

**Safety of Sports Grounds Act 1975**  
**Chelsea Football Club Safety Advisory Group (SAG)**

**9<sup>th</sup> February 2024**

**Minutes of Meeting (part 1)**

**Via MS TEAMS**

**Attendees:**

<b>NAME</b>	<b>INITIALS</b>	<b>ORGANISATION</b>
Matthew Hooper – Chair Director of Public Protection and Regulatory Services	MH	LBHF
Graham Souster Health and Safety Team Manager	GS	LBHF
Stephanie Needham Head of Environmental Health	SN	LBHF
Ian Baron Senior Law Enforcement Officer	IB	LBHF
Laurence Turton Health and Safety Practitioner	LT	LBHF
Adrian Overton Licensing Manager	AO	LBHF
Matt Ramsey Building Control	MR	LBHF
Christiaan Uys Principal Traffic Orders Officer	CU	LBHF
Julius Onalaja Senior Law Enforcement Officer	JO	LBHF
Lesley Gates Area Contracts and Enforcement Manager	LG	LBHF
Alan Halford Contract Monitoring Officer	AH	LBHF
Kevin Morgan Station Commander (Fulham)	KM	LFB
PC Matt Hero Dedicated Football Officer for CFC	MHe	MET
Samantha Lockwood Counter Terrorism & Security Advisor for H&F and K&C	SL	MET
Jamieson Maynard Emergency Planning Resilience Officer	JM	LAS
Geoff Galilee Regional Inspector for the Sports Ground Safety Authority	GG	SGSA
Chris Baker Head of Safety	CB	CFC
Keith Overstall Head of Security	KO	CFC
Graham Smith Ticketing Manager	GSm	CFC
Jamie Gray Head of Facilities	JG	CFC
Paul O'Donnell Senior Operations Officer	PO	CFC
Katie O'Donnell Operations Officer	KOD	CFC
Alban Caushi Transport for London	AC	TfL
Laura McGahon	LMcG	RBKC

Licensing Officer		
Mark Adedeji Fulham Broadway Shopping Centre Manager	MAe	FBSC
Neil Thurlow Community Safety Assistant Director	NT	LBHF

Action point / Page no.	Action	Member
1 / page 7	Discussion to take place with CFB and RBKC around parking bay suspensions for the HVM build to try and make these slicker and less effort needed for arrangements.	CFC / RBKC
2 / page 7	CFC to have conversations about supporter engagement on the SAG to identify who the best representative would be. Update: CB mentioned Kathryn Smith is moving on shortly from the club, but she can pick this up and hand over to her successor.	CFC
3 / page 7	KO to forward dates of forthcoming Zone X community (residents) meetings to GS.	CFC
4 & 5 / page 11	KO will update after the meeting – CCTV review  The council to organise a meeting to be clear on everyone's plans around CCTV (post 19/2/24 after the CFC review).	CFC / LBHF
6 / page 13	GG taking forward to see if he can get any SGSA help with influencing the SJA on obtaining accident data.	SGSA
7 / page 13	CB to share the spreadsheet with JM to complete. CB to leave in the control room, so we can have some figures until this is resolved.	CFC / LAS
8 / page 15	GS to share details with the CFC/Police concerning the closure of North End Road. The club may need to put on their website for supporters/stewards' information as some congestion will be caused.	LBHF
9 / page 17	GG can share details if interested, plus there is an online course by Liverpool University that you can do – its online. GG will circulate those details to MH to share	SGSA

ITEM	MINUTES	ACTION
1	<b>Welcome from the Chairman</b>	<b>Chair</b>
	MH welcomed all and introduced himself as the new Chair of the SAG taking over from Stephen Hollingsworth who has retired.  MH has the role of Director of Public Protection at the Council, manages all of the community safety services including the council's extensive CCTV network, Law	

