Safety of Sports Grounds Act 1975

Chelsea Football Club Safety Advisory Group (SAG)

5th August 2021

Minutes of Meeting (Part 1)

Via MS TEAMS

Attendees:

NAME	INITIALS	ORGANISATION
Stephen Hollingworth – SAG Chair	SH	LBHF
Geraldine O'Grady	GO	LBHF
Graham Souster	GS	LBHF
Janet Nairne	JN	LBHF
Matthew Hooper	МН	LBHF
Matthew Ramsey	MR	LBHF
Paul Kingsmore	РК	CFC
Chris Baker	СВ	CFC
Keith Overstall	КО	CFC
Jamie Grey	JG	CFC
Paul O'Donnell	PO	CFC
Paul Wright	PW	MPS
Mark Ashley	MA	ВТР
Jamie Maynard	JM	LAS
James Berry	JB	LFB
Jenner Trevor	TL	LUL
Geoff Galilee	GG	SGSA
Trevor Jenner	TJ	LUL
Neal King	РК	LUL
Laura McGahon	LM	RBKC

Apologies:

Nicola Lang – LBHF Director of Public Health Mark Biggs – MPS Brett Loft - LFB Sophie Walmsley - NHS Cathy John - NHS

Number	Actions	Who	Status
Action 1	Rail seating, club finishing installation of rail seating to mitigate against the safety issued from persistent standing	CFC	Project completed end
(Page 3)	issues. North stand lower tier, 6,150 seats, south stand lower tier, 2,039 seats, south stand upper tier, 3,964 seats – total of 12,153.		of August 2021. Special SAG held 4 th October 2021 for SGSA Early Adopter (licensed safe standing).
Action 2.	Former La Reserve hotel redevelopment may be an issue due to construction works, deliveries etc, need to keep an eye on	LBHF	Ongoing monitoring
(Page 7)	licences (scaffolding etc).		required
Action 3.	Confirmation of Building Control sign-off required to be confirmed for the rail seating installation on completion.	LBHF	Completed and signed off.
(Page 7)			
Action 4.	MPS to send on details of the High Risk matches to RBKC Licensing	MPS	ТВС
(Page 7)			
Action 5.	Vehicle parking in Wansdown Place – GS to ensure this doesn't carry on, to discuss with the restaurant. Area within	LBHF	Ongoing monitoring
(Page 8)	the traffic management area.		required.

MINUTES

ITEM	Welcome from the Chairman	ACTION
1	SH introduced himself, went through the Teams protocols about going onto mute.	
	Explained no minute taker so the meeting was being recorded. The last meeting was	
	21/4 and included considering Step 3 then, return to 25% or 10,000 fans. A lot has	
	happened this season, very challenging, thanks for input into SAGs. Congratulate	
	Chelsea for success in Champions League and 3 rd in the premiership. Lots of work at	
	stadium in the closed season, challenging also. Moving things forward. Look back at	
	the season and look forward to challenges.	
2	Apologies received (as above)	
3	Confirmation of previous minutes and matters arising	
	No outstanding actions recorded.	
	GS stated minutes shared were very draft, if any issues, please feedback (within 7	
	days), GS will make sure updated prior to publishing on the website.	
4	Chelsea Safety Management review for the season 2020/21	
	CB advised it would be a slightly truncated safety report than normal. Hosted 29 first team fixtures last season, 19 in Premier League, 1 in the Carabao Cup, 3 in FA cup, 6 UEFA Champions League, 1 UEFA matches played in Sevilla in Spain due to Covid-19	

