOVEMBER 2017

10:00 am – Committee Room 2, Hammersmith Town Hall

PRESENT:

London Borough of Hammersmith and Fulham

SN	Stephanie Needham	Commercial Services Manager (Chair)
DF	Debbie Farr	Environmental Health Officer – Commercial Services
KA	Karen Ashdown	Environmental Health Officer – Commercial Services
GM	Graham Morrison	Environmental Health Officer – Commercial Services
NJ	Nadia Jazareli	Events Manager
SC	Stephen Cox	Parks Police

Minutes: Charles Francis

Organisers

RK	Richard Kirtley	Sportgate International
HB	Harriet Butler	Sportgate International

Other Authorities

DFr	Daniel Frost	SSG - UK Specialist Ambulance Service
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No.	ITEM	ACTION
1.	<p>Welcome from the Chair</p> <p>SN welcomed back the members of the group and invited those present to introduce themselves and the organisations they represented.</p>	
2.	<p>Introductions and Apologies:</p> <p>Anne Ramage, Tim Davies, Mike Rumble, Lisa White, James Brockway, Lee Currie, Michael Allen, Rory Heron, Shaky, Michele McHugh, Matt Shute, Steve White.</p>	

<p>3.</p>	<p>Matters arising and confirmation of 2nd October 2017 minutes</p> <p>Minutes agreed as an accurate record of the last meeting held on 2 October 2017. Following confirmation of the minutes, it was agreed that the minutes from the last meeting will be published on the Council's website</p> <p>Actions from the previous meeting:</p> <p>Addressed 8: Due to the increased number of recent terrorist incidents, enhanced security arrangements were in place.</p> <p>Addressed 8: An additional tower light and more lighting on the riverside area of the park was put in place.</p> <p>Addressed 8: New signage was used at the entrance.</p> <p>Addressed 8: The Security Team used the central radio network for the event.</p> <p>Not Addressed: Contactless payments for tickets was not used in 2017.</p> <p>Addressed 9: The exclusion zone was extended by 10 metres in 2017 to enhance security and safety.</p> <p>Addressed 9: Three more security staff were used during the build days and the decision was taken to allow continued access to the football / basketball all weather pitch during the day before the event.</p> <p>Addressed 9: Dog teams were used at Ravenscourt Park to sweep the site before it opened to the public and an extra dog team was used in the north area where there had been a fence incursion in 2016.</p> <p>Addressed 10: Centralised radio communications were used by Sportgate.</p> <p>Addressed 10: A meeting took place between the MPS Counter Terrorism, Environmental Health and Sportgate after the SAG meeting to discuss security and safety arrangements.</p> <p>Addressed 10: Sportgate met with Graham Souster, Debbie Farr, Nadia Jazareli and Grant Lumsden to discuss the egress from Ravenscourt Park.</p> <p>Addressed 10: Five additional stewards were deployed at Bishops Park and an additional 10 were used at Ravenscourt Park.</p> <p>Addressed 13: The bars were moved away from the hard standing so that queues for the bar did not restrict general access along the hardstanding areas.</p> <p>Addressed 18: storage facilities were made available at both sites to store confiscated items found during searches.</p>	
<p>4.</p>	<p>Event Overview – Bishops Park</p> <p>RK informed the group that from Sportgates' perspective, the event went extremely well. The event was better attended than the previous year and the build essentially remained unchanged. RK confirmed that due to incursions in 2016 and the heightened threat to any large public event, security had been enhanced and improved for 2017. The event was helped by good weather and the prevailing conditions meant that all debris was blown towards the river.</p>	

