

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

**Tuesday 20th January 2015, 9:30am
Committee Room 1, Hammersmith Town Hall**

MINUTES OF MEETING

PRESENT:

London Borough of Hammersmith & Fulham (LBHF):

Ann Ramage	- Head of Environmental Health (Chairman)
Karen Ashdown	- Commercial Services, Chelsea FC Lead Officer
Craig Bowdery	- Principal Committee Coordinator
Alex Lenton	- Trading Standards
David Nimmo	- Building Control
Tony Pegrum	- Network Coordination Team Manager
Ahmad Rafique	- Senior Street Scene Enforcement Officer
Graham Souster	- Commercial Services

Chelsea Football Club (CFC):

Chris Alexander	- Finance and Operations Director
Dave Butler	- CSP: Traffic Management
Jill Dawson	- Safety Officer
Andrew Douglas	- Innovision consultant
Chris Gleeson	- Facilities Manager
Keith Overstall	- Head of Security

London Borough of Islington: Jan Hart - Chair of Arsenal SAG (Observer)

Metropolitan Police Service (MPS): Supt Mike Hill
Insp Jim Brockway
PC Tony Delamo
PC Paul Jennings

British Transport Police (BTP): Sgt Carolyne Buttery

London Ambulance Service (LAS): Boyd Fisher

St John Ambulance Service (SJA): Pat Halpin

TfL Rail and Underground: Marc Dickson

Item No.	ITEM	ACTION
1. 1.1	Welcome from Chairman The Chairman welcomed those present to the meeting.	
2. 2.1	Apologies Apologies were received from: <ul style="list-style-type: none"> • Douglas Dickson, LBHF Trading Standards • Lisa White, LBHF Licensing • Stephanie Needham, Commercial Services Manager • Gary Blackledge, Fulham Broadway Shopping Centre • Insp Kevin Jacobs, MPS • Rebecca Burton, LFB • Hugh Millington, Crowd Doctor • Chris Baker, Deputy Safety Officer • Peter Hollely, SJA • Lou Elliston, SGSA 	
3. 3.1 3.2 3.3	Confirmation of previous minutes and matters arising The minutes of the meeting held on 9 th July 2014 were approved as an accurate record. The Chairman identified two actions from the minutes that were outstanding: Minute 3.8: the contact list for the Match Postponement Memorandum of Understanding was updated after the last meeting. A further update is necessary. This will be circulated shortly. Minute 11.2: Kick-off times for high risk games. This item was on the agenda for discussion at this meeting.	Karen Ashdown
4. 4.1 4.2 4.3 4.4	Fulham Broadway Tube queue management Andrew Douglas presented a report updating the SAG on the new queue management procedures for Fulham Broadway Station following the withdrawal of the MPS. Andrew thanked everyone involved in the stakeholder group for putting the new procedures in place within very short timescales and highlighted how all of the stakeholders had worked well together. There were some issues that were still outstanding and the Table Top exercise had highlighted command and control issues of who was ultimately responsible? Graham Souster identified that additional signage was not yet in place and reported that he had been chasing the Highways Department. As he had not yet had a response to his request for temporary signage to be used, he would raise it again at a higher level. Ann Ramage raised the Memorandum of Understanding and explained that the Council was happy with its content. She undertook to chase legal services to get the MoU signed. This would then be returned to the Club. It was noted that the procedures described in the report were based on a largely compliant crowd and would need to be further monitored and tested under different conditions. The Chairman also recognised that the table-top exercise had identified a number of measures needed to improve communications between the tube station, the Club and stewards. An	Graham Souster Ann Ramage Andrew Douglas

