

CITY OF
WOLVERHAMPTON
COUNCIL

Response to Request for Information

Reference FOI 002851
Date 9 October 2018

Wolverhampton Wanderers Football Club (WWFC)

Request:

Please could you provide me with:

1. Minutes from any Safety Advisory Group (SAG) meetings pertaining to Wolverhampton Wanderers Football Club (WWFC) for the 2017-18 football season.
[In response to question 1, please see attached minutes provided on page 3.](#)
2. Details of any costs incurred by the City of Wolverhampton Council to facilitate the home fixtures of WWFC during the 2017-18 football season. Please provide the costs broken down by club, by date/fixture, by spending area/type etc.
[With reference to question 2, your request for information has now been considered and the City of Wolverhampton Council is not obliged to supply the information you requested for the reasons set out below.](#)

[Section 17 of the Freedom of Information Act 2000 requires City of Wolverhampton Council, when refusing to provide such information \(because the information is exempt\) to provide you, the applicant with a notice which:](#)

- [\(a\) states the fact,](#)
- [\(b\) specifies the exemption in question and](#)
- [\(c\) states \(if that would not otherwise be apparent\) why the exemption applies:](#)

[In relation to your particular request, the following exemption applies:](#)

[Section 12 - Exemption where cost of compliance exceeds appropriate limit](#)

[We can confirm that the Council holds information falling within the description specified in your request. However, Section 12 of the Freedom of Information Act 2000 allows a public authority to refuse a request if the cost of providing the information to the applicant would exceed the 'appropriate limit' as defined by the Freedom of Information.](#)

The Regulations provide that the appropriate limit to be applied to requests received by local authorities is £450 (equivalent to 18 hours of work). In estimating the cost of complying with a request for information, an authority can only take into account any reasonable costs incurred in:

- (a) *Determining whether it holds the information,*
 - (b) *Locating the information, or a document which may contain the information,*
 - (c) *Retrieving the information, or a document which may contain the information,*
- and*
- (d) *Extracting the information from a document containing it.*

For the purposes of the estimate the costs of performing these activities should be estimated at a rate of £25 per hour.

The information appertaining to your request is not easily accessible as this would involve searching for which staff from Parking Services, Highways, Licensing and Compliance worked each match, which grade they are at, how long they worked for and their on-costs. This will have to be done separately for the 26 home fixtures Wolves played for the EFL Championship, FA Cup and EFL Cup.

As such this information is not held as a distinct set able to be retrieved or reported on and as mentioned above would require a full-scale look into all records. This would be a manual exercise and as such we believe that the aggregated time it would take to collate the information would be in excess of 18 hours (equivalent to a notional cost of £450).

Excess cost removes the City of Wolverhampton Council's obligation under the Freedom of Information, however under Section 16 – (the duty to provide advice and assistance, the Council may be able to provide answers to the request, should you wish to submit a refined request.

3. Details of any contributions made by WWFC, specifically for the purposes of compensating the City of Wolverhampton Council for any such costs incurred (see point 2).
There have been no direct financial contributions from WWFC to City of Wolverhampton Council to facilitate home matches.
4. Details of any income the City of Wolverhampton Council receives directly from WWFC, irrespective of any contributions made to cover matchday costs. During the 2018-2019 season hostile vehicle mitigation has been implemented for match days, there is an agreement that WWFC contribute £700 per home game towards the cost of this. A further contribution from WWFC towards the cost of the hard infrastructure, is agreed in principal but as this has yet to be installed no payment has been received.

Molineux Stadium Safety Advisory Group

Minutes - 3 October 2017

Attendance

Chair

Colin Parr Head of Governance, City of Wolverhampton Council

Wolverhampton Wanderers Football Club

Steve Sutton Facilities and Safety Manager

Laurie Dalrymple Managing Director

City of Wolverhampton Council

Debra Craner Environmental Health

Nick Broomhall Traffic and Road Safety

John Charles UTC

Rachel Ing Network Co-ordination

Mick Shears Resilience Officer

Neil Rogerson Resilience Manager

Donna Cope Democratic Services Officer

West Midlands Police

PC David Hulson Force Football Unit

Claire Worley Counter Terrorism Unit

Mick Wilkinson

St. John Ambulance

Margaret Coomby

Sports Ground Safety Authority

Martin Girvan Appointed Inspector

Stadium TM Group

David McAtamney

Item No. Title

1 **Apologies for Absence**

Apologies for absence were received from Rosemarie Brain (St John Ambulance), Andrew Anthony (St John Ambulance), Mark Chapman (West Midlands Ambulance Service), Alison Stephens (Environmental Health) and Matt Wilde (WWFC).

2 **Minutes of the Previous Meeting and Matters Arising**

The minutes of the meeting of the Group held on 9 May 2017 were confirmed as a true record.

Pedestrian Safety and Measures to Mitigate Terror Attacks

The Chair updated the Advisory Group on the scheme and discussed what had been agreed by the Working Group. He confirmed that details were now in the public domain and the scheme had been supported by Cabinet and Full Council.

The Group discussed the following:

- Parking / waiting restriction areas and 'flip' signs;
- Asda consultation;
- Duration of road closures;
- Coach access;
- Communication with the public;
- Staffing and internal communication for the Aston Villa match;
- Authorised vehicle access;
- Ring and Ride facility;
- Carpark issues;
- Communication with bus companies;
- Fans' Parliament;
- Press release;
- Letter-drop to residents;
- Implementation of permanent fixtures;
- Drop off points for Zeelo coaches;
- Post-match de-brief.