	<p>In terms of tickets and attendance, about 1,000 more visitors attended the event in 2017 compared to 2016. Advanced ticket sales were strong (6,408) and there were approximately 2,650 tickets sold on the gates.</p> <p>RK confirmed that the flow into the site was good and much improved on the previous year despite the searches and body searches which were conducted. The group noted that the egress corridor after the children's event had been particularly effective and allowed more than 500 people to exit the park in an orderly fashion. In relation to the main egress after the event had finished, the group noted this was well managed, 3 exits were used and no road closure was necessary.</p> <p>With regards to layout and signage, RK confirmed that additional lighting had been deployed on the riverside of the park and based on early feedback, further signage (including raising the height of emergency signs from 4 metres to 6 metres) and lighting would be used in 2018.</p> <p>RK reported that the performance of contractors had been good, although a road traffic accident had delayed the arrival of Simply Loos toilet facilities. Given the importance of amenities, it was acknowledged these should be on site much earlier in 2018. The voluntary staff provided by a local charity were well drilled and an effective asset for the event. RK confirmed that a new presenter (Master of Ceremonies) was used for 2017 and this worked well.</p> <p>RK reported that the site clearance after the event was effective and meant that the park re-opened to the public by 11-45am the day after.</p> <p>With regards to improvements for 2018, RK confirmed that the ramps used to deploy HGVs would need to be replaced. Sportgate were considering creating a double level and the use of 2 ramps to significantly reduce the possibility of lorries becoming stuck on soft ground. Further improvements which were being considered included the limited use of box panels and increasing the amount of fencing by around 10 metres or so. RK also confirmed that it would be beneficial if volunteers were on site earlier so they could be briefed sooner before the event started.</p> <p>Bishops Park - Report from the Local Authority</p> <p><u>Events Team</u></p> <p>NJ provided feedback on the issues that arose. The group noted that arrangements for delivery and storage of the cash float will need to be reviewed for next year.</p> <p>NJ suggested that Sportgate might consider erecting a dedicated marquee for volunteers next year, so that the numbers of staff using Event Control</p>	<p>RK</p> <p>NJ</p>
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could be reduced. The general expectation was that less cash would be held next year and this would be aided by improving advanced ticket sales.

NJ confirmed the event has gone extremely well and no complaints on the night had been received. The group heard that prohibiting access to the park during the build phase was the only complaint received from a local resident. NJ explained that officers would speak to the Friends Group earlier next year, to publicise the event and explain the logistics to ensure residents were better informed. NJ confirmed that for 2018, a schedule for the event would be provided to local residents in a letter drop.

NJ

Health and Safety

DF fed back and suggested that more lighting to be provided in the riverside ticket holders entrance and pathway. RK agreed that additional low level lighting would be provided next year.

RK

KA explained that she concurred with the additional observations to those already presented and added that the system of pre-meetings with interested parties before the event had worked well.

Food Safety

Des Black was unable to attend the meeting and so submitted the following comments in writing:

“Harriet Butler at Sportgate International provided all the information required before the event. All queries were responded to and all the required information was provided very fast. There were 10 food Units at Ravenscourt Park offering a variety of different cuisine. All units were operated by Mani Caterers. All food handlers had either Level 2 or Level 3 Training. Copies were sent to us before the event. All the units were provided with a copy of our Food Hygiene Standards for Market Stall and Food Vendors document. Copies of all food safety management documentation were forwarded to us well before the event.

GM reported that no problems were noted on the evening of the event.

Environmental Protection

TD advised no Noise and Nuisance issues

Licensing

No feedback received.

Trading Standards

No feedback received.

Parks Team

Mike Rumble was unable to attend the meeting and so submitted the following comments in writing:

“It was a very well run event although some of the Security Staff were a bit heavy handed in the way they dealt with members of the public and needed

