

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

**Friday 10th July 2015, 10am
Cophthorne Hotel Business Centre, Stamford Bridge**

MINUTES OF MEETING

PRESENT

London Borough of Hammersmith & Fulham (LBHF):

Ann Ramage	- Bi-borough Head of Environmental Health (Chairman)
Karen Ashdown	- Commercial Services, Chelsea FC Lead Officer
Alistair Ayres	- Interim Deputy Head of Emergency Services
Doug Dickson	- Trading Standards Officer
Kieran McKenna	- Commercial Services, QPR FC Lead Officer
Antoinette Miller	- Parking Services, RBKC
David Nimmo	- Senior Surveyor Means of Escape
Tony Pegrum	- Highway Network Manager
Keith Stevenson	- Parking Services, LBHF
Lisa White	- Licensing Officer

Chelsea Football Club (CFC):

Chris Alexander	- Finance and Operations Director
Graham Arnott	- CSP (Queue Management)
Chris Baker	- Deputy Safety Officer
Jill Dawson	- Safety Officer
Chris Gleeson	- Facilities Manager
Keith Overstall	- Head of Security

London Borough of Brent:

David Thrale	- Chair of Wembley SAG (Observer)
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Sports Ground Safety authority (SGSA):

Lou Elliston

Metropolitan Police Service (MPS):

Insp James Brockway
Supt Mike Hill

British Transport Police (BTP):

Sgt Carolyne Buttery

TfL Rail and Underground:

Tara Oliver

Item No.	ITEM	ACTION
1.	<p>Welcome from Chairman</p> <p>1.1 The Chairman welcomed those present to the meeting. It was reported that Gary Blackledge was leaving Fulham Broadway Retail Centre and that Karen Ashdown would be informed of his replacement in due course. Ann Ramage expressed her thanks on behalf of the SAG for all of his hard work and commitment and in particular his contribution to the Wansdown Place Queue Management work. We wish him well in his next appointment.</p>	
2.	<p>Apologies</p> <p>2.1 Apologies were received from the following:</p> <ul style="list-style-type: none"> • Chelsea FC: Edward Ashwell, Dave Butler, Andrew Douglass, Claire Hembrow and Hugh Millington • LBHF: Michael Allen, Stefan Bystrzanowski, Lesley Gates, Roy Instrall, Stephanie Needham, Graham Souster and Ahmad Rafique. • Other: Gary Blackledge (Fulham Broadway Shopping Centre), Nikki Blandford (BTP), Rebecca Burton (LFB), Chief Insp Simon Causer (MPS), Pat Halpin (St John's Ambulance), George Hind (LFB), Sue Joyce (TfL), Kawame Okojie (TfL), Paul Smith (LAS) and PC Paul Wright (MPS). 	
3.	<p>Confirmation of previous minutes and matters arising</p> <p>3.1 The minutes of the meeting held on 20th January 2015 were approved as an accurate record. The Chairman identified one action from the minutes that was outstanding:</p> <p>3.2 Minute 8.6: Pre-match clearance. It was noted there was a need to ensure that the streets in the wider vicinity on the RBKC side were cleared of any debris/fly tipping for the higher risk games. This would be followed up with Kathy May (LBHF). In response to Ann Ramage, Keith Overstall reported that he had not received the emergency contact numbers for reporting debris/fly tipping. Kieran McKenna would forward the emergency out of hours contact numbers to the Club.</p>	<p>Ann Ramage Kieran McKenna</p>
4.	<p>Fulham Broadway Tube queue management</p> <p>4.1 Graham Arnott updated the SAG on the new queue management procedures for Fulham Broadway station following the withdrawal of MPS support:</p> <ul style="list-style-type: none"> • It was reported that prior to the handover on 4 January 2015, there was a service transition period from November - December 2014 in order to develop experience and to understand the specific requirements. Since January 2015, CSP have managed 18 games, which included 2 Champions League games. • It was reported that the radio and whistle method of communication was tested and had proved successful. In addition, it was reported that there had been an average of 4 cordons per match with an average hold time of 3 minutes. The longest cordon was held for 	