restrictions around FC Porto not being able to travel to UK as they were in an amber class.	
Quiet season off the pitch 26 of 29 fixtures behind closed doors. Main issues encountered at Stage 5 Leeds Utd, capped attendance of 2k and Leicester City in May – last home game, capped capacity of 8k (both home supporters only).	
Different plans and risk assessment/arrangements have been in place because of Covid-19.	
Crowd behaviour – 1 ejection at Leicester city fixture – foul and abusive language at Leicester players at half time. Stewards intervened. Safety steward training – continuing training, online mostly, numbers not as high as normal.	
Closed period trained 25 stewards in FA, 36 stewards on level 2 spectator safety, 26 stewards on level 3 spectator safety. 3 currently undergoing level 4 spectator training.	
Recruited 106 new safety stewards in June, looking for another 50 between now and end of September. Please with quality attended, did deny some people as not adequate in attitude. Application of 250. Only had 118 out of 250 given interviews attend. Reflects industry.	
Medical code green incidents 4 during season. 2 staff, 2 supporters. All at stage 5 fixtures. 8 code red indicators (fire), nothing serious, just heat indicators going off (cooking etc).	
Safeguarding – code yellow – 0 incidents.	
Fulham Broadway station part closure/closure – station was closed after the three stage 5 fixtures v Leeds Utd, Krasnodar, and Leicester City – walking routes advised by TFL, posted across social media platforms. Announcements made at various fixtures.	
ACTION 1 - Rail seating, club finishing installation of rail seating to mitigate against the safety issued from persistent standing issues. North stand lower tier, 6,150 seats, south stand lower tier, 2,039 seats, south stand upper tier, 3,964 seats – total of 12,153.	CFC
SH mentioned it was positive to hear about all the steward training / recruitment. Low application rate, good conversion rate on quality people.	
CB confident will get another 50 stewards. Whatever club you speak to across country, whatever agency you speak to, experience high level of applications, put transferring physical bodies on the ground – struggling. Younger generation, apathy around what they do and turning up to an interview. Attitude problem and numbers becoming scarce.	
SH queried the recruited people, are they new?	

	CB confirmed in general 50/50 new with no experience, 50% with experience with other clubs and reasons for not working at other venues. New stewards will be enrolled and work toward NVQ Level 2 or 3. Training programme will continue. Like to get back to face to face training in classroom environment. Majority of online training – most have. Club's core values and other rules and regulations etc corporate business and the industry.
	SH queried if supervisor level been maintained?
	CB confirmed they had. Any people lost were all NVQ Level 2 stewards, the foot soldiers. The club has not lost any supervisory staff.
	SH interested to hear the Champions League final night and what happened outside the stadium and how the club coped with it. Plus, the Super League and people outside again, resolved well.
	PW expanded on behalf of the MPS about the demonstration about the Super League announcement. 750 – maybe slightly higher numbers congregated outside the stadium before the Brighton behind closed doors fixture. This resulted in the Fulham Road being closed for up to 2 hours and required police resources to assist with the arrival of the team coaches. Atmosphere not threatening. A lot of people turned up with alcohol. The announcement by the club around kick off time that it had pulled out of the Super League helped to disperse the crowd. Could have gone the wrong way if managed poorly. Police on the ground were effective with constant dialogue with club.
	With the Champions League match against Real Madrid – people wanting to see the team coaches go in ¾ people outside the stadium were London based Real Madrid supporters. No significant issues. Some supporters turned up to celebrate – only couple of hundred.
	Champions League final evening in Porto, few thousand turned up to celebrate Chelsea winning the and there was anti-social behaviour and some disorder in the Fulham Broadway area.
5	Metropolitan Police – review for the season 2020/21
	Owing to majority of games being held behind closed doors the arrest rates and policing demands had been limited this season other than for:
	Brighton fixture – European Super League demonstration – hard time for the police, were getting bad press on how dealt with demonstrations. Decision made not to go softly, softly. Praised by media how deal with. 1 arrest, taken out, message sent out to all.
	Problematic, the information provided by Chelsea provided security team was excellent and was able to pull some favours and get some extra resources, originally spotters only fixture ended up with the same resources as a medium risk fixture. 4 – 5 PSUs, 90 – 100 police officers at short notice. Debrief taken place. Issues, lack of communications, highlighted referee issues, getting them in. Asking for club staff to be in early. Get team in early or hotel at the stadium. Brighton were understanding.