The Group agreed the following:

- The only permanent structures installed for the Aston Villa fixture would be parking and waiting restriction 'flip' signs. These would be activated the previous day and managed by Parking Services;
- Consultation with Asda was still taking place and all their requests had been accommodated;
- A fixed time must be confirmed for the road closures;
- The Traffic Management Company would manage coach access;
- Road closures would be implemented for the entire duration of the match and if there were many complaints / issues this approach would be re-evaluated;
- Informing the public about the road closures was essential;
- For the Aston Villa fixture, roads would be closed at 4pm and reopened at approximately 7.45pm, subject to delay;
- Communication between CWC and WWFC Control Centres on the day was crucial - John Charles would compile and distribute a list of key contacts;
- Roads would be re-opened when it was safe to do so – The Traffic Management Company and WWFC would be responsible for this;
- The TMC would ensure broken glass etc was removed from the enclosed area;
- The impact of the road closures must be monitored / observed - Alison Stephens would arrange staffing and feedback;
- WWFC vehicles that needed access to the enclosed area would need a permit from WWFC;
- Ring and Ride facility was still being considered;
- WWFC staff would be on site early to prevent parking on nearby car parks
- WWFC would cone-off the turn-around area by Asda;
- CWC and WWFC Communications Teams would meet on 3/10/17;

- Neil would update bus companies;
- Fans' Parliament would be informed of road closure details on 3/10/17;
- Press release would be issued on 3/10/17;
- Letter drop to residents on 4/10/17;
- Scheme would be referred to as 'Pedestrian and Spectator Safety';
- Permanent fixtures should be installed by next season;
- Nick would send Zeelo Coaches details of closures;
- Staff present on the day would hold a post-match de-brief and report back to the group;
- The Working Group would meet again after two games to discuss the impact;
- WWFC Communications would inform Aston Villa Communication of closures.

4 **Changing Threat Level**

The Chair discussed guidance received from the Sports Ground Safety Authority, which advised agencies to consider and develop operational responses to an increased terrorist threat level.

He suggested that Claire Worley, Counter Terrorism Unit, continued to attend the Molineux SAG meetings and it was agreed that an agenda item would be added to future meetings enabling Claire to regularly update the Group.

Martin Girvan discussed the guidance further and advised agencies to consider evacuation routes. The Group discussed this and agreed that a single evacuation document would not cover all eventualities.

5 **G flames & Pyrotechnics**

Debra Craner, Environmental Health, informed the group that she and WWFC had met with the Club's pyrotechnics provider as there were issues with their risk assessment. She confirmed that following numerous discussions with the company all issues had been addressed and Environmental Health no longer had concerns.

She reminded WWFC to ensure children (mascots) were kept safe.

6 **Report of Wolverhampton Wanderers Football Club**

S. Sutton provided the following match day reports:

Leicester City: 29/07/17 – 15:00

Category: 1+ 7

Attendance: 11953 (11461), Away: 1539

Arrests: None

Ejections: 1 Home

Arrivals went well with just one home fan refused entry for being drunk.

Police had advised that a group of risk had been drawing attention to themselves on route, they arrived without incident.

During the game the visitors were generally well behaved, a number of alcoholic

drinks were confiscated from the terraces. There was some partying and beer throwing in the concourse both pre-match and at half time, monitored and no action required. The coach containing the drinkers caused police an issue at the end as they made their way to the nearest pub and refused to return to their coach. The police eventually persuaded them onto the coach and they departed without issue. There were no other issues on exit.
The home ejection was a banned supporter.

Middlesbrough: 05/08/17 - 15:00

Category: A
Attendance: 29692(27141), Away: 2523
Arrests: None
Ejections: None

No major issues expected. Game sold out well in advance and as a result pre-purchase history applied to home sales until they also sold out. Publicity re the need to arrive early due to sell out and also a tribute to our goalkeeper who has been diagnosed with leukaemia.

Pre-match: There was a storm approx. 1 ½ hours before the game, very heavy rain and thunder.

All supporters arrived in good time and at kick off there were less than 200 still to enter. The visitors were very good overall with very little stewarding required, no issues with them using allocated seats, no partying, no pyros. The vast majority remained standing but were compliant with keeping the gangways clear at all times. There was plenty of banter between the south home and away fans but nothing that got out of hand. 7 people treated by first aid for a variety of issues.

Post-match: all departed together without incident in the vicinity of the stadium however police reported an altercation near the coach park but this was minor. Overall for a sell-out crowd on the first day of the season this was a very successful and safe event for all.

Yeovil Town: 08/08/17 - 19:45

Category: 1+4
Attendance: 9478 (9202), Away: 376
Arrests: None
Ejections: 3 Home

There were no issues with any of the Yeovil Supporters either in the stadium or the immediate surrounding area on either ingress or egress from the stadium, they were excellent and a pleasure to host. Both sets of supporters mingled well without incident. Although the away coaches dropped off at our coach park we made arrangements for them to return to the stadium to pick up.

Two home fans were ejected from the north stand for being drunk and F&A, another from the south stand for similar.

Cardiff City: 19/08/17 - 15:00

Category: A
Attendance: 27068(24355), Away: 1553
Arrests: 1 Away
Ejections: 1 Home

3 Cardiff fans refused entry for being intoxicated, 1 for possession of a helium canister.

The majority of Cardiff City Supporters stood throughout this fixture however the gangways were kept clear by robust stewarding. There was some partying in the concourse pre-match and at half time but this was good natured and there was no need for steward intervention. Overall the visitors were generally well behaved inside the stadium.

There were a number of medical issues, collapse, chest pains etc.
The home ejection was for allegedly spitting at away fans and F&A gesturing.
Following the Cardiff 2nd goal a Cardiff supporter jumped onto trackside and made a concerted effort to get to the pitch. He was swiftly apprehended by stewards on the track and was handed over to Police for arrest.

Post-match: all supporters left together at the end of the game. It was later reported that there were a number of scuffles that required police intervention on route to the coach park, including an incident involving a car being surrounded by away fans on the ring road.

Prior to the game there were issues with the PA system, the entertainment side was inoperable in two stands and couldn't be reinstated. Various tests were carried out to ensure that the safety side was functional.

The Chair acknowledged that incidents at this fixture had significantly reduced and thanked all agencies involved in this.

Millwall: 09/09/17 - 15:00

Category: B

Attendance: 24426 (22034), Away: 1120

Arrests: None

Ejections: 2 Home, 1 Away

Sales expected to reach 24,500 with approximate 1200 visitors.

Although resourced as a Cat C this remained as Cat B at the stadium.

No intel to suggest any issues with risk, their main group not planning to attend.

Letter received from Millwall to state that they operate an away membership scheme where tickets are only sold to members and season ticket holders.

