

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

TRANSCRIPT OF MEETING on 3rd DECEMBER 2020

Re: Return of supporters to Stamford Bridge Stadium (Covid-19 Tier 2)

Stephen Hollingworth - LBHF SAG Chairman

This meeting is to review the winter plan announced which permitted the safe return of spectators. This meeting will build on discussions we had at the September SAG with the club and stakeholders. The club is planning for the first match with spectators returning to the stadium this Saturday, an evening kick off with Leeds.

The actions from the September SAG have been undertaken, thanks for that. The club supplied revised documentation yesterday which we've circulated. From my perspective the level of detail in the operational plan and associated documents does give me assurance that the club plans are good and in place so today is an opportunity for any queries or further questions.

The first item on the agenda was an update from the SPSA but Geoff is not here, he may come in later. We had a SAG yesterday at QPR and he mentioned a few things, obviously it was about the tiers and I think we're all aware of those from 2000 or 4000 or nothing in tier 3. We're clearly in tier 2, so that's 2000. There's restrictions on alcohol with a substantial meal. There was an update yesterday about wearing face coverings for the Premier League but I think Chelsea were already doing that in all areas.

I think its also important that we get information from Transport and supporters about the modes of travel so we can understand that. I know we've got a phased approach of Saturday but as numbers increase, it would be useful to understand that.

Graham Souster - LBHF (Regulatory Services)

Geoff made some reference to following the pilots on the SGSA website, the findings, particularly in relation to football, there were also fan surveys, they had done extensive questions and the experience of those pilots was positive, in terms of people and their confidence coming back to that particular stadium. But of course, we are back straight into the competition, no further pilots, a full league calendar now, but under limited numbers, so straight into it now with all the clubs that we're dealing with.

Paul Kingsmore - CFC

The Premier League *inaudible* protocols were in facemasks. We clearly have influenced that position with the Premier League in that we were adamant from the beginning that masks should be mandatory within the stadium facility, apart from when you're eating and drinking. I think we've won the day on that, as it were, with the Premier League. So those kinds of principles are very important to us.

In terms of all the things you've got down, social distancing etc, we very much designed our plans along the lines of complying both with the government requirements and the SGSA requirements in terms of people coming back to the stadium.

One of the other challenges we've had and its in this document, is that we've also had to continue to protect the Stage 3 position where we have continued to protect the playing teams on the pitch and the officials etc who are around that and keep them in a bubble, away and separated from the fans, apart when on the pitch. That's obviously very important to the Premier League because I think from their point of view and the product that they're selling, they have to make sure that's done properly but

also its very important for us that the fans are also isolated from the players and vice versa, so we kept those two groups who were working on very different regimes on a normal day to day basis, separate from each other. So that's been the philosophy in developing the policy.

The return to football, us bringing 2000 fans back into the stadium is very welcome by Chelsea, however this is not a financial issue for Chelsea, you'll all be aware that to bring 2000 fans back into a stadium will cost a considerable amount of money, that isn't an issue with the club, we are trying to get this done in a safe way but also to restore football back to its position where we know that has an impact on the general public, its our national sport and we're keen to have it back so people can have access to it but in doing this first tranche, it obviously gives us all the benefit of experience of taking a limited crowd in, in a safe environment, and then working our way up to bigger numbers in due course in a safe and appropriate manner.

Chris Baker - CFC

For the late submittal of the Stage 5 operations plan, it was ready to go, as was the Stage 5 risk assessment but at 10 o'clock on Tuesday evening the Premier League issued some guidance which meant that we had to jiggle the whole thing around and whilst we didn't rewrite it because its solely based on Stage 3, but we had to add and move things around etc to make sure we picked up on everything the Premier League were advising.