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	 Real Madrid game – UEFA / Real Madrid requested for a police escort for the team coaches and monitoring the team hotel. Champions league final – lots of work done due to licence premises, unable to choose who would be in charge of that area, someone not familiar with the area didn't work ideal. Made contact with the club and police, pubs did empty out. Lot of people coming from all over west London. Not just in Fulham Broadway, issues elsewhere. All to do with Covid-19 and people being locked up. 	
	Called to a meeting with regard the presentation taking place. Asked questions for practice and just had radio silence. Would be nice to be kept up to date.	
	SH confirmed the local authorities were happy with the way the issues were handled outside.	
	MA mentioned no significant issues with the BTP. No Chelsea arrests or incidents from last season. Discussed the rail closures helped them how they resource fixtures.	
6	Medical Provision update	
	LAS the last game attended was Leicester City fixture went smoothly. Nothing significant happened. Present last night, 1 patient, by the gate, query stabbing. Patient fine, left the Police dealing with the crime scene. CB – accident and injury stats. 2 spectators and 2 stewards. 1 spectator and 1	
	steward at Leeds, 1 spectator at Krasnodar, Man Utd fixture a steward. Nothing serious at all.	
	No report from St John's Ambulance.	
	GS advised the LA did receive a RIDDOR report, Leicester Game, steward sustained foot injuries, another steward moving cleaning equipment, being investigated and have learnings (some staff not authorised to move work equipment, been fed back to H&S team).	
	CB confirmed it wasn't a RIDDOR but been investigated and been signed off, cleared by various authorities. Updated club safety protocols and made clear nobody should operate equipment which not trained to use.	
7	London Fire Brigade – JB	
	Update from JB, LFB have no issues to raise, no access issues experienced during the season or attendance required to the stadium.	
	JB discussed defibrillator training with CB. Make contact offline.	

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8	Local Authority	
	GS advised it had been a challenging season with the pandemic, started off behind closed doors, then the opening for supporters before Christmas to Tier 2. Then closure down again into Step 3. Throughout the period held meetings with the club on Covid-19 secure measures and revisions made to the General Safety Certificate accordingly to meet the circumstances.	
	Now we are in Step 4 back to full capacity. Leeds with 2,00 spectators, final game of seasons with Leicester with full capacity. People a bit more relaxed.	
	GS attended the Brighton match where there was the FIFA Super league protest. Supporter volume closed Fulham Road for approximately 2 hours and did delay the kick-off as the team coaches were held up in traffic congestion.	
	GS attended the Champions League Semi Final with Real Madrid behind closed doors. Both UEFA / Real Madrid delegates did pressure the Police and UEFA with respects to have an escort to the stadium. The sizeable crowd outside the Stamford Gate was vociferous and did set of pyros, albeit the team coaches did get in safely and on time as the police managed to keep the road open	
	There was some planning with the LA / Police by the club over the proposed drone light show for the UEFA Champions League Final night. The light show took place and there were no problems or noise complaints from the reversal nights preceding the final.	
	Quite a varied and challenging season and the club fed advance information satisfactory to the LA throughout. Challenges of the new season, planning towards full capacity stadiums and guidelines for large scale events with Covid controls in place.	
	Highways	
	GS updated as no representatives from LBHF/RBKC Highways at the meeting. During matches behind closed doors, no need for traffic closures in place, or in Tier 2 Leeds fixture with just 2,000 supporters in the stadium. Back to normal for last game of season with Leicester and full road closures in place. Not aware of any issues. Highways network team advised about roadworks in the area, initial concerns reported to the about Leicester match in Kensington Chelsea area were cleared in time.	
	Building Control	
	MR advised that for the projects being undertaken at the moment any potential issues had been resolved. RM had forwarded the revised fire strategy (West Stand works) to GS	
	GS updated a number of building developments outside of the stadium with the Reserve Hotel being demolished, issue during Super League protest as people climbed onto the hoarding	

