

**SAFETY OF SPORTS GROUNDS ACT 1975  
CHELSEA FOOTBALL CLUB  
SPECIAL SAFETY ADVISORY GROUP (SAG)**

**19<sup>TH</sup> AUGUST 2020 – 2PM**

**PRESENT:**

**Hammersmith & Fulham Council (LBHF)**

Steve Hollingworth, Assistant Director of Leisure, Sports and Culture  
Valerie Simpson, Strategic Lead for Environmental Health and Regulatory Services  
Stephanie Needham, Interim Head of Environmental Health  
Nichola Lang, Director of Public Health  
Graham Souster, Environmental Health Officer  
Geraldine O'Grady, Environmental Health Officer  
Adrian Overton, Licensing and Enforcement Manager  
Matthew Ramsey, Building Control Officer  
Lesley Gates, Waste Management  
Janet Nairne, Network Management  
Mohamed Laden, Regulatory Services Compliance Apprentice

**Chelsea Football Club (CFC)**

Paul Kingsmore, Director of Operations  
Keith Overstall, Head of Security  
Chris Baker, Head of Matchday Safety  
Jamie Gray, Head of Facilities  
Wills Payne, Match Day Safety Officer

**Metropolitan Police Service (MPS)**

Chief Inspector Lysander Strong  
PC Paul Wright  
PC Tom Stewart  
CTSA Mark Biggs

**London Fire Brigade**

Borough Commander Michael Mulholland

**London Ambulance Service**

Matt Shute

**NHS England**

Catherine Sands

**Sports Ground Safety Authority**

Geoff Galilee

**Royal Borough of Kensington and Chelsea**

Laura McGahon, Licensing  
Michael Allen, Network Management

**London Underground Limited**

Neal King  
Brenda Akot  
Linda McCormack

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1.	<b>Welcome from Chairman</b>	
2.	<b>Format and purpose of the meeting</b>	
3	<p><b>Apologies and introductions</b></p> <p>Lee Curry, Rima Rahman, Christiaan Uys - LBHF Network Management            Lisa White – LBHF Licensing            Kris Cardwell - MPS Licensing, Inspector John Childs            Brett Loft – LFB.            Sophie Walmsley / Katy John, NHS.            Janie Maynard, LAS.</p>	
4.	<p><b>Update from the Sports Ground Safety Authority</b></p> <p>GG I've looked at what Chelsea has put together already, they've read the <b>Government Stage 5 Guidance and the SGSO2</b> and are putting that into practice, albeit there's detail there around how the seating is laid out and the square meterage between the concourses, the detail of that is yet to be seen but what they've done looks very comprehensive.</p> <p>On SGSO2, there's a document and information around it. The final document went out the other day, on website, it's no longer a draft, it's a final document and it won't change unless there are changes in government guidance. This final version is complimentary to the Stage 5 guidance from the government and supports that and in the guidance references the fact that we would produce guidance which effectively puts some of the detail in, how you would meet their guidance and come to some sort of safe capacity in respect of social distancing.</p> <p>The questions we get asked: its only to be used in line with government announcements. It doesn't allow the immediate return of spectators, it provides sports grounds with the opportunity to plan effectively for the return, when this is allowed and as we saw a couple of weeks ago, they put a pause on the pilot matches so you never quite know, there's proposals around when matches with spectators will start but we always have to be aware of what comes out of government and what's going on in the country at the time.</p> <p>It's up to the individual grounds to implement. When spectators are allowed, they will have to socially distance as per the government guidance and our guidance is simply supports sports grounds in how they're going to implement that government policy; so we're working to what the government policy was, not anything else. We can't and won't be determining capacities at grounds. That depends on the venue and the ground management and that's for the grounds to sort out. We will of course help and give advice if asked, but we won't be involved in those capacity determinations. Any percentages that do get referenced, there are some given in the guide, they are only "for example" purposes only and really any numbers in the ground should be coming out of those calculations as we suggested you should do those calculations to get that safe capacity.</p> <p>The guidance was reviewed and consulted before the final version and will be kept under further review and it was published as early as we could possibly do it in order to allow clubs to do the planning, bearing in mind this likely date of 1<sup>st</sup></p>	