Pre-match: We had set up an outer cordon to check tickets against memberships however it soon transpired that Millwall fans didn't all have cards with them. Apparently although they sell only to members and STH's they aren't required to prove this at the away Club, as a result we abandoned the check.

General arrivals went well although the two away coaches were delayed and didn't arrive until circa 15:05.

1 away fan refused entry due to being in possession of a home ticket and he wanted to transfer.

During the game: The vast majority of the away support along with the south home stand stood throughout the game, apart from an early issue in the away section with migration to netted areas and one gangway being encroached into there were no other issues as a result.

One away fan was reported as doubling up in the turnstiles, he was challenged in

the stand and couldn't produce a ticket so was ejected. Shortly after this a male passed out in the away section, fans alerted the stewards and he was very quickly dealt with, he was escorted to the first aid room for treatment and discharged shortly before the end of the game.

In general, although there was a good following from Millwall their supporters were very quiet but they were well behaved throughout.

At half time there was a little partying on the concourse in the south home stand, there were also two smoke devices let off, although the smoke was heavy it cleared quite quickly, CCTV was viewed but no clarity on who was responsible was recorded. Stewards were quickly in the area to manage the situation.

One home fan was ejected for failure to comply with stewards and refusing to produce a valid ticket, the other ejection was another home fan for unauthorised entry.

Post-match: On departure there was an altercation with box holders (through the glass) and Millwall fans, (we later received an allegation of racist abuse directed to the box holder by an away fan). This was quickly resolved at the time and police moved the away fans through the gangway.

All supporters left the stadium together although the visitors departed via a sterile corridor to the edge of the footprint where police managed their exit towards the transportation.

There were no incidents of note in this area, however the police notified me that there were incidents of disorder occurring on the ring road and on route to the railway station.

The Police confirmed that this incident resulted in police officers being injured and 7 arrests (Millwall fans).

Bristol City: 12/09/17 - 19:45

Category: A

Attendance: 23045(19642), Away: 651

Arrests: None

Ejections: 1 Home

No intel to suggest issues arising on the night.

Weather was a concern in the 24 hours leading up to the game with a storm expected to bring heavy rain and gusts of wind up to 40 mph. Implemented additional checks to ensure all fixtures were secure and risk assessment completed. Continual weather monitoring in the lead up.

The weather monitoring showed that the expected storm was due to arrive post-game so initial fears were alleviated. However, it rained through most of the game and did become quite windy towards the end.

Pre-match: A car was left on the University car park adjacent to the stadium, parked on hatched area next to the substation, Italian plates meant it couldn't be verified by police so they had it checked with a dog and then had it removed.

A casualty treated following a slip outside the stadium.

A leak at the rear of the south stand was reported and water was running down the terrace, this was assessed and monitored to be addressed post-game.

1 home fan refused entry for alleged racist abuse at the previous game.

3 others also refused, 2 wanted by police for involvement in disorder post Millwall and 1 following his ejection at the last game.

During the game: Overall the supporters' behaviour was good, the visitors caused no cause for concern.

We dealt with a confrontation between home fans in the north stand. A bottle was thrown onto the pitch from the south end, CCTV reviewed, male identified, checked by police and ejected to be dealt with retrospectively. Another male in south stand reported for racist comments, very abusive/threatening to stewards, will be dealt with retrospectively.

Two other casualties treated, 1 for a hand injury and 1 who slipped in the south stand and hurt his foot.

Post-match: No issues, all departed in the heavy rain without incident.

The two visitor coaches were relocated to the stadium and supporters direct to them by stewards.

Bristol Rovers CCR3: 19/09/17 - 19:45

Category: A

Attendance: 12740(12262), Away: 1862

Arrests: None

Ejections: 1 Away

This game was made all ticket as we were unable to establish the estimated walk up of away fans, they have not been to Molineux for many years and we needed certainty of attendance.

Despite being lots of advanced notification that this was an all ticket fixture and supporters were also advised to purchase tickets in advance and arrive early there were a number of supporters still waiting to purchase tickets from the ticket office at kick off, the last was served at approximately 2015hrs.

We had no behavioural issues pre-match with supporters mingling well outside although one Bristol male was refused entry for being under the influence of alcohol. However, we had 4 coaches and one mini bus try and drop off at the stadium, despite police giving the directions prior to the game. The first coach managed to decamp but all the others were redirected to the coach park. It should be noted that we had not received any requests to drop off at the stadium. Once at the ground we were approached by the organiser of their supporters' association and he explained that a number of disabled fans struggled with the route from the coach park. As a result, we discussed the issue with the match commander, the police then altered the phase 3 plan to accommodate the collection of a number of fans directly from the ground.

We were pre-warned to expect their fans to be resistant to requests to sit and that we that may have difficulties with them using their allocated seats. This proved to be the case and stewards were kept busy early on trying to resolve issues where they had breached netted areas as a result of others trying to ignore the reserved seating.

There was one ejection from the away section after a male supporter became abusive towards staff who were ticket checking an area that appeared to be over crowded, he and his friends were asked to relocate to their own area when he threatened staff, Police viewing CCTV in control recognised the male as a risk supporter that had previously caused problems at away fixtures, although he was very abusive he left without issue.

Post-match: All left together without incident and the coaches returned to collect the waiting disabled supporters.

Barnsley: 23/09/17 - 15:00

Category: AL

Attendance: 28154(24998), Away: 895

Arrests: None

Ejections: 1 Home

Away fans to be located in the Stan Cullis upper quadrant (3 seats and a gangway sterile area) with no home supporters in area below, they sold out in advance.

Another good attendance helped by complimentary tickets being made available to schools and community groups across the area. Kick off went ahead as scheduled at 15:00, at this point there were circa 250 supporters waiting entry at blocks 4 & 5, most of these were in the ground by 15:10. There were no reported issues externally pre-match with supporters mingling well all around the ground.

A small number of Barnsley supporters stood throughout, this initially resulted in a gangway becoming congested at the rear of the stand. When approached the majority were uncooperative and refused to move, the intervention of the stand manager and response team resolved the issue, this was also helped by a small police presence being deployed as back up on the adjacent stairway.