The plan is based very much on following the SG02 guidance and also that of the Premier League that came out on Tuesday evening, a lot of visual stuff, signage everywhere, use of the totems around the stadium, use of the big screens etc etc, constantly putting the message out there about staying in your allocated seat, about continuously wearing a face mask unless you're eating and drinking and just a lot of signage. I distributed the signage pack as well. Verbal reminders via PA system and stewards about maintaining social distancing and facemasks. There were queuing lanes for any external concession units that are being used and also use of floor markings to indicate social distancing. Everything is in the plan; I can expand on it if you want. The entry system is pretty much marquees, people coming in off the street, queuing lanes, stewards checking that the person has what they require to come in, they go to the marquees and there they will have a temperature check, a ticket check with a name check on the ticket and also some photo ID check to make sure that person is the person that purchased the ticket and then they will be moved through. So medical declaration; ticket check; temperature check, ID check. then they move to a security desk where they will be asked to open their coats, if they've got big winter coats etc, wandng and then if they have a bag, they will be directed to a separate table. Bag sizes are limited to A4 and if they pass all those criteria, they will then be into the environs of the outer concourse of the West Stand and then onto the turnstiles.

Stephen Hollingworth - LBHF SAG Chairman

The signage pack is really good and the information is very comprehensive.

On the Code of Conduct, the people who are in Tier 3, may from Kent and Slough, obviously that's an issue that needs to be addressed, how did you do that on your balloting.

Paul Kingsmore - CFC

We've made it very clear on the terms and conditions and our code of conduct etc that if you are bound by the government guidelines that you cannot move from a tier 3 or other location or another country, indeed, without either self isolating or you're not permitted to move, you should not be accessing these tickets. We have the ability to look at where people live but we can't guarantee that somebody's address where they have their membership is actually practically where they are living or where they are encamped at the moment. So, its very difficult for us to say to somebody, who for example has a season ticket that was based in Kent, "You can't have a ticket" if they're perhaps living with family in Fulham. So, we've made it a clear condition that they're responsible for ensuring that doesn't happen. I'll be absolutely honest, we cannot go around policing that on a daily basis because even the government can't police that on a daily basis and therefore I'll be giving you a false impression to say that we'll check every person in the stadium and if they're in tier 3, we'll put them out,

because there could be a whole range of different reasons why their address is in tier 3 but actually they're practically living in tier 2.

Stephen Hollingworth - LBHF SAG Chairman

As long as you've pointed them to the government guidance and that's what they need to follow, that's what you can do isn't it.

It would be useful to go through the capacity calculations etc.

Jamie Gray - CFC

With regard to the capacity calculations, we're following the SGSA guidance method 1 which is one metre between each person's head, providing they're wearing facemasks, so there's mitigating circumstances. Obviously the stadium, under the normal P&S calculations can take up to 60,000 people, in theory, obviously what we've done in the areas that we're using is we've looked at how we can fit 2000 in safely, using the space we have available.

Effectively the west lower *inaudible* is for DA fans and then the west middle tier is for hospitality. The differences are that in the lower tier, the seat widths are 460mm so we've actually used two seats, so they're one metre plus apart from each other. Up in the hospital area, the seat widths are 500mm, therefore we've been able to fit more in, have one seat in between each person. Then there's a gap of a row between them, again giving them more than one meter plus between each fan. The physical maintenance factors remain the same as prior to Covid and the stewarding factors are the same because obviously they've got enhanced stewarding in those areas. All the seats in GA that are in use are going to be marked with a green sticker and the ones that aren't going to be used will be fixed in position. Hospitality, due to the nature of the seats, its much more difficult for us to fix them but the plan is to mark the seats that are in use and leave the other seats, stewarding and the hospital staff will ensure that people sit in their seats and remain in those seats.

Stephen Hollingworth - LBHF SAG Chairman

Looking at your plans, it looked as though there wasn't a row in between in the Shed end but only in the West side, but that's incorrect is it?

Jamie Gray - CFC

In the Shed End, there should be a row of seats in use, then a gap, then a row of seats and a gap. We haven't used every row, definitely not. I'm very confident that's not the case.

Stephen Hollingworth - LBHF SAG Chairman

Have you got a capacity of 2000 or have you got some slack in there?

