Safety of Sports Grounds Act 1975

Chelsea Football Club Safety Advisory Group (SAG)

4th March 2022

Minutes of Meeting (part 1)

Via MS TEAMS

Attendees:

NAME	INITIALS	ORGANISATION
Stephen Hollingworth – SAG Chair	SH	LBHF
Matthew Hooper	МН	LBHF
Graham Souster	GS	LBHF
Anna Pater	AP	LBHF
Cristina Perez-Trillo	СРТ	LBHF
Christian Uys	CU	LBHF
lan Baron	IB	LBHF
Paul Kingsmore	PK	CFC
Chris Baker	СВ	CFC
Gareth Jones	GJ	CFC
Keith Overstall	КО	CFC
Wills Payne	WP	CFC
Katie O'Donnell	KOD	CFC
Jamie Gray	JG	CFC
Hugh Millington	НМ	CFC
Simon Brooker	SB	MPS
Paul Wright	PW	MPS
Mark Ashley	MA	BTP
James Berry	JB	LFB
David Weavis	DW	SJA
Linzi Leech	LL	SJA
Matt Smith	MS	LAS
Jamieson Maynard	JM	LAS
Katy John	KJ	NHS

Apologies:

Paul O'Donnell - CFC Nicola Lang – LBHF Matt Shute - LAS Ramesh Kerai - MPS Catherine Sands – NHS Geoff Gailee - SGSA Stephanie Needham – LBHF Adrian Overton - LBHF Laura McGahon - RBKC Thiru Moolan – LBHF

Item / Page	Action	Member	Status
4 / Page 4	Emergency exercise not carried out a Stamford Bridge as yet – mindful to book one in.	CFC	TBC
4 / Page 6	GS queried ejections/refusals numbers. CB will forward to GS to add to the minutes.	CFC	Actioned / information embedded in the minutes
4 / Page 7	SH queried if the minutes of the Supporter Group meeting could be shared. PK advised he would ask the question.	CFC	Update required
4 / Page 8	GS mentioned having CCTV inside the FRP as well as outside for an evidential point of view and staff protection KO will take this forward. It's a voluntary place to go, no use of force to put people there, but it would protect everyone.	CFC	Update required
7 / Page 9	JM suggests having a meeting with SJA in terms of data sharing near the end of the season.	LAS/SJA	TBC

ITEM	MINUTES	ACTION
1	Welcome from the Chairman	SH
	SH welcomed all to the meeting, last full SAG met in August, held a special SAG in	
	October to discuss safe standing arrangements at Stamford Bridge.	
	Congratulations on Chelsea's for their successes so far this season, it is recognised	
	that there has been lots going on and off the pitch for the club.	
	Meeting is being recording for minuting purposes.	
2	Apologies/Introductions	SH
	See above.	
3	Confirmation of previous minutes, outstanding actions & matters arising	SH
	August SAG minutes:	
	Rail seating – completed and has been signed off by Building Control.	
	La Reserve Hotel which has been demolished – Awaiting until they start the build –	
	ongoing monitoring to continue to ensure the works do not impact on matchdays in	
	Fulham Road.	
	Wansdown Place parking – inside the management zone for traffic – still an	
	element of parking does take place during match days, but within bays of church, no issues at the moment.	

October SSAG minutes:

Safe Standing application as an early adopter was submitted to the SGSA , LBHF completed letter of support for this.

Support Code of Conduct included in the application.

All agreed to for the minutes of the two meeting to be signed off as agreed

4 CFC Safety/Security Management 2021/22 half season review

CFC

Safety Management Team

CB gave an update.

The following low, medium and high-risk matches have taken place this season up until 28th February:

Domestic match categories/fixtures.

Club security game x 1 - no away supporters (pre-season friendly against Tottenham Hotspurs).

7 category A fixtures: Aston Villa (Carabao Cup), Brighton, Burnley, Everton, Norwich, Southampton x2 (Carabao Cup & Premier League)

6 category B fixtures: Chesterfield (FA Cup 6,000 away allocation), Crystal Palace, Liverpool, Manchester City, Manchester United and Plymouth Argyle (FA Cup 6,000 away allocation).

