

Fulham Football Club - Safety Advisory Group Meeting

20th January 2023

Minutes of Meeting

Via MS TEAMS

Attendees:

NAME	INITIALS	ORGANISATION
Chris Baker	CB	FFC
James Shine	JS	FFC
Darren Preston	DP	FFC
Gavin Megaw	GM	FST
Boyd Fisher	BF	LAS
Stephen Hollingworth (FFC SAG Chair)	SH	LBHF
Graham Souster	GS	LBHF
Stephanie Needham	SN	LBHF
Thiru Moolan	TM	LBHF
Christian Perez-Trillo	CP	LBHF
Laurence Turton	LT	LBHF
Ian Baron	IB	LBHF
Mason McIlroy	MM	LBHF
Debra Bentley	DB	LBHF
Valerie Simpson	VS	LBHF
Matthew Hooper	MH	LBHF
Christian Uys	CU	LBHF
Phil Pickett	PP	LEGENDS
Tom Delamo	TD	MPS
Shah Shaz	SS	MPS
Katy John	KJ	NHS
Marie Duron	MD	LUL
Jason Huxtable	JH	PORTVIEW
Paul Lavery	PL	PORTVIEW
Glen Chambers	GC	PORTVIEW
Geoff Galilee	GG	SGSA

ITEM	MINUTES	ACTION
1	Welcome from the Chairperson SH welcomed all. Mentioned that the call was being recorded.	SH
2	Apologies received Greg Baker-Doyle MPS James Berry – LFB	

	<p>Michael Masella – LBHF - Network Management Matt Ramsey – LBHF Building Control Mark Ashley - BTP Aimee McKenzie - FFC</p>	
3	Riverside Stand Presentation	FFC/ LEGENDS / PORTVIEW
	<p>DP introduced Phil Pickett from Legends (Project Managers) very experienced in venues and stadia, Jason Huxtable with Paul Lavery from Portview (Operating Officer and Board Director) and Glen Chambers, Group Health & Safety Manager.</p> <p>DP advised that JH has prepared a short presentation to update everyone on the progress with the Riverside Stand which is now open – partial occupation. Portview team have taken over as the fit-out contractors, Buckingham Group were the main contractors, but now switched to Portview now that we are in in the fit-out phase.</p> <p>PL shared the presentation introduction, showed clients and background to the company, originally a construction company, now one of the top 5 fit out contractors in the UK, with a core team of around 150 people.</p> <p>Shared the capabilities, e.g. fit out, design and everything between. Worked at Wembley, London Stadium - West Ham FC, Tottenham (longest GA bar in Europe) and at Arsenal top end premium spaces..</p> <p>H&S is top of the agenda of all Board meetings, critically important.</p> <p>Glen Chambers provided the company' s health and safety credentials. GC has worked with H&S for 20+ years.</p> <p>The company is always trying to get better. Great team of safety managers. Objective this year to hit 3,000,000 safe hours. Daily dabs, more training for sub-contractors, the whole team involved. Everyone is invested in Health & Safety, there is QR system where you can report feedback, there is a Safety Champion team, reward good behaviour/ideas/suggestions. Signed up to the ISO 45001 standard, proud of and achieved in the middle of the pandemic.</p> <p>Construction line membership has moved to Platinum, members of Altius and CDM + additional accreditation. Have Fleet Operations Recognition Scheme and members of Considerate Constructors. We have a number of self-audit mechanism along with external bodies to audit which is welcomed. Feedback is taken on board for any gaps within the system. Company has received Merit awards from the British Safety Council and this enables bench marching with competitors.</p> <p>JH finished the presentation by talking about the project in detail.</p> <p>JH shared a video of a virtual flythrough of the project. Commencing with ground floor main entrance area. Discussed the GA area spaces for fans which are currently in occupation all of which are temporary at</p>	

the moment, being open to the fans and gradually opening up the areas to more numbers and the feedback from fans has been great. It has enabled the club to test systems/environment/movement around the space whilst still in the process of fitting out the area. Everything has been fire risk assessed. Since the Villareal game the number of supports has been gradually increased. This has allowed the club to test systems and crowd movement. Walkthrough video of the concourse space was show in a non-matchday environment.

Transitioned down to the basement area 'orange box' can be used for many things; could host a band/theatre play production/activation for a club sponsor it's a flexible space.