Jamie Gray - CFC

What we've done is when we redid the P&S calculations for the whole stadium to see how many people we would get in, I think it was around 8000, we looked at that plan, reviewed it and then used the same capacities and seating layouts in those areas to ensure that we are not exceeding the concourse capacities and making sure that the actual stands themselves are below those capacities.

Stephen Hollingworth - LBHF SAG Chairman

That 2000 is spectators, that doesn't include staff.

Jamie Gray - CFC

No. With the West Lower, we're using the external concourse as part of the capacity, even though the capacity in the stand is still relatively low. So, the maximum we can get in the concourse on the South Stand Lower eg. is 629 and the maximum seats we can get in there is 595 and I believe we're using less than that anyway.

Chris Baker - CFC

Its just over 300.

Jamie Gray - CFC

Then in the West Stand Lower, maximum capacity, if we go into the normal concourse is 1340 but we can get 1896 if we use the external concourse, which we are using and we're below that capacity again at the same time. So, we are within the capacity arrangements in those areas.

Graham Souster - LBHF (Regulatory Services)

I've looked at most of the documentation. In terms of the ticket sales, I was looking at how its been plotted out, is the sales in terms of ballot, going to single or double purchase, I saw there were single seats and then double seats. Other than hospitality is there no household groups of six.

Paul Kingsmore - CFC

No.

Jamie Gray - CFC

We've tried to keep it simple so we can steward it safely. The blocks will have either single seats or double seats.

Graham Souster - LBHF (Regulatory Services)

Thanks for the clarification

Stephen Hollingworth - LBHF SAG Chairman

Obviously it's a phased entry, some spectators seem to be coming in two hours beforehand, that's a long time to sit around.

Chris Baker - CFC

What's happening is hospitality can gain entry to the stadium from minus three hours, for Saturday it will be 5 o'clock, then GA will come in over the course of a two-hour window, so from 6 o'clock up to kick off. Once they come through the relevant checks, they can mill around on the external concourse so they can get some food and some coffee etc etc and then I should imagine that the vast majority will be in their seats for kick off, after such a long period of not being in stadiums.

Stephen Hollingworth - LBHF SAG Chairman

That's clear then, it can only be external.

Chris Baker - CFC

Just before half time we will open the exit doors to the West Stand to allow the supporters to make use of the external concourse and then when the whistle blows for the second half, those exit doors will close and people will be asked to take their seats again. But in general the advice is and always will be, that they remain in their seats.

Keith Overstall - CFC - CFC

Obviously the roads are not being closed for this number. We've allowed for enough space at Britannia Gate, those people will in actual fact be queuing up behind our own vehicle mitigation measures, so that affords that group of people some protection. As Chris said, a new concept for us is stipulating an A4 or less bag size, so hopefully that will be a good security measure and also expedite entry.

The other element, we know that this is the first time for print at home and I know a lot of focus will be on that. We're displaying our usual touting signage in the street and also deploying some of our staff in the street to monitor the situation, certainly for injuncted persons or any sign of touting, so that we can respond appropriately.

Another aspect is that if we do get issues of a *inaudible* nature or indeed a ticketing nature in the queue, we've got teams of specialists that will take people to one side to Bovril Gate to deal with that so as to free up the queue at all time and maintain social distancing. So that's some of the extra security related measures that we've got going on.

Stephen Hollingworth - LBHF SAG Chairman

What about the egress and Fulham Broadway, that's clearly closed so fans will have to go elsewhere?

Keith Overstall - CFC

That's correct, Fulham Broadway have said they're going to be closed for about 45 minutes up to one hour, for the main bulk of that egress and advice from TFL is normally walking routes to Earls Court or Hammersmith, but that is being publicised on our micro site and has been made clear to attendees, as I'm sure it will on the PA system prior to the end of the game or at the end of the game.