1 category C fixture: Tottenham Hotspur (Carabao Cup , 4,000 allocation).

2 category CIR figures: Leeds United and Tottenham Hotspur in the Premier League.

These were both very testing matches with supporters being anti-social throughout and kept the safety teams busy.

A large proportion of the Leeds United supporters arrived very late, were noncompliant and caused safety issues at the turnstiles. They broke 190 seats in the away section.

Tottenham Hotspur supporters caused breaches of the segregation lines and missile throwing.

3 smoke devices so far this season; 1 at the Brighton match in the last minute when they scored an equaliser and 2 at the Chesterfield match. Couldn't identify the people on CCTV so no arrests.

Stopped alcohol sales to Chesterfield fans at half time, due to poor behaviour in the concourse and seating areas. This action was taken to curb overly excitable behaviour in becoming more anti-social.

European matches

Cat A, (Zenit St. Petersburg, 350 away allocation)

Cat B (Malmo, Juventus, and Lille). The away allocation for each of these match was 1500 as the clubs could not sell no doubt owing to Covid reasons. There were no Cat C fixtures.

All 4 fixtures went well with no issues, other than late arrival of home supporters for the Zenit fixture.

The club installed additional barriers by the vomitories to protect the seat kill areas. It is a mitigation measure to block of the vomitories and prevent supporters entering the netted of seating areas.

The full return of supporters to the stadium was a major and significant event. It required significant planning and execution for safe return of supporters to Stamford Bridge.

Forthcoming fixtures

2 Cat a matches (Newcastle and Watford)

4 Cat B (Arsenal, Brentford, Leicester and Wolves)

1 Cat C (West ham United)

Can't comment on future European fixtures albeit the club is 2-0 ahead against Lille with the away leg to play..

Emergency exercise not carried out a Stamford Bridge as yet – mindful to book one in ACTION

Code black, suspect items x 5

Code green, 82 medical (13 staff, 69 public)

Code red, 17 of which 15 indications on fire panel, only 2 confirmed. Neither serious.

Code yellow (safeguarding), 17, none concerning. Lots of under 14s without an adult.

Safeguarding

As from 17/2/2020 – all junior supporters asked to wear a wristband, to help get parents/children together.

Hidden disabilities Sunflower lanyard have been in use since the 08/03/2020 as this helps stewards.

Persistent standing continue to manage where it occurs. Working to educate fans on this from a safety and customer care perspective and ensuring disabled supporters view is not impeded by supporters standing.

Licences safe standing areas – 2 areas in Stamford Bridge, North Stand Lower tier 6150, South Stand Lower and Upper tiers, 2,039 and 3964 respectively. One of 5 early adopter clubs with the new licence. Club being evaluated by CFE Research on behalf of the SGSA. Findings of research will inform subsequent

CFC

SGSA advice to DCMS for potential wider role out. Well received by home and visiting supporters. No issues of standing in other areas of the stadium.

CB advised he will touch on the HVM/VMS trials but mindful this will be covered in the Part 2 meeting also. CSP have conducted several trials, first trial took place 25/9/21 for the Manchester City fixture in Fulham Road (west)with the HVM installed at the commencement of the match . Second trial took place 28/11/21 Manchester United fixture implemented in Fulham Road East and West .

Learning from trial, determining different the locations worked well. Delivery/build worked well (but time consuming).

Conducted a third trial at a live matchday environment with spectators flowing thought the system before and after the match with VMS units in place, collated a communications piece to stakeholders, the trial was successful and noted positive points, will be revising traffic managing plan accordingly.

Stewarding / training:

3 intakes of new stewards 244 in total. 184 removed from workforce in 2022 for non-attendance. Currently 785 stewards on database. Recruitment/retention is difficult – Chelsea have improved conditions, 3 year rolling training plan, proactive engagement / communication programme, improved staff benefits, uniform, catering arrangements, etc.

Increased match day safety numbers with the appointment of Katie O'Donnell as a Matchday Safety Coordinator, she has successfully obtained the Level 2 qualification in Spectator Safety. Continue to train stewards on Level 2 with 35 new stewards undertaking the training.