	<p>Enforcement Team (LET), Emergency Planning, Gangs' Team, all of the regulatory services in the Council (Environmental Health, Health &amp; Safety, Food Safety), also the Environmental Health relating to private rented properties in the Borough and Building Control.</p> <p>MH has attended the club twice since taking over the chair position on 19/12 (Newcastle) and 13/1 (Fulham). MH was grateful for CB and the team being welcoming and impressed what was seen particularly in the briefings, it showed across the operation it was a really impressive set up.</p>																	
2	<b>Apologies</b>	<b>Chair</b>																
	<p>Mark Ashley from British Transport Police Michael Allen from Royal Borough of Kensington &amp; Chelsea Network Management Ian Hawthorn LBHF Network Management Natalie Freeman – CFC – Deputy Safety Officer Role Dr Hugh Willington and Will Glazebrook – CFC Crowd Doctors James Berry LFB Ramesh Kerai from MET CTSA no longer covers the borough. Sam Lockwood has taken on this responsibility.</p>																	
3	<b>Actions of the previous minutes and matters arising</b>	<b>Chair</b>																
	<ul style="list-style-type: none"><li>Chelsea sharing the end of season statistics – completed.</li><li>Update on alcohol incidents – completed.</li><li>Discussion around major incident and advisory cards being put together and shared with stakeholders.</li></ul> <p>CB confirmed has a card, it's been designed and waiting for it to be printed. Looking to utilise the one used by the emergency services also. Will be done in time for the start of next season.</p> <ul style="list-style-type: none"><li>GG queried if he could get a copy of the card – completed.</li><li>Stewards not tapping in a London Underground – not covered as assume conversations have taken place.</li><li>Temporary bus stand in Imperial Road, works to Wandsworth Bridge now complete – completed.</li><li>CFC to send Michael Allen the suspension required in Hortensia Road for the HVM rig/derig.</li></ul>																	
4	<b>CFC 23/24 Mid-Season Update</b>	<b>CFC</b>																
	<p>CB read through his report, shared with GS and is available to all parties.</p> <p><b>SAG HALF SEASON - MATCH DAY SAFETY REPORT 2023-2024</b></p> <p><b>Safety Management Team</b> We have seen an increase in our full time Match Day Safety Department numbers since our last SAG with Sunil Chandragiri (Match Day Safety Administrator) and Natalie Freeman (Senior Operations Officer/Duty Safety Officer) joining myself, Katie O'Donnell, and Paul O'Donnell in the ranks. We will be looking to further increase the team ahead of the 2024 – 2025 season as the Match Safety Operation continues to expand.</p> <p><b>Domestic match categories and challenging domestic fixtures</b> We have had the following amount of Club Security, Low, Medium, and High-Risk Category domestic fixtures so far this season, up to and including 31<sup>st</sup> January.</p> <table><tr><th colspan="2">RISK CATEGORY: CLUB SECURITY</th></tr><tr><td>1.</td><td>Game4Ukraine (Charity Fixture)</td></tr><tr><td>2.</td><td>Chelsea Legends v FC Bayern Munich Legends (Charity Fixture)</td></tr><tr><td>3.</td><td>Tottenham Hotspur Women (FA WSL)</td></tr><tr><td>4.</td><td>Liverpool Women (FA WSL)</td></tr><tr><td>5.</td><td>Manchester United Women (FA WSL)</td></tr></table> <table><tr><th colspan="2">RISK CATEGORY: LOW (A)</th></tr><tr><td>1.</td><td>AFC Wimbledon (Carabao Cup)</td></tr></table>	RISK CATEGORY: CLUB SECURITY		1.	Game4Ukraine (Charity Fixture)	2.	Chelsea Legends v FC Bayern Munich Legends (Charity Fixture)	3.	Tottenham Hotspur Women (FA WSL)	4.	Liverpool Women (FA WSL)	5.	Manchester United Women (FA WSL)	RISK CATEGORY: LOW (A)		1.	AFC Wimbledon (Carabao Cup)	
RISK CATEGORY: CLUB SECURITY																		
1.	Game4Ukraine (Charity Fixture)																	
2.	Chelsea Legends v FC Bayern Munich Legends (Charity Fixture)																	
3.	Tottenham Hotspur Women (FA WSL)																	
4.	Liverpool Women (FA WSL)																	
5.	Manchester United Women (FA WSL)																	
RISK CATEGORY: LOW (A)																		
1.	AFC Wimbledon (Carabao Cup)																	

2.	Brighton & Hove Albion (Carabao Cup)	
3.	Brentford	
4.	Blackburn Rovers (Carabao Cup)	
5.	Brighton & Hove Albion	
<b>RISK CATEGORY: MEDIUM (B)</b>		MH
1.	Liverpool	
2.	Luton Town	
3.	Nottingham Forest	
4.	Aston Villa	
5.	Arsenal	
6.	Manchester City	
7.	Sheffield United	
8.	Newcastle United (Carabao Cup)	
9.	Crystal Palace	
10.	Preston North End (FA Cup)	
11.	Fulham	
12.	Middlesbrough (Carabao Cup)	
13.	Aston Villa (FA Cup)	
<b>RISK CATEGORY: HIGH/INCREASED RISK (C/CIR)</b>		
1.	-	
<p>We experienced some very testing domestic fixtures against Preston North End (6,000 allocation) in the FA Cup and Middlesbrough (4,300 allocation) in the Carabao Cup, both sets of supporters displayed anti-social behaviour throughout.</p> <p>We continued the policy of allotting the whole of the South Stand (6,203 capacity) to the visiting clubs in the Carabao Cup even though they are only due 10% of the Stadium capacity (4,000). This allows us to take out the wings of the South Stand in both the Lower and Upper Tiers and it also spreads the ingress across 21 turnstiles instead of 13. Whilst it is a revenue loss to the Club, the extra seat kills provide an added buffer to deter altercations across the segregation lines.</p> <p>The Game4Ukraine Charity Fixture at the start of August attracted an attendance of 25,971 and was challenging with a multitude of Political Flags denied entry to the Stadium, fighting amongst supporters, drunk supporters, and a plethora of pitch incursions post final whistle. This was not a designated football match, and any arrests and ejections will not be recorded in the figures that my colleague Keith Overstall will present during this meeting.</p> <p><b>European Match Categories and Notable European Fixtures</b></p> <p>We have had the following amount of Club Security, Low, Medium, and High-Risk Category European fixtures so far this season, up to and including 31<sup>st</sup> January.</p>		
<b>RISK CATEGORY: CLUB SECURITY</b>		
1.	Paris FC Women (UEFA WCL)	
2.	BK Hacken FF Women (UEFA WCL)	
3.	Real Madrid Women (UEFA WCL)	
<b>RISK CATEGORY: LOW (A)</b>		
-		
<b>RISK CATEGORY: MEDIUM (B)</b>		
-		
<b>RISK CATEGORY: HIGH (C/CIR)</b>		
-		