Trever Jenner - LUL

Keith covered it nicely there, our plans for the underground stations are to remain exactly as they would be for previous games and to close Fulham Broadway or make it exit only around 30 minutes before the final whistle and reopen it, after reviewing it, around 30 minutes after. Hopefully, fans will be pushed towards Hammersmith and Earls Court. If we can keep this process in place it will put us in a really good position for educating people, especially when we start scaling back up and have 4,000 and beyond.

Stephen Hollingworth - LBHF SAG Chairman

Fulham Broadway Shopping Centre, is anybody on?

Graham Souster - LBHF (Regulatory Services)

We haven't got anyone from Fulham Broadway Shopping Centre, they did accept the invite but unfortunately there doesn't appear to be anyone on the line.

Trevor, I'm assuming from this that the normal pre-match arrangements, that exit from the station will be via the shopping centre, its not Wadsworth Place, no special measures pre-match because of the low capacity.

Trever Jenner - LUL

There are no changes to the plan at all, if that makes sense.

Stephen Hollingworth - LBHF SAG Chairman

Lee or Christian, are you comfortable with what's going on, obviously there's no road closure in place.

Christian Uys - LBHF (Network Management)

I can't see that we're affected in any way, at the moment.

Lee Currie - LBHF (Network Management)

I'm comfortable as well, as long as they are.

Stephen Hollingworth - LBHF SAG Chairman

The medical plan are you able to go through that, what doctors, ambulances you have on site. Has the medical plan been circulated?

Chris Baker - CFC

From our point of view, we will have a crowd doctor, we will have eight First Aiders from St Johns. Will have a Folaris pitch retrieval team which are paramedics, of which there are ten and obviously, should there be any major issues, a couple of them can be hived off to assist the club doctor. We'll checked this with our medical partners and they're more than happy with the arrangements.

Matt Shute - LAS

That's the first time I've heard those numbers. For a 2000 crowd, that's over and above what the Green Guide would recommend, so we're happy with that.

The Stage 5 documentation, I think its been updated from Stage 3, it does still refer to some of the stewards being first aiders as well, I don't know if that was mentioned behind closed doors, I don't know if that needs a bit of an update, but I'm assuming they've been written out of the plan, if you've got eight St John First Aiders planned for the match days.

Chris Baker - CFC

We will still have those first aid trained stewards but as you know, those first aid trained stewards cannot be included in the medical numbers. I did run these numbers past you, I'm sure it was you, but *inaudible* can confirm that he was more than happy with that.

Matt Shute - LAS

I'm happy with that as a level of provision. Is one of the St Johns going to be in the control room to do the commander control or is he doing that and are you going to straight to them. How is that bit working?

Chris Baker - CFC

Its straight by radio, we are splitting four in the East medical room and four in the West medical room and they will be contactable via emergency telephone or radio. We are not having a member of staff at the desk in the control room due to Covid regulations.

Hugh Millington – CFC

I represent Imperial, Charing Cross and St Marys as well as wearing the crowd doctor hat.

I'm more than happy with the arrangements, I've seen as they've evolved and they're good. I can see no problems. We've been operating during Covid without spectators, so adding the spectators is just a small addition to how we handle the medical arrangements.

Catherine Sands - NHS

Thanks for pushing the wearing of masks, really appreciate it. At the last meeting we had you talked about the thermo scans, people being scanned for temperatures. There was a message pop up saying "Go to A&E" or "Go to Hospital if you have a temperature". Do we know if that's now been taken down?

Paul Kingsmore - CFC

Every person has a link to a video who gets a ticket and in that it gives clear advice at the end of that, if you have a temperature or any Covid symptoms, its purely following the government website and of course we will have track and trace information. Its totally in line with the government guidelines. We looked at whether we said "If you've got a problem report to somebody" we said after the match if there's any event, either before or after, you should report to the NHS phone lines and website etc.

Stephen Hollingworth - LBHF SAG Chairman

I've seen the video, its very good and informative.

Lets move onto the Emergency Services on the agenda.

Paul Wright - MPS

Can I confirm that if you have an address in tier 3 you could have still purchased a ticket? I understand you were saying you don't know where they're living these days but were they able to buy a ticket if their address was shown as tier 3.

