

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

24th July 2024

Minutes of Meeting (part 1)

Via MS TEAMS

Attendees:

NAME	INITIALS	ORGANISATION
Neil Thurlow - Chair – Director of Public Protection	NT	LBHF
Graham Souster – Health and Safety team manager	GS	LBHF
Chris Baker – Head of Match Day Safety	CB	CFC
Keith Overstall – Head of Security	KO	CFC
Katie O'Donnell – Senior Safety Co-ordinator	KOD	CFC
Jamieson Maynard – Match Day Venue Commander for LAS	JM	NHS
Kevin Morgan – Station Commander at Fulham Fire Station	KM	LFB
Geoff Galilee – Regional Inspector SGSA	GG	SGSA
Jamie Gray – Head of Facilities CFC	JG	CFC
Holly Foran – Operational Football Officer	HF	MET
Simon Turner – CT Protect Officer	ST	MET
Shahid Qadar – Saint John's Ambulance	SQ	SJA
Rachel Green – CTSA	RG	MET
Valerie Simpson – Assistant Director for Environmental Health & Regulatory Services	VS	LBHF
Anna Pater – H&S Officers H&F	AP	LBHF
Alejandro Grisales – Fulham Broadway Shopping Centre	AG	H&B
Laura McGahon – Licencing Officer	LM	RBKC
Adrian Overton – Licencing Manager	AO	LBHF
Stephanie Needham – Head of Environmental Health	SN	LBHF
Mark Ashley – Dedicated Football Officer	MA	BTP
Sharon Klinkenberg – national Account Manager for London and South Events for SJA	SK	SJA
Matt Hero – Dedicated Football Officer	MH	MET Police
Richard Ampadu – Fulham Broadway Station Area Manager	RA	TFL
Graham Smith – Head of Ticketing	GS	CFC
Wout David – LAS Station Stadium Team Manager	DW	SJA
Ethan Windsor – Public Relations at CFC	EW	CFC
Dominic Stark – Emergency Planning for NW London LAS	DS	NHS
Ian Baron – Senior Operations Investigation Officer for LET	IB	LBHF
Julius Onolaja – Senior Law Enforcement Officer	JO	LBHF
Michael Allen – Royal Borough of Kensington & Chelsea – Network Management Co-ordination Team	MA	RBKC
Christian Uys – Parking Policy and Traffic Orders	CU	LBHF
Matthew Ramsey – Means of Escape / Building Control	MR	LBHF
Adeniyi Olanrewaju – Security Rep'	AO	OCS
Mark McLeavery – Chief Inspector	MM	MET
Laurence Turton – H&S Practitioner	LT	LBHF

Minutes: Tamsin Jago

ITEM	MINUTES	ACTION
1	Welcome from the Chairman	Chair
	<p>NT welcomed all and introduced himself as the new Chair of the SAG taking over from Matt Hooper who has moved on.</p> <p>NT stated the meeting was being recorded as the minute taker was unavailable. The recording will be deleted once the minutes have been produced.</p>	
2	Apologies	Chair
	<p>Natalie Freeman – CFC Deputy Safety Officer Hugh Millington - CFC Crowd Doctors Neal King TfL (Tube) Christina Perez-Trillo – H&F Licensing</p>	
3	Actions of the previous minutes and matters arising	Chair
	<p>NT confirmed with the SAG they were happy with the last minutes – no comments. Minutes agreed from last meeting.</p> <ul style="list-style-type: none"> • Parking bay suspensions for HVM build. Suspensions would make things easier. No update and still outstanding. MA stated he hasn't got any further with it. Top end of Hortensia Road. GS confirmed the club are using other measures now to protect the flagstone when pulling the equipment off. CB confirmed it was 2 spaces required and it would still be beneficial as there were complaints about the scratched curb stones. Action: MA will take forward and doesn't see any issues. Will respond this week. • Supporter engagement – the club approached GS/Matt Hooper before the February SAG. Kathryn Smith was leading and has since left the club. • Regular residents' meetings with KO – KO forwarded the dates to GS. • CCTV review – concerns about some elements of the CCTV at Stamford Bridge and local authority assets. Were due to meet (council/KO) haven't met as yet. Action: GS/KO/Police to meet to discuss. KO stated since last season improvements have been made on the transfer of material and the plans are currently in a procurement process. Looking at servers and cameras and looking to improve and companies are currently pitching for this. • GG had concerns about sharing on information between SJA and the club. GG was going to speak with colleagues at SGSA. Ties in with the next action. • CB shared with JM a spreadsheet of match day accident/causes. CB updated a recent meeting has taken place with SJA, looking to progress this. WD confirmed the information will be captured live as it comes in, so it doesn't need to be transcribed into an additional format. Previous seasons information has been captured, it's on paper at the club. About to have this digitised. • North End Road closure, fab berg which had to be removed from the drain system – closure during last season. • St Denis Convention – GG made reference in update, it's an integrated approach to safety and security in sporting events. GS supplied the link in 	<p>RBKC</p> <p>CFC / H&F</p>