After earlier receiving a warning about his conduct a male home supporter was ejected for attempting to gain access to away supporters in the area, he later complained that he had been racial abused by away fans. When Barnsley scored their equaliser a number of their supporters surged towards the divide netting, these were held back by stewards and police, and it quickly calmed down although there seemed to be a lot of verbal engagement across the divide for the whole of the fixture. The same occurred when we scored the winner, plenty of posturing, gesturing and abusive behaviour especially at the rear of the stand.

Post-match: All left together and mixed well without issue.

7 Any Other Business

The Chair acknowledged that because of the Pedestrian Safety Scheme, the Group had neglected the issue of persistent crowd standing. Martin Girvan advised members of an upcoming SGSA meeting and suggested Steve Sutton attended to represent the Group.

Steve Sutton confirmed new staff and contracts had been implemented at WWFC.

The Chair formally thanked Steve for providing stewards to assist at the Pride Festival.

8 Next Meeting

The next meeting of the Group would be held at 10.30am on 16 January 2018.

Attendance

Chair

Colin Parr Head of Governance, City of Wolverhampton Council

Wolverhampton Wanderers Football Club

Steve Sutton Facilities and Safety Manager
Matt Wild Club Secretary

City of Wolverhampton Council

Debra Craner Environmental Health
Alison Stephens Environmental Health
Nick Broomhall Traffic and Road Safety
Donna Cope Democratic Services Officer

West Midlands Police

Sgt Andrew Bradley
PC David Hulson Force Football Unit

West Midlands Fire Service

Steve Green
Neil Aston-Baugh

Sports Ground Safety Authority

Martin Girvan Appointed Inspector

Item No. *Title*

1 **Apologies for Absence**

Apologies for absence were received from Mark Chapman (West Midlands Ambulance Service), Mick Shears, Neil Rogerson and Steve Burson (all City of Wolverhampton Council), Claire Worley and Michael Ffello (West Midlands Counter Terrorism Unit) and Rosemarie Brain (St John Ambulance).

2 **Minutes of the Previous Meeting and Matters Arising**

The minutes of the meeting of the Group held on 3 October 2017 were confirmed as a true record.

The Chair enquired about the pyrotechnic display that had taken place at the Aston Villa fixture. S Sutton confirmed the display had been a success and as a result had been repeated at further fixtures.

3 **Pedestrian Safety and Measures to Mitigate Terror Attacks**

S Sutton gave an update on behalf of WWFC and discussed some minor issues that had arisen as a result of the closures. These included, resident parking disputes, general traffic congestion and bus delays, all of which had been addressed.

He stated that having a safety officer in the control room with traffic control had been successful and that on the whole the scheme was working well.

N Broomhall gave an update from CWC Road Safety. He discussed a complaint received from a member of the public regarding traffic congestion caused by the closure of Camp Street. Suggestions were made on how to alleviate the problem and it was acknowledged that opening the Street may cause further problems. It was agreed that N Broomhall would observe the issue and decide with S Sutton how to address it. C Parr advised the street was left closed unless it was causing major problems.

N Broomhall provided the following feedback from John Charles, CWC Traffic Control:

- There were concerns over the large volume of fans walking along the Waterloo Road towards the ring road after each fixture. S Sutton stated that barriers were already in place to help manage this and N Broomhall asked if the rate at which fans left the stadium could be controlled. This was not an option and C Parr suggested a better alternative would be to control traffic flow at the ring road. S Sutton stated there had been similar safety issues at the Newhampton Road traffic lights with drivers ignoring red lights and officers were now positioned there to assist. Further suggestions were made by the group and it was agreed that NB and CP would observe the issue and decide on the best solution.
- The issue with vehicles from private car parks was being addressed.
- CEOs were in place to tackle inappropriate parking on Newhampton Road.
- The team were likely to install PAS 68 rated gates and were currently looking for suitable foundations that wouldn't disrupt services. Procurement would hopefully begin next month and permission was needed from WWFC to dig trial holes on their land.

4 **Report of the West Midlands Counter Terrorism Unit**

West Midlands Counter Terrorism Unit were not represented at the meeting.

5 **Report of Wolverhampton Wanderers Football Club**

S Sutton provided the following match day reports:

Aston Villa: 14/10/17 – 17:30

Category: B

Attendance: 30239 (28239), Away: 2626

Arrests: None

Ejections: 2 Home, 1 Away

Police resourced as a Cat C but it remained as a B for the Club.

Alcohol was restricted to visitors from kick off.

Visitors sold out early so home sales were restricted to pre-purchase history only.

Following a thorough process with the SAG this was the first game with road closures in place around the stadium. In addition, this was the first time since 2003/04 that we were to have a pre-match pyro display, again, following a thorough process with the SAG.

Road closures were implemented and worked well although there were a number of points for review.

Arrivals went well with just one visitor refused entry for over indulgence.

Only 310 supporters entered the stadium after kick-off and for a big attendance this was excellent.

Approximately ten minutes before kick-off two smoke devices were used in the south home concourse, one person was injured as a result receiving minor burns to his face and damage to his clothes, he received medical attention but returned to watch the game. The smoke filled the concourse and PA announcement made to direct fans to the terrace, fire alarms also activated as a result.

There was also some disorder in the same area with two persons assaulted, offenders not identified.

Approximately ten minutes into the game a fight broke out in the away section, stewards and police intervened and calmed the situation.

During the game there were a number of unsubstantiated reports of throwing/spitting from various areas, at least one was identified for retrospective action. One report of injury where an away fan was struck by a coin, minor injury to nose. A Pyro was let off on second goal in south home terrace, no one identified.

Many visitors started to leave early via a restricted route and at the end of the game all left without incident.

A Stephens had attended this fixture and requested that in future a trained officer was present when the pyros were set up to ensure they were done correctly.

D Hulson confirmed that the male identified for setting off the pyro had been dealt with.

Preston North End: 21/10/17 - 15:00

Category: B

Attendance: 27352 (24787), Away: 1961

Arrests: 1 Home, 1 Away

Ejections: None

Police Cat upgraded a week before the game due to higher overall attendance and intel regarding 50 older risk and 30 younger risk attending.