	<p>We experienced three very similar UEFA Women's Champions' League Group Stage fixtures, Paris FC, BK Hacken FF, and Real Madrid CF. Both the Paris FC and BK Hacken FF attendances were capped at 4,999 so as not to incur a TMO of the Fulham Road. The Real Madrid CF fixture was well attended with 9,548 supporters, all these fixtures attracted no away supporters of any note.</p> <p><b>Persistent Standing</b> We continue to manage persistent standing at the Stadium if and when it occurs, we are continuously working with and educating spectators around safety, crowd management and customer care issues associated with persistent standing in seated areas, always keeping gangways and vomitories clear and ensuring the views of spectators with disabilities are not impeded by others standing. Since the installation of safe standing, it has not been an issue at the Stadium.</p> <p><b>Licensed Safe Standing Areas</b> As of 1<sup>st</sup> of January 2022 Licensed Safe Standing areas were allowed in two areas at Stamford Bridge, the North Stand Lower Tier (6,150) and the South Stand Lower (2,039) and Upper (3,964) Tiers. The introduction of licensed standing areas was based on evidence of a safety risk for Supporters who persistently stand in seated areas. Safety is paramount and the SGSA is working hand-in-glove with the Club. In general, it has been well received by the Supporters of both Chelsea and the visiting teams.</p> <p><b>Stewarding/Stewards Training</b> We have had one intake of new Stewards in July 2024. We had 228 applications of which 113 attended one-to-one interviews, 102 applicants were offered the role, 85 returned the relevant paperwork and started work over a three-month period.</p> <p>49 Stewards were removed from our work force in June 2023 for non-attendance last season and further 51 were removed in January 2024 for non-attendance this season.</p> <p>We currently have 603 active Stewards on our database. We have achieved a more consistent and regular attendance of Chelsea Stewards with an average of 390 attending each fixture, despite the slight decrease of overall numbers on the database.</p> <p>Currently our overall resources are split at an average of 47% Chelsea Stewards and 53% Agency Stewards.</p> <p>Overall, the number of Stewards in the industry seems to have stabilised, the recruitment and retention of Stewards is still difficult. We have continued with the incentives to try and ensure retention.</p> <ul style="list-style-type: none"> <li>• A three-year rolling training plan to develop the skills and experience of all Stewards.</li> <li>• Continuation of uniform provisions – new bibs, blazers, hats &amp; coats.</li> <li>• Implemented a proactive engagement and communications programme.</li> <li>• Improved Bonus Scheme linked to attendance (£200.00 - £400.00).</li> <li>• Improved catering arrangements.</li> <li>• Improved Stewards rates of pay (£13.15 [LLW] - £36.96 per hour [role dependent]).</li> <li>• Staff Benefits include Club Pension Plan, Employee Assistance Programme, Blue Hub Discount Programme, Club Membership.</li> </ul> <p>We are continuing to train Stewards in their Level 2 in Spectator Safety with 45 new Stewards having been awarded their Certificates in January 2024 with a further 59 currently undergoing the course and a further 14 scheduled to enrol this month.</p>	
--	---	--

Level 3 in Spectator Safety – we are currently running a course for 8 Supervisors who do not yet hold the qualification. We have 87 Level 3 qualified Supervisors.

Level 4 in Spectator Safety - we currently have two Level 4 qualified Senior Stewards “on the ground” on top of the 3 full time Level 4 qualified Safety Officers, with Katie O'Donnell also undergoing her Level 4 Coursework.

Level 3 Emergency First Aid - we are also continuing to train Stewards in their Level 3 Emergency First Aid with 135 achievements since January 2023 giving us a total of 266 First Aid Trained Stewards on our books. We will continue to run two sessions on site each month.

ACT (CT) Training – a further 63 new Stewards have completed the course, this course is permanently available to all Stewards for refresher training on the Clubs online training platform, it is a “Must Have” Training for both Chelsea and Agency Stewards. We continue to deliver Toolbox Talks around this subject matter.

WAVE Training – 21 Senior Stewards have completed the course with a further session scheduled for next week.

NSPCC Dedicated Safeguarding Training – 3 full time staff and 9 Senior Stewards have completed this course since the start of the season.

Pyrotechnic Training – all our Fire Stewards, SIA Steward Supervisors and Away Section Stewards attend the course. Our next session is scheduled with Locards before the end of the season.

#### **Pyrotechnic Devices (Code Red)**

We have had nine smoke devices and one flare so far this season, all were dealt with by the Fire Stewards. All culprits were positively identified by CCTV or by Safety Steward, ejected handed over to the Police and subsequently arrested.

<b>Opposition</b>	<b>Device Numbers</b>
Arsenal	1
Aston Villa (FA Premier League)	1
Blackburn Rovers	1
Manchester City	1
Middlesbrough	4
Newcastle United	1
Wolverhampton Wanderers	1

HVM all closure points worked well with no issues. Suggestion for traffic six position on Howard Road on Sundays and after hours to suspend some bays as through traffic and busses struggled to pass when cars are parked in these bays. Similar issue with coaches being parked on Fulham Road on Sundays which can cause some traffic flow congestion, working with hotels onsite to try to avoid any of own coaches from the hotel parking on these areas.

Ebikes – increase circulating zone x on match days, utilising parking locations in this area, causing pavements being congested, forcing crowds onto the road and vehicles having to swerve. Main areas around Hortensia Road, KO will discuss later.

HVM/VMS – both part of overall traffic management operation. Since going live on 15/9/22 at the FC Redbull fixture. Implementation of both HVM/VMS systems have been successful and will continue to be reviewed and look at ways we can deployments to ensure the VMS system units are suitable barricaded off. CFC would still like to formally apply for 2 bay suspensions on Hortensia Road with the junction of Fulham Road to use for HVM build and breakdown locations as previously discussed.