	ACTION 2 – Former La Reserve hotel redevelopment may be an issue due to	LBHF
	construction works, deliveries etc, need to keep an eye on licences (scaffolding etc).	
	GG – queried the position with rail seating position and if it had been signed off. MR couldn't answer as only been looking at the fire safety aspect to redevelopment works. Had discusses Building Control colleagues , but not involved in decision making.	
	JG advised the club is working LBHF Building Control who will come in when works are completed will check and sign off. Sent structural test results, there will be more testing, it is in with Building Control and will sign off at completion of the project.	
	ACTION 3 – Confirmation of Building Control sign-off required to be confirmed for the rail seating installation on completion.	LBHF
	GS has had a meeting on site prior to the risk match, had the annual inspection a folder of the certificates of the life safety critical systems. GS has those in hand and will continue to liaise with the club in completion of the railed seating.	LDIII
	SH queried the anticipated date. JG target to finish by the 10th August at the latest, working with the contractor, some manufacturing issues. Been a difficult project to manage. Some issues yesterday getting it ready. GS came in earlier to make sure it was checked and doing the right thing.	
	Licensing RBKC	
	No comments on the previous season. No away fans in Earls Court Road. Looking forward to new season. Queried what are the high-risk games we need to be aware about as starting to work up a rota to work with the police.	
	ACTION 4 – MPS to send on details of the High Risk matches to RBKC Licensing	MPS
9	London Underground	
	TJ advised for last season the pressure was off at the stations on matchdays. At the end with supporter back the pressure was back on. Station exit only or closed during the games and people directed elsewhere owing to Covid concerns.	
	Interested to find out how it worked last night with the closure of Fulham Broadway station, to believe there was no issues.	
	CB said everyone just disappeared at the end of the match.	
	JT – exit only not completely involved, still another conversation to take place with the station management, prior to the next match. Need a cut-off date for if the station is going to be open/closed. CB confirmed 48-hour notice would be great to update fans.	

	CB asked if there is doubt for 14 th and if station will be open. JT stated still concerns with safety in the station but should be an answer next week. Covid related issues.	
	JT confirmed it was a station management decision.	
10	Fulkers Dreadway Shanning Contro	
10	Fulham Broadway Shopping Centre.	
	MA Few comments on 4/8. Station closures realise a possibility of own staffing levels. If we get that information beforehand, if the station closed, can make changes to their own staffing levels.	
	MA observations of beginning of the seasons, compared to previous seasons, parking went well at Fulham Broadway Centre, few vehicles within cordoned area (pedestrianised) a number parked across the pavements. Could be the council not sorting ticketing, not sure who's remit that is as council area.	
	GS stated had been raised with him, need to ticket as a future deterrent. Cars were associated with the restaurant. GS will pick up. Could be hostile vehicles. Were removed but going forward needs to be sorted.	
	Action 5 – Vehicle parking in Wansdown Place. GS to ensure this doesn't carry on, to discuss with the restaurant. Area within the traffic management area.	LBHF
11	Sports Ground Safety Authority – GG	
	GG discussed the Covid certification that the Government maybe making mandatory from 1/10 at Sports grounds. The Premier League are ahead of this, with a stepped programme, from friendlies and 1/10, making supporters aware, spot checks, possibly full checks. Clubs should be up and ready for it. Have written drafted guidance, we've not been told whether they want to amend/change the drafts. Will impact on what guidance gone out from the Premier League. From earlier talks they are the same lines. Shouldn't impact a lot. Won't be easy to do, adopted at the Euros and comes with issues. Could be easier to club if link with season ticket holders, still being sorted out. EFL they've not really moved on this. Waiting to see and will follow the Premier League. What not decided with new guidelines may only apply to certain capacities. Could be 20k, expected capacity, would be grounds with 40k capacity, but if only attract the number, you wouldn't need to go through the Covid status checking. Awaiting to hear from the Government. Need to get on and do planning.	
	Return to normality, with Government Elite Sports Step 5 revision putting on a sports event. The new events guidance no reduced capacities any more for grounds, no requirements for facemask, talk about 6 elements any business should be doing, H&S and risk assessment, including Covid, ventilation, cleaning regimes more related to Covid, using NHS test and trace (although not a legal requirement) keeping workers up to date with what you are doing.	
	Research work published on our website, Wembley, music events – interesting around ventilation even within concourses. Discussed C02 levels. Interesting showed in concourses at half time/leading off to kick off – high levels and risk levels. Indoor	

areas, snooker at Sheffield, if at the back naturally CO2 levels higher, greater transmission. Good information about this, some places putting in CO2 monitors in place. People behaviours information.

Worst compliance was in corporate hospitality people not wearing masks when required.

More information to come out in research. Big events later on in Euros, transmitters of the virus quite high, not surprising. Directors of Public Health still have powers to prevent a match (strict criteria).