Storm Brian was a concern as due to hit midday. Heavy rain and 40mph wind however the weather while not great was not a major concern in the end.

Pre-match road closures implemented without major issue.

No issues with late arrivals, majority in well before kick-off. One away refused entry for being drunk.

The away fans were a handful at times and gangways had to be kept clear on a regular basis, on one occasion they breached the netting at the rear of the stand, although they did respond and moved when asked.

There was an altercation in the away section and the Police had to intervene to separate them.

A smoke device was thrown onto the trackside together with an attempted pitch incursion when they scored, the latter was arrested the prior not identified.

Overall they were lively but largely well behaved.

The home arrest was for F&A and spitting towards the visitors.

Both sets of supporters left together without incident.

D Hulson confirmed that both fans arrested were charged and a Wolves fan received a ban.

Fulham: 03/11/17 - 19:45

Category: 1+4

Attendance: 24388 (21091), Away: 402

Arrests: None

Ejections: 1 Away

There were no issues with arrivals, all entered in good time.

The Fulham Supporters were located in the North Upper Quadrant and as they were only 402 there were no real issues of note. One away supporter refused to comply with stewards' instructions when asked to refrain from his stupid behaviour, waving his flag over other fans heads and generally being annoying to others, he was obstructive and wouldn't comply so he was ejected from the stadium.

Both sets of supporters left together without incident.

Leeds Utd: 22/11/17 – 19:45

Category: B

Attendance: 28914 (25550), Away: 2057

Arrests: None

Ejections: 3 Home

An outer cordon was used to verify memberships staffed by Leeds stewards. One refused entry for not having member card and two for being under the influence. No other issues with Leeds arrival. Although very busy outside with queues building towards kick off the vast majority were inside for kick off.

First half: No issues with behaviour of fans in the concourses pre-match. The Leeds fans filled their allocated, there was no migration either. The behaviour during this half was very good with no recorded issues.

Half time: Report received of bar staff being abused, allegedly racist comments had been made. Police attended and escorted the staff member out of the bar. During

this period there were reports of disorder as the police escorted the person through the concourse, this de-escalated when officers were instructed to withdraw.

Second half: Three home fans ejected from SCU for drinking in view and failing to comply with stewards.

Post-match: all left together although a large number of away fans left early. There were no reported incidents in the vicinity of the stadium. Overall this was a successful event and the behaviour of the Leeds supporters was on the whole very good.

A Stephens made the following comments:

- Stewards did not ask her or D Craner for their ID;
- S Sutton must ensure all staff can hear the briefing;
- There were issues with crowd standing - stewards must stop this;
- Nosing of Steve Bull fire escape needs painting;
- Steve Bull Lower – Gang ways filled up;
- Steve Bull Upper – Fans were not being searched.

S Sutton confirmed that stewards in that area had been instructed to search all fans despite long queues and the situation had improved.

M Girvan reported that debris from the city centre firework display landed in the stadium. He also stated that the traffic management was working well.

Bolton: 25/11/17 - 15:00

Category: AL

Attendance: 27894 (25394), Away: 764

Arrests: None

Ejections: 3 Home, 1 Away

There was an issue with an attempt to breach the road closure pre-match, police had to attend to resolve.

Supporters mingled well both on entry and egress without issue and generally across the stadium supporters were well behaved. We had three ejections from home areas and one away supporter. Home ejections were for abuse of a concessionary ticket, breaching a club ban and one for being under the influence of alcohol, we also had two Bolton supporters refused entry for being under the influence of alcohol and trying to gain access to the wrong area of the ground.

In the 2nd half a smoke device was ignited in the away terrace. The individual was quickly identified by the use of CCTV playback, stewards handed him over to Police officers and his details were taken to be dealt with at a later date, he was then ejected from the ground. Other than this incident the away fans were very well behaved in the stadium.

D Hulson confirmed that the smoke device offender is still to be interviewed.

Sunderland: 09/12/17 – 15:00

Category: A

Attendance: 28488 (25148), Away: 1262

Arrests: 1 Away

Ejections: None

The build up to the game was awful with heavy snowfall from 17:00 on the evening before the game. Staff did an amazing job to clear the pitch and stadium overnight in order to ensure that the game could go ahead.

There were no issues in or around the ground between the two sets of supporters but there was a small amount of partying, this was both before the game and at half time in the away section but without the usual beer throwing. Generally a quiet fixture with just one issue for throwing an object towards the field of play, this was a paper cup that didn't reach the pitch. The offender was positively identified on CCTV and arrested.

All left in a joint dispersal without issue in the immediate vicinity of the stadium. However it has since emerged that a member of a group of away fans was punched on route to the train station, he required hospital treatment later that day and no offender was identified.

D Hulson confirmed that the cup thrower was arrested, sent to court, found guilty and received a fine.

Ipswich: 23/12/17 – 15:00

Category: 1+4

Attendance: 30218 (27548), Away: 692

Arrests: None

Ejections: 3 Home

A fairly low expected away attendance resulted in us agreeing to have the lower quadrant back for sale to home fans. Liaison with the police and SAG re arrangements, 10% allowed on capacity for unreserved seating, front three rows of upper tier netted. Game sold out in advance.

Arrivals went very well with no reported issues and all late arrivals were in for kick off. One away fan was unable to go onto the terrace due to vertigo, she was relocated to the lower tier amongst home supporters. One home fan ejected in the first half for F&A behaviour, another for doubling up in the turnstiles.

In the second half a home fan ran onto the pitch, he was apprehended and the Club are dealing with this with police.

The visitors were excellent an absolute credit to their club.

D Hulson spoke to the fan who ran on the pitch and due to the circumstances behind it they are not pursuing the incident. A Bradley commended the club on how they dealt with the incident.

Brentford: 02/01/17 – 19:45

Category: 1+4

Attendance: 28475 (24205), Away: 387

Arrests: None

Ejections: None

Away fans initially had an allocation across two tiers of the north quadrant, however the lower was released back to us for home sales. As a result, their allocation went unreserved.

Arrivals went well, although due to the weather and this being an evening kick off there were lengthy queues at most turnstiles. However, only approximately 1200 entered after the scheduled kick off time.