Level 3-18 stewards are currently undertaking the training; 86 stewards have the qualification.

Level 4 – The Chief Steward and Assistant Chief Steward are training for this qualification. The club has 4 Level qualified matchday day staff on top of the 3 fulltime Safety Officers.

Emergency FA training taking place.

ACT training – still continuously being completed. 16 new stewards are currently taking the course

SH mentioned the problems when Leeds United visited and crowd problems on Entry and that Football Supporters Ombudsman has been in contact with the authority. Is there any actions from the de-brief meeting we have had.

CB discussed meetings with Police and the away queueing system. There aren't a lot of physical changes we can make. CFC have only used the heavier crowd control barriers and the Police have decided on tactical positioning of their officers on the ground in different positions outside of the queuing system.

CB mentioned since Leeds game, 2 matches (Tottenham, Chesterfield and Plymouth), no issues at all.

SB advised he shadowed on the day of Leeds. Was in the vicinity at the time of the issues, discussed how we would do things differently in the future for similar fixture tactically.

Safe Standing – SH mentioned people climbing on the barriers.

CB the club have highlighted this to the SGSA, more in celebrations when the away team have scored. People have stood on the rails, only a handful. It is a concern. Stewards did have to intervene during the Lille match.

Most standing on barriers is on the lower tier, still a safety issue that SGSA needs to consider around safe standing

SH discussed the independent research.

CB confirmed they were in for the Tottenham game and a second visit is planned for the for West Ham game in April. PK confirmed they are producing a questionnaire for supporters as part of the process that the club is working with them on.

SH mentioned stewards and the training programme in place. CB confirmed it was club-based initiative not the agencies. DO ask both agencies that they work to the same parameters.

SH queried the statistics and flares. CB confirmed no flares, just smoke devices. SH confirmed we are waiting on more advice for these devices from the SGSA.

GS queried ejections/refusals numbers.

CB will forward to GS to add to the minutes. ACTION The ejection / refusal are rates on a par with previous 19/20 season, there is an increase. Anti-social behaviour around drug use has increased in football and is generally worse.

CFC





Arrests, Ejections & SAG MD Safety
Refusals 21-22.xlsx Report 2021-2022 (1)

GS mentioned Meeting with Chelsea Supporter's Trust meetings.

PK updated they are now in person meetings. Briefing them on a range of issues. The Premier League are looking into the deterioration of behaviour of supporters since the return of spectators to football. Their figures show that there has been a 55% increase in incidents. Our figures are lower than that.

CB mentioned all Premier League Safety Teams have weekly meetings, now around supporter behaviour (and not Covid) and designing a package to mitigate and minimise poor behaviour.

KO discussed some work of CFC supplying statistics, need to look at what season to compare it to, people more willing to complain. Would be good to

look at some numbers to get more accurate comparisons. There is an increase in complaints received by the club.

KO confirmed complaints are coming in via 24/7 phone line/e-mail/text system.

GS queried bringing a supporter representative on this Safety Advisory Group, it's been working well with Fulham FC.

PK confirmed there is no change, CFC are engaging fully with supporters outside of the SAG. If there are any issues they will raise it at these meetings.

SH queried if the minutes of the Supporter Group meeting could be shared. **PK** to confirm, **PK** advise he would ask the question ACTION

CFC

MPS/BTP

5 Metropolitan Policy 2021/22 half season review

Operational arrangements PW updated.



1 MID SEASON.ppt

SB will be the SPOC of the local borough. Will be part of the regular command team predominantly for the high and medium risk fixtures.

Figures discussed will include to the end of December.

15 first team fixtured policed. 10 in the Premier League, 3 in Europe and 2 cup fixtures

7 Cat A low risk, 7 Cat B medium risk, 1 high risk with Leeds.

Next season won't be referring as ABC, it will be low/medium/high.

25 command team roles, 7 resourced by local BCU, Sergeant Rob McDonald. The pool will expand and bring in another 2.

12 roles taken by previous local SLT.

20 arrests, down on 2019/2020 season.