	<p>SN queried safeguarding reports 78 so far in the season and the age has been increased from 14 to 16, is there any trend?  CB stated it had increased considerably from 2023, if you were 14 and upwards you could come unattended to Stamford Bridge. Decided to increase the age as a duty of care. CFC spoke to the Premier League last year and they indicated they were going to push for a regulation where ticketing would be 16 upwards. The plug has been pulled on this change. Each case has been juveniles under the age of 14 attending without an adult. Also, a slight increase in adults at risk also, change of a different demographic with Women's Academy matches. Working closely with safeguarding team and currently having a Premier League Safeguarding audit carried out. Meeting coming up to discuss a previous visit regarding incident response/facilities/management of mascots.</p> <p>GS discussed training on pyrotechnics, would be good to know when the next session is as would like to attend.  CFC confirmed it is in the toolbox talk but conduct it on a non-event weekend at the site and combine with an evacuation chair training. CFC happy for GS to attend and can send details.  GS would also like to attend the emergency exercise in May.</p>	
<b>5</b>	<b>Metropolitan Police – mid season update 23/24</b>	<b>MPS/BTP</b>
	<p>MHe shared screen for a PowerPoint presentation.  MHe gave an update (Chelsea Football Officer from MET Police).</p> <p>19 1<sup>st</sup> team fixtures policed (plus 5 women's fixtures).  12 Premier League and 7 FA/League Cup games  7 low risk, 12 medium risk, 0 high risk fixtures.</p> <p><b>Arrests at Stamford Bridge</b></p> <p>Total arrests look alarming, more than double last season. Domestic fixtures is up on number of arrests, nearly half arrests have been in Cup games. All of the FA/League cup games at Chelsea have been drawn at home, so more cup games than they would have had in a usual season. Don't have the European fixtures this season. The fixtures in the cups have been particularly challenging. Quite a few weren't Premier League clubs, and the fans behaviour is worse.</p> <p>Premier League matches increase of 19 from last season, comes from the Chelsea "Rent Boy" aspect. Doing a lot more proactive work with club around dealing with that particular type of offense. Club well versed in dealing with these and handing to the MET and providing evidential statements, well-oiled process.</p> <p>High levels of success at court around the "Rent Boy" chanting. 30 arrests this season just for that, a lot were at the League/FA Cup fixtures. Generally, in the Premier League, away clubs don't partake in this much. Education piece/publicity/arrests last season/communications around court results has helped to reduce the number.</p> <p>Also, tragedy chanting last season was an issue, but this season there has been none.</p> <p>Of 104 arrests, 51 outside and 53 inside. Outside of turnstiles would be drugs coming in/hate crime on the concourse would be classified as outside.</p> <p>67 of 104 arrests were away supporters. 70% arrests made at Stamford Bridge are away supporters, 25 home supporters and 12 neutral. Trend is getting busier in the home areas in terms of pitch incursions, assaults on steward and assaults between supporters.</p>	



	<p>Home supporters' arrests are up, putting down to people being unhappy with performance/results.</p> <p>Neutrals are ticket touts. Good partnership work with the club. Have discussed some community issues that have arisen from the last community meeting, major issues discussed were touts on Fulham Road. Touts have no fear of punishment or being caught. Have run 4 touting operations and had 12 arrests (neutral supporters) of those 11 charged, 4 convictions and 2 banning orders. 7 still in the system. Touting generally has massively reduced. Ran one operation on the Wolves game and the touts were sparse, operating via other means (raised to Licencing). Will continue to run these operations but feel it will never go away.</p> <p><b>Disposals</b></p> <p>104 – 40 charges, 25 convicted. 25% conviction rate on all arrests so far. All rent boy/homophobic arrests need to go to the CPS, the MPS can't charge them themselves, so they are on bail (32). Would anticipate of the 32 the majority will end up getting charged.</p> <p>7 no further action. Evidential difficulties/visual evidence/statements not specifically evidential.</p> <p>9 community resolutions – try not to give people these at football, can't apply for a banning order off the back of this, but still have to be proportionate on response to who dealing with. Given on the back of being caught with class B drugs, cannabis at the turnstiles.</p> <p>16 released under investigation (RUI) – light form of bail, no conditions, just told will be in contact with – no time restrictions. Can't impose conditions on RUI.</p> <p>Any details of arrests Home or Away are passed back to the security side of CFC so they can manage any club banning lists and regular meetings take place.</p> <p>7 banning orders – can only obtain one upon conviction (so 7 out of 25 convictions). Technicalities changed in law to allow FBS upon conviction, bit more difficult to get them.</p> <p><b>Away Fixtures</b></p> <p>12 away men's games. 26 arrests. 11 for possession of drugs, 11 assaults and Public Orders (3 were racial), 1 drunk and disorderly, 3 football offences (throwing missiles on pitch/pyrotechnics).</p> <p>Communication is given to away clubs in terms of the use of the rent boy chant. Lots of clubs onboard with it e.g. do twitter releases/emails to supporters. It does work generally.</p> <p>All arrests for homophobic are dealt with in house dealt with by the Public Order Crime Team to ensure consistency.</p> <p><b>Operational arrangements/command teams</b> – using the same Command Teams for games, level of knowledge increases at each game. There is an element of turnover amongst command teams – retirement of CI Simon Brooker, will look to enhance the pool of match commanders based in the control room at CFC by 2 people. Have 2 long standing Superintendents who do that role, availability is stretched with only 2. May have to increase the pool. They would get the relevant training centrally, silver commander, obliged to do some shadowing shifts in the control room. (Will confirm with the club when shadowing takes place). Bronze outside is a wide pool and generally the same people who are well versed.</p>	
--	--	--