The pyro operators decided not to run the planned display as wind gusts had increased up to kick off.

There were no issues with the visitors at all, they were excellent and even though they lost the game they stayed to applaud their team off the field at the final whistle. All left together at the end without incident. Another well attended game with very few incidents of note.

Swansea FAC Rd 3: 06/01/17 – 15:00

Category: A

Attendance: 22976 (22140), Away: 1062

Arrests: None

Ejections: None

There was strong intel regarding risk attending, we expected up to 150. Visitors were located in the Stan Cullis quadrant, upper and lower tiers.

Pre-match a supporter tripped over paving and cut his chin. We also had a burst water main outside an executive entrance, this required us to cordon off an area and alter our exit plans. Generally all supporters arrived without incident, although the Swansea supporters generally arrived later on.

The intel regarding risk was correct and when they arrived two of the main risk were very vocal in the queue and there was a very brief altercation when they responded to chants from passing home supporters. Police intervened swiftly and prevented escalation.

Across the stadium the behaviour of all fans was very good, the visitors were no problem other than they did have a bit of beer party at half time, no worse than we see from many clubs. There were no issues across the divide, other than some general lively banter that didn't require any steward intervention.

Post-match the visitors left the immediate vicinity via a sterile corridor and mixed with home fans on the surrounding road, there were no issues in this area.

D Hulson reported that the away fans arrived at approximately midday and walked on mass to the city centre. Police persuaded them to go to the Bluebrick. There was pushing and shoving on way to stadium. Risk group were escorted back to coach. All ok. Success.

AOB

S Sutton discussed his request to extend the current pyrotechnic displays and A Stephens confirmed she was happy with the risk assessments submitted.

S Green reminded him that the relevant paperwork must state the product itself and those responsible for using it were satisfactory. A Stephens stated she would get written confirmation of this from the manufacture.

S Sutton confirmed that the Molineux would host an England under-21 friendly in March and expected attendance was approx. 20,000.

6 **Report of West Midlands Police**

D Hulson confirmed that another civil banning order had been implemented and that even though incidents had reduced the police were still striving to improve things further.

7 **Report of West Midlands Ambulance Service**

West Midlands Ambulance Service was not represented at the meeting.

8 **Report of St. John Ambulance**

St John Ambulance Service was not represented at the meeting.

9 **Report of West Midlands Fire Service**

S Green reported that trials were ongoing regarding toilet doors in the Billy Wright stand. A Stephens reminded him that food preparation standards must be considered and maintained.

10 **Report of the City of Wolverhampton Council**

A Stephens reported that she was currently dealing with a complaint regarding the lack of a hand rail in the upper tier. No more complaints received.

She confirmed that the new Safety Certificate and Operations Manual had been reviewed.

11 **Report of the Sports Grounds Safety Authority**

M Girvan reported that following consultation, the SGSA had issued guidelines on the definition of 'safety' and it should now include areas such as antisocial behaviour and terrorism. He advised agencies to cover this in their documentation such as Operations Manual and Terms of Reference.

12 **Any Other Business**

A discussion took place in respect of the challenges of managing those spectators that persistently stood within the seated areas. It was noted that the South stand were predominantly stood throughout each fixture and that in many cases visitors were also persistently standing. It was noted that particular attention had to be placed upon managing those areas of the stands which were in excess of 25° gradient or incline; and that when there was a full allocation of visiting supporters, up to 25% of the stadium could be persistently standing.

It was agreed that the club would review their procedures for managing persistent standing especially in the upper rows of the South stand and potential engineering solutions were discussed.

A Stephens enquired about a damaged wall that Carillion were monitoring. S Sutton agreed to chase this and see what was happening.

13 **Next Meeting**

The next meeting of the Group would be held at 10.30am on 8 May 2018.

Attendance

Chair

Colin Parr Head of Business Services, City of Wolverhampton Council

Wolverhampton Wanderers Football Club

Steve Sutton Facilities and Safety Manager

City of Wolverhampton Council

Debra Craner Environmental Health
Alison Stephens Environmental Health
Nick Broomhall Traffic and Road Safety
Greg Bickerdike Licensing
Donna Cope Democratic Services Officer

West Midlands Police

PC Lizzie Lewandowski
PC David Hulson Force Football Unit

St John's Ambulance

Rosemarie Brain

Item No. Title

1 **Apologies for Absence**

Apologies for absence were received from Steve Burson (City of Wolverhampton Council) and Martin Girvan (Sports Ground Safety Authority).

2 **Minutes of the Previous Meeting and Matters Arising**

A Stephens referred to Page 3 of the previous minutes and advised that the wording should read as follows:

"A Stephens had attended this fixture and requested that in future an appropriately trained and briefed officer was present when the pyros were set up to ensure they were done correctly".

Resolved:

The minutes of the meeting of the Group held on 16 January 2018 were confirmed as a true record subject to the above amendment.

3 **Future Use of Pyrotechnics**

A discussion took place regarding the increasing size of pyrotechnic displays at the Club.

S Sutton confirmed that recent displays had been larger than normal due to the Club's success and he assumed that displays would return to normal next season. He agreed to seek confirmation on this and advised that a large display might be used for the first match of the season.

A Stephens and D Craner raised concerns about the fallout from such displays and requested that the Club gave 14 days notice whenever a large display was planned.

C Parr suggested that the Group hold an extraordinary SAG meeting for the next proposed large display so the relevant paperwork could be signed off. He advised S Sutton to get the plan in place and signed off as soon as possible to make it easier for future displays.

4 **Pedestrian Safety and Measures to Mitigate Terror Attacks**

C Parr stated that the scheme had been a phenomenal success and offered his thanks to the Group.

S Sutton also thanked the Group and discussed complaints received from corporate customers and how they had been addressed. He confirmed that the final plans for the permanent structures were in progress and needed approval.

N Broomhall advised that before these plans could be approved, an issue regarding a live cable needed considering.

C Parr confirmed that a meeting would be required in order to finalise the plans and requested to see the proposed gates before installation.