	<p>approximately 8 minutes, to prevent the Station platform overcrowding and train delays.</p> <ul style="list-style-type: none"> • 103 staff had been trained, which involved scenario-based training and contingency testing that involved alternative cordons. • Graham Arnott concluded his update by noting that the tube queue management for the 2014/15 Season had been successful, which he attributed to a well-trained and motivated team, pleasant weather and a good Tube service. <p>Ann Ramage recognised the good working relationship between Chelsea FC and the CSP. Insp Jim Brockway stated that the queue management had worked well and that there were no issues to report.</p>	
4.2	<p>The Club requested permission to install permanent/temporary PA system to improve coverage from the corner of Wansdown Place up towards Fulham Road. It was reported that crowd information signage was not yet in place. Tony Pegrum reported that he had forwarded this to the relevant LBHF department in January 2015 requesting a resourcing plan. As he had not yet had a response to his request for temporary signage to be used, he would raise it again. Keith Overstall agreed to discuss this in further detail with CSP to identify specific requirements.</p>	<p>Tony Pegrum Keith Overstall</p>
4.3	<p>Doug Dickson queried the relocation of licensed stalls on Wansdown Place. Karen Ashdown reported that one stall had been relocated though there was an outstanding query for a permanent relocation. It was agreed that Street Scene would be contacted again to confirm relocation.</p>	<p>Kieran McKenna</p>
4.4	<p>Ann Ramage raised the Tube Queue Memorandum of Understanding (MoU) and explained that the Council was happy with its content. She undertook to chase Legal Services to get the MoU signed, though reported that the Legal Department was in the process of a restructure so this may explain the blockage.</p>	<p>Ann Ramage</p>
5.	<p>Victory Parade Review</p>	
5.1	<p>The Club provided an update on the victory Parade that took place on 25 May 2015. It was noted that a debrief meeting took place following the Parade, which involved Andrew Douglass (from Innovision) who was integral to the Parade planning and operations. It was felt that the Parade was successful and there had been a very low number of issues raised to the Club or LBHF by the public.</p>	
5.2	<p>In terms of the traffic management, it was reported that the closures were carried out closer to the event and there was a phased re-opening. An enhanced cleaning operation allowed the roads to be opened ahead of schedule. In addition, it was reported that the public phone hotline and email facility worked well.</p>	
5.3	<p>The MPS reported that the Parade went well and that the event was well resourced.</p>	
5.4	<p>Karen Ashdown reported that there was an application made by the Council for a Premises Licence at Eel Brook Common, which was</p>	

5.5	<p>subsequently withdrawn due to objections to the proposed number and duration of cinema screenings, not due to the victory Parade itself.</p> <p>Ann Ramage recognised that the Club had a good model from previous years, which had been built on successfully and which would incorporate the de-brief from this year.</p>	
6. 6.1	<p>Chelsea FC Management Review of 2014/15 season</p> <p>Jill Dawson gave an update of the safety management activity undertaken by the Club. The update included:</p> <ul style="list-style-type: none"> • Safety Team: a dedicated team of safety stewards were available on stand-by at the Stamford Gate at every game ready to implement a ‘holding box’ should a large number of visiting supporters arrive together in order that an orderly queue forms at the turnstiles enabling ticket checking and searching to be carried out efficiently. • Challenging Fixtures: Tottenham (late walk up), Liverpool (late walk up) and Arsenal (smoke device). <ol style="list-style-type: none"> 1. Tottenham (Premier League): 3,000 supporters accessed the stadium via the Stamford Gate for an evening game. 2. Liverpool (Capital One Cup): 4,000 supporters accessed the stadium via the Bovril Gate for an evening game. 3. Arsenal (Premier League): A smoke device was discharged on the concourse prior to the match. This resulted in the visiting turnstiles being closed immediately whilst the smoke cleared. The kick off time was delayed for 20 minutes. • Ann Ramage observed that an information pack for away supporters had been created following some of these difficult fixtures. This would inform them exactly where they would enter the stadium and through which entry gates. Keith Overstall reported that the Club now share diagrams of system of operations (cordons/boxes) with away supporters. • Jill Dawson reported that as a result of the Tottenham game, staff were now available on standby at the Stamford Gate ready to form a cordon away from the turnstile queue if the supporters arrived in high numbers. It was confirmed that this intervention had been reflected in the Operations Manual. • Champions League games were more challenging than Premier League games attributed to a different football culture coupled with higher allocation numbers, but for the 2014/15 Season, there were no major issues and the use of flares was minimal. Pre-match searching revealed a higher level of supporters in the possession of drugs than in previous seasons. • The MPS reported that Earls Court had become a regular focus of the wider part of their operational footprint. • Stewarding / Security: One company who previously provided stewards, ceased to operate in December 2014 so the agency staff were offered direct employment with the Club. Whilst this initially proved time consuming, it proved to be a smooth transition with little noticeable change in the match day operation. Chelsea now recruits through a sole agency supplier to supplement directly employed stewards and there were generally 750+ stewards for each game. 	