Quality of material is high specification. Portview has full ISO 90001 accreditation, there is a robust inspection/test plan of everything in the project, including the materials before procured and the quality of workmanship. Working closely with the club/Legends and the Club's Quality Assurance Consultants to make sure everything is as it should be. Includes the fire rating of products/surface spread of flame of products, so it looks amazing and it does everything it should with regards regulatory/compliance point of view.

The project was designed around the Green Guide 5. Working with Populas who a well-known architect in stadia space are. Where we can many elements of Green Guide 6 are being incorporated without redesigning the whole project.

The security system being installed is a completely state of the art security system which is fully integrated with the building/lighting/fire alarm/CCTV/intruder alarm/passive infrareds/tremble detectors on the glass and everything else around that is intrinsically connected via a sophisticated software front end.

Discussed match day usage, all the areas are flexible, there are wardrobe/cupboard areas. All the screens will be folded away and not deployed on match day scenarios so the space will be open. Any screen/glazing/subdivision that is out that has to be out at all times is divided up clearly and Green Guide compliant. Whatever the crowd loading criteria needs to be met for that screen that has been designed in that way.

The furniture arrangement would be different on a match day mode.

MG queried what is the approved capacity likely to be for the Orange Box in basement?

PL confirmed it would depend on the usage, the match day capacity is linked to the number of seats available for the 2 vomitories going into the space and because of its flexibility the number of people allowed is 350 (matchday mode) 530 (non-matchday mode).

GG discussed capacities. When you have a ticket for the stand presumably wherever your ticket is for will dictate where you go into the stand pre kick off and during half time. JH confirmed this is correct controlled by design, screening and the club marshalling. There is

separation between GA and Premium Ticket holders. PP advised that GA will be on level 0, PGA level 2 with two access points at either end of the stand and corporate hospitality via the spiral staircase area. The club wanted more space in the lounges and therefore the capacity is actually lower than it could be.

JH stated the main ground floor entrance when you walk in, on a match day there will be a glazed screen all around the entrance. For premium general admission they will come in through that entrance they will show their ticket and they will go to their space, which ever area level 1 or level 2. There is a physical separation between general admission and premium general admission.

GA concourse is level 0
PGA is level 2 with 2 access points
Hospitality is all via the entrance stairs/lifts.

Level one there is certain cross over between lounges and this will need to be managed.

GG queried the GA ticket holders are the ground floor, what does the concourse provide as a percentage of the seats that it services – PP confirmed its roughly 60% GA, . 20% is PGA and 20% hospitality. There is a seat for everyone in hospitality, the lounges will not be overloaded, at least 1-meter square for people in PGA.

GG queried if the Orange Box will be open on match day.
PP confirmed yes, it's a hospitality lounge.

TD from MPS queried the rough timeline for the completion of the stand and the removal of the building site as this impacts on policing plans.

JH confirmed looking at ground floor and level 2 handing over in Autumn of 2023 and the project being fully complete by Autumn 2024. The compound going away in the Spring of 2024 and from that point onwards would operate within the bounds of the site and the stand. Ties in with the current lease arrangements for the Park.

TD stated it would lead to a follow up conversation, TD has been asked by the Policing Team, it's a new area which has been policed before with a walkway all the way down, there are conflicting thoughts on the park staying open 24 hours a day when it's open and some people think Fulham will close the walkway when the park closes. Need to discuss when closer to the date what has been agreed.

DP confirmed the latter, the walkway will close when the park closes in the evenings. The stadium frontage (the Riverwalk) into a U Turn. Can still use the facilities, the gate to the park will just be closed.

DP confirmed evening access to the stadium would be from Stevenage Park entrance.

