

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

**9 July 2019**

**DRAFT MINUTES**  
**(PART 1)**

**PRESENT:**

**Hammersmith & Fulham Council (LBHF)**

Ann Ramage, Chair  
Stephen Hollingworth, Assistant Director of Leisure, Sports and Culture  
Kieran McKenna, Commercial Services  
Matthew Ramsey, Building Control  
Stephanie Needham, Regulatory Services Business Manager  
Geraldine O'Grady, Commercial Services  
David Abbott, Clerk

**Chelsea Football Club (CFC)**

Paul Kingsmore, Director of Operations  
Jamie Gray, Head of Facilities  
Keith Overstall, Head of Security  
Chris Baker, Deputy Safety Officer  
Willis Payne, Match Day Safety Officer  
Gareth Jones, Security and Match Day Business Partner  
Hugh Millington, Crowd Doctor

**NHS England**

Katy John, NHS England  
Miles Hawes, NHS England

**Metropolitan Police Service (MPS)**

Mark Biggs, Metropolitan Police  
John Childs, Metropolitan Police

**Sports Ground Safety Authority**

Geoff Galilee, Sports Ground Safety Authority

**Other Partners**

Laura McGahon, Licensing (RBKC)  
Mark Adedeji, Head of Security for Fulham Broadway Centre  
Joan Saunders-Reece, Transport for London  
Paul Humphreys, London Fire Brigade



Item No.	ITEM	ACTION
1.	<p><b><u>Welcome from the Chair</u></b></p> <p>The Chair (Ann Ramage) welcomed members to the SAG meeting and noted it would be her last meeting. She then introduced her successor, Steve Hollingworth, H&amp;F's new Assistant Director of Leisure, Sports and Culture.</p>	
2.	<p><b><u>Apologies / Intros</u></b></p> <p>Apologies were received from the following:</p> <ul style="list-style-type: none"> <li>• Bruce Buck, CFC</li> <li>• Steve Waspe, NHS</li> <li>• James Brockway, MPS</li> <li>• Lisa White, LBHF Licensing</li> <li>• Mark Ashley, BTP</li> <li>• Stefan Bystrzanowski, LBHF Building Control</li> <li>• Lesley Gates, LBHF Waste</li> <li>• Ian Hawthorn -Highways</li> <li>• Catherine Sands – NHS Chelsea &amp; Westminster Hospital</li> <li>• Adrian Overton – LBHF Highways</li> <li>• Hannah Evets -NHS England</li> </ul> <p>Attendance is listed on the first page of the minutes.</p>	
3.	<p><b><u>Confirmation of Previous Minutes</u></b></p> <p>The minutes of the previous meeting were agreed as an accurate record.</p> <p>The Chair noted that all actions had been completed. Geoff Galilee noted that the templates (that included the new ASB and CT responsibilities) were all now live.</p>	
4.	<p><b><u>CFC Safety / Security Management Review for the Season 2018/19</u></b></p> <p>Paul Kingsmore noted that Jill Dawson, who had been safety officer for many years, left at the end of last season. She had made a major contribution to the Club and CFC wanted to formally thank her for her contribution. The Club wished her well in her future endeavours.</p> <p>Paul said the Club was in the process of appointing a successor. When it is finalised, he will inform Kieran.</p> <p><b>Steward Feedback</b></p>	

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	<p>At the end of the season the Club held a session with senior stewards. Sub-groups looked at key areas like command and control and would be putting together proposals for the new season. The Chair commended the Club for seeking feedback from stewards.</p> <p>The was also a new training programme for new stewards for the new season. They wanted more opportunities to progress in their roles and training was important.</p> <p>The Club was putting the safety team on a rota to improve resilience.</p> <p><b>Accessible Viewing Provision</b> The accessible viewing platforms have been well received and there were no complaints.</p> <p><b>Works / Maintenance</b> The Club wasn't planning any major works during the closed season – just normal maintenance.</p> <p><b>Notable Fixtures</b> The club highlighted some of the notable fixtures of the season. The Chair noted that all fixtures had been debriefed by key partners.</p> <p>The Chair noted that at the Frankfurt fixture the segregation nets had been damaged, making it much easier to on to the front row. The Club said they were looking at further mitigation upstairs, including a possible U-shaped barrier, anchor points for the netting, and stronger metal ties.</p> <p>The Chair suggested that the Club look at Frankfurt's seat allocation for future games.</p> <p>The Chair also suggested the Club commission some independent advice around the infrastructure of the upper tier of seating. The new guidance from the SGSA should provoke some thinking.</p> <p>The Club noted that they have carried out the SGSA's reasonable steps guidance. And they could look at capacity reduction but it would be challenging to get UEFA to agree.</p> <p>Other notable fixtures included Malmo where pyro were let off. Pyros were found at all of the Europa League games but only Malmo got them into the stadium (40 were seized outside or on the gates).</p>	<p><b>CFC</b></p> <p><b>CFC</b></p>

