

**CHELSEA FOOTBALL CLUB**  
**SAFETY ADVISORY GROUP (SAG) MEETING**  
**THURSDAY 30TH JANUARY 2020 – 1:30PM**  
**SHORTLANDS**

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**Present:**

**LBHF**

Stephen Hollingworth (Chair)	SH
Graham Souster, Environmental Health	GS
Tracey Chin (minutes)	TC
Stephanie Needham, Interim Head of Environmental Health	SN
Matthew Ramsey, Building Control	MR
Valerie Simpson, Strategic Lead Env` Health and Regulatory Services	VS

**CFC**

Paul Kingsmore, Director of Operations	PK
Chris Baker, Head of Safety Officer	CB
Wills Payne, Matchday Safety Officer	WP
Keith Overstall, Head of Security	KO
Jamie Gray, Head of Facilities	JG
Gareth Jones, Security and Match Day Business Partner	GJ

**MPS**

Chief Inspector Lysander Strong	LS
Paul Wright, Dedicated Football Officer	PW
Inspector John Childs	JC

**SGSA**

Geoff Galilee , Regional Inspector	GG
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**RBKC**

Laura McGahon, Licensing	LM
Michael Allen, Network Management	MA

**LAS**

Jamieson Maynard	JM
Mark Shute	MS

**FBC**

Mark Adedeji	MA
Ana Sousa	AS

**NHS**

Catherine Sands	CS
Michaela Davis	MD

## 1. **Welcome from the Chairman**

The Chair welcomed everyone to the meeting and went through the housekeeping checks. He confirmed there would not be a fire alarm test.

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## 2. **Apologies/ introductions**

Apologies were received from the following:

- Bruce Buck (CFC)
  - Ben Drewis / Alan Brand (LFB),
  - Peter Holleley (SJA)
  - Lee Currie (LBHF) / Geraldine O'Grady (LBHF)
  - Dr Hugh Millington (CFC)
  - Steve Waspe (NHS)
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## 3. **Confirmation of previous minutes and matters arising**

3.1 The minutes were confirmed as an accurate record of the last meeting.

### **Matters Arising**

3.2 The following matters were noted as outstanding:

- Independent assessment of stand upper tier – this would be discussed on the agenda.
  - Highways communication – LA to include the Club onto the weekly bulletins for road closures in the area.
  - Inclusion of supporters' representative on the SAGs – to discuss on agenda.
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## 4. **CFC Safety / Security Management 2019/20 half season**

### **Management/Operational changes**

4.1 CB provided a summary of the Club's half season review.

### **Notable fixtures**

4.2 The following was reported:

- There were 6 CAT A's, 9 CAT B's and 0 CAT C
- A supporter suffered a heart attack at the AFC Ajax fixture and unfortunately passed away, this was despite the efforts of the stewards, medical team and Emergency Services.
- There had been a number of incidents during the season whereby the green/amber/reds alert system had been utilised as follows:
  - 15 Code Black (suspect packages).
  - 124 Code Green (medical) – of these, 43 staff and 83 public
  - 16 Code Red (fire)
  - 8 Code Yellows (Safeguarding).

#### 4.3 **Crowd behaviour (Home and Away stands)**

It was noted that staff had been kept busy by antisocial behaviour at the Grimsby Town and Manchester Utd games. The sale of alcohol to Sheffield Utd supporters had to be stopped at halftime due to beer-throwing and other anti-social behaviour. Owing to concerns of behaviour the club sought the SAG's assistance for a reduced allocation for way supporters for the Manchester United, Carabao Cup match and Liverpool / Shrewsbury (tbc), FA Cup 4<sup>th</sup> round fixture

#### 4.4 **Matchday incidents including flares, smoke devices, pitch incursions, persistent standing.**

There were smoke devices used at both the Aston Villa and Arsenal games. The offender at the Aston Villa game had been arrested, although the Arsenal offender could not be identified.

#### 4.5. **Stewarding/training**

There were two influxes of intakes of home stewards bringing the total to 111. However, they had removed 109 from the list for non-attendance, leaving 986 active stewards on the database. CB acknowledged the difficulty in the retention of stewards owing to other major London stadiums raising the ba. In order to address this, the Club has improved rates of pay and refreshment provisions. Steward uniform has also been updated.

4.6 It was confirmed that Paul O' Donnell had recently joined the team and was undertaking the Level 4 NVQ "Safety Officer" qualification.

#### 4.7 **Safeguarding**

A new procedure would be implemented from 17 February, at the Manchester Utd game: all children attending a game with a parent were encouraged to wear a wristband to identify themselves if they got lost. CB confirmed this was a voluntary scheme for parents / guardians.

#### 4.8 **Fire**

There was one fire incident in the stadium whereby an electrical device had burnt out but had been quickly resolved. MR advised that fires needed to be reported to LFB and LA as best practice.