Paul Kingsmore - CFC

In theory, yes, however we've also put our own filters internally, if we know somebody is in tier 3 we will question that, but we've taken the decision that we cannot police that ourselves, that's not our responsibility and the people themselves need, as part of the declaration and the terms and conditions, they have to make that decision to comply with government guidelines.

Paul Wright - MPS

On my side of things, in relation to resources, its still the same as we've had over the last few months. I have got a couple more officers in for post match, mainly with a view to see how its working and we've also put a couple of officers up at Earls Court because that's the nearest station, just to assist with the BTP there. I do have a few concerns in relation to the new ticket system which we will be there to help out with and we will be there at the Britannia Gate from two hours before to assist with any ticket touts,

any issues there as well. But other than that, its all good for us. I still require a copy of one of the tickets and I'll get the video to show to the officers so they know everything that's going on.

Will be okay to deploy officers inside as well?

Paul Kingsmore - CFC

Officers could be deployed inside, they will need to follow the same procedures as fans which will be a health declaration and signing up to our rules.

Graham Souster - LBHF (Regulatory Services)

Paul, your concerns about the ticket, is that because of the print at home and the touts photocopying a large amount of A4 sheet paper. I suppose until it gets to the turnstile, that's when the problems may well occur, or it may not be because the club has got the photo ID they have to supply as well. Are there any other concerns you have?

Paul Wright - MPS

I think there's going to be people chancing their luck, everybody is going to want to try to get to this game, when we had the TCPs abroad, we thought people aren't going to travel over, we still had those issues at the start so I do think there's going to be people chancing their luck on Saturday definitely, 100%.

Paul Kingsmore - CFC

This is the first time we've actually printed the names on the tickets, we don't normally do that and we will continue to do that, along with the fact that we're checking their IDs. If you don't have a ticket with your name on it that matches your ID and its clearly you, you won't get in. We won't have any sympathy for anyone who turns up with the wrong ID and a matching ticket, they won't get in.

Graham Souster - LBHF (Regulatory Services)

Because its an evening match, in terms of the lighting at the Britannia Gate.

Paul Kingsmore - CFC

We have plenty of lighting but also torches will be needed.

Chris Baker - CFC

All the marquees and any other equipment we've got up there is going to have internal lighting built in, its actually being finalised right now. On top of the normal estate and match day lighting that we've got, within the marquees there will be LED fluorescent fittings etc.

Stephen Hollingworth - LBHF SAG Chairman

The *inaudible* were talking about the Leeds fan base in London and if there's any intelligence on them turning up.

Paul Wright - MPS

On my side no. I know that the club received an email, we think the name on that is a known prankster in Leeds, just chancing his luck. We've spoken to the licensees of the local premises as well; they're

going to keep an eye out. We don't have any Yorkshire officers coming down but we will keep an eye out, but there's nothing specific to say anyone is coming, at the moment.

Matt Shute - LAS

Are the hotels fully functioning with guests now, so is there potential for any 999 calls to come in to us that you may not be aware of?

Paul Kingsmore - CFC

The hotels are functioning, they have been functioning right through our behind closed doors schemes as well. From that aspect it isn't any different, there will be no fans on that side of the stadium, so there will be rapid access for emergency vehicles but its pretty well operating as it has operated with the behind closed doors games. The capacity in the hotel is fairly low, as you would guess as well.

Matt Shute - LAS

If we're not there, the incident response plan is written assuming that we are so that might need a little review, I know we were going to do it anyway Chris, but it might need another one to confirm who is going to do that coordination which I'm assuming its then falling to Hugh to manage that, if there was more than a single patient incident until we turn up, there's going to be a little bit of a stopgap of 10 to 15 minutes, so that might need a paragraph or two somewhere in one of the plans, just to cover that off.

Chris Baker - CFC

We should be going into a meeting with you guys to discuss that medical plan further this afternoon but given the current circumstances unfortunately I had to cancel but we're happy for that to be dropped into the medical plan that we're revising and discussing now.