	the chat. There are some online training that Liverpool University can provided.																																	
4	CFC 23/24 End of Season Update	CFC																																
	<p>CB gave an update.</p> <p>Safety Management Team We have seen a decrease in our full time Match Day Safety Department numbers since our last SAG with Paul O'Donnell leaving the team to join London Marathon Events, we wish him well and thank him for his valuable contribution over the last four and a half years. We are currently recruiting a replacement Safety Officer with a possible additional Safety Officer to further increase the team ahead of the 2024 – 2025 season as the Match Safety Operation continues to expand.</p> <p>Domestic Match Categories and challenging Domestic Fixtures We have had the following amount of Club Security, Low, Medium, and High-Risk Category domestic fixtures for the second half of the season, from 15th February onwards. Fixture on 4th February was included in the last SAG.</p> <table><tr><th colspan="2">RISK CATEGORY: CLUB SECURITY</th></tr><tr><td>1.</td><td>Soccer Aid for UNICEF (Charity Fixture)</td></tr><tr><td>2.</td><td>Manchester United (U18's FA Premier League Final)</td></tr><tr><td>3.</td><td>Arsenal (FA Women's Super League)</td></tr></table> <table><tr><th colspan="2">RISK CATEGORY: LOW (A)</th></tr><tr><td>1.</td><td>Burnley</td></tr><tr><td>2.</td><td>AFC Bournemouth</td></tr></table> <table><tr><th colspan="2">RISK CATEGORY: MEDIUM (B)</th></tr><tr><td>1.</td><td>Newcastle United</td></tr><tr><td>2.</td><td>Leicester City (FA Cup)</td></tr><tr><td>3.</td><td>Manchester United</td></tr><tr><td>4.</td><td>Everton</td></tr></table> <table><tr><th colspan="2">RISK CATEGORY: HIGH/INCREASED RISK (C/CIR)</th></tr><tr><td>1.</td><td>Leeds United (FA Cup)</td></tr><tr><td>2.</td><td>Tottenham Hotspur</td></tr><tr><td>3.</td><td>West Ham United</td></tr></table> <p>CB confirmed they were club categories. Due to the Israel/Palestine conflict/Stop Oil we have been upgrading the categories after agreeing them with the Police to level up.</p> <p>We experienced a very testing domestic fixture against Leeds United (5,400 allocation, reduced from 6,000 by the SAG due to safety concerns) in the FA Cup, the Leeds United supporters displayed anti-social behaviour throughout. We suffered a serious incident on the night, a fall from height, involving a Leeds United supporter, this will be expanded on later in this report.</p> <p>The Soccer Aid for UNICEF Fixture at the start of June attracted an attendance of 35,635 and passed off without any real issues. Two vehicles drove through the Road Closure after the end of the event, both were reported to the relevant authorities via the Club Debrief.</p> <p>European Match Categories and Notable European Fixtures</p>	RISK CATEGORY: CLUB SECURITY		1.	Soccer Aid for UNICEF (Charity Fixture)	2.	Manchester United (U18's FA Premier League Final)	3.	Arsenal (FA Women's Super League)	RISK CATEGORY: LOW (A)		1.	Burnley	2.	AFC Bournemouth	RISK CATEGORY: MEDIUM (B)		1.	Newcastle United	2.	Leicester City (FA Cup)	3.	Manchester United	4.	Everton	RISK CATEGORY: HIGH/INCREASED RISK (C/CIR)		1.	Leeds United (FA Cup)	2.	Tottenham Hotspur	3.	West Ham United	
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	<p>Currently our overall resources are split at an average of 48% Chelsea Stewards and 52% 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"> • A three-year rolling training plan to develop the skills and experience of all Stewards. • Continuation of uniform provisions – new bibs, blazers, hats & coats. • Implemented a proactive engagement and communications programme. • Improved Bonus Scheme linked to attendance (£200.00 - £400.00). • Improved catering arrangements. • Improved Stewards rates of pay (£13.15 [LLW] - £36.96 per hour [role dependent]). • Staff Benefits include Club Pension Plan, Employee Assistance Programme, Blue Hub Discount Programme, Club Membership. <p>We are continuing to train Stewards in their Level 2 in Spectator Safety with 25 new Stewards having been awarded their Certificates since January 2024 with a further 51 currently undergoing the course.</p> <p>Level 3 in Spectator Safety – we are currently running a course for 5 Supervisors who do not yet hold the qualification. We have 88 Level 3 qualified Supervisors.</p> <p>Level 4 in Spectator Safety - we currently have two Level 4 qualified Senior Stewards “on the ground” on top of the two full time Level 4 qualified Safety Officers, with Katie O'Donnell also undergoing her Level 4 Coursework.</p> <p>Level 3 Emergency First Aid - we are also continuing to train Stewards in their Level 3 Emergency First Aid with 87 achievements since January 2024 giving us a total of 288 First Aid Trained Stewards on our books. We will continue to run two sessions on site each month.</p> <p>ACT (CT) Training – a further 20 Stewards have completed the course since January 2024, 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.</p> <p>WAVE Training – 21 Senior Stewards completed the course in January 2024 with further sessions scheduled during the forthcoming season.</p> <p>NSPCC Dedicated Safeguarding Training – 3 full time staff and 9 Senior Stewards have completed this course since the start of the season.</p> <p>Pyrotechnic Training – all our Fire Stewards, SIA Steward Supervisors and Away Section Stewards attend the course. Our next session is scheduled with Locards (fire training company and pyrotechnic disposal company) before the end of the year.</p> <p>Suspect Items (Code Black) We had two Suspect Items from 15th February onwards, all were dealt with by the Chief Steward and the Fire Stewards without need for escalation as they were both unattended bags.</p>	
	<div>Opposition</div> <div>Device Number</div>	

Burnley	1
Soccer Aid for UNICEF	1

Pyrotechnic Devices (Code Red)

We had three smoke devices from 15th February onwards, all were dealt with by the Fire Stewards. None of the culprits were able to be positively identified by CCTV or by Safety Stewards due to the fact that for the Leeds United fixture we were dealing with the Fall from Height at the exact same time and for the AFC Bournemouth fixture it was set off on a very crowded concourse at floor level.

Opposition	Device Number
Leeds United (FA Cup)	2
AFC Bournemouth	1

Medical Incidents (Code Green)

We have had a total 108 medical incidents from 15th February onwards.