- **Turnstile and Queue Management:** Chelsea installed additional turnstiles and readers at the South Upper gate, which was a resounding success. Whilst the Club would like to see supporters arrive early, many fans tend to arrive in the last 10 minutes. Chris Glesson reported that the newer ticket scanners were less prone to jamming than the older design.
- **Ticketing Issues:** Across the Season 91 forgeries were seized, 94 fake print at home tickets, 49 warning letters for misuse of concession tickets, 1,820 touted tickets seized and over 4,000 suspended memberships.
- It was reported that there had been a growing and significant increase in ticketing criminal activity, which was a great concern amongst fans and local residents. Many victims purchased forged tickets or no ticket at all having paid out large sums of money.
- **Ejections and Refusals: (1) Home Supporters:** 40 refusals and 57 ejections leading to 20 home arrests and **(2) Away Supporters:** 63 refusals and 48 ejections leading to 34 away arrests.
- **Searching Regime:** Contained within the Operations Manual.
- **Crowd Behaviour:** In general a good Season with no real issues. It was reported that racist chanting was rarely heard though the Club were fully prepared to deal with any issues that may arise.
- **Persistent Standing:** It was felt that this was not just a Chelsea issue but also a wider football issue. Ann Ramage recognised that this was a wider issue but said that she would monitor this for the 2015/16 Season and requested that the Club examine its policies and procedures to ensure that they were written in the Operations Manual and implemented.
- Ann Ramage had observed that home fans were persistently standing near pitch side and in some specific parts of the stadium. The Club felt that it would be difficult to treat home and away supporters differently but the Club would continue to look into the issue of persistent standing.
- Lou Elliston had observed the match against Crystal Palace, and noted that the away supporters on whole upper tier were permanently standing. She stated that she would expect LBHF to intervene if this continued to persist.
- In addition, Lou Elliston requested that the Club re-consider their ticket allocation in respect of the National Stadium at Wembley to prevent persistent standing by Chelsea supporters.
- **Dealing with Flares, Smoke Bombs and Pyrotechnics:** Dedicated fire marshals were present and able to deal with any issues. It was reported that smoke devices were more difficult to detect because they can be small.
- **Smoking / e-cigarettes:** Chelsea does not permit the use of e-cigarettes, which was also supported by the Football Association (FA) and included in the Ground Regulations.
- **Alcohol:** There were 16 ejections for drinking in view offences (15 home and 3 away) resulting in 8 arrests. 13 were refused entry for being under the influence of alcohol, with a further 18 ejections for being drunk (7 home and 11 away). It was reported due to a significant risk of anti-social behaviour, bars were closed throughout the match for away supporters on 2 occasions.
- **TV Broadcasting Arrangements / Fixture Changes:** The matter of date and time changes continues to be an issue. The protocol