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	<p><b>Security Partnership Arrangements</b>  The boundary is thoroughly checked - bags checked etc. There were more dogs, more security. Even at high volume games the search regime was very thorough, though it was challenging.</p> <p>The Chair noted that comms from the Police and the Club over the past season encouraging people to come early seemed to have helped manage the flow into stadium.</p> <p><b>Stewards at Away Games</b>  The Club already sent travelling stewards on official coaches but were now looking at sending stewards to work in away stadia. All London Premiership clubs were looking at this.</p> <p><b>Crowd Behaviour</b>  21 fans had been arrested - 7 for drugs, the majority for public order offences, 3 for racism. Racism had been a big issue this season.</p> <p>Keith Overstall said away behaviour was a concern for the Club. Two thirds of people arrested did not have tickets sold by CFC. Next season the Club were looking at risk assessments for certain matches – they wanted to match the effort the Police were putting in.</p> <p>The Club reported some persistent standing issues with away supporters. In response the Club would be looking at seat allocations for away fans.</p> <p>There were a total of 250 ejections – a 52% rise. Most of the rise was attributed to ASB, 37 were for threatening abusing words and behaviour, 18 were for drunkenness.</p> <p><b>Complaints</b>  459 had been received. There were 74 complaints about hate crimes up from 32 for the season before.</p> <p><b>Ejections</b>  There was a higher number of ejections but a lower number of arrests. Higher number of ejections. The Club were looking to improve their evidence capture to support the Police.</p> <p>The Chair asked if the Club had compared behaviour issues to the times of the games – were there more problems later</p>	

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	<p>in the afternoon / early evening? The Club said they were employing new software to drill down into this and better predict the risks of certain teams visiting.</p> <p>Geoff noted that there was an increase in ejections and ASB across the Country. He said it would be interesting to look at the ages of perpetrators and see if there was any correlation to police attendance.</p> <p><b>Supporter Group Feedback</b> The Chair asked for feedback from the supporter group liaison. Keith Galilee said the key issue was touting – there had been 23 complaints about it. This season the Club had taken a new stance and applied for their own injunctions on known touts.</p> <p><b>New Safety Certificate</b> The Chair asked what the timeframe for the new safety certificate was. Kieran McKenna said it was nearly complete – they just needed to add in the new ASB and CT elements. It would be in place for the start of the season.</p>	
5.	<p><b><u>Police Review of the Season 2018/19</u></b></p> <p>Paul gave an overview of the police stats:</p> <ul style="list-style-type: none"> <li>• There were 25 arrests – compared with 43 last year</li> <li>• The 25 broke down to 7 home supporters and 18 away</li> <li>• 7 were charged, 12 NFA'd, 5 cautioned, and 1 released under caution</li> </ul> <p>The Chair asked why the low conviction rate. The MPS said it was likely to be quality of witness statements / lack of witnesses.</p> <p><b>Challenging fixtures</b> Paul Wright said there were no major issues with groups walking up to the stadium. It was resource intensive but the majority were cooperative.</p> <ul style="list-style-type: none"> <li>• The Europa League games were challenging but well managed.</li> <li>• Racist chants directed at Mo Salah led to swift action from the Club but received extensive media coverage. There were also issues with abuse directed at Raheem Sterling. Both incidents led to lifetime bans.</li> </ul>	