#### 4.9 **Persistent Standing**

Clarification was sought from the last minutes on the independent review of the upper tiers in terms of safe standing measures was requested by the Chair. GG advised on the SGSA's inspection and enforcement approach over the season. There is an independent research group looking at persistent standing which is due to report back to the Government on its findings on safe standing. GG advised that letters would be sent out to the clubs tomorrow by the SGSA for the 2020/21 season under the Spectators Act setting out the risk rating and detailing the measures needed to address

the persistent standing. The SGSA will arrange to meet with the club on this subject in due course.

**ACTION: SGSA, CFC**

4.11 The Club noted that work was ongoing on educating spectators

**4.12. Supporter Group Liaison Feedback**

PK confirmed they had talked to their partners at other clubs regarding the inclusion of supporters at SAG meetings, there were mixed views on the merits of this. The Club concluded that as the SAG minutes were already publicly available, inclusion of supporter representative would not be necessary as it may shift the focus of the meeting.

4.13 The Chair asked if there was a suitable spectator forum available. PK confirmed that there was a forum which was very much driven by the fans, where safety issues could be discussed.

4.14 GS confirmed that he does consult with the Supporters Trust prior to the SAG meeting and any relevant information he received would be raised.

**4.15 Refusals and ejections, arrests and complaints**

KO presented the Club the following figures:

There had been 158 ejections / refusals so far this season

- 52 refusals: 38 Away – 13 Home.
- 106 ejections
- 12 arrests
- There were 247 ejections last year. This year numbers were generally down.
- 5 arrests at away games.
- 11 rejections, due to homophobic abuse, especially on rent-boy chanting.
- 77 complaints had been made to the Club this season, compared to 459 last season.
- The club is doing a considerable amount of work to curb ticket touting complaints about touting this season, down from last season.
- 5 incidents of antisemitism.
- 42 complaints of discrimination which is down from last season and again reflects on the positive work being done by the club.

4.16 The Chair queried the number of arrests leading to prosecutions in relation to discrimination offences. KO advised that the police need quality evidence on the night and importance of witnesses willing to give statements / attend court KO confirmed there was room for improvement. PW confirmed he would help further the Club on this.

**ACTION: CFC, MPS**

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## **5. Metropolitan Police 2019/20 half season**

5.1 LS / PW provided an update on policing at the fifteen 1<sup>st</sup> team CFC matches so far this season:

- There had been 6 Category A, 9 Category B and 0 Category C.
- 24 command team roles had been required – 20 have been done by local SLTs.
- Arrests up from last season, currently at 24 (14 Premier League; 3 Domestic Cup competitions and 7 in European Cup fixtures).
- Arrests comprise of 16 away supporters, 7 home supports and 1 neutral.
- Racially aggravated offences – 2 inside the stadium (both away supporters). 2 arrests outside the stadium (home supporters).
- 4 Football Banning Orders have been obtained.

### **European Games**

- Of all the European matches so far both the Lille (coach parking) and the lead up to the Ajax proved challenging.
- No police were requested to travel to Valencia
- In Amsterdam, a large Chelsea Risk group attended and were monitored throughout without causing any significant issues. 2 prominent members of the Chelsea risk group were stopped from travelling.
- No issues at Lille
- Istanbul – 2 MPS officers suffered injuries due to segregation issues.
- 1 arrest due to racism (antisemitism).
- Police attended the Bayern Munich fixture and it went well.

### **Away fixtures.**

- 14 matches played away with 6 arrests.

### **Other matters**

- There was significant concerns with the Tottenham game coming up, with major issues anticipated making it a Category C. Heighted tensions following the recent discrimination incident towards a Chelsea player at New White Hart Lane. LS said this would depend on the quality of CCTV footage and in-depth discussions held with the club.
- LS the police was getting better with positive case disposals this season
- Consistent command team did help.

## **5.2 Coaches**

PW advised the use of overspill coach parking on the Fulham Palace Road for European matches did help. Going forwards this will continue to help between both SW6 clubs.

## **6. London Fire Brigade Update**

- 6.1 As there were no representatives, there was nothing of note to report. The Chair suggested better engagement with LFB to ensure future attendance.
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## **7. Medical Provision Update**

### **London Ambulance Service update**

- 7.1 JM reported on the death of a fan due to a cardiac arrest. Work was ongoing with the Club regarding installation of additional defibrillators.
- 7.2 The Chair noted that there had been crowding from fans over the incident. The Club confirmed that they had put a cordon in place and had received support from MPS in creating a clear route for the Ambulance.
- 7.3 CS advised that there had been no issues for the Chelsea and Westminster Hospital. Other than carparks being busier on matchdays and increase in walk-in patients for treatment.
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## **8. Transport for London & Fulham Broadway Centre**

### **8.1 Fulham Broadway Tube Station/ Shopping Centre issues**

KO advised that the post-match queue management at Wansdown Place into Fulham Broadway Station had gone well so far this season with no issues to report.

### **8.2 London Underground**

MA confirmed there were no issues from the shopping centre perspective..