	<p>to use a little more discretion. I had a few complaints about ticket holders not being able to get in until after the main fireworks had started, despite queuing for 30 minutes or so”.</p> <p><u>Other Feedback Received</u></p> <p>Steve White, Fulham FC was unable to attend the meeting and so submitted the following comments in writing:</p> <p>“No real issues from us, we had two members of the Safety team working on the night, Fire Marshal and a Senior Steward. Their duties were to patrol the concourses during the event to check for smouldering fireworks and a complete sweep of the stadium and pitch post event to clear any debris. We did have quite a bit of debris on the pitch but I’ve had no complaints from the Grounds team”.</p> <p>SN requested the following action to be noted: That officers prepare a note to the stadium requesting that their lights be turned off. NJ confirmed that the Events Team had contacted the stadium about its lights before the event and on the day but would speak to them in good time again for 2018. The request was made for the lights facing the park to be turned off for next year.</p>	NJ
5.	<p>Event Overview – Ravenscourt Park</p> <p>RK informed the group that the Ravenscourt Park event was more challenging than Bishops Park because it was far busier. The prevailing weather conditions and wind direction which blew north west to west was not ideal and meant that the firing line had to be moved backwards into no man’s land to compensate for it. As a result, the exclusion zone was adjusted. There were no complaints about debris, as there had been in the previous year.</p> <p>RK explained that the changes to the build and learning which had arisen since 2016 were implemented and had worked well. Due to the popularity of the food and beverage offer, an additional food/drinks set up was used in 2017. Despite this success, RK reported that Sportgate were currently reviewing the situation and there was a possibility that only one bar might function in 2018 but further food outlets might be used on the western side of the park.</p> <p>In terms of the site usage, RK reported that more spectators used the western side of the park as it offered better sight lines for the display.</p> <p>In terms of security, RK explained that due to the size and scale of the event, additional security had been required and an extra dog team had been used in the northern area of the park. This meant that in total, 3 dogs teams had been deployed. RK confirmed that an increased number of searches had taken place in 2017, so site security had been enhanced.</p> <p>With regards to the entrance points to the park, RK explained he had been disappointed with the set up at Echo One (the main entrance to the park under the archway) which he felt could have been run better by the security</p>	RK

	<p>team. The group heard that Echo Four (north entrance) was far busier than previous years and as a result, the ticket area was unable to cope at times. To overcome this, RK reported that Sportgate would ensure this zone would be extended for 2018. Further thoughts included the possibility of introducing a further entrance for 2018 but this was still under consideration at this stage due to the large overheads and additional security staff which would be required should this be used.</p> <p>In relation to ticketing and attendance, RK explained that Sportgate had found there was quite a large discrepancy between the numbers of spectators on site and the gate receipts. Given the funfair and the amenities on offer, the site felt considerably busier overall than previous years (15-16,000) but the takings were not as strong. NJ from the Events Team confirmed that an investigation was under way. NJ highlighted that in future, if a ticketing agency was used, this would remove the possibility of photocopied tickets being used to avoid the entrance fee.</p> <p>RK reported that there were issues with the voluntary staff at the gates and in future, he would ensure that ticketing taking would be overseen by council staff in future.</p> <p>Commenting on the egress from Ravenscourt Park to King Street, RK reported that this was well managed and well controlled.</p> <p>RK explained that contractors had performed well. The only area where it could have gone better was in relation to the dog teams. RK provided details of an assault by a member of the public on a security staff member. The Metropolitan Police were not required to respond to the incident and the matter was diffused by the intervention of the Parks Police.</p> <p>RK informed the group that a lorry being used by an AV company got stuck and needed to be recovered in the morning after the event. He explained the learning point to arise, was that in future, should wet weather be forecast, Sportgate would ensure there was a rescue tractor on site.</p> <p>RK reported that overall, the event was the best it had ever been. Events Control work well, as did the radios and the post event clearance was fast and efficient.</p>	<p>NJ</p> <p>RK</p> <p>RK</p>
	<p>Report from the Local Authority</p> <p><u>Health and Safety</u></p> <p>GM reported that lighting levels under the arches and in Ravenscourt Avenue in front of the arches was too low.</p> <p>DF commented that lighting levels in the egress by the side of the arches was too low.</p> <p>DF commented that there was an unlocked gate on the corner of Kings Street and Ravenscourt Park. People were entering a dark area of the park. When DF was standing at the gate to prevent the public from entering, the</p>	

