

FULHAM FOOTBALL CLUB
SAFETY ADVISORY GROUP MEETING – PART 1

26th JULY 2022

Minutes of Meeting

Via MS TEAMS

Attendees:

NAME	INITIALS	ORGANISATION
Stephen Hollingworth – FFC SAG Chair	SH	LBHF
Graham Souster	GS	LBHF
Geoff Galilee	GG	SGSA
Gavin Megaw	GM	FST
Boyd Fisher	BF	LAS
Christian Uys	CU	LBHF
Aimee McKenzie	AM	FFC
Steve White	SW	FFC
Chris Baker	CB	FFC
Stephanie Needham	SN	LBHF
Tom Delamo	TD	MPS
Thiru Moolan	TM	LBHF
Christian Perez-Trillo	CP	LBHF
Linda McCormack	LM	LUL

ACTIONS SUMMARY

Item / Page	Action	Member	Status
Item 5 / Page 4	<p>The league has been in touch about the club's restorative justice package and could be rolled out nationally if it works well. CB has put the PowerPoint presentation together with a few videos.GG confirmed he's not heard about this but seems like a great idea.</p> <p>Action Point 1. – CB to forward to GG so he can share the details.</p>	FFC	TBC
Item 6 / Page 5	<p>TD mentioned the skate park in the middle of Bishop's Park, lots of ramps left around, during a night match this could cause safety issues.</p> <p>Action Point 2. – SH to pick this up with the parks team.</p>	LBHF	LBHF Parks Manager has been notified

Item 9 / Page 6	TD queried if we could get details of annual planned works for next season Action Point 3. LM will get a copy from TJ.	LUL	TFL planned works calendar provided below: Planned Works Calendar - Transport for London (tfl.gov.uk)
Item 10 / Page 6	GS discussed LET, next season will be challenging, club in Premier League will increase issues with ticket touts and illegal street trading Action Point 4. - GS to share the news they may need more resource and link in with Trading Standards team (scarf sellers etc).	LBHF	Ongoing action – GS has been obtaining photographic evidence of unlicensed street traders and sending to Trading Standards. Court proceedings are in the process of being initiated.
Item 11 / Page 7	Certification of new Riverside Stand / seat release - Action Point 5. - GS plans to issue a temporary amendment to the certificate on a game-by-game process permitting the use of the lower concourse depending on the matchday findings.	LBHF	Temporary amendment of the General Safety Certificate have been issued on a match by match basis for the 2022/23 season.

MINUTES

ITEM	MINUTES	ACTION
1	Welcome from the Chairperson	SH
	SH welcomed all. Congratulations to Fulham FC with their successful return to the Premier League. Went through meeting protocols and mentioned that the meeting was being recorded.	
2	Apologies received	
	Darren Preston – Chief Operating Officer FFC. Matt Hooper – LBHF Michael Masella & Janet Nairne – LBHF Highways Neil Morrison – LBHF LET. Anna Pater – LBHF Environmental Health James Berry – LFB Kris Cardwell – MPS Katy John - NHS England – London Region	
3	Confirmation of previous minutes & matters arising	
	<ul style="list-style-type: none"> Tabletop exercise/test event – discuss on agenda. 	