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## **9. Local Authority Review 2019/20 half season**

### **(a) Lead Officer Update**

#### **9.1 Matchday planning and inspections**

GS confirmed he has taken over the lead responsibility for Chelsea FC following Kieran McKenna leaving the authority. GS reported the following matchday inspections so far this season undertaken by the authority

- 5 inspections had been carried out so far:
- Chelsea Women v. Tottenham Hotspur Women
- Chelsea v Valencia
- Chelsea v Man Utd

- Chelsea v AFC Ajax required an emergency SAG meeting
- Chelsea v LOSC Lille – additional coach parking for away supporters required Network Management’s support on this. CFC would in future need to raise this rather than the police.

9.2. **Persistent standing**

Observations during the Manchester United match vindicated the allocation reduction as the importance of the netting of the front row of the upper tier of the South Stand was important from a safety perspective with all supporters. Monitoring would continue this season.

- 9.3. **Safety Certificate / Operations Manual and associated documentation**  
 GS advised he was keen to review the operations manual with the view to reissuing the Safety Certificate taking into account the “wider definition of safety”.

**ACTION: LBHF, CFC**

9.4 **P & S Factor**

CB confirmed they are getting some modelling done on Green Guide v6.

9.5 **Supporters Groups liaison/ feedback**

GS confirmed liaison with Chelsea Supporters Trust had been held and no feedback received.

**(b) Building Control Update**

- 9.6 MR noted that he was unaware of any alterations. The Club confirmed there weren’t any.

9.7 **Licensing**

LM confirmed there were no problems with Earls Court public houses so far this season. There were no further issues to report, although she noted that MPS were to liaise with Chelsea Pensioner on the use of a Karaoke Room.

- 9.8 Apologies were noted from LBHF Licensing, although there were no issues to report. They would be meeting separately with the Club to discuss licensing matters.

9.9 **Trading Standards**

GS reported that some issues regarding illegal scarf-sellers and Trading Standards are carrying out matchday enforcement works with the clubs and has seized products.

**Parking Services**

- 9.10 No representatives present. Nothing to report.

9.11. **Highways planned works**

MA reported upcoming works on Cheyne Walk, which would mean an Eastbound closure of Cheyne Walk from 14 Feb for 6 weeks. The closure would be between Edith Grove and Battersea Bridge.

**9.12 Ticket-touting**

PK reported this was a high priority. The club that they had recruited a compliance team to handle the issue which resulted in refused entry to approximately 600 people with touted tickets so far this season.

9.13 The Club had set up the ticket collection points for 6 matches. The Ajax was a real concern for away supporters getting into home areas with concerns over the validity of purchasers of 563 members tickets. The purchasers were required to collect were instructed to bring ID. The outcome was that 74 tickets were collected, 102 fans had requested a refund , 387 did not turn up to collect their tickets – indicating possible ticket touting. It was noted that 140 persons had been refused entry from the Ajax game.

9.14 Over the last 2 Premier League games, a message had been relayed through the loudspeaker for fans not to buy tickets from touts. There has been an increase in data sharing with other clubs. So far, there were 14 injunctions had been obtained against ticket touts, with 2 cases going through courts for breaches.

9.15 The Club requested a meeting with the LA and MPS to further discuss these issues. The Chair agreed to the request and would be in touch once a suitable officer had been identified.

**ACTION LA, MPS, CFC**

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**10. Looking forward to rest of 2019/20 season**

Nothing further to note.

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**11. Update from the Sports Ground Safety Authority**

**SGSA**

**Observations following inspections**

11.1 It was noted that the only issue at the Man U match was with persistent standing.

11.2 GG gave the following updates:

- Women's football - they had done a visit to grounds to review and improve standards, including possible implantation of no drinking on the pitch.
- New substitute rules – these have caused problems with fans.
- Fan engagement – GG noted that they had better engagement with Supporter Groups.



- Spectator injury data - was available on the website. Figures were reported as being slightly lower than the previous year, although it was noted that this was based on reported incidents only. Slips, trips and falls was the most used category.
- There had been a change to the Pyrotechnic rules, which now advised not to touch if on the ground.
- A fine of £150k plus costs for use of facilities at a private event was imposed in Rotherham. It was found that no proper H&S rules had been followed.
- They were looking to issue a new shorter, standard injury form, which was being trialled at a few Clubs and would allow them to complete directly from their Grounds through an online Portal. This would then be put to wider consultations.

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**12. Wider definition of Safety- progress**

**LBHF/CFC**

See 9.3

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**13. A.O.B.**

13.1 MS reported that information would be circulated regarding the Coronavirus around mass gatherings.

13.2 MA advised that he had just received additional information that the Westway would close on the 2 February for 1 night between Wood Lane and Marylebone Road. RBKC would put CFC on the highway closure alerts email circular.

**ACTION: RBKC**

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**14. Date and venue of next meeting**

July 2020 - TBC