	<p><b>Challenging Fixtures</b></p> <p>All of the cup fixtures have been challenging, Preston &amp; Middlesbrough, Blackburn. Majority of cup arrests have come from these matches (40 arrests) has skewed figures.</p> <p>Leeds will be high risk, will have significant operation for resource.</p> <p>Still have a floating Spurs fixture to add into the calendar, that will be at fairly short notice and high risk, plus West Ham. Busy end of the season.</p> <p><b>Women's games</b> – progressing well in the Champions League.</p> <p><b>General Crowd Behaviour</b></p> <p>Anti-social behaviour it has been upped. Generally, a lack of consideration by away supporters when attending, travelling long distance. 90% of work completed is around the antisocial behaviour piece. Spotlight on CFC with hate crimes.</p> <p><b>Policing of the wider area on match days</b></p> <p>Linked in with local safe enabler teams around zone x work, wouldn't necessarily cover under public order operation, can tweak templates, the community will have own issues in certain place which may not fall under the umbrella of the football order operation. Completing work outside of this to try and increase numbers of special constabulary colleagues on fixtures for zone x and supporting stewarding teams.</p> <p><b>Feedback received from BTP</b>, (email from PC Mark Ashley).</p> <p><i>"CFC have been a success story off the pitch for BTP this season. Albeit we have seen lower numbers of fans travelling by rail, this is generally a distrust of the railway timetables/strikes. They've had no European football and TV scheduling changes adds to this as well. There have been zero CFC arrests by BTP nationally, 6 football related incidents, 4 public order and 2 violence against a person. The 2 violence against the person the CCTV is being looking at and IDs are being sought. The other 4 have been closed due to lack of evidence or unwillingness of victims to substantiate allocations.</i></p> <p><i>There have been no issues from London Underground staff at the 3 stations policed; Fulham Broadway, West Brompton and Earls Court regarding resourcing and there are no plans to reduce policing at the 3 stations for CFC home fixtures."</i></p> <p>MHe raised an issue around a few fixtures regarding the CCTV, culminated in Super Intendent Jim Brockwell (JB) emailing CB, who raised it. In particular CFC V Middlesbrough.</p> <p>JB felt the operation was severely affected by the effectiveness of the CFC CCTV, the view on all the cameras was poor and nearly every screen he tried to use in response to incidents was pixelated or broken. It hampered his ability to assess the threat and risk to his officers to direct them to the scene and deal with the issues of violence in a prompt and effective manner. He does need the ability to gather evidence in a quick and effective manner to enable us to gather best evidence for prosecutions. As it stands the system does not allow us to do this and when he'd compared the cameras to other partners, he works with closely he thought CFC were behind the curve. The screens controlled by H&amp;F have not worked for some time and the control room screen that does work, the view is poor.</p> <p>There is some work ongoing between Sam Dickenson from the Council and the MET in terms of opening a new CCTV Suite. There is some work going on from</p>	
--	--	--

	<p>what is needed from CFC/the Council to join up the cameras and have access at the MET end.</p> <p>Having the issue for some time, some incidents dealt with weren't able to progress due to the poor quality of the cameras.</p> <p>MH discussed the CCTV issue.</p> <p>CB confirmed there were 2 systems, one is fantastic, and one is very old.</p> <p>KO stated in 2020 there were new cameras put into the North and South stands. The big issue is the ability to copy material and get it to the MET quickly on match days and the overall quality of outside cameras. The old system is 11 years old. CFC are undertaking a full review, next meeting on 19/2/24 and are happy to share plans for short/medium/longer term. There can't be a compromise for this. CFC know the importance of CCTV. We have way forward with new screens/servers.</p> <p><b>Action Point 4 - KO will update after the meeting – CCTV review .</b></p> <p>MHe queried if there was value in a conversation with the Council/CFC/Police in terms of CCTV, plus the council's upgrade plans.</p> <p><b>Action Point 5 : the council to organise a meeting to be clear on everyone's plans around CCTV (post 19/2/24 after the CFC review).</b></p> <p>GG queried the CCTV poor quality of the external pictures of the camera/monitors or both. Asked this as often it's the monitors not the cameras that were the issues. KO confirmed it was a combination of everything, CCTV company was at the last match, and they said the monitors in the control room could benefit from renewing (quick win), but its about band width, old cameras. CFC can make the upgrades.</p> <p>GG asked MHe about the email sent to the club from the MET, was it copied to the local authority. It's relevant to the Safety Certificate.</p> <p>MHe confirmed the initial email wasn't shared with the local authority. The point was raised at the planning meeting for the fixture after the game in question. GS was on the meeting, and it was raised then. MHe is happy to share the email.</p> <p>GS stated it would be beneficial to have access also into Kensington &amp; Chelsea cameras, always wanted to achieve for those street cameras towards the Earls Court area. Will be advantageous for walk ups/egress.</p> <p>GG has a ground visit to do for licencing, so will discuss with CFC also.</p> <p>MHe mentioned a significant increase in arrests and the discussion around reasoning for this, whilst 40 charges is encouraging, there are others that could end up as other outcomes. 32 on bail, 16 released under investigation. Is there a possibility that the on bail and RUI could migrate to the NFA.</p> <p>MH asked that we continue to track these figures at the next meet so we can see they are being progressed and the NFA rate isn't increasing.</p> <p>MHe confirmed this will be done, it's completed in a central spreadsheet for all clubs in London. Bail/RUI requires a bit more digging. Generally, have a good idea on what's going on with outstanding suspects. Will push for charge for everything possible.</p> <p>GS raised a point with regards the 7 banning orders, was this for this season or is that the total for CFC currently?</p> <p>MHe confirmed they were granted as new ones this season (just home fixtures). Don't have the away arrests banning orders figures. Total people on banning orders are 45 currently, some in pipeline so nearer 50. This is high in comparison to other clubs. (Millwall and QPR both on 73).</p>	<p>CFC</p> <p>LBHF</p>
--	---	------------------------