	<ul style="list-style-type: none"> • Luton match – confirmed about numbers, reduced to 1900. • Monitoring of Fulham Supporters behaviour away – ongoing • Lighting in Stevenage Road / Bishops Park - GS confirmed this has improved in Bishop's Park. A lighting team has been involved, but GS did not have any further reports of defective lighting. FFC was going to check if any additional lighting could be added outside on the builders compound hoarding • Life saver body board along the river path – LFB were looking for sponsorship (nobody on the call to confirm). • New first aid facility raised by GS; FFC was hoping for progress by middle of May. CB confirmed there is a problem, the pitch growth lights won't go around the corner, still looking at something, but reducing slightly the room available. In the interim we will carry on with EMATS ambulance outside the Hammersmith Stand gates in Stevenage Road, as per last season until rectified. • Safety certificate - to be updated by GS in the agenda. <p>Minutes agreed.</p>	
4	FFC Safety Management review for the season 21/22	FFC
	<p>CB gave an update. It was a challenging season especially with fan behaviour. Significant number of ejections. Lots of young fans at away fans causing problems. Apart from Luton match, the season was good. The sales team had sold to the Bristol City fans in hospitality. This did cause issues and require police assistance for the ejections. Put a procedure in place with the sales team going forwards and it's cleared who is going in the boxes.</p> <p>Medical side of things – low numbers with no pattern, mainly slips/trips/falls. During the Luton match medical did have to treat issue supporters affected by PAVA spray during the disorder.</p> <p>Luton match:</p> <p>Reported that they'd caused problems at QPR, high category game. Late kick off didn't help. Once arrived, very intoxicated fans were turned away. Half time a SIA staff member (ignored instructions) and tried to eject a Luton supporter which There was no involvement from Fulham fans. A number of people were injured including stewards. The staff member concerned will not t be working inside the stadium again. There has been a full debrief with the police for this match and a number of lessons learned. CB thanked the Police for the relationship over the season.</p> <p><i>SH queried recruiting stewards/retention.</i></p> <p>CB confirmed have been recruiting over the season and trying to get more in-house stewards. Doing a monthly recruitment event. There has been a vast improvement from Christmas onwards with steward standards/training.</p> <p>200 agency staff in this week to do inductions, familiarisation day in the new stand. Full day training with inhouse stewards, well received and good quality. Need to keep building to improve standards.</p> <p><i>SH mentioned recruitment on safeguarding.</i> CB confirmed 2 former police officers, will be dedicated safeguarding officers (weekend games they can definitely do). One permanent in the Putney Stand the other will be roaming. Both are high quality candidates.</p> <p><i>TD queried the Safeguard people who are they reporting to?</i> CB confirmed they report to him.</p> <p><i>CB asked GM if there was an improvement.</i></p>	

GM confirmed there has been. GM gave credit to CB for his own engagement with fans and that positive feedback received by the Trust.

Date	Opponents	Cat	Attendance			Arrests		Ejections		Casualties	
			Home	Away	Total	Home	Away	Home	Away	Minor	Hospital
08/08/2021	Middlesbrough	A	10,386	1537	11,923	0	0	0	5	0	1
21/08/2021	Hull City	A	11,079	1181	12,260	0	0	2	1	0	0
28/08/2021	Stoke City	A	10,994	1687	12,681	0	2	2	4	1	1
18/09/2021	Reading	B	13,225	1687	14,912	0	1	0	7	4	0
29/09/2021	Swansea City	A	8,953	1241	10,194	0	0	0	9	1	0
16/10/2022	QPR	B	12,480	1675	14,155	0	0	0	6	1	2
20/10/2021	Cardiff City	A	9,670	716	10,386	0	0	3	2	1	0
30/10/2021	WBA	A	12,264	1679	13,943	0	0	0	3	5	0
20/11/2021	Barnsley	A	12,905	950	13,855	0	0	0	9	0	0
24/11/2021	Derby County	A	10,029	1196	11,225	0	0	2	4	0	0
04/12/2021	AFC Bournemouth	A	13,824	1670	15,494	0	1	2	8	1	0
18/12/2021	Sheffield United	A	7,225	1442	8,667	0	0	2	7	0	0
18/01/2021	Birmingham City	B	9,134	1237	10,371	1	0	0	4	1	0
15/01/2022	Bristol City	A	12,062	1673	13,735	0	0	0	29	0	0
29/01/2022	Blackpool	B	13,068	1859	14,927	0	1	0	10	2	1
08/02/2022	Millwall	A	8,709	1861	10,570	0	3	0	0	0	0
19/02/2022	Huddersfield Town	A	11,606	1663	13,269	0	1	0	2	1	0
23/02/2022	Peterborough United	A/B	10,551	811	11,362	0	0	0	7	1	0
05/03/2022	Blackburn Rovers	SO	12,974	1861	14,835	0	1	1	16	0	1
26/04/2022	Nottingham Forest	A	12,311	1747	14,058	1	12	1	16	0	0
10/04/2022	Coventry City	A/B	13,072	1830	14,902	0	2	0	11	4	0
19/04/2022	Preston North End	A/B	13,117	384	13,501	1	1	1	0	0	0
02/05/2022	Luton Town	B	14,340	1863	16,203	0	1	0	7	14	0
31/07/2021	Charlton Athletic	CS	2,424	407	2,831	0	0	0	0	0	0
21/09/2021	Leeds United	B	5,191	5460	10,651	0	0	2	10	1	0
		Totals	271,593	39317	310910	3	26	18	177	38	6
		Ave.	10863.72	1572.68	12436.4	0.12	1.04	0.72	7.08	1.52	0.24