4.5	<p>update was requested for the next SAG meeting.</p> <p>The viability of installing new equipment in the Fulham Broadway Station Control Room was discussed with Andrew Douglas undertaking to contact London Underground to discuss options. Marc Dickson confirmed that any decisions regarding a steward being present in the Control Room on match days would be at the discretion of Station Management.</p>	Andrew Douglas
5. 5.1	<p>CFC Safety Management Review of 2014/15 season</p> <p>Jill Dawson gave an update of the safety management activity undertaken by the Club. This included:</p> <ul style="list-style-type: none"> • Safety Team arrangements: New structure (Safety Officer: Jill Dawson, Deputy Safety Officer: Chris Baker, Chief Steward: Paul Neighbour, Deputy Chief Stewards: Mark Crick and Roy Install). • Challenging fixtures: Tottenham (a late walk up from Earls Court), West Ham (no Tube service on Boxing Day). No problems at Watford FA Cup match despite 6,000 away supporters attending. Future cup matches against Bradford and Liverpool will also have large away attendances. Champions League games have the front rows of upper tier netted due to the risk to supporters who stand. There have been incidents involving smoke devices to which the Club responded effectively. It was highlighted that the Tottenham game debrief identified some actions to be considered with the Police. A report to the next SAG was requested. • Crowd behaviour: generally good and no issues • Queue management: ongoing meetings between club, police and council to improve strategy for turnstile queue management • Stewarding / Security: Over 200 stewards completed either a First Aid or a First Aid Refresher course since last SAG meeting, and all attended a course on the use of defibrillators. 150 stewards have commenced the NVQ2 qualification. When Premier Events, a supplier of stewards, ceased to operate the agency staff were offered direct employment with the Club. • Persistent standing: complaints are being dealt with and retrospective action can be taken against ticket holders. • Turnstile and ticketing update: Additional turnstiles on South Upper home has significantly improved flow and reduced congestion around the ticket office. • Ejections and Refusals: is covered by KO at the end. • Searching regime: all home games judged to be high profile – home supporter searched randomly, all away supporters searched • Dealing with flares: A new Fire Safety & Pyrotechnics qualification has been developed which will be delivered to all stewards in the close season • Smoking/e-cigarettes: no smoking policy includes e-cigarettes • Customer feedback: KO to comment on this. • TV broadcasting and fixture changes: The new arrangements for consultation on changes to fixtures seem to be working • Emergency exercises: a number of different exercises undertaken (pyrotechnic, suspect package). The smoke bomb at the Arsenal game was used as a live exercise and emphasised the need for there to be a phone line from the Control Room to the match officials' room. This would be done in the close season. 	Jill Dawson/Keith Overstall/Supt. Hill

<p>5.2</p> <p>5.3</p>	<ul style="list-style-type: none"> • Accidents, injuries: 128 treated on match days so far this Season. 40% (25% public, 15% staff) presented themselves with pre-existing conditions; 37% (17% public and 20% staff) feeling unwell and 23% (13% public and 10% staff) being treated for injuries. There has been no significant trend in the injuries treated. Jill Dawson commented that it would be useful to have a proforma for injury/illness reporting. Ann Ramage agreed; this would be available before the next SAG. • Operations Manual: this is a working document that is continually being updated, all matters are currently up to date. • Remainder of Season: likely to be busy if the Club continues to be successful. Champions League fixtures require careful planning and preparation. <p>Keith Overstall reported that there had been 77 ejections so far this season, 17 of which led to arrests. This was a downward trend from last year when the total was 207. The Chairman requested that a breakdown of ejections and refusals of entry for future meetings and also suggested that the Champions League and Cup games be separated out. A proforma will be produced for the Club to use going forward.</p> <p>Keith Overstall presented figures for complaints recorded by the Club for August 2014 to January 2015 which are at similar levels to previous years.</p> <table border="0"> <tr> <td>Smoking in the stadium</td> <td>4</td> </tr> <tr> <td>Persistent Standing</td> <td>26</td> </tr> <tr> <td>Foul and Abusive language</td> <td>4</td> </tr> <tr> <td>Articles thrown in stadium</td> <td>1</td> </tr> <tr> <td>Hate Crime</td> <td>11 (incl 2 at away games)</td> </tr> </table>	Smoking in the stadium	4	Persistent Standing	26	Foul and Abusive language	4	Articles thrown in stadium	1	Hate Crime	11 (incl 2 at away games)	<p>Karen Ashdown</p> <p>Karen Ashdown /Keith Overstall</p>
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<p>6.</p> <p>6.1</p> <p>6.2</p> <p>6.3</p>	<p>Metropolitan Police 2014/15 season</p> <p>Supt Hill introduced Insp James Brockway, who was the new football liaison officer for Hammersmith & Fulham. Insp Brockway reported that to date, there had been 48 arrests this Season to 10th December 2014. 8 were inside the ground and there were no public disorder incidents. This is higher than mid-season for previous two years due to an increase in use of 'sniffer dogs' detecting drugs. The Chairman requested that in future, arrest statistics distinguish Champions League and Cup games and the template for arrests will be amended going forward.</p> <p>Karen Ashdown reported that Gary Blackledge of the Fulham Broadway Shopping Centre had asked what was being done to address ticket touts. Supt Hill explained that the Police would support when asked to do so, but only when there was a specific incident. With regard to an offer from Gary to allow Police officers into the Shopping Centre's CCTV room, the Police explained that they would need to observe the ticket transaction directly. It was agreed that Supt Hill and Ann Ramage would meet with the Council Community Safety Team to discuss ways touting can be tackled. It took Police resourcing away to do anything meaningful.</p> <p>Karen Ashdown also reported that concern over touting activity had also been raised at a recent Neighbour Liaison Meeting and she had advised residents to report all activity to the Police.</p>	<p>Ann Ramage / Supt Hill</p>										