4	Confirmation of previous minutes (26/7/22) & matters arising	Chair
	<ul style="list-style-type: none"> • Restoration justice CB to provide GG will some information. CB confirmed about a year ago they started developing the restorative justice peace for the younger fans who misbehave on their travels, we've had success with it. There have been a few in who have sat through the PowerPoint and they've been educated. Since we've started this they have worked much closer with Fulham and the behaviour on away trips has improved. There are still some individuals that misbehave. It has been a success, on the back of this, the Football League are doing a presentation to every club as they've developed a similar package to roll out nationwide. • Skateboard ramps in the park increasing. SH confirmed this has been resolved and they all get put away and stored and only come out under supervision and instruction. • Annual road works planned. Linda McCormack was going to send onto TD – completed. • Trading Standards – GS was going to deal as needed more resource. GS confirmed there has been a lot of half and half with unlicensed scarf sellers in Stevenage Road/Bishop's Park and by the tube. GS has been taking photographs of the sellers and they are well known to the Trading Standards team; they also operate at Chelsea. There have been a few successful prosecutions, but GS still has to do more statements for the Trading Standards. There are some provision for Anti-Social Behaviour Orders, but it's work in progress. Further assistance from LET is welcomed. GS has spoken to the club about this, the Trading Standards work with Chelsea and are paid in order to do the enforcement work, we need to get the same arrangement for Fulham or get TS down for coming matches and will be able to seize/take evidence/go for prosecution for unlicensed trading. MM confirmed the LET would be happy to assist, confirm the dates and MM/Ian will be happy to assist. GS confirmed the next game is 23/1/23 8 pm KO, Craven Cottage V Tottenham. <p>ACTION POINT - GS to speak to Doug Love from TS also to see if he plans any operations to link up with LET.</p> <ul style="list-style-type: none"> • General Safety Certificate re temporary amendments as the stand progresses. GS every match this season we have been issuing temporary amendment to the Safety Certificate for the incremental increase in seats in the new Riverside stand, slow process to see how the stand is being managed. We are at a stage where we have licenced the lower tier seating and the incremental increase for the flanks of the upper tier seating. This has been useful getting supporters in the stadium seeing their experience and how it's being managed safely. Good slow process certification. <p>The plan is to issue a permanent amendment so we don't have to do match by match basis, but wary of the works going on there may be some variance to that with more concourse space, etc. Working with the club going forwards.</p>	<p style="text-align: center;">GS</p>

5	FFC 22/23 mid-season review update	FFC
	<p>CB/DP gave an update.</p> <p>Good season so far for the club.</p> <ul style="list-style-type: none"> ➤ Safety Management Team - operational arrangements / personnel Lost Dujon during the Summer, operating with Steve White/CB and other deputy match day safety officers. Where possible we've tried to allow the Deputy Safety Officers the opportunity to work in the control room to build their experience (for Sunderland FA Cup one of them will be Deputy Safety Officer). ➤ Use of New Riverside Stand The way it's opened has helped massively. Understanding the flow and to get the stewards working properly. Dedicated company looking after the GA areas (Servoca), reports have been good. Some teething problems initially, but things have been tweaked. <p>TD queried opening the turnstiles at the other end? CB confirmed the we need to get using the egress gate into Bishop's Park, there are discussions around these taking place with the council.</p> <p>DP confirmed egress will come first. We are there with Parks on egress, some consequential paperwork is required. Need to update some planning amendments to use the exit in the parks for the partial occupation. Not sure the turnstiles will come on until ready to open more seats. They will come on when Portview finishes lounge space, at the limit at the moment. PP advised Autumn of this year that the entrance and exit to the park will be required.</p> <p>CB confirmed the ingress has gone well. The flow has been quick – 7 minutes at the most queue times. Stewards have been vocal if the new Riverside turnstiles are busy they divert supporters to use the Hammersmith turnstiles to get to the Riverside Stand. No major issues. Evening games are the most challenging but majority if supporters are in by 5minutes after kick-off. Positive feedback from fans about the Riverside Stand is good.</p> <ul style="list-style-type: none"> ➤ Challenging Fixtures / crowd behaviour First one – Liverpool. 100 refusals over the season. 61 turnstile jumpers for the Liverpool game and caught 59 of them. Caught the other 2 later on and ejected them. By far the most challenging game. Once Liverpool fans were in everything was good, fans were very compliant, had Liverpool stewards assisting, no real issues other drunkenness. Chelsea possibly challenging, but went well. Some idiots from Fulham appeared for the first time this season who had to be dealt with. The challenge for that game was a massive cardiac arrest of a Fulham supporter. Thankful to safe he is in hospital and is going to be fine. Medical team worked on him for 20 minutes. Saved the mans life and hugely proud of stewards and medical staff for their 	

actions. Poignant as nearly a year to the day that we lost Paul Parish. The learning from that incident were all put into place. Contact was made with the officials, the game continued which has upset some fans, but all the correct protocols were followed by the club.

➤ **Stewarding**

Positive season on the stewarding front as managed to keep stand managers/supervisors all working in the same areas every game. Great benefits.