13 at Premier League, 5 at European, 2 at cup fixtures.

50/50 split inside/outside - 11 away, 13 home supporters.

Breakdown is very similar other than violence about persons – 7 incidents so far this season compared to 2 before.

2 racially aggravated offences.

Increase on assaults towards stewards and police.

Conviction rates across MPS are 20%. Stamford Bridge looking at 65% this season - really good but aiming higher.

10 charged and convicted, 4 cautioned, 1 issued a FPN, 1 released under investigation.

There have been no further action – all to do with assaults on stewards withdrawing statements. Need to work with the club on educating stewards and improving the FRP.

ASB on the increase (with Chelsea away). Drugs is a big problem. Looking to link to the use of drug to a Schedule 1 offence which could lead to a banning order. Leeds high risk game – tactics have been reviewed. Had meeting with the FSA following the match. Lots of letter received from Leeds supporter with regards

complaints about the club have directed them to the football club. Questions about policing have been answered. Trends – pitch encroaching, it is a problem. Chelsea has put a message out to fans. Players are still handing out shirts which doesn't help. Working with the CPS on homophobic chants. Hopefully by the end of the season will have a more definitive direction. Hate crime, social media still an issue. Have had a case which led to a prison sentence. One issue which may recur, disorder in West Stand with away supporter getting in tickets. Ongoing investigation will be regularly checking this area, particularly high-risk fixtures. Difficult season with Chelsea and the Fans. Done a presentation to the teams regarding the online abuse to players and how they can report these issues, will be doing for the ladies/youth teams also. SH mentioned the 13 home and 7 away fans arrests. SH discussed the conviction rate is good. SH asked what is the FRP – PW advised it stands for Forward Reception Point, where anyone ejected, they are taken to. GS mentioned having CCTV inside the FRP as well as outside for an evidential point of view and staff protection.. **CFC KO** will take this forward. It's a voluntary place to go, no use of force to put people there, but it would protect everyone. ACTION **British Transport Police** MA – behaviour of fans poor nationally on the rail network, not just London. Chelsea had 11 incidents nationally with fans travel not specific to London. There have been 8 arrests so far in the London and south-east area so far in keeping with the last season pre-Covid.. 3 for affray, 3 ABH, 1 drug, 1 assaulting police. Big rise in prevalent drug use nationally. Train operating companies will be rolling out anti-drug communications. Not a lot of change with Chelsea over the past few years, not a spike in Chelsea supporters behaviours. BTP resourcing has not changed for the fixtures. European matches haven't been a problem this season, Earls Court is unofficial place for away fans to drink, that's helped taking the away from central London.

6 London Fire Brigade Update JB updated Attended 2 incidents. 1 during heavy winds for water damage to the stadium, person threatening to jump from the hotel (incident went on for 2 hours, was easy to manage and all the club staff were great). No issues from LFB to report.

KO confirmed the person threatening to jump from the hotel was a non-match date, hotel resident with mental health issues, resolved successfully. 7 **Medical Provision Update** JM - LAS gave an update. Some testing fixtures for the medical, does not have data for St Johns. Fulham Road after the match medical – cardiac event, road closures in for a long time. Serious assault outside Britannia Gate. Policing and stewarding have been great segregating the crowd and organising access/egress for the incidents as both happened at egress. In terms of behaviour and drugs – noticed in general across the Trust an increase since the end of lockdown, people taking recreational drugs. LL - SJA Open to how to share the figures with the LAS. Figures will be coming directly from SJA after each fixture. Queried deadline/format JM said include himself in the figures when sending across. Can look at trends when they have the figures. LL advised current levels of cover includes 18 FA, 4 Advanced FA, along with ambulance and duty officers. Safe standing areas, queried if there was an increase in these areas? LL queried when the permanent licence comes in do you feel this will result in more injuries, be a need for more medical cover in these area CB doesn't foresee a need to increase medical cover because of safe standing. There is an emergency medical plan review every season or after an incident and will be doing the same, no changes were made to this season. Will be on the agenda for the next review. GS advised during consultation with regards to safe standing the LAS did raise a query in relation to patient extraction from the area and whether additional equipment would be required. JM LAS advised SJA have recognisable faces, well established. LAS has increased 360 cover across the stadium with LAS. JM suggests having a meeting with SJA in terms of data sharing near the end of LAS/SJA the season. **ACTION** SH queried issues with recruitment/training. LL confirmed the big fixtures weren't a problem, smaller fixtures weren't always

easy to cover, but has a great team to fall back on.