Opposition	Incident Number
Leeds United (FA Cup)	10
Newcastle United	3
Arsenal (FA Women's Super League)	6
Leicester City (FA Cup)	12
AFC Ajax Vrouwen (UEFA WCL)	4
Burnley	8
Manchester United	11
Everton	11
FC Barcelona Femeni (UEFA WCL)	6
Tottenham Hotspur	4
West Ham United	8
AFC Bournemouth	11
Soccer Aid for UNICEF	14

Safeguarding Incidents (Code Yellow)

We have had a total 78 Safeguarding incidents so far this season. Ahead of this season we changed our minimum age of unaccompanied supporters to 16, this has led to a significant increase in recorded Safeguarding incidents.

Opposition	Incident Number
Leeds United (FA Cup)	2
Arsenal (FA Women's Super League)	1
Leicester City (FA Cup)	1
Burnley	5
Manchester United	4
Everton	2
FC Barcelona Femeni (UEFA WCL)	9
Tottenham Hotspur	4
West Ham United	4
AFC Bournemouth	7
Soccer Aid for UNICEF	3

Safeguarding – Hidden Disabilities Sunflower Lanyards/Wristband Initiative

In February 2020 we invited all junior Supporters to wear a Safeguarding Wristband in case they become separated from their guardian/parent. This enables Stewards to gain the correct information and connect the child and the

	<p>parent swiftly in line with our Match Day Safeguarding Procedures. This process will continue to be used.</p> <p>The Hidden Disabilities Sunflower Lanyard was introduced in March 2020. This enables Stewards to be notified of Supporters that may need additional support, which is also in line with our Match Day Safeguarding Procedures. This process will continue to be used.</p> <p>Contingency Plans/Testing We had a Tabletop Exercise took place in April; it was delivered by the Emergency Planning College.</p> <p>HVM, Traffic & VMS Operation Traffic - All closure points work well with no issues; a suggestion for the Traffic 6 position on Harwood Road on Sundays or after hours on weekdays to suspend some bays as through traffic/buses struggles to pass when cars are parked in the bays. We also have a similar issue with coaches being parked on the Fulham Road on Sundays which can cause traffic flow congestion.</p> <p>E-bikes – we are continuing to notice an increase of e-bikes circulating Zone X on match days of which utilise 3-4 parking locations in this area. This is causing pavements to be congested forcing crowds onto the road and vehicles having to swerve. Main areas of concern are around the junction of Hortensia Road.</p> <p>Holmead Road Management – Holmead Road currently sits out of our TMO agreement. Our Community Patrol Teams monitor this area to assist with the management and prevention of private vehicle pick up's idling.</p> <p>HVM & VMS – Both deployments are now part of our overall Traffic Management Operation since going live on 15/09/22 at the FC Red Bull Salzburg fixture. We believe the implementation of both the HVM and VMS systems have been successful and will continually review the operation and ways in which we can improve the deployments and ensure VMS units are suitably barriered off.</p> <p>The Club would still like to formally apply for 2 bay suspensions on Hortensia Road nearest to the junction of Fulham Road to use as a HVM build and break Location. Correspondence was made in Oct 2022 regarding such permission. The build and break area opposite Fulham Broadway Station work well. The VMS signs work well at either end of the Fulham Road displaying the messaging pre- and post-match. We have been able to adapt the messaging on the screens with the different events such as Tube Strikes and Coach Parking information.</p> <p>Player Egress Operation - (Stamford Gate CSAS/Chapter 8) Following several trial deployments of the post-match traffic/pedestrian management arrangements at Stamford Gate, this is now part of the overall Traffic Management Operation, and it is working well.</p> <p>During egress from the site, CSAS Operatives are deployed to operational points to control the flow of vehicles onto the Fulham Road (A304) highway. Where possible, CSAS Operatives prioritise exiting traffic to maximise traffic flows off-site and minimise the exit time and reduce congestion at the junction of Stamford Gate and Fulham Road. This operation continues for 30 minutes post the TMO being lifted.</p>	
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	<p>Once egress has ceased the CSP Operations Manager conclude the operation and return the Fulham Road to normal operation by the agreed Traffic Regulation Order. Security staff conduct post-match deployments in Underground Car Park. Whilst vehicle egress barriers are set up from the Underground Car Park to Stamford Gate. Crowd barriers are set up around the away team coach positions and the on the traffic barrier next to the 1905 Club.</p> <p>Upon the TMO being lifted, SIA Stewards are in position at Stamford Gate creating a solid cordon. SIA Stewards in position at Stamford Gate pulse pedestrians through cordons on the instruction of the Traffic Supervisor and CSP Operative. Only CSP Operatives enter the Fulham Road.</p> <p>Once the majority of the First Team Squad has departed the site, CSP Operatives (Underground Car Park) inform the Match Day Safety Control Room. Overall, the operation has worked well with the Club continually reviewing personnel to ensure consistency of staff, duties carried out effectively and in a safe manner. It is very much a team effort to ensure the safe management of departing vehicles from Stamford Gate which does get busy with the public converging on the area.</p> <p>Coach Booking System We are now in the 4th Season of using our online Coach Booking System for Supporters, which is managed by our Match Day Stakeholder CSP. This has assisted the Club in our application for vehicle exemptions, a requirement as part of the Transport Congestion Pollution Reduction scheme for football coaches on match days. Additional management is required of European fixtures but overall, the online system has been a success. The Club would like to review the process of booking approved coaches with London Borough of Hammersmith and Fulham's Parking Services to see if a "live" system can be created. The current process requires three inputs of data (CSP, Club and LBHFPS).</p> <p>Major/Significant Events At the Leeds United FA Cup fixture in late February, we had a significant event. Eight minutes into the game Leeds United scored their first goal, during their supporters' celebrations, an individual fell from height (South Stand Upper Tier, Block 8 to South Stand Lower Tier, Block 8). The supporter jumped, from approximately row 3 or row 4 of vomitory 8, using another Leeds United supporters' shoulder to propel himself forwards and upwards, stood momentarily on the upper tier safety glass at the front of the stand and lost his balance and fell into the South Stand Lower Tier, Block 8. This incident was subsequently debriefed by the SAG in March.</p> <p>Hate Crime – In January 2023 the Football Association issued a statement reminding Clubs that the "Chelsea Rent Boys" chant is a breach of the FA Rules for a Club's Supporters, or anyone purporting to be its Supporters, to engage in discriminatory behaviour and that they reserve the right to pursue formal disciplinary action against Clubs whose Supporters engage in such behaviour. The CPS have confirmed that the chant is a criminal offence.</p> <p>All Stewards and SIA Staff are required to take a zero-tolerance approach to anyone singing the chant. Chelsea FC is committed to enforcing the Premier League's Anti-Discrimination Commitment, which will see offenders banned from all Premier League grounds for a minimum of 3 years. MH will touch on later.</p>	
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	<p>Customer Feedback We continue to manage Customer Complaints, Customer Feedback and Customer Praise on a match-by-match basis.</p> <p>Attendances 1,217,139 supporters attended the 42 fixtures held at Stamford Bridge last season.</p> <p>GS mentioned the Lime bike issue which has increased over the years. GS has been liaising with Network Management and H&F and have a contact for Lime Bike and they are geofenced and they have been removing some bikes on match days. The numbers sitting around Hortensia Road and opposite the club by the Butcher's Hall does increase. GS will provide the contact to CFC to try and see if they can review their geofencing. The paths are being blocked.</p> <p>NT mentioned an increase in safeguarding incidents since the change of the minimum age of attendance, has the age increased/decreased. CB stated the age increased from 14 to 16 years. Anyone under 16 must be accompanied by an adult. It was to fall in line with the rest of the Premier League. Premier League is looking at this again. Any supporter going to any stadium in the Premier League is aware they have to be 16 or over to go unaccompanied. We have had people 12 – 14 turning up without an adult. That is then classed as a safeguarding issue.</p> <p>NT discussed the coach booking system. CB wanted agreement in the SAG, there are 3 parties inputting data, if it was a live system all 3 parties could go in and put the data in all together, currently getting sent around the 3 parties to complete. This could cut the workload down for all and we could see live where we were with the parking system.</p> <p>Action: GS to speak with Mark Fanneran from the parking team.</p> <p>KO mentioned zone X, introduced Ethan Windsor on the call, taken up a permanent position of resident's Liaison Officer, making strong contacts in the community – 3 meetings a year. Lots of work going on and building in the Zone X issue.</p> <p>Action: KO suggested adding Zone X as an agenda item for future meetings.</p> <p>NT queried taking back to the February SAG to see what this looked like. KO stated there is a standing invite to SAG members to the community meetings, there are lots of cross overs.</p> <p>GG agreed Zone X should be an agenda item. The SGSA are producing guidance for FIFA on zone X.</p>	<p>H&F</p> <p>H&F</p> <p>H&F</p>
5	Metropolitan Police – end of season update 23/24	MPS/B TP
	<p>MH shared a presentation with stats from last season.</p> <p>28 1st team fixtures Policed, plus 9 women's fixtures. 19 Premier League, 9 Domestic Cup.</p>	