Replaced one stewarding agencies due to number of complaints. The new agency that has come in is having positive reports. CB thinks the steward standards are creeping back up.

Working hard recruiting own stewards, 60+ now, so reducing agency numbers. New ones doing training, NGCT doing level 2s. Recruited some that were already qualified and some to level 3. Of the 60 recruited 5 are supervisors now.

➤ **Arrests / Ejections / Refusals /Club Bans**

Ejection figures not massive.

Lots of refusals because of being drunk/intoxicated/abusive. 251,000 visitors with 23 people with drugs. Largely detected by the dogs and not it further than the turnstiles before being passed to the Police or ejected if class B.

20 ejections from Liverpool, a couple for people that got in without tickets. Mainly drugs/drank were detected, largely Class B.

Drugs team from the Police has worked and seen a downturn in the usage.

SH mentioned the 5 arrests from Everton. CB confirmed they were drugs/pyro.

SH queried about FOI that the authority has received on RIDDOR . GG suggested it may because of the SGSA has recently released the injury statistics at sports grounds. Outlined the statutory requirements on RIDDOR requirements. CB felt that the SGSA form on injuries was very helpful for record keeping purposes.

➤ **Persistent Standing - safe standing project**

Away fans stand in large numbers, try, and keep the aisles free by walking up and down and attempt to get them to sit, this is an issue. In the Hammersmith Stand that are groups at the back that stand, working closely with GM and the Fulham Supporters Trust trying to improve the standing in the aisles/platforms at the start of the game and end of the first half, it's worked well and have dedicated response teams in the Hammersmith Stand now who are checking tickets and making sure only the right people are going in to those areas. The feedback has been positive.

➤ **Medical incidents – accident and injury statistics**

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2 cardiac arrests this year. One at the Liverpool game, member of the public outside who wasn't coming to the game, she collapsed, but has made a full recovery.

Minor issues, usual slip/trips/falls.

➤ **Contingency plans / testing**

Did some exercises in the Summer, had a training day with all the stewards along with the medical teams and did some testing on the contingency plans, recently re-written the operations manual and tidied it up a little including the Operations Manual. CB to resent to GS. Everything that's used is reviewed. All up to date and happy with them.

The training has improved in the last few years, bringing everyone in to do a day's long training. Do online also.

➤ **Supporter liaison and feedback**

GM/Fulham Supporter's Trust are working closer together. CB working with the youth groups after the issues they were having.

➤ **Safe Standing demonstration**

DP stated it was early days, some of this meetings attendees were there. We have had a problem with trying to get Arena Seating to come up with a structure that works with their existing structure. It's an arena seating stand. They service/maintain/certificate it. Adding something that we retrofitted gave us problems with that. They have a design which we have a mock-up of, we are taking this forward and continue the feasibility study, it ticked lots of boxes. Taking it to the next stage and conclude the deliberations on safe standing over the next few months.

GG happy to see the proposals/mock-up which look very good. It's early days, but hope it will be taken forward and would hope to see most of the away section rail seated and appropriate sections of the home (Hammersmith Stand) where there is persistent standing which would really improve matters. Would then give supporters an option if they wanted to stand they could stand safely. Will be happy to use licencing process to provide a new type of licence which includes safe standing in seated areas. Wouldn't be accepted going forward with the standing in the away section.

GS also agreed and was impressed with the Arena product on how it has been installed, the appearance and durability of it. Pleasing to hear the club is exploring this safe standing option and the FST are in support of it.

DP looking at crowd management at the back of the Hammersmith Stand, working with a company call Movement Strategies to look at some of the congestion, an early report has been received. Some changes being made to some of the catering (removing some/moving some, having pre-pour for drinks) and will look at anything structural which may have to wait. We think 70% stay in the stand and 30% go downstairs. Can we service people in the stand, there some peak times when there is with cross flow of