<p>public were unsure where the entrance was at that end of the park, additional signage was required to direct people to the entrance. A check of the gates to be made prior to the event to ensure that unused gates are locked before the event.</p> <p>DF suggested that the north gate is designated for ticket holders only to reduce the numbers that come through that gate. There were many ticket holders held back at that gate as it would have caused overcrowding in the area at the top of the park.</p> <p>DF suggested when the gate was closed due to potential overcrowding there should have been a parks police presence outside the site to manage the crowds.</p> <p><u>Food Safety</u> GM advised there were no food related issues.</p> <p><u>Environmental Protection</u> TD advised that there were no Noise and nuisance issues</p> <p><u>Licensing</u> No feedback received.</p>	<p>RK</p>
<p><u>Events Team</u> NJ reported that in relation to ticketing, lots of young volunteers were used. In future volunteers would be paired with an adult. NJ felt that with hindsight, the volunteers had too much responsibility and so could not deliver the service expected.</p>	<p>NJ</p>
<p>NJ suggested that in 2018, H&F staff could be used on the gate. NJ explained that the cash collection had worked well. Moving forwards, NJ explained that the Events Team were looking at options to reduce the cash flow by using high quality PDQs as well as through advanced ticket sales.</p>	<p>NJ</p>
<p>The group heard that advanced ticket sales for 2017 were about 500 to 600 less than the previous year. 8,290 advanced tickets were sold along with a further 3,088 being sold on the gate. These figures were well down on what had been expected and so would be investigated further.</p> <p>Discussing the logistics of the site, NJ confirmed that Event Control was located quite some way from the main gate, so an option under consideration was to use a different site. NJ explained that Gate 2 on Paddenswick Road needed to be improved and the approach needed to be widened.</p>	
<p>NJ reported that officers had needed to turn people away who had purchased advanced tickets. This meant some refunds had to be provided. To overcome this issue next year, RK confirmed that tickets would be printed to include the information that the gates would close at 8 pm and no entry after this time would be permitted.</p>	<p>NJ/RK</p>

	<p>RK was confident that using a Ticket Agency in 2018 would address the concerns which had been raised in 2017 and ensuring staff saw sample tickets ahead of the event would reduce the use of counterfeit tickets. The feasibility of this option would be explored.</p> <p><u>Trading Standards</u> DD confirmed that complaints had been received from residents who had bought tickets but were unable to gain entry to the event due to the egress for the children’s event earlier in the evening.</p>	<p>RK</p>
<p>6.</p>	<p>Events Overview 2017</p> <p><u>Policing issues</u> Grant Lumsden sent an email to confirm there were no issues to report. MR explained that Parks Police thought the security staff were overly aggressive, especially at Ravenscourt Park. RK explained these concerns had been noted and Sportgate would underline the need to emphasise customer service to all staff.</p> <p><u>Medical and First Aid</u> Daniel Frost confirmed no patients were received for fireworks related injuries.</p> <p>Bishops Park – There was one moped related incident. A delivery driver was speeding, a pedestrian stepped in the way, and the driver lost control and crashed. The driver was discharged and proceeded on his way. Ravenscourt Park – Five patients were received. Two related to the assault. Three children had minor injuries.</p> <p><u>Traffic Management</u></p> <p>Bishops Park Feedback DF reported that there was an issue with Stevenage Road during the egress period as many attendees chose to walk in the centre of the road and there was a road traffic accident involving a fast-food delivery motorbike. DF asked whether this road might be closed for the event next year. In response, RK explained that Sportgate would apply for road closure for the egress period in 2018.</p> <p>DF suggested that for next year’s event, road traffic cones needed to be put further into the road to control and demark pedestrian areas more effectively.</p> <p>GM reiterated the points made by DF and suggested the road could be closed at both ends for a maximum of 20 minutes at the discretion of the lead safety person. RK agreed that in future some marshals could be used in this area.</p>	<p>RK</p> <p>RK</p> <p>RK</p>

	<p>Ravenscourt Park Feedback</p> <p>There was a Conway vehicle on the side of the road by the arches entrance designed to slow crowd movement at egress. The vehicle could be better placed in the centre of the road by the barriers to disperse the public either way along the pavements.</p> <p><u>Confirmation of Terms of Reference</u></p> <p>The TOR which had previously been circulated for the SAG to consider were agreed.</p> <p><u>Any other business</u></p> <p>It was noted that James Fitzgerald, formally the Events Team Manager, had left the authority.</p>	
	<p>Date of next SAG meeting in 2018</p> <p>Details to be circulated.</p>	

Meeting closed at 11:35 pm