	<p>Police categories differ from the club. 17 low, 17 medium, 1 high risk (Leeds in the Cup). 2 spotters only which were the Women's fixtures.</p> <p>Arrests 164, highest number in any season. Ran 5 proactive ticket tout operations in conjunction with the club. 16 arrests, 6 have been given banning orders. The conditions of the ban were not to go within a mile of any Premier League stadium 4 hours before/after KO.</p> <p>Was great partnership work with the club, not just targeting the low-level people, but high harm touts, the ones causing the most damage selling fraudulent/fake tickets.</p> <p>The biggest proportion of the 164 arrests were Chelsea Rent boy chant arrests (39).</p> <p>Offences</p> <p>Rent boy chant is niche to CFC. These arrests account for 25% of the arrests. Lots of work has been done regarding liaising with charities/supporter groups to raise awareness of this not being acceptable. Will continue to do and does affect figures, but there is zero tolerance to this.</p> <p>The ID of these people/knowledge base around the regular stewards in the away end is great. Hence precision targeting of people and removing them.</p> <p>Another reason for an increase in arrests is all domestic cup fixtures were held at CFC. 54 arrests for those matches, the clubs that Chelsea drew were lower league clubs who may not have been aware of the 'rent boy' laws.</p> <p>Drug detections up from last season. Looked to streamline the operation which has worked out and had 30 drug arrests.</p> <p>The process between the CFC/Police is streamlined. ID of offences at the stadium/stewards removing people and taking to the FRP and handing to Police as appropriate for decision is efficient/effective. This is part of the increase in numbers. Nothing slips through the net at CFC. Everyone is taken to the FRP, and assessment/triage is completed.</p> <p>Football arrests are up over London (25% increase).</p> <p>Breakdown of 50/50 inside/outside stadium offences. 117 of 164 were away supporter, 31 home and 16 neutral.</p> <p>Case Disposal Out of 164, 95 charged. Almost half convicted (45). Number of charged/convicted will go up over the Summer. All were arrested for homophobic/public order need to go to the CPS who have a backlog. Taken 4-5 months to make a decision.</p> <p>Community Resolutions would be used for possession of cannabis.</p> <p>Away Fixtures</p>	
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	<p>21 away fixtures, 41 arrests. Vast majority were drugs, CFC run a drugs dog a CFC, the other Premier League stadiums run drugs dogs at their away ends also. 10 assault/public order, 3 football offences.</p> <p>Important Themes</p> <p>Rent boy chanting – continue to crack down. Brief out the details of this offence to other forces around the country. CFC do call it out when they see it. All of these arrests are dealt with one team in the Public Order Crime Team, so they ensure consistency.</p> <p>Two priorities for next season are violence against women and girls (VAWG). MET wide priority and will implement aspects of the plan into the matchday operation at CFC.</p> <p>Op Enable – complex bit of work, utilising and increase the use of OFOs (Spotters) rather than skilled officers. The first game is the Crystal Palace game on 1st September, we have cut resources on the game, but increased the number of OFOs on this. Spotters from different clubs around London. All Public Order trained. Trialling around the MET. Not a drive to decrease resources – but try and use efficiency what we have. The pool of spotters around London is 250. Hopefully it will increase the effectiveness of those officers working on the game.</p> <p>GS stated he had spent time in the Forward Response Point when the ejections are undertaken, and it was fascinating to see how the club operated dealing with the behaviour.</p> <p>GS also highlighted MHs commented about the away turnstiles and vigilance of the staff there bringing it to the attention of the Police was noticeable.</p> <p>NT asked about facial recognition. The MET are rolling out facial recognition vans and being used in crime hot spots and whether there was any appetite to use on match days.</p> <p>MH stated it had been used last season at football. Once at Arsenal/Tottenham. It resulted in several arrests majority weren't football related. Not sure of the appetite is to roll out wider. Comes with implications; civil liberties and the supporters' groups were unhappy with it. Not heard of any plans to use at CFC. Need to uplift resources to staff it to account for any arrests made or any complaints made about the van.</p> <p>Any proposed use of it would involve discussions with the SAG/Club to look at potential implications. No plans to roll out wider.</p> <p>NT queried about VAWG and what the plans may look like when the plans are confirmed.</p> <p>NT offered a Sexual Harassment Public Space Protection Order Officer, it is borough wide and in force now, it's another tool in the box. NT can share the details if required so you know the additional opportunities that are available. MH said he'd seen this. Queried if it was RBKC or just H&F. NT confirmed it was just H&F. RBKC do have PSPOs but not for harassment. Craig Knight signed this off on the MET side.</p>	
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	<p>MH said he would brief this out to the officers at the start of the briefings, another tool to use. As the season progresses, there could be opportunity for partnerships.</p> <p>LM mentioned the PSPO for Earl's Court. It's recently been implemented and can share details, its regarding illegal drugs/littering/urination/alcohol and begging but doesn't include sexual harassment.</p> <p>Action: LM to share details with the SAG – it's just in Earl's Court, came in in April, MET Police officers have been working alongside the street enforcement team to manage. Link to current RBKC PSPO</p> <p>Update from BTP – Mark Ashley</p> <p>24 reported incidents regarding CFC fans, new reporting system BTP61601 See It, Say It, Sorted. Quite a few football related reports and incidents were getting reported, unsubstantiated where people want Police to the train, when Police get there, there's no real need.</p> <p>24 incidents reported – 13 of which have been taken on as crimes, 4 arrests, 3 were public order related (1 ABH). Not a bad season for CFC for travel perspective.</p> <p>Next season there will be no change to the resourcing picture. Still committed to putting same number of Police in Broadway, Earls Court, West Brompton.</p>	RBKC
6	Update from the Sports Ground Safety Authority	SGSA
	<p>GG completed 3 visits last season. Last match was Leeds.</p> <p>All issues that came up were relatively minor.</p> <p>Stewarding briefings getting cascaded always seem to coincide with PA testing.</p> <p>Safe standing works well and provides a much safer viewing area for away supporters. Need to try and make sure stewards do keep the gangways clear.</p> <p>National Protected Security Authority have issued new guidance (most clubs should have received) on the mitigation of terrorist threats of venues during ingress/egress which is an important time.</p> <p>Near misses – reminder to clubs that SGSA have a new reporting process where we report/investigate. Clubs and the local authority have a responsibility if they have a near miss. Definition is the same the HSE use in H&S Work Act, should be investigated and recommend local authorities when made aware should hold an investigation/visit to ensure everything is being dealt with.</p> <p>Martyn's Law in limbo. Got to go back through the Parliamentary process.</p> <p>Pyrotechnics – not as common as used to be or in European countries, difficult to establish who has them. Still needs to be looked at as dangerous when used in crowded areas and referencing people to own training system – on website. CB mentioned training for fire marshalls.</p> <p>The toolkit is available to use on the website.</p> <p>Resuscitation on the field of play – Resuscitation Council UK have issued guidance on; it's been sent out.</p>	