**Ann Ramage
Kieran McKenna**

Chelsea FC

LBHF

Chelsea FC

	<p>introduced has worked although the response from the Central Football Unit has on occasions taken longer than other agencies.</p> <ul style="list-style-type: none"> • Emergency Exercises: The smoke device discharge at the Arsenal game was used as a live exercise and tested the Club's resolve and procedures. It was noted that whilst lessons were learnt, the event was responded to well with no injury or damage, and the game went ahead albeit with a 20-minute delay. Ann Ramage recognised that a communication link had been installed in the referee's room following this incident, which was an improvement following the de-brief. • A pre-match suspect package exercise was carried out at one match and the Dogs Team deemed the package safe - all staff responded appropriately. • First Aid: Chelsea continues to experience a good working relationship with both St John and the LAS. Statistics show an overall reduction in the number of supporters and staff presenting pre-conditions but with an increase of those being unwell during games. A total of 226 were treated and the Club were looking with St John into the reporting of information as discrepancies can occur. 	
<p>7.</p> <p>7.1</p> <p>7.2</p> <p>7.3</p> <p>7.4</p> <p>7.5</p>	<p>Metropolitan Police 2014/15 season</p> <p>Inspector James Brockway reported a good working relationship between the Club and the MPS. The Club and MPS meet and de-brief with LBHF regularly and it had been a positive Season. It was confirmed that both Inspector James Brockway and Supt Mike Hill would remain in their posts for the coming Season and that the Central Football Unit would remain as the primary driver for match day policy decisions.</p> <p>It was reported that the majority of match day commanders were delivered from the local area though there were 3 occasions where match day commanders were delivered from outside of the Borough. It was likely that this would happen again in the 2015/16 Season. The Club confirmed that they would be happy to continue to provide a briefing for match day commanders. In addition, Supt Hill confirmed that new match day commanders must shadow an existing match day commander for that category of match prior to taking on the role.</p> <p>Insp James Brockway advised that from February 2015, the training level of police officers for Category A games had changed. Category A games had changed to a Level 3 from Level 2. No issues had been reported following this change.</p> <p>The MPS had a resources reduction of 8% inside the stadium with an overall reduction of 4.5% of police resources when comparing the 2013/14 to the 2014/15 seasons. It was suggested that this reduction would continue to increase for the 2015/16 Season. In addition, it was noted that police presence at the forward reception point would be withdrawn for the 2015/16 Season due to a legality issue.</p> <p>Supt Hill reported that the police resources for Category A and B games for the 2015/16 and 2016/17 seasons would change. This would mean that the Club would not be able to 'purchase' police officers for these types</p>	<p>Keith Overstall Insp Brockway</p>

of games. Funded officers for Category A games would be removed within the ground for the 2015/16 Season in principle unless intelligence was received and then removed for Category B games for the 2016/17 Season. It was noted that there were 8 Category A, 9 Category B and 2 Category C games for the 2015/16 Season. Ann Ramage had concerns as intelligence prior to games can change resulting in a change of categorisation and if this change is a rule it was an unhelpful one. Supt Hill reported that the MPS would find resources if there was a change in intelligence and categorisation. Keith Overstall understood the need for MPS to save resources but was concerned due to the number of supporters visiting Stamford Bridge, and in the past police officers had regularly been used within the stadium for crime issues of drugs, forged tickets and touting. Ann Ramage requested that the partnership needed to carefully consider the implications and ensure the risk assessment for each fixture clearly identified any known risk that may need increased MPS resources. The Local Authority would continue to monitor the situation and all relevant partners to report back at the next SAG.

Keith Overstall
Kieran McKenna

7.6 Insp James Brockway reported that there had been no instances of disorder last Season. There had been challenging fixtures such as FC Porto, Schalke and Paris St Germain although the arrests at Champions League games had decreased to 22 (2014/15) from 34 (2013/14). There were minor instances of anti-social behaviour at the pre Tottenham match and then post Arsenal and post Manchester United. The total arrest figures showed an increase from 79 in 2013/14 to 121 in 2014/15. It was noted that although the arrests had increased, there had been decreases in football act offences, public order/anti-social behaviour offences and violence against persons offences. Insp James Brockway reported the arrests:

- **Football act offences:** 38 (13/14) → 14 (14/15)
- **Public order/anti-social behaviour offences:** 23 (13/14) → 13 (14/15)
- **Violence against persons offences:** 7 (13/14) → 2 (14/15)

There had been an increase in drug related offences of which 34 offences led to an arrest. Ann Ramage recognised that the searching regime and dog teams were working well and detecting this which was keeping drugs outside of the stadium/event.

7.7 It was reported that there were 5 racially aggravated arrests; 3 inside the stadium and 2 outside of the stadium. There were no homophobic arrests.

7.8 It was reported that there were 71 banning orders in force. It was noted that some of these orders related to the Cardiff disturbance of some years ago, which were coming to an end soon. 7 Chelsea supporters were banned during the 2014/15 Season; 5 supporters were from a conviction from Court and 2 were from a civil ban. It was also reported that 25 Chelsea supporters were arrested at away fixtures over the 2014/15 Season.

7.9 Ann Ramage reported previous concerns of police officers physically getting to Wansdown Place post-match when Fulham Road was congested. Insp James Brockway said that tactical awareness was given to police officers as part of their briefings to avoid this.