	<p>queues which causes difficulty. Looking at hawking in the stands, pre-pour. There will be incremental changes. Anything structure will require consultation with Building Control / Planners and will take longer to fulfil. Looking to make some of these issues better. Post Covid people want more space, but this is difficult in the concourse space but we are looking at this with our consultants.</p>	
6	Fulham Supporters' Trust matters to raise	FST
	<p>MG concerned with CB on the direction of travel with most of the things. Post Covid and concerns about fans behaviour. There has been greater improvement with fan behaviour both home/away which is positive. At the Cottage any incidents/concerns we are working with CB which is great. This has led to far better relationships with the club.</p> <p>We were going to raise concerns about the area DP just discussed, increasing noise from fanbase/safety concerns around the congestion, were getting louder in our concerns. Credit to the club we have done a walk around with FST at the Man Utd Club at half time which demonstrated how difficult things were so great to hear there has been a follow up. Just need to communicate this to fans in the right way. The FST don't think the space is fit for purpose so great to hear of possible structural changes.</p> <p>Would welcome the safe standing update and give long term certainty to the ground.</p> <p>Overall positive season so far and thanked CB for engaging on the issues when it matters. The Hammersmith End remains the concern at present, all the rest is heading in the right direction.</p> <p>CB agreed working with the fan groups is very important and welcome their feedback.</p>	
7	Metropolitan Police Service 22/23 mid-season review	MPS/BTP
	<p>TD gave an update. There has been a notable turnaround in fan behaviour, after Covid it had started to get out of hand (nationally) especially anti-social. It is starting to calm down this season and people realise there are consequences, behaviour at home has got a lot better. It tends to improve when the club is in the Premier League.</p> <p>TD working with CB sharing names being noticed at away days. If these fans see TD things seem to calm down following engagement.</p> <p>Home games, 13 arrests. 8 Everton game – 7 for drugs. This was before the legislation was in about getting Football Banning orders for Class A drugs. Still waiting for first one to go to court to see what the judge is going to say. This will be publicised if they get a Banning Order for the possession of Class A.</p> <p>We have had 5 medium risks (up to Christmas), 6 lower risk and 1 Spotters only (Brighton) . All with the same Police Command team (small core). All local borough officers.</p>	

<p>Man Utd game 2 people jump in from the building site. Now more security in the compound. Lots of good work in the Liverpool game with the ejections, police had to assist.</p> <p>Policing side on the outside of the new turnstiles seems to be working well around the corner (some council issues with the approach with fans going through areas residents don't want them to use), everything worked well from the police side.</p> <p>Had a plan in place for a potential Chelsea pitch invasion, but nobody came on.</p> <p>Few big games coming up; Tottenham derby, Arsenal, West Ham, Leeds, Man City.</p> <p>England U21 game in March which will spotters only at this time.</p> <p>E-mail from BTP (sent apologies), no issues with Putney Bridge or with Fulham fans locally or nationally this season.</p> <p>GG mentioned the Chelsea match which links to a complaint from a spectator in the Hammersmith end about people standing in the vomitory which obscures his sight lines. Complainant sent a photograph of the match (CB is responding) that vomitory was pretty full (late in the match). CB mentioned the fact on request of the Police planning, all stewards were taken down to the pitch. If this leaves the vomitories void of all safety stewards, this has an issue if there is an incident which is not to do with pitch incursions e.g. having to get people out safety, there are no safety stewards in those areas.</p> <p>GG stated you will need to have plans for a possible pitch incursion, you cannot leave everywhere void of safety stewards.</p> <p>CB stated we operate each stairway has 3 stewards. One on the pitch gate, one on vomitory and one at the base of the stairs in the Hammersmith concourse. The one of the base of the stairs wasn't taken down. They weren't taken down, so were still monitoring the staircases from below and monitor the egress in the concourse, the steward on the vomitory platform was taken down.</p> <p>Don't ordinarily do this, we reinforce these areas with the response teams which are keeping the aisles clear and doing the ticket checks. Have received compliments about how this has happened.</p> <p>It was only that there was credible risk that significant numbers could come on if we beat Chelsea. Discussions with the Match Commander about increasing numbers pitch side as were winning late in the game, we decided to go for it and bring the numbers down.</p> <p>ACTION POINT - CB confirmed he will look at this. What is the minimum stewards required to maintain the safe access and where should they be located?</p> <p>MD- TFL/Underground - Nothing to add.</p>	<p>FFC</p>
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8	London Fire Brigade Update	LFB
	No LFB rep, sent apologies.	
9	Medical Provision Update	LAS
	<p>➤ Update on FFC Medical Plan CB confirmed the medical plan worked well. Have a learning about putting an intravenous into a patient in a confined space in the stand is very difficult, so have ordered a piece of equipment which makes it easier for the medical people to do this.</p> <p>Have 14 defibrillators at the ground, add on to the circuit so if residents have problem they can ring the buzzer at gate 50 and use the defib. It's on the circuit listed by London ambulance.</p> <p>Privacy screens around the patient – looking to improving this as had to use flags. The medical plans is improved every time something major happens. The medical plan is review regularly and if anything major occurs.</p> <p>➤ London Ambulance Service update BF had no concerns.</p> <p>➤ NHS update KJ had no update but thanked everyone involved in the resuscitation.</p> <p>GS mentioned the recent LAS / nurses strikes, and speaking to local clubs about making own arrangements where you may not have resources to deal with match days, no impact as yet, but need to factor in if there isn't the emergency backup.</p> <p>BF mentioned there was a strike on Monday, but BF not affected and the crews still provide life/limb cover. If there was a serious incident it would get the same support.</p>	
10	Local Authority half season review – 22/23	LBHF
	<p>Lead Officer Update GS updated. Season has been focussed with the new Riverside Stand opening. Pre curser to the opening was the various test events/familiarisation/open day/emergency exercise, leading up to the Villareal friendly game. All was important planning and lead up around the access of supporters via the local streets to the new turnstiles serving the Riverside Stand.</p> <p>Issued the certificate for the whole use of the lower concourse of the upper Riverside stand, 2487 seats, we needed to do this for sufficient test of stewarding/infrastructure around the stadium.</p> <p>➤ Matchday planning and inspections Liverpool 6/8, Brentford 20/8, Brighton 30/8, there were some initial teething issues with stewarding with the turnstiles and familiarisation with supporters coming in with queuing. That quickly settled down with a good entry into the stadium.</p>	