	<p>Scan Training – NSPA has published online training, targeting for line managers/members of staff in supervisory positions. Available free online. GG can provide the links if needed.</p> <p>Licenced safe standing – good news story, the club are still leading the rest of the clubs in the country as have 12k seats covered. 18 licenced clubs now and more in the pipeline – not just premier league.</p> <p>Licencing – should have this. CFC now licenced through to end July 25.</p> <p>Women's Football consultant has been going on and CFC should be involved with HQ. Licencing of Women's Super League will be conducted as we do for Premier Ship clubs, probably won't happen until late 2025/early 26. Looking through the consultation and the prep at what will the licencing look like. Not the same and men's football as most don't play at the big stadiums. Some places they play won't have safety certificates.</p> <p>Looking at the different issues to engage with for inspections etc.</p> <p>Government Related New Government in place supportive of the independent regular. This legislation has to go back through Parliament.</p> <p>Website has been totally revamped its much improved and easier to find guidance.</p> <p>Held a session with 4 clubs/MET on what came out of the Manchester Enquiry in regard to medical responses to unsophisticated terrorist attacks. Looking at additional response's clubs should have. Was looking just at London as easier and LAS assisted. It was a worthwhile session.</p> <p>Commented about the use of codes for emergencies at football grounds and the possibility of standardising these. GG queried is this worth looking at especially in Hammersmith & Fulham. With the bigger use of agency staff stewards working at each of these clubs.</p> <p>Action: One for the local authority to look at to see if worthwhile using the same emergency codes across borough clubs.</p> <p>GG mentioned Lancashire County Council have 5 clubs they certificate, and they have introduced.</p> <p>CB mentioned the codes, it has been raised with GG and with Premier League Safety Officer meetings about doing it across the country, also at FSFA meetings. For this coming season, the 3 clubs have their stewards handbooks printed. CFC would definitely encourage talks around this.</p> <p>CB agreed it would make things easier for stewards.</p> <p>GG is taking back to the Head of Inspectorate as it maybe something we could take up to a different level.</p> <p>GS said Fulham/Chelsea coding was similar already. It would make it easier for stewards.</p>	H&F
7	London Fire Brigade	LFB
	<p>KM gave an update.</p> <p>Have supplied event liaison officers to all home games as much as possible and will continue to do for the forthcoming season. All based around Martyn's</p>	