Matt Shute - LAS

Its just a thought because people may assume "Hang on a minute we haven't got our person here to do that coordination".

Hugh Millington -CFC

Just to confirm, yes I would do the job until LS arrived.

Brett Loft - LFB

Nothing from our point of view, obviously the main issue we would have is road closures but as that's not happening, I'll make sure everyone is aware of when the game is going on.

Michael Allen - RBKC (Network Management)

Given that the roads are remaining open, there's no big issue there. My only question was have Chelsea communicated to the local community about the supporters coming back?

I will check that, I know that we have been keeping updated with them but I think you make a good point so I'll check that this afternoon, although we haven't got the road closures which is obviously their

main concern, I think it's a good point, leave that with me and I'll let them know that we are at reduced crowds, if they haven't already.

Graham Souster - LBHF (Regulatory Services)

I would like to hear what the club is going to do in terms of advising supporters that Fulham Broadway station will be closed post match. Will the Underground be doing a similar sort of announcement to drivers when they deliver supporters to Fulham Broadway, is there signage or any arrangements there?

Trevor Jenner - LUL

The plans from our side will be pretty much as they were before and I'm expecting there to be some sort of similar announcement on the train. I'll check that and make sure it done, but it should already be in the plan.

Paul Wright - MPS

We put comms out on the club's website the government guidance to travelling and using TFL at non peak times etc but I was wondering, on the TFL side, if there was a potential map you could provide us at the club which we can also insert and attach onto the club's website, just to show additional routes to the other local stations. Previously we've had maps with safe access routes, if not, no problem.

Trevor Jenner - LUL

I'm not aware of it, I will ask the question if something exists.

Chris Baker - CFC

Stephen Priestley has moved upwards within TfL, he was the person who used to supply that information for us.

Graham Souster - LBHF (Regulatory Services)

I saw the email trail the club had yesterday with Keith and I looked at our archives and there used to be TFL walking routes and I think we had a copy of it many years ago but because of our archiving, I think after 6 or 7 years, it deletes them so unfortunately I couldn't even provide a PDF, but I know there have been walking routes devised in the past to Earls Court and other routes. Fortunately we've got home supporters here so they probably know the areas and the experience with Fulham Broadway being closed. On Boxing Day I've seen before they do disperse, they know where to go.

Stephen Hollingworth - LBHF SAG Chairman

Is there any concerns, any building works going on around the grounds?

Matthew Ramsey – LBHF (Building Control)

I haven't been informed of any building work that's happening at Chelsea at the moment. I'm not sure if any of the alterations that have been made to accommodate the reduced crowds would require anything; I haven't had full opportunity to go through the material so far supplied, but I will make comments if I feel the need, but I don't anticipate anything.

Stephen Hollingworth - LBHF SAG Chairman

I suppose the marquees will need some wind loading, I don't know if you're talking to Jamie about that, or if there's any concern there.

Matthew Ramsey – LBHF (Building Control)

The marquees wouldn't typically be controlled by Building Control, its temporary structures, unless they're there for an extended period of time.

Lee Currie - LBHF Network Management

If we eventually go into Tier 1 and we get 4000 supporters, is there a chance that you'll need a road closure?

Chris Baker - CFC

The benchmark that we use is 5000 supporters because more than that it starts to overload the pavement but also if there's a delayed departure, as there could well be with hospitality guests, it might help so I think we're probably on the cusp of no road closures but we would have to review the dispersal plan, so its something in our mind but its actually just under the number but of course we have to add the staff onto that as well. So its about delaying that departure to make that safe.

Stephen Hollingworth - LBHF SAG Chairman

Any concerns about pubs in the area from RBKC and from H&F?

Lisa White – LBHF (Licensing)

We are happy the pubs are aware of what they need to carry out and we're happy with the club's proposals in relation to how they're going to sell alcohol, so no concerns from us.