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	<ul style="list-style-type: none"> <li>• Social media continued to present a range of new challenges - dealing with hate crimes, player abuse etc.</li> </ul> <p>CFC were looking at having a player liaison to meet with the Online Hate Crime Hub.</p> <p>The Police worked well with the Licensing team to identify venues for away fans etc.</p> <p>Jim Brockway had been promoted and the new lead will be CI Strong. John Childs noted that Jim Brockway would still be involved.</p> <p>The MPS were working on building resilience for lower risk games. They were keen to look at how they've been doing and what changes could be made.</p> <p>The Chair formally thanked Mark Whitton and Jim Brockway on behalf of the SAG. They had both made an 'incredible contribution'.</p> <p><b>British Transport Police</b> They noted that the relationships with partners was good. There were 12 notable incidents including abuse to staff and anti-Semitic chants. One person was banned for touting and one was banned for racism.</p>	
6.	<p><b><u>London Fire Brigade Update</u></b></p> <p>Paul Humphreys reported on an exercise at the club where they simulated a fire at a food outlet – it went very well but there were some learning outcomes. They would be organising more training to see where they could improve.</p>	
7.	<p><b><u>Medical Provision Update</u></b></p> <p>This season had seen more mobile provision and performance was being closely monitoring. There were no access issues for 999. Katy John, NHS England, also had no issues to report.</p> <p>The Club noted that Hugh Millington was still their match day crowd doctor – he had a lot of experience and worked very well. St. John's were also very good at providing first aid. The arrangements worked well.</p> <p><b>Medical Stats</b></p>	

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	<p>There were 210 code greens - 83 were staff and 127 were supporters. There was one significant incident – a supporter had a heart attack.</p> <p><b>Health and Safety Issue Reporting</b> The Chair noted that a researcher at Imperial College was looking at health and safety data at football stadiums. She was encouraging clubs to report a wider range of incidents to give a more detailed picture (e.g. near misses, minor hazards).</p> <p>The Club said they did capture extensive data and any issues (broken seats etc.) were identified before and after each game and fixed within 24 hours.</p>	
8.	<p><b><u>Transport for London &amp; Fulham Broadway Centre</u></b></p> <p>Joan Saunders-Reece said there were no major issues. There were planned closures on the District Line that affected the Soccer Aid event but it was well trailed and didn't have a big impact.</p> <p>Joan Saunders-Reece to feedback any further information to Kieran McKenna.</p> <p><b>Fulham Broadway Centre</b> Mark Adedeji, Head of Security for Fulham Broadway Centre, reported no major issues. He said it would be useful to have list of who is responsible for what (a key contact list) though.</p> <p><b>Touts – Sharing Data</b> The Club said they were happy to share data (names and photos) on ticket touts with security partners – as long as the necessary data agreements / protections were in place. Keith to discuss with the Club's legal team.</p>	<p><b>JSR</b></p> <p><b>CB</b></p> <p><b>KO</b></p>
9.	<p><b><u>Local Authority Review of the Season</u></b></p> <p>Kieran McKenna formally thanked Ann Ramage for her years of work Chairing and supporting the Safety Advisor Group.</p> <p><b>Challenging fixtures</b> These were discussed previously – the key issue was large walk ups of away fans. Checking for flags and pyros – and the new drug bins worked well.</p>	



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	<p><b>Upgrades</b> The new accessible viewing platforms were working well.</p> <p><b>Feedback from the Supporters Groups</b> Officers noted that the agenda went to the Chelsea Supporters Trust but there was no feedback received from them.</p> <p><b>Building control</b> The only recent works were the refurbishment of boxes and only maintenance works were planned.</p> <p><b>Highways</b> It was noted that Michael Allen was leaving H&amp;F but officers will provide CFC with a new contact for Highways. Officers to provide a list of any upcoming works that might affect the club.</p> <p><b>Licensing</b> Laura McGahon noted that the European matches had caused issues. Earls Court was closed down and Councillors received quite a few complaints. She asked for information to be shared with Councillors and operators prior to games.</p> <p>The Chair asked if we could put pressure on clubs to be more organised. Some, like Barcelona, identified places in London to meet etc. and were very organised. Frankfurt, on the other hand, refused to tell the Club where fans were meeting.</p> <p>The Chair said they needed to think about links with partners and how to share information and comms.</p> <p>Keith Overstall said demands were increasing and perhaps it was time to look at pushing back on allocations to UEFA. Licensing noted that the premises on Earls Court road were very cooperative and would close if needed.</p> <p>Updates from Adrian Overton, H&amp;F Licensing (written submission):</p> <ul style="list-style-type: none"> <li>Chelsea's new varied and amended event licence is now in place and was used for the first time at the recent soccer aid event. The licence is now clearer and easier to enforce and operate under. There were no licensing issues at this event.</li> </ul>	<p><b>KM</b></p> <p><b>CFC / KM</b></p>