	<p>Law and providing an approach with Police and Ambulance to any event with 20k attendees.</p> <p>Feedback from club and LFB has worked well with space in the control room, communication is good, accreditation works smoothly. Only slight changes have been around resources at the weekend due to the amount of other sporting events in London and ELO are being used, sometimes last-minute order of offices on the day which causes issues around accreditation. KM trying to recruit as many ELO as possible, thin on the ground.</p> <p>Keen to get involved in any tabletop or physical exercises with the club to improve the collaboration.</p> <p>CB confirmed there was a tabletop in April, but it was internal, when there is an external session all SAG partners are booked. Looking to do one September/October.</p>	
8	Medical Provision Update	
	<p>LAS JM gave an update. Apart from the Leeds game, which was challenging, that was run smoothly. The patient went to the major trauma centre.</p> <p>That was the only highlighted event.</p> <p>There was a discussion with SJA leadership team on match days to undertake some more training. Due to the railings extrication of any patients is difficult. Had one which was successful. JM looking to organise another one. There is a medical plan meeting and will discuss with the club.</p> <p>The fire marshalls assist with lifting/extrication in the stands, wants to try and get more people involved to do some more collaborative working between all parties.</p> <p>DS gave an update Dominic Stark introduced himself, taken over from Matt Shute for NW London encompasses Chelsea. DS added email address into the chat.</p> <p>SJA DW took over from Jo Moran last season and managing the SJ responsive operations. Last season there were 2 major events, the fall at the Leeds game and a cardiac arrest in the west stand earlier in the season. All been debriefed and successful stories. Cardiac Arrest patient has recovered and has been back to the stadium.</p> <p>Also keen to get involved in tabletop/physical training.</p> <p>NHS No-one available on the call. Don't believe there were any comments. GS stated there had been a lot of changes at the NHS, and there are new staff. They are on mailing lists for SAGs.</p>	
9	Transport for London/Fulham Broadway Shopping Centre	TFL/FB SC
	AG gave an update.	

	<p>Mark Adedeji would usually represent on the call, he is no longer with Fulham Broadway, getting a new representative. For the next meeting will have all issues available for the shopping centre.</p> <p>NT mentioned if there are any issues in the meantime, please send through and not to wait until the February SAG.</p> <p>RA gave an update Last season went well, thanked Mark from BTP for the work he did ensuring the safety of the passengers.</p> <p>Some proposed works that may occur in the station for January 25 – December 25. Could impact the stadium in the back end of the Eastbound/front end of Westbound platforms could have scaffolding erected, could reduce the capacity on match days especially for the return journey.</p> <p>Having a H&S meeting for this and will update the SAG with what it will look like.</p> <p>GS thanked for the update, especially in terms of platform capacity for return traffic, has an impact on the queue management in Wansdown Place and the pulsing of supporters into it. Important to know about this. May have to put more pulses in as less capacity.</p> <p>GS also mentioned the operation for the post-match queue management for CSP coordinated with the club is good/smooth. Not looking to remove escapes/exits.</p>	
10	Local Authority Review 23/24	LBHF
	<p>GS gave an update.</p> <p>Challenging season despite the men not being in the European competition. It's been busy with a successful cup campaign; every draw was a home match meant a higher allocation to away supporters. All the partnership meetings were covered throughout the season. The partnership meetings that the club co-ordinates with everyone are excellent/detailed/all aspects of planning for the future. Good debriefs on previous matches and feedback from Police on planning/tactical arrangements, plus away fixtures attended by MH.</p> <p>These meetings are important.</p> <p>10 match day inspections took place over the whole season. 5 before the last SAG.</p> <p>GS always tries to get to the senior's briefing 3 – 4 hours before the match. The briefings are great, delivered by CB and the deputy safety officer Paul O'Donnell.</p> <p>GS had the opportunity to do some toolbox talks after one of these. The cascade briefings done by the stewards at the stands. Some were a little weak (mentioned at the last SAG), but this part of the season GS attended at the East Stand Lower and West Stand Lower and those briefings and they were spot on.</p> <p>There was an incident with a full debrief during Wolverhampton Rovers game, during pre-match in the Copthorne Hotel involving a resident of suspected chemical exposure/helium laughing gas which resulted in a major pre-match incident requiring emergency services response in the hotel. Evacuation of the hotel. Fully debriefed, important learnings about vehicle rendezvous points at Fulham Road due to the response to that incident, it was enormous from</p>	