Did a further incremental increase for the Newcastle game, allowed the partial use of the upper tier – blocks R11 and R12. The lead up to this required and inspection of the upper tier area, signage and stewarding. Further increase of 708 seats was permitted.

Further increase of capacity at the Bournemouth game, replicated to blocks R17 and R18 which is the blocks to the flank of the upper tier by the Putney Stand, increased to 1416 to the upper tier and monitored for a few more matches.

Then a further incremental increase for the Man Utd game, additional seats in the upper tier to both flanks to 2,016.

Certified the ground in the end for the Lower and Upper tier of the Riverside stand to 4593 and have been monitoring ever since on a match by match basis as attended.

It's gone well. Egress times coming out of the stand has gone well, there is a build-up of egress from behind the Hammersmith Stand where some supporters chose to go onto Stevenage Road. The concourse space and toilet facilities it got to the maximum comfortable capacity for this stage of the project.

Keen to see the use of the new exiting Bishop's Park for normal egress, it is there in the event of an emergency access.

Bedded in well the new stand and stewarding procedures. The vigilance of the stewarding has been questioned and GS reported back where they may be watching the game rather than interacting with the supporters.

GS has inspected Villareal, Liverpool, Brentford, Newcastle, Everton, Man Utd and Chelsea, agree with what's been said with the Liverpool game. Was a challenging entry of Liverpool supporters and numbers of jumping the turnstiles. Had to be robustly dealt with at the turnstiles with the assistance of the Police, very disturbing to see the number of supporters trying to get in without a ticket,.

Medical incidents were dealt with incredibly well by the medical team and stewarding, the previous lessons learned with closing concessions/bar and they worked hard in saving the supporter's life and extracting him from the stadium into the ambulance.

Chelsea – focussed on the Putney Stand, GG has raised concerns of the egress away from the Putney Stand in how it is operated. GS has looked at it since this game. GS some residing concerns about the P7 block especially getting them into the stand and queues. Need to keep looking at and reviewing the egress times for that section of the Putney stand.

➤ **Safety Certificate annual review**

Will be looking to issue a permanent certificate, all in relation to looking at the updated Operations Manual.