	MH noted CI Simon Brookers is retiring, was an asset to the Police and thanked him for the work in the Borough/football work.	
<b>6</b>	<b>London Fire Brigade</b>	<b>LFB</b>
	<p>KM gave an update. Event Liaison Officer role at CFC was something new this season, have a good working relationship, and been invited to all partnership meetings, good additional that the meeting notes are shared all.</p> <p>The event safety plans give us good situational awareness of what is going on at the club and what to expect on match days.</p> <p>Keen to get involved in any tabletop exercises to increase the working relationship.</p> <p>Mobile phone signal – officers reporting the signal is an issue. LFB recently changed from Vodaphone to O2 and that's caused a bit of a problem. KM going to investigate how to get over that issue. It's a comms link that may not work.</p> <p>KM keen to progress the MIAC card. Rob Ives from H&amp;S mentioned a while ago, be good to progress collaboratively to see the cards.</p> <p>KM has a meeting with Rob Ives to debrief the Event Liaison Officer role to see how it's working.</p> <p>Availability of Event Liaison Officers, we have a minimal number of officers available nighttime and weekends and have to cover other London Clubs. Issue is around CFC men/women playing at the same time as Fulham does create challenges.</p>	
<b>7</b>	<b>Medical Provision Update</b>	
	<p>LAS and St Johns Crowd Doctors CB already shared the medical figures.</p> <p>Jamieson Maynard gave an update, Match Day Commander for LAS.</p> <p>Communication – good throughout the season with stewards and control room. Because of the fixtures being low, the ones coming up could be quite challenging going forwards. So far, the fixtures haven't brought any problems to LAS.</p> <p>Had a training exercise at the end of last season where we utilised the West Stand, for a cardiac arrest, plus fall from height down the stairs in conjunction with CFC and St Johns/LAS.</p> <p>Had a cardiac arrest during Man City fixture, all the plans utilised on the training, came into effect. The comms with the stewards/control room was successful and the patron is still alive, so something positive going forwards.</p> <p>Hoping to sort another training exercise, it continues every season.</p> <p>No significant patrons going to hospital from violence. There is a slight trend with a lot of stewards coming for minor ailments at the medical centres.</p> <p>LAS happy with everything going on.</p> <p>CB queried if anyone was in attendance from St Johns. JM mentioned this is important going forward to get them to attend.</p> <p>CB raised the reluctance of SJA to complete the paper SGSA injury report sheet. We struggle to get them back in full. Their response is that it's digital, they will not</p>	

	<p>readily share the information with us and say its Data Protection. CB said they just require the injury report so can fill it out for licence application.</p> <p>JM stated he'd spoken to JSA about this, he believes they were in the process of giving injury/date/time/where injury happened.</p> <p>CB has sent a strong email with a spreadsheet which has been returned and they said they only had access to 2 records starting from 1<sup>st</sup> November, everything else had been archived. CB chased up further, and still awaiting a response. CB stated SJA are hard to deal with, lots of different main points of contact.</p> <p>JM confirmed data from NHS has to be archived, but JM could find data from 2 years previous.</p> <p>MH confirmed SJA should be at the meetings.</p> <p>GS confirmed SJA reps are invited to the SAGs, may have the incorrect person. Employers have to maintain an accident book under security legislation, and you should have access to this data. As a venue you need to have this information and need to know if its reportable under RIDDOR.</p> <p>GG has spoken to the person in medical the bronze in charge. GG said there could be an element of individuals on duty on the day completing the documentation on the day, plus the archiving, once it's put into the system it can't be called up and get the data. GG is going to go back to the SGSA lead on medical and get him to have a word with the appropriate people who deal with stadium events. This has come up at other grounds also.</p> <p><b>Action Point 6 : GG taking forward to see if he can get any SGSA help with influencing the SJA on obtaining accident data.</b></p> <p>CB mentioned having a discussion, CB provides SJA with a blank spreadsheet at the start of the season and asks them to tab for each game and send back after each game. This doesn't work either.</p> <p>JM mentioned CB providing LAS with the sheet and the radio operator could complete this for them.</p> <p><b>Action Point 7 : CB to share the spreadsheet with JM to complete. CB to leave in the control room, so we can have some figures until this is resolved.</b></p>	<p><b>SGSA</b></p> <p><b>CFC / LAS</b></p>
<b>8</b>	<b>Transport for London/Fulham Broadway Shopping Centre</b>	<b>TFL/FBSC</b>
	<p>AC gave an update for Fulham Broadway Station</p> <p>There are some incidents in and around the stations, one was flares being set off (Brighton game), caused no evacuation which was good. No fire alarms.</p> <p>The team has highlighted the return traffic and opening of Fulham Road, a few incidents where the request to open Fulham Road falls in about 40 mins during a return. Generally fine to clear all the traffic through, but sometimes it flows quite slowly. Would be good for consideration to be given for that if a request is raised, to remain open a little longer. Concerned that bottle necks will form into the shopping centre quite quickly.</p> <p>CB has picked this up, the road opens for a minimum of 45 minutes after the final whistle, usually around 60 mins, the station won't shut the football gates until stewards have started going through.</p> <p>No other transport undertakers on the call.</p> <p>GS mentioned concern remains from Fulham when there are fixture clashes with Craven Cottage/Stamford Bridge, London Underground close Putney Bridge station</p>	