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	<p>October that's been given when clubs could start getting spectators in, if all things go well in other areas, particularly the spread of virus or spikes, etc.</p> <p>Why won't spectators be allowed in before October? That's a decision of government, we won't be commenting on that any further and if they change their line on that, then that's government and nothing to do with us.</p> <p><b>Away fans</b>, will they be allowed in stadiums? That's not a decision of the SGSA, at the moment in time I don't believe either the EFL or the Premier League have come out to clubs and said yes or no; they seem to be leaving it to the actual clubs, bearing in mind the clubs are trying to accommodate as many of their own fans as possible and obviously if away fans were allowed, then that would be a reduced capacity in line with the percentage of 10% and 15% for Cup matches, but that would be in line with whatever your new safe capacity was. But at this point in time, it appears to be it's a decision for clubs to make as to whether they're going to include away supporters. There will be other things on that around where are those supporters coming from and is there possibly some sort of spike and lockdown in a particular area of the country where the fans might be coming from and what would be the advice from other people. Public Health England, all the local Public Health think its sensible to have the away supporters coming from that area.</p> <p>Linked to all this has been changes in drinking alcohol near the pitch. That's a decision for government, it's not an SGSA decision and I can't see it being any quick decision, whatever they decide because it requires legislation to change it and it includes other departments such as the Home Office who are responsible for alcohol. This has come up lately in regard to would it help bring people in or increase the club's revenue etc.</p> <p>There's two methods in the guidance for doing the calculations. We don't recommend one over the other, we put in two different measurements because we were requested to consider two types of calculating the social distance and that gives the choice for the club to adopt as to what they would prefer. A lot of clubs, quite obviously already that we're talking to are going for Method 1 which means in theory you should be able to get greater number in and that's based on social distance of a metre from the centre of a person's head to the centre of the nearest person's head, but that really means when you see the guidance that the actual physical distance from shoulder to shoulder is only somewhere between 400-500mm depending if you're sitting or standing. So the other method is where you achieve one metre between individuals, i.e. between shoulder to shoulder and not from centre of head to centre of head, but this is government guidance and the basis of two metre distancing is still out there, but also they're saying where that's not possible, you can have one metre plus or a minimum of one metre with mitigation. What our guidance does is give the mitigation if you go for that one metre social distancing, all the other bits and bobs which assist in ensuring that that is a safe distance when measured that way,</p> <p><b>Test events:</b> we're getting a lot of enquiries about test events and lots of clubs are of the view that they're allowed to sort out their own test events which are over and above when the government say you'll be able to open to spectators in a reduced capacity on the 1<sup>st</sup> October. The reference to test events in our document is not that a club can now say "Oh in September we'll try and have a friendly and</p>	

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	<p>that will be a test event, we'll have some spectators in". The test events relate to once the government give the green light to spectators coming in, then it may be your first home league match. What we're saying is its sensible, as when you go into a new ground, that you actually don't necessarily go straight into the maximum capacity you could get with social distancing. I believe from what I've read in your document, you appear to be doing that, you're not starting off with the maximum you would probably be able to get under the social distancing rules.</p> <p>A list of matches has gone to DCMS, I don't think it includes Chelsea and the list was put together with the EFL, the Premier League, the FA, National League etc and there was a list of different football matches across all the different steps and gender, so womens' football is in there as well. That I believe is being looked at for approval and whatever comes out of that, hopefully fairly soon, that will be part of the pilot events which you've already heard about which were put on pause so the indoor snooker championship, some of the cricket; there were a couple that went ahead and a lot were then paused and some more now are going to be coming up which includes horse racing. None of those really, whilst some lessons came out of those, we really do need some football matches to get a real view and understanding of how this works and which may assist clubs like yourselves in planning for when you can properly open with the start of the league or start in October. The league will probably start in September, but when you can start having spectators in there.</p> <p>We give the details of how to calculate capacities etc within the grounds, for seating, standing terraces and concourses but obviously clubs have hospitality type areas which are totally different to those and what we say there is we do reference in the guide that in those areas the recommended guidance that the government have already given out on restaurants, that sort of business activity, that's online. I think we reference it with a link in our guidance, that's what should be used in respect of inside those restaurant areas.</p> <p>We've done three videos which support the document and the guidance has been broken down across the three videos. We've also got a webinar and then online training that will be coming in September where you can register. It's pointless trying to go through SGO2, the club looked like they've obviously been through it and they've got a lot of information as to how they're going to try and comply with that, which looks comprehensive to me from the quick scan I've had.</p> <p><b>Learning points from other pilot events:</b> there's only two that we've been involved with which was the indoor one, the snooker in Sheffield and one of the early cricket games in Surrey. To be honest, probably not a massive amount is going to come out of those, which isn't necessary relevant to football grounds, its totally different. The snooker went very well, a few little issues around brush points, narrowing where people are getting close to each other and one thing about having your first event is that they are there for you to learn and when these things come up, if you haven't spotted them already, once you get people in then it allows you to re-engineer routes, one way systems, etc. Generally, people listened to stewards, it became more challenging in the evening sessions and on leavings. The view of the inspector who was there was that once people have a few drinks inside, their ability to maintain social distancing and their concern about it goes out of the window a little bit, but on the whole, it was still very good. The</p>	