<p>6.4</p> <p>6.5</p> <p>6.6</p>	<p>Illegal street trading was also discussed. Alex Lenton requested Police support that had previously been available. She explained that when Trading Standards officers patrolled without the Police, the traders recognised them and ran or could get violent. Supt Hill explained that the Club used to pay for additional officers as part of the Special Police Services agreement. This was no longer possible as the force was only allowed to assign resources to generic police assignments. He explained that if Trading Standards officers needed the Police, officers would attend an emergency call, but they were not able to pre-empt incidents like they used to. It was agreed that a Trading Standards Officer would attend the meeting with Community Safety to also discuss how better to address illegal street trading and counterfeit tickets.</p> <p>PC Jennings reported that banning orders had reduced to around 90 and that these were proving to be an effective tool.</p> <p>Supt Hill was asked if there would be any reduction in officers attending future matches. He explained that he had not been asked to make any cuts locally. He therefore reported that there should be no reductions for the remainder of the Season, but that across London there were likely to be reduced resources for the Metropolitan Police as a whole over the next few years which will mean it will become necessary to prioritise activities more carefully in the future.</p>	<p>Trading Standards</p>
<p>7.</p> <p>7.1</p>	<p>British Transport Police Update</p> <p>Sgt Buttery reported that the new Fulham Broadway queuing system seemed to be working well and BTP would continue to engage with the safety management team there. There had been few arrests so far this Season. There were no proposed changes to BTP resources or planned deployment.</p>	
<p>8.</p> <p>8.1</p> <p>8.2</p> <p>8.3</p> <p>8.4</p>	<p>Local Authority Review 2014/15 season</p> <p>Karen Ashdown reported that DPI inspections had been carried out and all issues arising had been addressed by the Club. After a detailed review of the Operations Manual significant improvements had been made to a number of documents to reflect current practice and KA was satisfied that the requirements of the General Safety Certificate were currently being met.</p> <p>In the absence of Lisa White, KA reported that there were proposals from Club to update the Premises Licence to bring the whole ground under the same conditions. A formal application would be submitted shortly.</p> <p>Tony Pegrum reported that a site visit to resolve a resident's matchday vehicle access concerns had been undertaken and all issues were resolved. Regarding the temporary signs for the queue management, TP explained that this was with Planning, whom he would inform that the signs were only to be up an hour before and after each game. TP also reported some major planned roadworks that could affect traffic management at future games. He undertook to inform Supt Hill and the Club of all major works once start dates were confirmed.</p> <p>KA reported that there had been a Council consultation on matchday parking, the results of which were still awaited.</p>	<p>Tony Pegrum</p> <p>Tony Pegrum</p>