Laura McCann – RBKC (Licensing)

This was the first that we've heard early this week so I think may be someone had mentioned that they contacted some operators. Obviously I can contact the ones closest to the ground that are in our borough later on today, I'm sure they're aware of what they need to do but I think someone might have said earlier that they contacted some operators?

Graham Souster - LBHF (Regulatory Services)

I don't know currently, I know our officers will be going out as from tomorrow in terms of looking at licensed premises, I know the police licensing officer will be out probably with Paul Wright - MPS from the police as well on Saturday talking to pubs and that will be across the boundary as well. Obviously they've all got to be serving substantial meals with alcohol.

Laura McCann – RBKC (Licensing)

The main two that I can speak to this afternoon would be Fox & Pheasant and the Chelsea Pensioner. I'm assuming Earls Court Road won't be an issue because they are the away fans really. I'll await a follow up from the police in regards to any visits that have been done.

Graham Souster - LBHF (Regulatory Services)

The current certificate is restricted to behind closed doors, now that we've moved onto Stage 5. I've done an amendment of that certificate, pending the advisory group which will have a few changes to the conditions which were behind closed doors up to the 2000 capacity, so I've drafted that out. I anticipate to finalise checks today and get it authorised and signed off and sent to the club electronically by the latest tomorrow.

I've read the documentation submitted and gone through it, I would like to arrange with the club a walk around as and when convenient when they're happy for that to take place, tomorrow or on the day of the match, I just need to finalise that.

I did link in with the Chelsea Supporters Trust, I sent them an email that we were having this special SAG today, invited them for any comments but I haven't received any, that email went out early this week but if I do receive anything from them, I'll get back to you but Paul Kingsmore - CFC, you've liaised closely with your supporters trust, have you had much feedback and concerns?

Paul Kingsmore - CFC

The supporters welcome getting people back, the biggest issue has been the price of the tickets, I have to be honest with you. We don't need to get ourselves into the media about that, but that's the biggest concerns, but the fans are welcoming the opportunity, they would love to have more but they welcome the opportunity to have 2000 in the stadium.

Graham Souster - LBHF (Regulatory Services)

In terms of supporters, have you had much interest from the disabled groups attending in terms of ticket sales? Have you had much uptake for disabled tickets?

Paul Kingsmore - CFC

Off the top of my head I couldn't give you an exact figure. We have more capacity in the disabled sections that we actually need to have because of the configuration of the stadium. I'll check that and get you a figure for that.

Graham Souster - LBHF (Regulatory Services)

Because of social distancing and the changes if any particular arrangements need to be catered for, it's just a thought.

Paul Kingsmore - CFC

They will be catered for as per normal matches so there will be systems in place, they will have access to facilities and food etc. We're trying to analyse what the impact is and how people are reacting to ticket sales, I think as a judgement anecdotally, it seems there might still be a bit of nervousness in the general population about coming to games, but that's anecdotal, that's not scientific at all.

Graham Souster - LBHF (Regulatory Services)

In terms of hospitality Paul, the sales policy for your hospitality guests, what sort of arrangements are in place for that, because we've got the single household restrictions now, households can't mix, so how is that managed?

Paul Kingsmore - CFC

A sponsor or a hospitality guest who has got rights to get tickets, they can only come within a household or a support bubble group, so they cannot come with people, their friends down the road

who they want to socialise with. We have taken a fairly strict line on this, that the same arrangements apply in tier 2, externally apply in the stadium. There is a view that the Premier League are looking at is some of the hospitality occasions are deemed as business and therefore might be looked at differently but we have not taken that for these games; we've taken the strict line on who can come. They have to identify those people, obviously if it's the sponsors bringing people, they have to identify who they are and their details so that we can do the usual track and trace and also we can do the identity checks on them as individuals, regardless of what sponsor invited them.

Paul Kingsmore - CFC

Thanks for the speed of response. Just a forewarning, things will change on this as we go forward over the next weeks and months, so we will need to call on your good offices again to be as generous and reactive going forward but we do appreciate the work that has been put in by the partners.

END OF MEETING