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	<p>signage was very good and one comment from the cricket about signage is that having branded signage, whilst that's understandable, it can be more effective if your signage to do with the layout, where you want people to go because of Covid, social distancing, if it's not looking the same as all of the branded signage, it stands out more.</p> <p>The cricket, it was relatively small numbers, their first event was only 1,000 tickets. They didn't get the full 1,000 in, they had something like 800-900, they had issues with the ticketing in the way they sold it and certainly are going to change it for future events. The way they sold the tickets, they had allocated seats, it didn't make the best use of the seating and they thought they would get everyone into one block and in the end they had to open up further blocks to get the same number of people in. They're looking at selling the tickets in a different way or selling them totally in advance but then allocating the seats before they send the tickets out, so they will have had the opportunity to plan where they go and get the best use out of the stand, bearing in mind that you're going to have one, twos, threes, fours and a social bubble group, a single household and with a support group which the government allows to be together.</p> <p>One of the changes after consultation on SGSO2 was the definition of bubbles and support groups, which you'll find in the back of the document that we brought back more into line with the particular definition of that and what it means.</p>	
5.	<p><b>Proposed social distancing plans and arrangements at Stamford Bridge.</b></p> <p><b>[SH invited PK to the explain CFC's planned arrangements but requested to bring forward the agenda item covering the issues related to Fulham Broadway Station, post and pre match, as Neal King (LUL) needed to leave the meeting early]</b></p> <p>PK I've heard what Geoff said and certainly we've looked at the guidance quite extensively and also enlisted the view of the Premier League as best as we can and indeed the government guidance as well on this. Specifically, in relation to Fulham Broadway Station, we recognise the challenges that the station will have on a match day. We are not talking about at this stage a normal capacity crowd coming through that station; we're talking about significantly less, less than 10,000 people coming to the stadium. Our view from a distance was that if we phased the arrivals at the stadium, i.e. groups of hospitality fans arrived early between three hours and two hours out, then we asked the other groups of fans to come in two other tranches, between two and one hour out and then one to kick off, that we would break that up and we'll be very rigid about this, effectively if turn up at the ground, you've got from three hours to two hours to turn up and you turn up within a two hour period, you won't get admitted to the stadium, so therefore it's not going to be like a normal match day where you're encouraged to come at 2.30 and you can come whenever you want to; we will be very rigid about the timescales that people can turn up. We hope that this will ease the flow on public transport.</p> <p>In relation to Fulham Broadway, we didn't envisage it being closed, however if the transport authorities believe that they want to close, we actually don't have a problem with it being closed but at this stage our plans were assuming that it was going to be open. Certainly at the end of the game we did not want to get into a situation where the fans could all effectively leave in one tranche and we're going</p>	