	<p>Police/LFB/LAS and there were links with the Club/Incident Commanders. It was resolved prior to the match.</p> <p>Match Inspections. Leeds United 28/2 – required pre-involvement with the Local Authority in relation to the segregation plans as the fixture and previous issues between the Leeds/Chelsea. Also attended a pre-match supporter's Forum to go through arrangements for the game.</p> <p>Fall from height – fell over 10 m, he fell into a segregated area rather than occupied. The incident could have been worse. Hot debrief with the club took place. Investigated the areas, nothing wrong with the infrastructure, it was the supporter's own gross negligence. It was dealt with well by the Police/Club/LAS/SJA. GS looked at the CCTV footage.</p> <p>Leicester City 17/3 – quarter finals of FA Club Man Utd 4/4 – premier league Tottenham Hotspur 2/5 – premier league Westham Utd – 5/5 – premier league</p> <p>All well managed. Leicester behaviour was reasonable. West Ham coincided with no Fulham Broadway station at the end of the game, it gave the opportunity to see how the dispersal was managed through the HVM with a large exodus of people going towards Earls Court. Lime Bikes were an issue. The readjustment of barriers by the CSP staff helped get the supporters through.</p> <p>Grateful for the linkage with the club providing information when required.</p> <p>Annual review of safety certificate and P&S Factors, coming up soon, will be in a staged approach this season as not all the inspections have been completed with the stadium infrastructure. GS will be visiting on 29/7.</p> <p>Customer feedback – credit to Chelsea as haven't had any.</p> <p>Have the return of European football, have the draw for the qualification of the Europa Conference League coming up.</p> <p>Building Control MR updated No current applications in place for the club. Just a reminder to the club if making any alterations to the club/seating etc, please bring to building control.</p> <p>Network Management CU gave an update. CU does the parking policy/orders, on the back of what network management confirms is going on in the order. Not aware of any major works, other than Lilly Road where the bridge is closed (Michael Allen and team leading).</p> <p>CU updated on zones F and S parking. Consulted, been in touch with CFC, extending parking controls in the area, replacing the current Mon-Sat controls with Sunday controls, which will provide cover for any match day and will be 8.30 am – 22.00 pm. Should now have cover for residents on Sundays throughout the day, any kick off time will be covered by the maximum stay. Hoping to get in place before the first game.</p>	
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	<p>CB confirmed he is aware. Contributed to the consultant. CB requested some wording that could be added to the fixtures/stewards as some do drive in on Sundays as it will affect them.</p> <p>CU confirmed the maximum stay was 2 hours around Zone S and one hour around Zone F (North End Road area). Immediately around the ground is 2 hours.</p> <p>Michael Allen – RBKC MA gave an update. The Lily Bridge closure was implemented on early hours Monday, works now progressing. The anticipated end day is 18th August. Know there are 2 fixtures in between those dates; Inter Milan and Man City on 18th. There is collaborate working going on, there are 5 other utilities working whilst the closure is in place, all aware of the fixtures. Unlikely works will complete before 11th, Thames will be do all they can to get off by 17th/18th. Until they uncover the apparatus, they won't know if achievable. Should know in the next week or two. MA will keep everyone informed on progress of works.</p> <p>MA was pleasantly surprised by how little disruption the network is impacted by the closure as it stands. There were VMS signs up prior to the closure. Hoping it's been noted by road users.</p> <p>There are weekly catch ups with people on the bridge and will keep informed.</p> <p>No other major works aware of that will impact CFC match day closures. Will always look to keep the area clear of planned works on fixture days.</p> <p>GS confirmed the liaison on the Inter Milan game has taken place, there were concerns around Fulham Road being closed on the match day, but all OK, the traffic will have to use the normal match day diversions. Could be busy.</p> <p>LET JO update There weren't any major incidents of note, had issue with traders selling fake jerseys. They were dealt with. Pre-matches were done by the LET officers, before ingress of fans and post-match checks also.</p> <p>Moved any fly tips in major areas around the stadium/side streets. Patrols on a regular basis with nothing to report.</p> <p>Trading Standards GS updated on behalf of Doug Love from Trading Standards. For last seasons there were fewer scarf sellers, involving interventions by Trading Standards and the club's Brand Protection team. A number of visits this season, only one seller seen pre-match. They do also come out post-match. Two successful prosecutions for the season for offences with trading in RBKC and Fulham FC. Total fines/cost £16k. GS has seen them post-match and has taken photographs and send to Trading standards.</p> <p>New season would continue to work if there can be continued support from the Safe Enabled Team, would be helpful. Appreciate during high-risk games that support isn't available.</p> <p>Will be looking at some women's matches also and do some post-match interventions.</p>	
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	<p>Licencing</p> <p>AO hasn't had any licensing issues raised. No licencing applications in the pipeline.</p> <p>Had carried out a number of inspections around the grounds during matches, on the whole the premises are well managed around the ground. Couple of issues with some pubs further from the ground, where residents complained about fans using outdoor areas causing a disturbance. Can't directly link to the club.</p> <p>Will do some inspections during the next season.</p> <p>GS queried about the Fulham Bar & Grill which was closed. AO believes it is still closed currently. There is a big refurbishment taking place.</p> <p>MH asked about the Weatherspoons and will have an impact on area of business. Any idea capacity and when it's likely to open.</p> <p>Action: AO doesn't have these details but will find out and send to MH. Can also share licence to see the conditions.</p> <p>MR mentioned licencing, all the licences are publicly searchable through the local authority website.</p>	H&F
11	Looking forward to 24/25 Season	CFC/M PS
	<p>JG – gave an update – Buildings.</p> <p>Not much to report, not a huge amount of work going on. Continuing to maintain the property. JG has a walk around with GS next week to review the site and safety certificate information.</p> <p>The next 12 months, the potential is there are 2 substantial projects in the stadium. An upgrade to the internals/rebranding of the hotel. Will work with Building Control.</p> <p>Also work around the connectivity inside the stadium, potential Wi-Fi installation and macros on the roof.</p> <p>Fixture categories discussed.</p> <p>NT queried any changes in fixture categories etc.</p> <p>CB confirmed the categories have been touched upon with the Police and will update each other on intelligence on a match-by-match basis and will review the categories. Anticipated challenges – normal London derbies. Tottenham/West Ham/Arsenal/Fulham. UEFA Conference League – the lower down in Europe you play the poorer behaviour you expect from visiting teams. Spoke at Millwall on Friday at the MET Police Season Debrief where large walk ups of 50% of the away team allocation are a given. Every team has a walk from wherever and are expecting no different this season. Possibly some challenging games.</p> <p>MH agreed, lots of the clubs coming to CFC next year, we won't have a lot of information on them. It will present some challenges. In those scenarios will go safe and over resource, can always cut back closer to the time.</p> <p>NT queried the walk ups.</p>	