GS discussed high profile crowd medical incidents that have happened this season whereby the players medical teams have responded in the first instance. Geoff Galilee did specifically raise this at other SAG meetings and that guidance was coming out.

JM discussed the crowd getting the referee to stop the game, need some more guidance and how to approach this.

GS confirmed it's all about communications around the stadiums and speedy response from the crowd medical teams. GG will be liaising with the SAG going forwards.

PK confirmed the club has done a review on this and reviewed the procedures, there is an issue where team doctors are responding as they want to help and save life. So, the team doctors are helping, where stadium crowd doctors should be doing this. Club has assured team doctors that they have the resources to deal with crowd medical incident.

CB has spoken with GG about medical incidents that take place in stand. There is a plan in place and there is adequate cover around the stadium to deal with the incidents and the club medical staff are not expected to get involved, however human behaviour often supersedes.

HM confident there is a good plan and it works. Medical team dealt with an incident during the Chesterfield match without it being stopped.

MS advised there was no update from the NHS trust.

8 Transport for London & Fulham Broadway Centre

TFL/FB

Fulham Broadway Tube Station/ Shopping Centre issues

Nobody on the call.

SH advised had received correspondence about LUL concerns about the fixture clash with Fulham FC on 28/10/21 (Chelsea v Malmo & Fulham v Cardiff). LUL have concerns with fixture clashes between both teams as it caused them considerable problems with fans arriving jointly to the games, so they closed Putney Bridge tube station.

SH confirmed we have little influence to change fixtures, only if the Police have concerns would be able to do this. Good that both clubs can steward their matches and not share stewards.

GS advised that we would always recommend against fixture clashes.

GS isn't aware of any issues with the shopping centre and the tube queue into the stadium post-match is going well

9 Local Authority Review 2021/22 – half season

LBHF

(a) Lead Officer Update

GS gave update. Discussed in October the rail seating. Challenging to get the rail seating completely installed in time in advance of the Tottenham Hotspur friendly and Crystal Palace fixtures. It's an asset in terms of safety. Looking forward to the outcome of the research.

Matchday planning and inspections

Attended Crystal Palace match, damage to seating in the upper tier South Stand.. Man City game – for the first HVM trial to the West of Fulham Road.

Malmo – Champions League with no significant issues.

Juventus - As above.

Manchester United – second trial of HVM measures deployed in the East and West of Fulham Road.

Leeds United match very concerning in terms of supporters surge towards the turnstiles. GS has responded to the Football Supporters Ombudsman. Chesterfield FA match – lots of coaches that police wanted to be kept together. Team coaches were parked in Fulham Palace Road. , worked well. 6k away supports. Overall managed well albeit supporters were lively, discharged smoke bombs, etc.

Tottenham Hotspur – Cat CIR, management of supporters coming into the ground was good. Some concerning disorder between the segregation line of the upper tier requiring the Police TSG intervention. Rail seating upper tier does help from a safety perspective.

Lille game, very good for general arrangements. Live test of HVM large group of away supporter arrived from Earls Court, entry went very well, good overall behaviour.

Regular partnerships with club, sharing information with the Police.

Issues with LBHF CCTV in the street, which is crucial, this has now been resolved. Club now have CCTV access for Imperial Road for coach park.

- Safety Certificate annual review
- Operation Manual

GS now has access to the operations manual to review. Need to do annual review of Safety Certificate and issue the Wider Definition version.

P & S Factor annual review

Need to issue before next season. GS to review the P&S factor.

Complaints / praise received by LA.

Have received concerns from Supporters' Trust to Local Authority, about cyclists/e-scooters riding through road closures. Good signage is in place and it is difficult to address but efforts need to stop this by traffic teams and police. Complaint via PW about anti-social behaviour, fans urinating/defecating by the Hortensia Road housing estate. MPS and RBKC teams are trying to resolve.