	<p>(due to overcrowding concerns) down so is a concern with Fulham. GS has raised with CB and the club. It's mainly been with the women's matches this year, low capacity.</p> <p>It seems that this station is closed for lower capacity events and MH asking if more nuances can be applied to that decision making. London Underground agreed to consult the Council/Police before making the decision to close Putney Bridge. Could be some change in their thinking in the future.</p> <p><b>Fulham Broadway Shopping Centre</b> MA gave an update. The carpark closures always been in tangent with the arrangements and the opening of the car park subsequent to the back door closures.</p> <p>Recently only had slight delays in opening the car park, 1 match where after KO, we usually allow vehicles out where the HVMs were still in place for quite a period of time, but had a few customers were trying to access during that period, we were able to communicate with CFC control and able to resolve that. Not a major issue.</p> <p>The football gates for TFLs tend to close a lot later than in previous years.</p> <p>AC update regarding the football gates being closed a lot later, the logic behind this, depends on the level of footfall coming into the station, some of the games some people tend to hang around, post the main return. Having to monitor this. Happy to revert to normal running a lot soon, but concern would be the shopping centre impact.</p>	
<b>9</b>	<b>Local Authority Review 23/24</b>	<b>LBHF</b>
	<p>GS gave an update. Wasn't the start of the season expected as was out for a period of time, grateful to Laurence Turton who took on the responsibility and attended the partnership meetings at CFC.</p> <p>Has completed 5 low level inspections this year. Has attended all partnership meetings from Christmas, Police and Fire Brigade are excellent very detailed. The meetings cover debriefs from previous matches held at Stamford Bridge, plus forward planning. The meeting minutes are now circulated. Plus, the info received prior to matches for senior briefings is excellent.</p> <p>PowerPoints for match day briefings are also great.</p> <p>Part of the partnership, the use of Fulham Palace Road when we have large numbers of coaches attending for cup away games has been a useful liaison with the club and highways/parking, it has been working well.</p> <p>Control room operates effectively between all parties. Pleased with the deputy safety officer they get throughout the course of the season they have the ability to do match safety officer role which is good for club resilience.</p> <p><b>Inspections:</b></p> <p>Brighton – interesting to see club has introduced an additional barrier system around the West Stand for pre-entry checks with a buffer zone, supporters have self/bag/tickets checked. Great measure introduced by CFC.</p> <p>Newcastle United – large away support using both entry points into the South Stand. Went well, GS showed MH around. Commended the CSP operation in terms of the number of cordons that had to be put in place because of the trains, good communication to supporters.</p>	

	<p>Preston North End – massive FA Cup game. 6k supporters came, with coach park arrangements needed. Fulham Broadway Tube station was closed for engineering works for the return traffic, GS monitored the large volumes of supporters exiting from Stamford Bridge along Fulham Road towards Earls Court, around the HVM. Gave feedback to the club, the HVM is really important, but when a large volume of supporters going through the HVM, and it created some pinch points and issues with positioning of the signage of the equipment. May need to look at the location of the HVM, some supporters were climbing over it and the trailer bar to the VSM.</p> <p>Fulham – Local derby no issues.</p> <p>Aston Villa cup game – highly resourced by the Police (6k Aston Villa supporters). Large number of coaches. Operation and briefings were good. The cascade briefings, sometimes the quality of those isn't as good as they could be, CFC may need to monitor who is doing the briefings.</p> <p>Future intended LA inspections - Leeds, Tottenham, West Ham.</p> <p>GS to follow up with CFC regarding the Safety Certificate as there maybe some updates needed for capacity with tweaks to the stand, the appendix may need to be changed.</p> <p>Annual P&amp;S factors being done as part of the annual inspection. GS also needs to speak to CFC about the online operations manual, still having issues getting into the file (IT issue).</p> <p>No real complaints received.</p> <p>GS mentioned Lime bikes around stadium and is picking this issue up with the company.</p> <p><b>Building Control</b> MR – nothing additional to report, no current projects.</p> <p><b>Network Management</b> CU gave an update. In the design stage for 2 consultation leaflets for zones F and S which will be around North End Road and Chelsea Football Club – imminent but no date for consultation yet. Will offer match day options and extended controls.</p> <p>MH mentioned a closure of North End Road from 16/2 due to an issue of illegal dumping of concrete in the sewer. CU wasn't sure, may have gone through network Management, and the traffic order through other officer in the team. GS confirmed the information came from Janet Nairne and will forward onto the club.</p> <p><b>Action Point 8 : GS to share details with the CFC/Police concerning the closure of North End Road. The club may need to put on their website for supporters/stewards' information as some congestion will be caused.</b></p> <p>Idling coaches' engines – taking offline.</p> <p><b>Parking</b> Keith Stevenson from parking accepted, but not available.</p> <p><b>LET</b> IB gave an update. Will be increasing patrols around all the football games, requested all Central/South/North teams to have more of a presence to help with the ticket touts and illegal trade sellers.</p>	
--	---	--