	<p>➤ P & S Factor annual review Will look at this also when GS can get access to the Operations Manual.</p> <p>➤ Customer feedback - complaints / praise GS has had a direct complaint about the congestion to the rear of the Hammersmith stand in the concourse area (DP spoken about). GS has spoken to Aimee McKenzie, made aware of the review being done in that section, so that's welcomed. It is a busy area.</p> <p>Where the central dugouts have been put into the upper tier they were provisionally in there for more supporter concourse space, but have been used for concessions, take on board the open expansion of the concourse where the interface to the Riverside Stand. They have created an additional means of escape from the Hammersmith Stand to allow egress from that corner from that Riverside gate which is positive improvement.</p> <p>Useful meeting with the Sky TV in the Premier League about the OBTV set up on Stevenage Road to see if further improvements there can be made with the arrangements.</p> <p>➤ Zone Ex-monitoring</p> <p>Working well, pleased the gates are being opened into Bishop's Park which is important for a safety point of view for access/egress. Recommended if they are open with the gates for the Match Commander to notify LBHF CCTV room where they identify issues. Seems to be working well.</p> <p>Busy season for the club with the introduction of the Riverside Stand. Continue to work with how it's further going to progress with the hospitality areas.</p> <p>GM queried the gates in Bishop's Park at the Putney Bridge End, there are double gates but only ever one opened leaving to very tight situations when the main crowds are leaving the park and wondered if that's an error or if the gates don't allow to be opened properly.</p> <p>GS said it has been raised before, GS has asked the Parks Manager – they should be opened. GS agree it should be open.</p> <p>ACTION POINT – GS to take away and maybe get the LET to help with this also.</p> <p>(ii) Licensing Update</p> <p>➤ Inside Stadia</p> <p>➤ Outside and vicinity</p> <p>CPT gave a minor update, looking to schedule the next visit to Fulham, within the next couple of months. A full licencing inspection will be undertaken on the active licences which will be able to feedback on at a later date. Working closely with the Police licencing team from visits</p>	<p>LBHF / LET</p>
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carried out last year. Not aware of any licencing issues outside the ground.

Currently carrying out licencing inspections to high-risk premises types within high risk areas the footprint surrounding all 3 football grounds are noted as high risk with some licenced venues neighbouring the club including Fulham subject to matchday conditions. These conditions aim to reduce crime and disorder, also inspecting relevant businesses checking that they continue to be aware and compliant with their licence terms and restrictions and will look to actively monitor those venues during any home game particularly prior to kick off.

GS confirmed the Fulham's licence for the sale of alcohol the home sections used to be restrictions on how long the bars could be open, so for Riverside, Hammersmith and Jonny Haynes stand they can open the bar at all times and manage that to ensure there is no possession of alcohol in sight of the pitch. Not allowed in the Putney Stand as its shared with the away supporters.

They have introduced E-bars – automatic dispensing bars, made some initial incorrect concerns that underage could use them, but they are supervised. At Aston Villa a new development they have a self-service bars (actual pumps) supporters are serving themselves drinks.

GG finding out how they are managed. Presume there must be supervision also at these.

CP mentioned in terms of supervision, a customer goes to the bar and that's where the proof of age takes place.

GS confirmed there is a member of bar staff by the machine and you have to collect a plastic glass from them to operate the machine with your credit card. At the point of serving that is where they implement the point of age policy.

CP doesn't think this can work if people share the glass etc. CP will discuss further.

Gs assured that the supervision is at the actual machines.

GS stated there was a bank of these machines by the scissor staircase by block 17/18 in the concourse area which was causing congestion, they are popular, these have since been moved from this area.

(iii) Building Control update

TM commented on the presentation, if more areas are being opened up in the hospitality area, please can Building Control be updated as they will be opened as they will need to be signed off. TM queries if opening progressively each time it will need to be signed off by Building Control and supply fire risk assessment.

DP confirmed this will start in Autumn with level 2 and then going through the building as areas are completed. It will be a phased opening.