<p>7.10</p> <p>7.11</p>	<p>Ann Ramage observed that the handover of visiting supporters from the MPS to the Club outside of the Copthorne / Millennium hotels for the Tottenham fixture had caused some difficulties due to the high volume of spectators. Keith Overstall reported that there were now always enough stewards to deal with 3,000+ visiting spectators as they had a new intervention at the ready at all times.</p> <p>It was noted that 25 Chelsea supporters were arrested at away fixtures over the past Season.</p> <p>Investigations are still ongoing in respect of the supporters who were involved in the Paris Metro incident earlier in the year. It was requested that details of outcomes are reported at the next meeting.</p> <p>It was noted that the Club work with the Police very closely to manage any Chelsea supporters that travel away to other stadiums where there are behaviour issues.</p>	<p>MPS</p>
<p>8.</p> <p>8.1</p>	<p>British Transport Police Update</p> <p>Sgt Buttery reported that the new queuing system at Fulham Broadway was working well. There had been 3 arrests at Fulham Broadway. There were no proposed changes to resources or deployment planned.</p>	
<p>9.</p> <p>9.1</p>	<p>Transport for London/London Underground Review 2014/15 Season</p> <p>There were no issues to report. It was noted that there would be staffing changes from January 2016 but adequate training would be supplied and further details of the changes would be available at the January SAG.</p>	<p>TfL</p>
<p>10.</p> <p>10.1</p>	<p>Local Authority Review 2014/15 season</p> <p>Douglas Dickson and Alistair Ayres provided an update on counterfeit ticketing. The Club recently provided an end of season de-brief relating to the growing issue of ticket touting and the sale of fake tickets by touts, there were a number of issues raised:</p> <ol style="list-style-type: none"> 1) The scale of problem seems to be growing with more touts at all games 2) Fake tickets have become a greater problem with a detrimental effect on fans 3) Different criminal methodologies, with the problem moving online as well as an increased physical presence in the vicinity of the stadium 4) The face value of the counterfeit tickets was becoming alarming and posing a reputational risk to the Club. <p>It was recommended that possible use of new powers under the Anti-Social Behaviour, Crime and Policing Act 2014 for the creation of a Public Space Protection Order encompassing the area around Stamford Bridge to prohibit any form of trading activity other than from retail premises or existing market stalls should be investigated. Offences can be dealt with by a Fixed Penalty Notice (FPN) though it would be primarily a police matter. However, it was noted that there were provisions under the Act</p>	

	<p>where police powers could be passed on to accredited persons. It was recognised that this was a difficult problem to overcome. Ann Ramage requested that the MPS give this some consideration and confirmed that the Local Authority was prepared to assist in any way that it could. Kieran McKenna would arrange a meeting of relevant partners ideally before the start of the 2015/16 Season to specifically look at this issue. Supt Hill agreed this was a good approach and a combined effort would work better. David Thrale offered to provide details on how touting and counterfeit goods were dealt with at Wembley Stadium.</p>	<p>Kieran McKenna David Thrale</p>
10.2	<p>It was agreed that temporary signage could be provided to deter touting as used at Wimbledon and other events. Ann Ramage asked the Club to send a request to Tony Pegrum.</p>	<p>Keith Overstall</p>
10.3	<p>Karen Ashdown reported that 9 match day inspections took place, which included a pre-season friendly, 4 Champions League, 3 League and 1 Capital One Cup game. In addition, there was extensive monitoring of the handover of the tube management at Fulham Broadway. Matters arising had been discussed and satisfactorily dealt with.</p>	
10.4	<p>The safety certificate was currently running under the October 2013 version. Chris Gleeson confirmed that this would be revised ahead of the 2015/16 Season and that there would be a change of capacity of 34 seats, reverting to a previous configuration. Ann Ramage requested the revised documents be forwarded in good time before the start of the 2015/16 Season so a new safety certificate could be issued and to be aware of staff holidays etc.</p>	<p>Chris Gleeson</p>
10.5	<p>Karen Ashdown reported that the annual inspection had been carried out - looking at the seating gradients, disabled viewing areas and the megastore and PA room developments as well as general condition of circulation areas. Karen Ashdown confirmed there were no major issues which would not be rectified.</p>	<p>Karen Ashdown</p>
10.6	<p>There was a complaint from Liverpool FC Spirit of Shankly Supporters Group following the Capital One Cup fixture on 20th January 2015. The complaint highlighted issues around the management of away supporters into the stadium with the increased allocation that the Capital One Cup brings. Following a thorough investigation of some valid points raised by this complaint it was noted by the Chairman that several safety management improvements had already been made and further were in progress. In particular to note the turnstile readers at the South Lower entrance by the Megastore had been replaced during the close season. The Council also worked with the Club following a complaint from Tottenham Hotspur Supporters Trust (THST) relating to turnstile management and again improvements with communications to travelling clubs and the information provided to them by Chelsea had been improved on the back of this,. A meeting with a Spurs supporters group had proved to be useful.</p>	
10.7	<p>Lisa White reported that under the Licensing Act 2003, the 8 premises licences for Stamford Bridge had been varied in order to standardise the licence conditions. The variations amended the permitted times for licensable activities and revised all attached conditions.</p>	