N Broomhall advised that a persistent complainant, known to the Group, had requested that Camp Street remain open during future closures. The Group discussed the request and it was agreed that Camp Street would remain closed due to road safety concerns and the safe dispersal of away fans.

West Midlands Police confirmed that the scheme was working well, resulting in no additional work for the police.

5 **Report of Wolverhampton Wanderers Football Club**

S Sutton provided the following match day reports:

Nottingham Forest: 20/01/18 – 15:00

Category: A

Attendance: 29050, Away: 1484

Arrests: None

Ejections: 1 Home

The weather was closely monitored in the hours leading up to the game as heavy snow was forecast. This proved to be the case and we had approximately 1 hour of snow up to around 13:30. Fortunately this cleared and there were no accumulations.

Arrivals went well with all entering in good time for kick off. The Forest fans were no problem during the course of the game. They stood, however didn't block the gangways. There was no partying and no incidents of note. The medical staff were kept busy with a number of issues on the day.

All supporters left together at the end and mixed well without incident.

Sheffield United: 03/02/18 – 17:30

Category: B

Attendance: 29311, Away: 1846

Arrests: 1 Away

Ejections: None

Pre-match: entries went really well with no queues at kick off. One away coach and a minibus arrived at the stadium, they were directed to coach park and complied, however quite a few of the passengers disembarked.

First half: 1 report of a bottle thrown from away to home, nothing identified on CCTV and no one identified on the ground. Most of the visitors stood and in a couple of places we had to clear the gangways, this was done without issue though.

Half time: Visitors allowed out to smoke in the external compound. A little jumping around but nothing over exuberant. 1 x arrest for racial abuse to a steward. There was a minor altercation between the away fans in the concourse, this was very quickly resolved by other fans intervening.

Second half: There were a number of reports of alleged spitting from the home upper tier, nothing substantiated on the day.

Quite a lot of the visitors left before the end of the game.

Egress was going well until a group of visitors turned left into the departing home fans, at this stage my understanding is that the visitors took exception to the home fans celebrating, the result was that an away fan was knocked unconscious and one home fan was assaulted. Police and stewards swiftly intervened which prevented this escalating into major disorder. The injured parties were treated inside the stadium and discharged, the away fan having refused further treatment.

Other than the incident above this fixture was fairly routine and the vast majority of the fans on both sides were very well behaved.

QPR: 10/02/18 - 15:00

Category: AL

Attendance: 30168, Away: 677

Arrests: None

Ejections: 1 Home

Arrivals went well and all, but a few latecomers, were in for kick off. No issues with the visitors other than a small number who requested relocations due to the height of the upper tier.

During the game the visitors mostly remained seated, a small group at the back of the stand did stand. Apart from a couple of vociferous individuals, that were warned by stewards, there were no issues at all. The one ejection was for being under the influence of alcohol, he left without incident.

Post-match: all left together without any issues arising in the vicinity of the stadium.

Norwich: 21/02/18 – 19:45

Category: 1+4

Attendance: 29100, Away: 522

Arrests: None

Ejections: 2 Home

Pre-match: 1 x away coach arrived at the stadium with us having prior knowledge of this. We accommodated this as there were disabled supporters on board. In most areas all were in for kick off, the exception being the East stand where there were lengthy queues, nearly 2000 fans entered after the scheduled kick off time.

The visitors were very well behaved throughout and the vast majority remained seated. The two ejections followed an altercation in our accessible lounge where a scuffle occurred. We dealt with a number of supporters in home areas drinking in view.

When the visitors equalised, there was some escalation of gesturing across the divide and between stands and a bottle was thrown from the home upper tier towards the pitch, no offender identified.

All left the stadium together without incident.

Reading: 13/03/18 – 19:45

Category: 1+4

Attendance: 27341, Away: 162

Arrests: None

Ejections: 1 Home

Originally scheduled for the 3rd March but was cancelled due to adverse weather. Heavy snowfall on the two preceding evenings along with other complications such as frozen pipes, high level ice, snow in upper tiers.

S Sutton stated it was the right decision to cancel and thanked A Stephens and D Craner for their help.

Due to the rearrangement approx. 200 visitors had refunds on their tickets. Although announced attendance of 27341 the actual was 22258.

At approx. 18:00 we experienced a momentary power outage, this was caused by the HV network supplier switching due to a fault. The outage caused partial loss of

approx. 25% of floodlights, contingency plan activated in case of further issues. Confirmation received at 18:39 that fault had been rectified.

There were no issues pre-match, all visitors arrived without incident. There were queues at home stiles due to late arrivals, all but circa 850 were in for kick off.

During the game the only incidents of note were: the ejection of a banned supporter, two medical illnesses and a fan struck by a ball in the warm up.

All left together without incident.

Burton Albion: 17/03/18 – 15:00

Category: 1+4

Attendance: 29977, Away: 491

Arrests: None

Ejections: None

During the build up to the game there were a number of blizzards so Control closely monitored the weather forecast and live radar. Fast moving showers of snow were moving across the area with very strong winds. However, the snow was not settling and in between showers the sun came out. The stadium opened on schedule and other than late arrivals queuing in two locations the majority were in for kick off, just 576 entered after the scheduled kick off time.

The visitors were very well behaved and caused us no issues at all during the event.

Post-match: All left together without any crowd related issues, we did have a lost child and a child who lost his Dad, all were reunited.

Hull City: 03/04/18 – 19:45

Category: 1+7

Attendance: 29718, Away: 292

Arrests: None

Ejections: 3 Home

An accident on the motorway network delayed the arrival of some of the visitors, the coaches arrived at the coach park a couple of minutes prior to kick off. The Hull City Supporters were very well behaved and we had no issues at all to deal with. They did stand throughout but kept the aisles and gangways clear.

When they scored their 2nd goal their players ran toward their supporters, this resulted in a couple of small items being thrown from the home area, none of which reached the playing area.

Both sets of supporters left together without incident.

Derby County: 11/04/18 – 19:45

Category: A

Attendance: 28503, Away: 1032

Arrests: None

Ejections: 1 Away

Prior to the game, 4 vehicles were removed from the no stopping zone.