5 Fulham Supporters' Trust

FST

GM gave an update.

Gave a review of last season from the supporters perspective. The trust meets the club regularly and at the last meeting the following issues were discussed and minutes are available on Trust's website [here](#) .

Opening of the new Riverside Stand.

Hammersmith Stand seating area gang ways – concerns with ascending / descending, More P rails requested in stand to aid accessibility, improved ladies toilet provision, sensory room, etc. Supporters are generally in favour of safe standing area, concerns about entry/exit stairs, late arriving spectators. Congestion in the Hammersmith Stand concourse and access to toilets. VAR screens. Putney Stand segregation. Public address system volume

Delighted that the Trust could liaise on the issues and has a great relationship with the club. SH appreciated having the FST on the SAG and great that there is regular liaison with the club.

CB confirmed what might help at the away games, stewards and senior member of staff has to go to away games. Hopefully, this will improve things.

CB has been working on a restorative justice package, looking to invite home supporters who behaviour has been unacceptable in this summer explaining legislation/what behaviour should look like etc. CB has done a couple so far regarding rules etc/showing videos. They then sign a behaviour agreement; it's been received well. Some of the younger supporters would like to set up a Youth Supporters Group and do liaison with CB regularly. The league has been in touch about the club's restorative justice package and could be rolled out nationally if it works well. CB has put the PowerPoint presentation together with a few videos.

GG confirmed he's not heard about this but seems like a great idea.

Action Point 1. – CB to forward to GG so he can share the details.

FFC

6	Metropolitan Police – review for the season 21/22	MPS/BTP
	<p>TD gave an overview of the policing during the season. 25 fixtures. 1 pre-season friendly, 1 cup fixture. Categories now changes A – low, B – medium, C – high. Spotters changed to Operational football officers – OFO category.</p> <p>16 command teams resourced locally, 9 from outside to assist for backup. 25 arrests in total (2 home, 1 assault on steward, 1 flare) both charged. Slightly up from 2020, 10 arrests for football offences.</p> <p>Beginning of season there were issues with the youth group, details have been pasted to CB. Behaviour was getting better towards the end of the season. Youth groups were doing #limbs at away matches. Everyone charging forward and taking people out – injuries (older lady broken wrist).</p> <p>TD spoken to some youths, seemed to calm down after this.</p> <p>6 arrests at away games, compared to 19/20 season. Racially aggravated 2 offences.</p> <p>25 arrests, 8 charged, 4 cautioned. Some still under investigations. 3 football banning orders to Fulham Supporters.</p> <p>There are some Luton fans that maybe arrested.</p> <p>3 pitch protections for last few games.</p> <p><i>GM discussed getting rid of the younger fans at the end of the season, very noticeable. Was successfully delivered.</i></p> <p><i>SH queried arrest/conviction rate, is it improving?</i> TD confirmed on 2 not upheld, 1 mistake, 1 steward withdrew statement.</p> <p><i>GS queried regarding the pubs/policing, is there any issues/concerns?</i> TD just had a latest pub watch; nobody has highlighted anything. Only issue was Luton supporters where they let off flares inside the Temperance pub.</p> <p>TD mentioned the skate park in the middle of Bishop's Park, lots of ramps left around, during a night match this could cause safety issues. Action Point 2. – SH to pick this up with the parks team.</p>	LBHF
7	<p>London Fire Brigade Update</p> <p>No LFB representation at the meeting</p> <p>GS advised that JB regularly keeps irregular contact and nothing of concern raised.</p> <p>GS mentioned that there had been some issues between the licenced burger trader and the broadcasters one match resulting in an obstruction with the fire path route in Stevenage Road. This has now been largely resolved.</p>	LFB
8	<p>Medical Plan Update</p> <p>CB discussed the stats on medical.</p> <p>Blackpool game – lost a Fulham supporter, everyone worked tirelessly to try and save the fan, passed away later on. CB commended everyone involved.</p> <p>1 steward collapsed first game of the season. Nothing else major.</p> <p>The parva spray on the last game, people caught up when it was spray. 7-8 people treated for effects.</p>	LUL