10.8	It was reported that the Licensing Department were investigating 2 premises in the local vicinity for breaching conditions on match days. In addition, a review application had been received for a local pub due to noise and nuisance.	Lisa White	
10.9	It was reported that the LBHF were working with Kensington and Chelsea licensing officers to address issues at Earls Court. Many premises at Earls Court had specific match day conditions and liaison would continue with the MPS. An update would be provided at the next SAG.		
10.10	Tony Pegrum reported that further to the last meeting of the SAG, it was confirmed that CCTV operators are aware of the match day coach movement from Imperial Road and no FPNs had been issued to coach drivers. There was an issue of parking signs and cones that Tony Pegrum would look into.		Tony Pegrum
10.11	It was reported that National Gas were intending to install new gas pipes in King's Road from February 2016 for at least 8 months, which will require a west-bound closure via Fulham Road. It was noted that stakeholder meetings had been set up and the MPS would be kept informed, as requested by Supt Hill. More information will be available at the January 2016 SAG.		
10.12	Karen Ashdown confirmed that residents at a recent Club Community Liaison meeting expressed satisfaction with improvements to steward management of requests for vehicle access/egress during road closures.		
10.13	Antoinette Miller reported no parking complaints or other matters to report.		
10.13	David Nimmo stated there were no building control matters to report.		
11.	London Fire Brigade Review of 2014/15 Season		
11.1	George Hind provided the following written update with his apologies, "no pressing matters or issues for last season [14/15] or coming season. Looking to attend a matchday early in the Season to familiarise myself with the ground. Suhail Dadabhoy to remain key contact for any building work issues".		
12.	Medical Services Review of 2014/15 season		
12.1	The following written update was provided with apologies, "St John Ambulance had no issues at CFC and enjoy a particularly good working relationship with the Club and LAS NHS Trust. In 2014/15, we were able to practice a number of scenarios for removal of patients, and this was beneficial for Club stewards and medical personnel. One concern was the changing of football dates/times and the long-term impact on volunteers being available to resource these events. Already there had been two changes to the start of the 2015/16 Season, the Swansea and Arsenal games". The meeting agreed that fixture changes can present this problem for individuals and partners would be informed at the earliest possible times once changes had been agreed.		
12.2	It was confirmed there were no trends to accidents, near misses or injuries,		

	and this will continue to be monitored.	
13.	Sports Ground Safety Authority	
13.1	Lou Elliston reported that Karen Eyre-White had been appointed as the new SGSA Chief Executive.	
13.2	A new SGSA guidance document had been made available – “Alternative uses of sports stadium”.	
14.	Looking forward to the 2015/16 Season	
14.1	Jill Dawson reported that a new radio system would be installed and a dedicated radio operator would be located in the Control Room. The new system would see enhanced quality with 3 back-up systems.	
14.2	Ann Ramage requested that the Operations Manual be updated ahead of the 2015/16 Season in order to issue the new certificate.	
14.3	Insp James Brockway confirmed that the SPSA and Statement of Intent would be prepared ahead of the 2015/16 Season.	
14.4	Karen Ashdown agreed to circulate a revised version of the Match Postponement MoU, to reflect agreement to minor revision of the text requested by the MPS and update the contact details.	Karen Ashdown
14.5	Jill Dawson reported that away supporter tickets would in future be a different colour for upper and lower seating areas to make it easier for stewards to ensure supporters were entering the correct turnstiles.	
15.	Chairman’s update	
15.1	For the 2015/16 Season, Kieran McKenna will become the new lead officer for Chelsea FC with Karen Ashdown acting as Deputy. The SAG wanted to thank Karen for all her support over the past few years.	
15.2	Persistent standing is a nationwide issue but the LA will be monitoring this at all of the stadiums in the Borough this Season. The Club is requested to review its current processes and procedures that are in place to manage this and ensure they are fit for purpose.	Kieran McKenna Chelsea FC
16.	AOB	
16.1	There was no other business.	
17.	Date and venue of next SAG meeting Date to be confirmed for early January 2016.	Chelsea FC Kieran McKenna