On stewarding GG agreed with CB around the issue with getting them. Links to new training qualification that's now been used for NVQ level 2 and 3. Sent to local authorities will amend safety certificates, new wording required around qualification of stewards on what need to do before work on their own. Basic is undertaking E-learning for counter terrorism – basic thing all stewards should undertake comes out of Manchester Bombing investigation.

Local authority audits, starting up again. Intention to achieve and finish by the end of September 2021. New system this year, risk rated, depending on outcome may not see you for 18/24 months.

Wembley stadium Euros, GG was there for every event.

Supplementary guidance 03, safety management, been revised, been out for consultation. Consultation being looked at and amendments made where considered appropriate, will be published later this year.

Certification training for local authorities – starting with a lot of new people. Doing another one on 25/9. Can go on the SGSA website and find details.

Safe standing – Chelsea ahead of the game. Have issued the Consultation SG01, standards for rail seating and managing it. Out for consultation along with scheme for early adopters. Chelsea would be one to have an early licence. GG will keep people informed on this. Consultation has been extended on SG01. GG will send a copy to anyone if interested.

SH mentioned the CO2 levels were interesting. Could this be brought in as a standard. GG suggested people should aim for 800 parts per million, finding way above this 1400 parts per million. Concourses at football grounds graph sale of alcohol mirrored the sale of alcohol. On the terrace with people not wearing masks and chanting, wasn't a risky level. There are figures on this document. Not sure if will become a standard, could be used as guidance. Try to vent as much as possible.

SH also queried the ACT training whether it was a must or a should GG confirmed it's a must. One of the 4 basic things to be done. When stewards start, they must have this.

SH also queried Wembley and the fall and any more information on what happened on this.

	GG discussed the Croatia match, still being investigation. Person broke most of his bones in his body, taken to hospital unconscious, survived and has a long recovery. Fell from radial gangway, raised guarding to 1.1, looks on CCTV, alleged he'd had a drink. Try to bend over and hang a pennant out or photographed holding. Climbed up the increased guarding, backwards to it, over balanced and fell to second floor onto concrete.	
	Another accident in the Semi-final – level 2 fell from the back of the vomitory over the radial again onto the concrete floor of the vomitory (2 ½ meters). They were acting in a ridiculous manner.	
	MR queried the falls. Was there a suggestion if the barrier heights weren't correct or was it the person's behaviour?	
	GG confirmed it was unusual behaviour, discussed stewarding positions during half time up to kick off. Could the barrier be made solid so you can't get a leg on it.	
	GS mentioned the rail seating, is there anything the local authorities need to be doing, that needs to be added to the certification. GG confirmed need to work with the club to amend certain parts of the operation plans to manage certain areas. Stop migration of people moving areas. Chelsea don't have these issues.	
	GS mentioned C02 levels in concourses, GS opened concourse doors at half time (takes management to control people). Will this be a consideration?	
	GG confirmed it is done at some grounds, if they do that and it works, you need to be hot on security, will be dependent on circumstances of club with security and layout at ground.	
	CB mentioned it comes up periodically, regarding smoking outside to securely manage parameters, with stewards, but didn't have large areas. Stamford Bridge would say it was a no, current moment a time wouldn't have the resources, but put on the back burner.	
12	Stadium Works	
	JG advised 2 items on list. West Upper – complete. Feedback well received from supporters, few minor snags. Need to tidy up some areas. New TV screen installed to the West Stand upper seating, supporters can see replays and VR decisions.	
	Rail seating – discussed, continue to work to get signed off by 14 th August. Balustrade areas – 100% complete and will make a big improvement to safety.	
	Only other projects ongoing, 2 projects – installing mobile phone antennas, come. Taken time to get the agreements in place.	
	Vas System, going through building control, putting antenna on front of stands, remainder are antenna within the rooms on ceilings, if you have Three Mobile you will get 5g signals in those areas.	