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	<ul style="list-style-type: none"> <li>• A match day inspection took place at the West Ham match on 8 April. There were no breaches of conditions or other issues.</li> <li>• Chelsea have been working with the licensing team in terms of the Council's plastic free campaign and we are grateful to club for their recent efforts in relation to this. It was noted that the new multi-use plastic cups appeared to working well during our inspection at the West Ham match.</li> </ul> <p><b>Trading standards</b> Doug Dickson said it was a relatively quiet season – though the usual suspects were still operating. He added than on busy games it was 'impossible' to get the support to do what they need to do. Police resources are stretched too thin.</p> <p>Next season the service was being 'disaggregated' and they haven't looked at how to resource working at Chelsea going forward.</p> <p>On enforcement – they were trying to obtain a CBO against a prolific street trader. The case was due in court tomorrow.</p>	
10.	<p><b><u>Forthcoming Season</u></b></p> <p><b>Challenging fixtures</b></p> <ul style="list-style-type: none"> <li>• Leicester City – allocation of 3000</li> <li>• Sheffield – allocation of 3000</li> <li>• Possible Champions League game in early September</li> <li>• Liverpool</li> <li>• West Ham at end of November</li> </ul> <p>The Chair asked if there had been any interaction with the other supporter groups (West Ham, Liverpool etc.)?</p> <p>Chris said they did send out visiting supporter advice. The Club SLOs and the match day safety teams talked to each other. CFC were trying to build relationships between clubs and work on shared standards.</p> <p><b>Police</b> Paul Wright said there were no major concerns.</p>	

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11.	<p><b><u>Update from the SGSA</u></b></p> <p>Geoff Galilee congratulated the Club on its high standards of managing crowds, security etc. He noted some issues with persistent standing, particularly on the upper away terracing.</p> <p>The SGSA Chief Executive sent documentation out to safety officers as an introduction to the new approach to persistent standing.</p> <p>Geoff Galilee said he was happy to come and discuss the new approach with the Club or answer questions about it by email. He also clarified that they weren't introducing any new powers, or changing the all seater policy.</p> <p><b>Annual Conference</b></p> <p>The SGSA Annual Conference was on 4<sup>th</sup> of September at the new Tottenham ground – places could be booked through their website.</p> <p><b>Medical Advisory Group</b></p> <p>Geoff Galilee was pleased the club had introduced a 'MAG' and asked how it was reported to the LA. The Club said there were records of each meeting and they could put the minutes on the portal.</p> <p>The Chair asked the club if they had looked at improving infrastructure – improving netting, rail seating etc. – to help with certain pressure points.</p> <p>CFC said they had looked into this and wanted to keep their options open. It wouldn't happen for the coming season.</p> <p>CFC noted that rail seating could be very labour intensive – other clubs had said they wouldn't do it again. Celtic had to double the number of staff in that area to deal with rail seating.</p>	

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12.	<p><b><u>Chair's Update</u></b></p> <p><b>Special Police Services Agreement</b>  The Chair asked for an update on the agreement. The MPS said the special police services agreement was in place and would continue. There was a potential change though – for certain high risk matches (Cat C and above) the Police will be seeking costs for services deployed outside the ground. This proposal has been disputed by clubs.</p> <p>The Chair had concerns about these issues. CFC was popular with broadcasters and so tended to get late slots. The Club couldn't influence the time of kick-off.</p> <p>The Chair was clear on the need for an SPS to be in place for the start of the season. The Chair asked for regular updates.</p> <p>The memorandum of understanding had been circulated. The new contact list would be circulated.</p> <p><b>Support Representative on the SAG</b>  The Chair raised the issue of a supporter representative on the SAG. Paul said he had followed this up internally - in principle CFC see very positive aspects – they already involve supporters extensively. CFC insisted that the rep be selected by the Club. They wanted to speak to other clubs in London and do some research around it. There were also issues of confidentiality, posting on social media etc. to work through. At the next SAG they would come back with a more rounded view.</p> <p>The Chair noted that QPR had developed a 'job description' for the supporter rep. They also set up meetings with the Head of Ops a couple of times per season. There was some learning there from them.</p>	<p><b>CFC / MPS</b></p> <p><b>CFC</b></p> <p><b>PK</b></p>
13.	<p><b><u>AOB</u></b></p> <p><b>Women's Team Games at Stamford Bridge</b></p>	

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	Geoff Galilee asked if there were plans to have more women's team games at the main grounds. The Club said on the 8 <sup>th</sup> of September the first women's game of the season was being held at Stamford Bridge. They had contacted partners already. This was planned as a feature going forward - at least one game a season.	
14.	<p><b><u>Date and Venue of Next Meeting</u></b></p> <p>January 2020. Details to be confirmed.</p>	KM