No issues pre-match and all arrived in good time. The Derby fans were very well behaved with very little stewarding required, the only exception being one male who was very drunk, other supporters reported him as he was falling onto them, he was ejected.

All left together post match without incident.

Birmingham City: 15/04/18 – 12:00

Category: C+

Attendance: 29536, Away: 1898

Arrests: 2 Home, 1 Away

Ejections: None

Lots of planning in advance following the issues at the previous seasons game, SAG involved. Game moved to Sunday at request of police then selected for Sky at 12:00.

Controls to be implemented: Away sales - capped at 1995 and restricted to sales to STH's and members only, this left a block and half sterile. Home upper east and south stands restricted to STH's and members.

Lines of seats in north quad lower taken off sale to create separation from visitors. All drinks to the above areas to be decanted into cups, no bottles and no alcohol to the visitors. 15 BCFC stewards requested to assist. In addition - increased the standard 1 per 250 ratio in all areas and engaged additional contract staff to support.

As the game moved closer it looked like it could be pivotal for both clubs, however we were promoted due to results the day before which helped. However, extensive comms were issued regarding anti-social behaviour and pitch invasions.

Pre-match: All supporters arrived earlier than usual with just under 200 entering after ko.

With the exception of 1 altercation between two supporters there were no other supporter related issues on entry, 1 away fan arrested.

The police escorted approx. 80 away risk to the stadium without incident.

Steps to home turnstiles had to be closed as the top step had come loose along it's length.

First half: Just before kick off a pyro was set off in the home end, this was followed by two more during the game, one of which was picked up by a supporter and thrown to pitchside, he was arrested.

The Blues fans were lively and there was plenty of banter however their behaviour was generally good. At half time we open the external smoking area for them and

there were no issues in the concourses.

Second half: One female found in away toilets being very sick. There were a couple of unsubstantiated reports of throwing/spitting, CCTV reviewed but inconclusive. Other than some blocking of gangways the away fans were again well behaved. PA messages used to remind fans of the need to stay off the pitch. Cordons put in place as per the plan.

At the final whistle there was no overall attempt to invade the pitch however two gangways in the south end made concerted efforts to breach the cordon, stewards did a tremendous job in preventing them. If they hadn't of done so things may have been very different! 3 individuals did manage to breach the cordon and only 1 was arrested. The home fans remained in their seats to applaud the team as a result the visitors left through the external cordon with no home fans in the vicinity.

S Stevens gave credit to both sets of fans and the Group were extremely pleased with the measures put in place.

A Stephens reported more standing than usual and safety risks had been identified regarding a Stadium TM HGV reversing on Waterloo Road.

Sheffield Wednesday: 28/04/18 – 15:00

Category: B

Attendance: 29794, Away: 2063

Arrests: None

Ejections: 1 Away

This game being the last home game and us confirmed as Champions was going to be a day of celebration.

Via social media, fans had called for a large crowd to greet the home team upon their arrival, as we had no direct control over this it was very difficult to plan accordingly as we had no real grasp on timings for the crowd or anticipated numbers.

Preparations made for the trophy to be presented at the end of the game, plans in place to prevent a pitch invasion. No particular issues expected from the visitors other than that pyro use would be likely.

The event started by the team coach being met by circa 3000 supporters as it arrived at Molineux. A number of barriers and stewards were in place prior to the supporters arriving and the road closure was implemented earlier than usual to ensure the area was as secure and safe as possible for all concerned. There were a number of smoke devices used in the area, at one point leading to CCTV being obscured. However, the players were safely escorted into the stadium without issue.

Pre-match: An away male fan was refused entry for being under the influence of alcohol and being abusive to staff, he was very argumentative and had to be escorted away by police officers.

One smoke device ignited in home south concourse, no one identified as igniting the device.

The first half of the game passed off without incident, at half time two smoke devices and bangers used in the away section within a few minutes of each other, no one identified igniting the devices.

During half time a small group of away males engaged in disorder after one of the group was hit after a bottle was thrown, the male who initiated the incident by throwing the bottle was ejected. After a search on CCTV a male was identified as being the main aggressor in the incident, he was arrested for a public order offence. A smoke device was ignited in the south end terrace.

At full time two fights broke out in the home end both were quickly dealt with by staff.

At the final whistle all staff had positioned themselves as per the end of match deployment, this again proved to be effective as no one made their way on to the pitch.

The celebrations both on and off the pitch continued for quite some time after the final whistle, this left the visitors to depart into empty streets without issue.

PC Hulson reported a large number of children in the Hatherton Arms pub pre-match. C Parr would get Licensing Services to look into this.

D Craner reported that no Police Officer support was provided. PC Hulson would feed this back.

6 Report of West Midlands Police

PC Hulson confirmed that the number of arrests had greatly reduced, and civil banning orders were still being enforced.

7 Report of West Midlands Ambulance Service

West Midlands Ambulance Service was not represented at the meeting.

8 Report of St. John Ambulance

St John Ambulance Service had nothing to report.

9 Report of West Midlands Fire Service

West Midlands Fire Service was not represented at the meeting.

10 Report of the City of Wolverhampton Council

C Parr requested that the standing issue was addressed and asked about the plans for a temporary stand.

S Sutton confirmed that the budget to install a temporary stand had been approved and the planning / building work was in progress.

It was agreed that A Stephens would follow this up and the plans would be signed off at the next SAG meeting.

A Stephens reported a complaint received regarding congestion in the Billy Wright stand. S Sutton advised that the issue was being addressed and there were no safety concerns. A Stephens agreed to respond to the complainant.

A Stephens reported a WWFC representative selling programmes in the subway which was causing congestion issues. S Sutton agreed to look into this.

C Parr enquired about the proposal to use WWFC art work in the Molineux Subway and instructed D Cope to send Russell Jones' contact details to John Roseblade.

11 **Report of the Sports Grounds Safety Authority**

Sports Ground Safety Authority was not represented at the meeting.

12 **Any Other Business**

R Brain requested an update on the building works carried out on the stadium in case St John's needed to make any amendments.

C Parr confirmed that 3 meetings of the Group per season had worked well and no changes to the arrangement were necessary.

13 **Next Meeting**

TBC.