	Stadium maintenance has continued throughout the pandemic. Water flushing/electrical testing etc.
	No major issues. Fire from last year, battery system reinstated, now contained in a box, improved fire safety. Lot of good works happened.
	GS stated the works done in the concourse in the Level 5 concourse of the West Stand is fantastic, looks superb including the ne accessible seating deck in West Stand. Replacing seats to comfy seats. Rail seating at club, caused lots of pressure leading up to yesterday's match, however ultimately the product and safety advantages it will bring is excellent. Last night was a useful first test event with the rail seating in place.
	PK thanked GS for support and advice with the project.
13.	Forthcoming Season
	Step 4 – Covid-19 control & guidance.
	CB went through the Step 4 plans. Chelsea and Tottenham first 2 clubs, others following suit. Issued a news story, any supporter/visitor in the stadium in the match day, would need to bring proof of either 2 vaccines or lateral flow test within 48 hours on the game. Put into place last night. Wasn't the easiest process in the world. Picked up 100 people arrived that had not had vaccines or were lateral flow tests. Tested on site, all returned negative and were allowed in.
	Club's mitigation for stage 4.
	Not saying will test every one of 40k in the stadium. Intention of Premier League to link the NHS database to ticketing systems is not going to happen. Asking clubs for a way to develop the ticketing system. Problems around GDPR. Further meetings with Premier League. Disappointed as guidance issued in match day guidance certain ticketing issues (names on tickets needed to be on there). All 20 Premier League Clubs ticketing offices didn't know about this consultation.
	Hand sensitisation and recommendations that people wear face coverings (except in the bowl) to be continued, but have asked staff to wear, and recommend anyone moving around the stadium continue to wear a mask, social distancing encouraged. Signage still out there.
	SH hope the clubs and Premium League come up with something pragmatic.
	Fixtures and anticipated challenges
	CB has reviewed with the police and categorised the fixtures, good relationship with the MET Police. Categories are done. Some CAT Cs, one CAT C (IR) against Leeds Utd, consultation with PW and team.
	UEFA draw at the end of the month. This will bring additional fixture challenges. Rail seating will certainly help in the South Stand. Operations Team will make decisions around whether we do implement any seat losses going forwards for high risk fixtures. Conversations to had there.

	Safety management arrangements	
	CB advised that Katie O'Donnell has joined the team, from the ticketing office. Some great ideas and improved the team. KO looks after everything on stewarding, organising training etc. Pleased to have her on board. No other changes.	
	Other stadium events /activations	
	PK – Charity event, game at Stamford Bridge in October, got cancelled, possibility will take place in March, similar to Soccer Aid. Celebrity former players.	
	Possibility they may have a concert at the stadium for high profile bands, one stand (West Stand). Less likely, maybe end up with an indoor event. Still work to be done, but all just a possibility at the moment. PK could be October if takes place.	
14	Covid -19 / Health Protection advice	
	Nobody on the call. GS confirmed Hammersmith still has highest infection rates. Ongoing concerns with vaccinations. Could put more pressure in Winter months.	
	SH – thanked all partners to work collaboratively, it's been challenging. Very reassuring working with everyone.	
15.	Any Other Business PO raised Imperial Road and allocated coach parking with new Fulham vehicle reduction scheme. Working with H&F, trying to populate coach parking details this trying to run a traffic management team with an electronic coach parking system. Trying to provide for supporters to book electronically so we aware of registrations and provide to H&F. Requirements of H&F are to provide this day 5 days before the match. Hard to get this information, info required is quite lengthy, sometimes not aware of coaches until the day before/or match day.	
	Is there a way we can work together to change this 5 working days' time constraint as too challenging to get the information?	
	SH queried if there was a key contact involved at H&F.	
	GS advised Keith Stevenson (LBHF Parking Control) would be the best person for the club to liaise with.	
	GG mentioned feedback from other sporting events, the Police will pick up if any intelligence, sports grounds/stadiums as opening up, people's behaviour is deteriorating with regards alcohol intake and cocaine with violence. Football not really started yet but need to monitor.	
	CB confirmed he was expecting changes in certain behaviour. Don't think we will see the Wembley scenes but will work closely with the Police.	
	GG will see if it develops after the Community Shield.	

	GS said there was a test at the weekend with Millwall coming to the borough to play QPR in the EFL.	
16	Date of next meeting Depends on winter variants, but probably early in the new year.	
	Following this meeting – Part 2 – Security and Counter Terrorism.	