	<p>MH queried if we are doing the pre-match site checks. IB confirmed this takes place, lunchtime games they are completed in the morning to check any safety and security issues.</p> <p><b>Trading Standards</b> Works ongoing, has been very successful, Doug Love from TS team has done a number of operations, lots of seizures and significantly down on the number of traders also encompasses the Earls Court area from time to time. GS saw some at recent post-match and took pictures for evidence. No. of cases still ongoing. Will need to continue.</p> <p><b>Licencing</b> AO and LM updated. AO confirmed a licensing inspection is due to take place near the end of the season, not carried out in the first part. Not much to feed back. Some inspections taken place around the ground, not aware of any issues, touched base with Police Licencing Team and they haven't provided any issues either.</p> <p>AO queried the Rose &amp; Ball (granted a licence in Nov 23) and when that part of the club will be operational as an inspection is required. JG confirmed the Rose &amp; Ball hasn't been used as yet, it's under a planning application still ongoing.</p> <p>AO mentioned the Wave training taking place, when carrying out inspections, may ask some questions around this.</p> <p>LM mentioned the Chelsea Pensioner which is now renamed the Chelsea Gate is now operating as normal. Courtfield in Earls Court did feedback that there was an application to open earlier on Sundays for the Chelsea games mainly, they withdrew the application due to a number of objections. They will just be applying for TENS when Chelsea games are on Sundays.</p> <p>The Bolton on Earls Court Roads which has been closed for most of the season, now has squatters in so unlikely it will be open any time soon. Earls Court is getting busier, with a lot more away fans, have had some discussions with the Police as may need to speak to other licenced premises to see if they would welcome away fans. Looking into.</p>	
<b>10</b>	<b>Planned Stadium works/ maintenance and future developments</b>	<b>CFC</b>
	<p>JG updated. There is nothing in the pipeline. Regular maintenance will be carried out in the Summer.</p>	
<b>11</b>	<b>Update from the Sports Ground Safety Authority</b>	<b>SGSA</b>
	<p>GG gave an update. Completed a couple of matches this season; Arsenal and Women's Super League match where Liverpool attended. Bit odd as all sat down even in the licensed standing areas.</p> <p>Couple of issues; pyros. Pyro has reduced from previous years. There were pyros at the end in the Arsenal away section, people apprehended very quickly, one or 2 in the Chelsea end and apprehended.</p> <p>On the whole things good with regards safety management. GG mentioned briefings of stewards, someone in the sound room waits until the stewards start to do their briefing before they start testing the sound/music. Would help if they could avoid doing the tests as the briefings take place.</p> <p>One complaint GG has received, medical at the Wolves match, someone from away section, they had a severe migraine, they went to stewards to get first aid.</p>	



	<p>First Aid wouldn't visit him and was told if he wanted help to go outside to the East Stand medical room. He was told if he did that, he wouldn't be able to get back into the match.</p> <p>SGSA licence application has been shared with CFC with regards the new licence fees. Government has approved this; the consultation came from the Premier League/Clubs/EFL. Fees changed from ground capacities to the average attendance (on league matches). Figures used for first round were based on the last 2 years provided by the Premier League/EFL. The information of fees for each club isn't circulated. Expect applications in by end of February. Don't expect the fee back until the end of June.</p> <p>Licencing taking place, new Chief Executive – Giles Smith who was a Director in DCMS, was involved with issues around the planning for Commonwealth Games in Birmingham, Coronation of the new King and the funeral of the Queen, experience in managing crowds. Martin Henderson the old Chief Executive is now the COO of the new independent football regulator. Giles Smith won't be in place until the end of May. Ken Scott Head of Inspectorate is acting as Interim CEO at the moment.</p> <p>This year's conference is 14/5/24 at the Emirates Old Trafford cricket ground. Details will open from next week for booking (all details on website).</p> <p>Martin's Law has just gone to consultation on the standard tier process. May give you some idea of what direction things are going in.</p> <p>Stewarding – GG will be sending out a letter to club and local authority in the next few days regarding stewarding/SIA. SIA have a project on currently, where visiting a number of grounds around the country (CFC probably not visited), looking at the exemption where stewards at grounds don't have to have licences under SIA if they have NVQ2 and working for the club, anyone else has to be licenced door supervisor or not doing work that is licensable.</p> <p>Some recent visits that they've undertaken they've found that lots of stewards in clubs haven't been licensed at all. Agencies staff also that weren't door supervisors undertaking licenced activities.</p> <p>The Sandanic Convention ratified by the UK Government in October 2023, nothing clubs have to do, but bring together integrated safety, security and a service approach at Grounds when you are looking at spectator safety. SGSA qualified for that once signed off at Government level.</p> <p><b>Action Point 9: GG can share details if interested, plus there is an online course by Liverpool University that you can do – its online. GG will circulate those details to MH to share.</b></p>	SGSA
<b>13</b>	<b>Chairman's Update</b>	<b>Chair</b>
	MH had no update but thanked everyone for attending.	
<b>14</b>	<b>AOB</b>	
	<p>MH mentioned doing a different agenda next time, squeezed the SGSA update at the end, it needs to be brought up earlier.</p> <p>Fulham 10k run.</p> <p>GS mentioned it was an early morning run on 13/10/24, 10,000 people completed before in the Fulham area, maybe an approach to Chelsea. Should finish by mid-day but will be road closures in the Fulham area. More to come when GS has the information.</p>	
<b>15</b>	<b>Date of next meeting</b>	<b>All</b>
	July 2024.	