	<p>Building Control will need to sign off each area as they are ready to ensure fire escapes, etc are satisfactorily.</p> <p>(iv) Network Management update</p> <p>JN unavailable.</p> <p>(v) Traffic Order</p> <p>CU due to carry out a parking census where we will gauge the issues are for the residents before the end of the financial year, in the football zones around Fulham – X&Y and the ones without match day controls e.g. T, H & D and possibly even further as had requests from the other side of Fulham Palace Road.</p> <p>CU raised some issues at the management meeting about the VMS signs still malfunctioning, they are looking at ways to indicate match days when the VMS isn't working.</p> <p>(vi) Law Enforcement Team</p> <p>MM still learning the logistics around enforcement/football matches, with the street trading MM is happy to assist with this.</p> <p>Picked up some issues around public urination around Fulham High street, so focussing on this on match days.</p> <p>ACTION POINT – MM happy to allocate officers to opening up the additional gates SH mentioned the gates near the Church, and could this be added to the work programme for match days to make sure they are open. MM confirmed this shouldn't be an issue, the other gates are opened.</p> <ul style="list-style-type: none"> GS stated the double gates off Stevenage Road into the park near Doneraille Street were really important to open on match days. 	<p>FFC / LBHF</p> <p>LET</p>
<p>11</p>	<p>Update from the Sports Ground Safety Authority</p>	<p>SGSA</p>
	<p>GG confirmed he's only completed one visit this season. Completed the last match of the last season (Luton). Was at the Everton match and will be doing another in the future.</p> <p>Discussed a lot of items already e.g. persistent standing.</p> <p>Capacity for away section, raised in the report about the calculation for this capacity in relations to the width of the gangways and exit from it. GG has asked the Club and the local authority to look at those calculations again. GG doesn't think these add up, possible 200 – 250 away supporters than there should be. Very slow exit for Everton match.</p> <p>Recent guidance sent around on the exemption under the Security Industry Authority and that act which allows stewards carrying out what a licensable activity is under that Act to not have an SIA Licence. It isn't new legislation, over the last year or 2, the SIA have been having more</p>	

	<p>complaints of people doing licensable activity who are not licenced and who aren't qualified through level 2 legislation. They've worked with us, so we have reaffirmed the position, the policy has gone out with guidance to all clubs.</p> <p>We've asked all local authorities to put a new set of conditions in safety certificates referring to this exemption and what they have to do around ensuring people carrying out licensable activities who are claiming the exemption i.e. level 2 steward, that proper ID checks are undertaken, DBS checks undertaken where appropriate, they are undertaking training and there will be oversight from SGSA. There is a period of grace until June 2023 to allow local authorities to get the conditions in place and clubs to start ensuring they are complying. Guidance is on the website.</p> <p>SGSA webinar on 27/2 @ 2 pm, people can book in to attend. Completed one a month ago which was well attended, this takes it a little bit further after people have read the guidance. There is an electronic Q&A set which has been updated again also on the website. Sent to all attendees of the first webinar and all clubs/local authorities.</p> <p>Licencing arrangement – will be sending out beginning of February to all clubs their application pack for making their online licence application for the coming year Aug 23 – July 24. That links in with safe standing – that licence application now incorporates a section where if a club is wishing to incorporate safe standing in a seated area they can do this.</p> <p>Spectator industry stats – went out recently. 21/22 season info, lower than stats for 18/19 as that was the last season pre-Covid. The number of injuries is lower than 18/19, the rate of injuries/100,000 spectators is the same. The pattern of injuries is similar to 18/19.</p> <p>Medical incidents/injuries at sports grounds is relatively low/stable and rarely require spectators to be taken to hospital. Even with smaller numbers the ratio of people that get referred to hospital is higher for clubs in the Championship than in other clubs for some reason, increased by 0.5%.</p> <p>21/22 season more injuries caused by assaults than 18/19. 3% previously now 5%. No surprise with the rise in anti-social behaviour. Hopefully this will start to subside as behaviour improves.</p> <p>SGSA Conference 23/5 being held at Edgbaston Cricket Ground.</p> <p>More online safety training courses for local authorities, 4 over the coming months – on the website.</p> <p>Pyrotechnics – seen less use of them personally and anecdotally. Great push to reset behaviour has obviously had some effect. Online training around how clubs should respond to pyros is on the website.</p>	
12	Looking forward to rest of 22/23 Season	FFC
	<ul style="list-style-type: none"> ➤ Fixture categories and any anticipated challenges Tottenham coming up. 	

	<p>CB / TD advised the last game of the season Crystal Palace. London Derby's Arsenal and West Ham, plus Leicester (day of Coronation (awaiting guidance) and possible relegation) and Leeds. Awaiting guidance if matches will be moved.</p> <p>GS also consider if Fulham beat Sunderland and go into the fifth round, that will need to be considered</p> <p>March 28 – England U21 V Croatia Evening game, anticipate a crowd of 15k. Usually a pleasant atmosphere. No plans to change the operation. Unsure whether Riverside will be open. Low risk, with lots of children.</p> <p>ACTION POINT – GS mentioned high numbers of unlicensed street traders will be out for the international match, so maybe one for LET to focus on with resources.</p>	LBHF
13	Chairman's update	Chair
	SH had no update	
14	AOB	Chair
	No AOB discussed	
15	Date of next meeting	
	TBC for July.	