	<p>More medical issues in last game than the rest of the season.</p> <p>The medical team worked well. Someone from crowd medical now that sits by the team dugouts, which stops the players pitch medics getting involved in crowd incidents.</p> <p>BF gave an update. Several people trained that can help. BD queried the new capacity will it remain for the season. CB confirmed there is a desire to use parts of the upper tier after we make the lower tier work during the new season.</p>	
9	Transport for London	TFL
	<p>LM from Fulham Broadway.</p> <p>Game last season, Chelsea, and Fulham both played at home on the same day. LM queried if this is going to happen again, or can we stop this?</p> <p>SH confirmed both teams now in the premiership. CB stated this is usually an issue with European matches. Cannot rule it out happening again. League/cup fixtures shouldn't be an issue</p> <p>GS mentioned in was recently discussed at the Chelsea SAG and we always recommend against both teams playing the same day. There used to shared stewarding but this is not the case in recent times. However, having both teams playing on the same day does place a strain on the on the emergency services and transport network.</p> <p>TD queried if we could get details of annual planned works for next season</p> <p>Action point 3. LM will get a copy from TJ.</p>	LUL
10	Local Authority Review of the Season	LBHF
	<p>GS gave an overview. GS main focus has been undertaking inspections at the ground with respects to the readiness of the New Riverside Stand. Matchday inspection have been undertaken during a number of matches reviewing the arrangements in particular pitch protection arrangements following a Speight of incursions by supporters.</p> <p>As part of this reviewing the operational arrangements and reviewing thr P&S factor, etc</p> <p>No complaints this season. Has contact from the Fulham Lillies regarding the match day safety for women/girls on the walking routs etc. Contact has been made and engaging with the group regarding their main concerns. They've also been in contact with the club.</p> <p>CU confirmed, BAU. Completed some parking stress survey before the stand opens and will do some match day surveys, will then go out to residents/businesses in January.</p> <p>CU trialling something new at QPR, adding dates to signs for which bays will have parking suspending.</p> <p>GS discussed LET, next season will be challenging, club in Premier League will increase issues with ticket touts and illegal street trading</p> <p>Action Point 4 - GS to share the news they may need more resource and link in with Trading Standards team (scarf sellers etc).</p>	