	<p>CB confirmed it is all ticketed. Officer clubs 1500 to 3000 tickets. What tends to happen on the walk ups, it can contain ticketless supporters. Stadiums around the UK have reported away groups surging towards turnstiles (had previously at Dortmund) had a 3-stage entry system in place, with the help of colleagues from the MET Police they were prevented from getting to the turnstiles.</p> <p>GS mentioned the request from the club to discuss/review proposed change to the Fulham Road cap of when the road closures come in place. Currently 5k cap and above that match day road closures come into place. There was discussion around the women's games to raise the cap to 10k. The club have provided information from CSP, the plan is in order to do this safely, looking at closure to the East Bound Carriageway to enable safe access/egress into the stadium. GS has some reservations. The post-match queue management into Fulham Broadway, also the HVM. Colleagues of Network Management and Kensington and Chelsea have early sight of this.</p> <p>GS will review the information and circulate to colleagues in the Highways Network Management Team for both boroughs and will get back to CB. Will probably need another meeting outside of the SAG to discuss the proposals going forwards.</p>	
12	Chairperson's Update	Chair
	NT is keen to see the game and match day safety in action, identified coming to the friendly on 11 th August. GS not around, so will look at attending a different match.	
13	AOB	
	<p>Statement of Intent GS queried if this was intent and special Police service agreement between NPS? MH confirmed as far as aware everything has been signed for the new season and should be in place for the new season. CB confirmed the legal team has sent this back to the Police.</p> <p>Action: MH or CB to send GS a copy of the Statement of Intent when available, along with the risk rates for the new season.</p> <p>Fulham 10k run – Sunday 17th November (during the international break) and includes a circuit around Stamford Bridge, there will be extensive road closures.</p> <p>CB updated there is Chelsea Women V Man City on 17th November, have instructed the Women's Team Management to liaise with the WFL to get the fixture moved so it doesn't get affected. CB to go back to the Lead for the 10k. Prefer for the fixture to be on the Friday or Saturday instead.</p>	CFC
14	Date of next meeting	All
	TBC Jan/Feb 2025	

Page no.	Action	Status
Agenda item 3. Page 2.	Parking bay suspensions for HVM build. Suspensions would make things easier. No update and still outstanding. Action: MA will take forward and doesn't see any issues. Will respond this week.	RBKC TBC
Agenda item 3. Page 2	CCTV review – concerns about some elements of the CCTV at Stamford Bridge and local authority assets. Were due to meet (council/KO) haven't met as yet. Action: GS/KO/Police to meet to discuss.	CFC / MPS / H&F Actioned – CFC have accepted quote provided for works. Awaits installation.
Agenda item 4 Page 9.	GS mentioned the Lime bike issue which has increased over the years. GS has been liaising with Network Management and H&F and have a contact for Lime Bike and they are geofenced and they have been removing some bikes on match days. The numbers sitting around Hortensia Road and opposite the club by the Butcher's Hall does increase. GS will provide the contact to CFC to try and see if they can review their geofencing. The paths are being blocked.	H&F Actioned
Agenda item 4 Page 9.	CB wanted agreement in the SAG, there are 3 parties inputting data, if it was a live system all 3 parties could go in and put the data in all together, currently getting sent around the 3 parties to complete. This could cut the workload down for all and we could see live where we were with the parking system. Action: GS to speak Mark Fanneran from the parking team.	H&F
Agenda item 4 Page 9.	Action: KO suggested adding Zone X as an agenda item for future meetings.	H&F Actioned
Agenda item 5 Page 12.	Action: LM to share details with the SAG – it's just in Earl's Court, came in in April, MET Police officers have been working alongside the street enforcement team to manage. Link to current RBKC PSPO.	RBKC Information circulated
Agenda item 6 Page 13.	Commented about the use of codes for emergencies at football grounds and the possibility of standardising these. GG queried is this worth looking at especially in Hammersmith & Fulham. With the bigger use of agency staff stewards working at each of these clubs. Action: One for the local authority to look at to see if worthwhile using the same emergency codes across borough clubs.	H&F Not currently favoured by all clubs (Hand books already printed)
Agenda item 10 Page 18.	MH asked about the Wetherspoons and will have an impact on area of business. Any idea capacity and when it's likely to open. Action: AO doesn't have these details but will find out and send to MH. Can also share licence to see the conditions.	H&F

Agenda item 13 Page 19.	Action: MH or CB to send GS a copy of the Statement of Intent when available, along with the risk rates for the new season.	MPS/CFC Actioned
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