8.5	David Nimmo reported that the Building Control application for the new floodlighting pods on the East stand completed before the new Season starts had been received. The Clubs plans for the close season were awaited.	Chris Gleeson
8.6	Ahmad Rafique reported that using legal powers available to Environmental Health Officer potentially dangerous debris could now be cleared from gardens in the surrounding area to prevent it being used as weapons or projectiles. Identifying and clearing items on the highway would continue. The Chairman identified the need to work with colleagues from RBKC to clear a wider area for higher risk games when fans might be walking down from Earls Court.	Ann Ramage
9. 9.1	Update from the London Fire Brigade No-one from the Fire Brigade was present but it was known that their structure had recently changed. Ann Ramage undertook to contact them and circulate to the group any new contact details.	Ann Ramage
10. 10.1	Medical Provision Pat Halpin and Boyd Fisher reported that there had been no significant incidents for the medical providers. Communication was good between the two agencies and all actions taken promptly.	
11. 11.1	Sports Ground Safety Authority The Chairman reported that there was a SGSA Conference in March, which she encouraged everyone to attend. KA read a message from Lou Elliston about the use of social media by supporters; Keith Overstall confirmed that the Club already monitors social media. The Green Guide is due for review and all are invited to forward any comments to Lou Elliston.	
11. 11.1	Transport for London Marc Dickson reported that there would be no Overground service through West Brompton and Imperial Wharf for the 21 st February 2015 Burnley match. TfL would soon be informing all clubs of future planned works.	
12. 12.1	Chairman's update AR highlighted the recent letter from the MPS regarding agreement of Special Police Services (SPS) for next Season, and welcomed this early start to the process. However, she was less welcoming of the letter's statement that the Police had limited ability to resource high risk games at 5:30pm or 7:45pm kick-offs. It was recognised why this could be an issue for the Police, but ultimately there was no law in place which could determine kick-off times on safety grounds. AR reported that she would be meeting with Supt Hill and senior officers in the MPS to discuss these issues fully. It was hoped that agreement could be reached between the MPS and the clubs earlier than had been the case this Season.	Ann Ramage
12.2	Jan Hart explained that at Arsenal they had similar issues and that a number of the London SAG Chairs had met recently with the Premier League to inform them of the safety concerns arising from changes to MPS operations. The intention was to present the Premier League with evidence of the impact of high-profile, late kick-offs. It is recognised by all that the driver for match fixture timings is maximising television viewers of the matches rather a drive by public safety.	

12.3	Marc Dickson highlighted that coordination on match timings across London was possible, such as on Boxing Day when Chelsea played at lunchtime while Arsenal was a later kick-off. He also noted that in a couple of years' time there would also be Friday night matches which would need careful planning and consideration.	
12.4	Chris Alexander argued that the more clauses and special arrangements that were expected of the Police, the longer it was likely to take for the SPS agreement to be signed. Keith Overstall reminded the group that there was a generally falling arrest rate with few issues reported, so it was important to be mindful of the current positive position.	
12.5	The Chairman sought to clarify the role and power of the SAG and explained that as it stood, it would be necessary to consider the use of enforcement powers available to the Council under the General Safety Certificate for any of the clubs in the Borough without a match commander and Police resources. She expressed her concern that the Statement of Intent and SPS might not be ready in time for the 2015/16 Season.	
12.6	Keith Overstall explained that the potential for Chelsea's success required planning for a parade and this was now a well-rehearsed exercise. As with previous year's meetings there is no guarantee that a Parade will take place, although it is important to start meeting well in advance so that long lead times can ensure better planning and communications. This was happening.	Keith Overstall
12.7	Dave Butler explained that there were times when away supporters were being brought up from Imperial Road by coach and the traffic management officers would stop traffic to bring the supporters through. DB was concerned that doing this might cause issues with the traffic cameras at the box junction. Tony Pegrum undertook to discuss this and update the group at the next meeting.	Tony Pegrum
12.8	Supt Hill reported that there had been a change in the MPS resourcing of all relevant events across London, with the match commander is now able to deploy taser officers if they saw fit.	
13.	Next SAG meeting 10 th July 2015 at 10am at Chelsea Football Club.	