New complaint today about Barclay Road Residents' association regarding crime/disorder and about lack of policing post-match. Tasking some analysis from LET team is being undertaken by the MPS.

Challenging season at Chelsea but the management arrangements in place are of a high quality. The addition of the HVM measures has further strengthened the layers of security on matchdays.

Post-match issue – Club has requested to do some management of crowd/vehicle control for public safety reason. Had approval from highway's team to trial the stopping of road traffic to let vehicles out of the stadium. GS advise from his own

monitoring pre-Covid that large numbers of supporter do gather at the Stamford Gate and the trial is to be very much supported on safety grounds.

KO wants to progress before the end of the season so formulating our operations plan with CSP and with approval will be testing this at Stamford Group.

(b) Building Control Update

Nobody on from the Council.

(c) Outside the Stadium

Licensing

Laura McGahon written feedback to the SAG relayed by SH: Prince of Tek PH and the Famous 3 Kings has new management, Finborough Arms opening in September. Praise from the pub management to MPS for their intervention on the 11/12 and on the 23/1 (Leeds and Tottenham) – Police did great work to keep pubs under control pre match.

Concerned about Sunday 13th with Newcastle. PW advised it is a Cat A low risk.

GS advised not aware about anything form our own Licensing team.

Parking Services

CU cars parked on Dawes Road ad Sunday 23rd, parking legally on both sides, caused a bottleneck.

Do we have any figures on match day staff how many come in by public transport for Sunday games? Doing a survey for future Sunday matches to review the extension of the problem.

CB confirmed the vast majority of staff use Tube network. CU advised Network Management are considering putting double yellow lines down in Dawes Road with no loading restrictions owing to TFL concerns about buses passage.

> Law Enforcement Team

GS advised about the importance of the works undertaken to check the streets for all matches and most particularly for the high-risk fixtures. Doing match day sweeps outside of the ground for potential missiles which could be used. IB increasing presence on the streets at game time and .are monitoring council estates for ASB issues.

IB confirmed on 23/2 the LET team assisted Trading Standards with the seizure of scarfs from unlicensed street traders.

10	Looking forward to the remainder of the 2021/22 season	CFC
	CB just one fixture, Cat C West Ham Utd on 23/04/2022. Will possibly go to CIR.	
	Apart from that await to see what the Champions League brings.	
11	Planned stadium works	CFC
	JG looking at potential to upgrade small area of stadium for additional corporate	
	facilities an old studio on the North West corner. No major planned works.	
	Pitch upgrade - should be a quieter summer owing to the shorter window.	

12	Future challenges and priorities	
	PK confirmed early days in terms of getting new ownership, business as usual.	
13	Update from the Sports Ground Safety Authority	SGSA
	GG unavailable, GS updated.	
	Pyro SGSA have produced a toolkit for Pyros. Additional media campaign for	
	supporters, updating guidance. Clearly an ongoing problem.	
	SG03 Event Safety management document, available for purchase on their website.	
	Licensed Standing research programme to be published.	
	SGSA conference 24/5, can book places online taking place at Etihad Stadium.	
	SGSA responding to the Euros match issues and the Baroness Casey report. Looking	
	to make the outside of the Wembley alcohol free	
	Fan led review; Tracey Crouch gave one of the recommendations on control of	
	alcohol at sporting events. GS advised he could not see this happening owing to	
	current behaviour problems.	
	Inclusion of drugs as a Schedule 1 offence.	
14	Chairman's Update	SH
	Nothing shared	
15	AOB	SH
	Any desire for face to face meetings or to keep the SAG virtual? KO happy to return	
	to face to face.	
	PK mentioning missing an item at the Part 2 SAG for retrospective inclusion to the	
	minutes that there will be a Soccer Aid event at Stamford Bridge on 12/6 it will include a musical event as well	
	I IIICIUUE A IIIUSICAI EVEIII AS WEII	
16	Date/venue of next meeting	
	July meeting TBC	

Meeting closed: 11.13