	<i>SH mentioned it would be good to have a strong presence in the park also.</i>	
11	New Riverside Stand development / seat release	FFC
	<p>CB advised that emergency tabletop held o 16/6. Great turn out, many learnings to be built into the safety operation and all in all a great exercise.</p> <p>Familiarisation event in the stand which wasn't as planned owing to the works but it happened. Got the stewards in to familiarise with the stand and made sure deployment plans works. Guests were invited in also with a guided tour only. Tested the turnstiles (one was faulty). Sunday's match against Villareal is the final test event.</p> <p>GS attending this week, progress with the stand readiness Still work to be done but progressing well. Action Point 5. - GS plans to issue a temporary amendment to the certificate on a game-by-game process permitting the use of the lower concourse depending on the matchday findings.</p> <p>See how everything operates with increased capacity. Plan after this will be if all goes well to issue a permanent new certificate.</p> <p>GS will be at this weekend's match, plus the 2nd match with Liverpool.</p> <p>New capacity 18,900 to 22,384. Discussed phase 2 of the seat release, looking at additional egress route into Bishop's Park etc.</p> <p>2nd phase is due once the club can prove they can manage the extra capacity this season but looking for some time during this season.</p> <p>CB confirmed the medical room comes to play. Medical team coming in to kit out the room, so will be up and running on Sunday. Looking for a smooth surface for trollies, this will be completed by Sunday.</p> <p><i>GS confirmed once the Riverside Stand is completed the figure will be 30k.</i></p> <p><i>GG would like to come along before the Liverpool match.</i></p>	LBHF
12	22/23 season planning and arrangements	FFC
	<p>CB update</p> <p>1st match of the season against Liverpool, 12.30 fixture which will help. Behaviour of fans in the premiership is better as its easier to get a season ticket. People turn up without tickets.</p> <p>Stewarding plans are good. External numbers have increased significantly. 16 response teams a number of these are external. Early eyes on any issues. Manning quite far away to check the external area and good early warning to any issues.</p> <p>Walkarounds with all companies looking after external areas. Supervisors looking after zones.</p> <p>Brentford game – train strike on this day, so not sure what direction the fans will be coming. Expect would still head to Putney.</p> <p>Chelsea could move to a 7.45pm kick off but depends on previous matches. The club will not know until mid-August.</p> <p>Newcastle 1/10/22, brought 9 boats from Central London last time. Unusual break this year due to World Cup.</p> <p>Home NYE game, Southampton 3 pm kick-off.</p>	

	<p><i>Safer standing – TD queried where they may happen?</i> CB confirmed no, not as yet.</p> <p>AM mentioned safe standing areas which would mean quite significant structural changes would need to be made.</p> <p>Change in Law TD mentioned the change in law. Online abuse to players you can get a football banning order.</p> <p>Possession of class A entering the stadium – will put you up for a football banning order (came following the Euros 2020 Wembley review). The drugs bin will be removed, will have extra police resources onsite, need to have a history of possession. This will be nationwide.</p> <p>CB advised for the Villareal game; the drugs dog will be at the Hammersmith Stand turnstiles. When carrying out the restorative justice, we've emphasised it's a banning offence so hopefully the word is spreading.</p> <p><i>GG queried if any signage will be up regarding drugs operation which may deter supporters entering the stadium if they have drugs on them?</i> TD confirmed there would not be advance notice to supporters of the drugs operation.</p> <p>CB confirmed Dujon Brown-Taylor (Deputy Safety Officer) has left the club.</p>	
13	Update from the Sport Ground Safety Authority	SGSA
	<p>GG gave an update. Football authorities launched this week the resetting the behaviour of spectators across the different leagues. Will be interesting to see the details of how the clubs will deal with this. Will be expecting consistency across the clubs with regards bans.</p> <p>Training on pyrotechnics available – Toolkit, available on the SGSA website.</p> <p>Safe standing The minister announced 4/7 was accepted there were reduced risks having safe standing. Clubs don't have to wait for the closed season now to apply for licensed safe standing.</p> <p>New ticketing systems Discussed issues with systems. New electronic ticketing systems need to work properly, have a means to override if the system falls down.</p> <p>New stand/exits GG mentioned the new Bi-fold exit gates for the New Riverside Stand . GG aware that they had stuck at one match and need to look at the training for staff and how they can open it if its stuck. Need to make sure they work all the time. CB Plan is to open them a little earlier but can be an issue depending on which match/supporters are around outside the stadium.</p> <p>CB confirmed there is a maintenance plan for the gates as the aim is for the gate to be opened every days part of the river walk.</p> <p>GS mentioned persistent standing in parts of the stadium and the issues with the current stands not enabling safe standing and who would the SGSA take this forward in the future. GG said the worst-case scenario would be to add some criteria in the security certificate.</p>	
14	Chairman's Update	Chair

	Nothing to discuss	
15	AOB	All
	Nothing raised.	
16	Date of next meeting	
	Early January 2023.	