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	<p>to encourage some of them to stay back, we will have activities after the game to allow them to slowly go out, but if they all go out at one go, we didn't want to risk flooding Fulham Broadway Station so we'll be encouraging the transport authorities if they would be willing to close the station at some point during the day so that we would announce to the fans that Fulham Broadway is closed, you should disperse to other stations in the location. With that, we would hope that that would disperse fans to different places, even if they all went to one particular station, it would take them time and it would break up the crowd and it wouldn't be one big dash into the stadium. So that was our plan around public transport, particularly for the Underground.</p> <p>NK A couple of issues have come out of that and its really good to see Chelsea being responsible about arrival times. I do have a nagging doubt in the back of my head about how long it will take them to revert to type as in they rock up 20 minutes before the start of the game, they've been in the pub, they know what they want to do. Our concern on LU is that we can't take away the amount of people that we would normally take away on a train, e.g. on the new trains that go through Fulham Broadway, take around 1,000 – 1100 at a time, so that's down to around 230 per train. So even at a relatively low number, the number of people that will be queuing between the stadium and the back of the station is going to be quite considerable and potentially quite condensed. From a social distancing perspective, it would absolutely work to do the closure of Fulham Broadway for the return traffic and then we've got a number of options that we can use, which I know we've used on Boxing Day before, to great effect, so the likes of Hammersmith and Earls Court down towards Clapham and I think it was Linda or Brenda come up with an option for using East Putney for those who go off towards Wimbledon. There's some messaging that we can do there, but we would definitely support the closure for the return traffic, purely because social distancing would be incredibly difficult to achieve and also the number of persons that we can put on the station at any one time would be limited, which would make the queuing considerably longer.</p> <p>BA We actually had a few concerns. I'll give you one. We've got concerns that other stations, especially West Brompton where its really small, it can't really hold large capacities and the suggestion is to have members of the public go to other stations, it's going to be hard to manage that. I don't know if you have any suggestions</p> <p>NK Please don't quote me for now but we'll look at all the stations. There's a fairly high potential that we'll take West Brompton out of the equation as well, purely because of its proximity. That may give some issues with London Overground, so we'll have to have some further discussions on that one.</p> <p>BA The other one was Chelsea publicity. It was mentioned before about the directions and signage etc, I think collectively we would appreciate if that could happen. Do you think that would be an option?</p> <p>PK We will do a lot of publicity around this, both in terms of signage. We will do all our social media, websites and whatever other channels we have. We will also do announcements in the stadium as well to make this message very clear around the closure of the stations and what alternatives will be available.</p>	

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	<p>LM<sup>c</sup> Going west bound, Putney Bridge is already set up for football because Fulham FC go through there. That makes more sense than any of the other stations going towards Wimbledon.</p> <p>PK Okay. We'll happily work with you on that wording and the stations. We are very keen to make that work for you as well as us.</p> <p>LM<sup>c</sup> The match timings on the evening games, historically the evening games have always ended up people generally have to go to work so they don't hang around whereas a game mid-afternoon on a Saturday, they go to the pubs etc. Are the times going to be changed?</p> <p>PK We don't know yet. The fixtures are due out this week, that will start a whole sequence of events around TV and the broadcasting rights and not until that's done will we know the times of the fixtures. When we did the behind closed doors games, because of the amount of TV coverage, they had some of the fixtures at really strange times compared to normal. They're going to have to work with SAG as well to agree those times. If there's a fixture that's really going to cause us a problem, SH as chair of SAG will put that around the group and ask their opinion on that.</p> <p>➤ <b>Risk assessment and mitigation plan for social distancing</b></p> <p>CB If we run through the SAG agenda, points 1 to 8. We will start off with risk assessments and mitigation plan for social distancing. We've got a mitigation plan that we're working on currently, people will be asked to arrive at staggered time over approximately a three hour period and we were thinking of splitting the stadium up so two stands enter via one entrance and the other two stands enter via another entrance, but e.g. we would use Britannia Gate which is nearest to Fulham Broadway Station for an entry point for the North Stand and at the same time period, we would use Stamford Gate for entry for the South Stands and likewise in another time period, Britannia for West and Stamford Gate for East. That way we view that we would split the actual amount of supporters arriving on site. We would look to invite our hospitality clients at a two to three hour window ahead of kick off, again because that would be spread over various stands, namely the East and the West, we would put them through the same relevant entrances, again to mitigate any social distancing and crowding etc.</p> <p><b>ACTION The risk assessment that we're carrying out, apart from our normal match risk assessments, is very comprehensive. Stage 3 was a big risk assessment and Stage 5 is even bigger and we're currently working on that and obviously that will be distributed to the SAG as and when we feel it's in a fit state to present it.</b></p> <p>GG Effectively, you're taking your turnstile points out to those gates or will the turnstiles still be used for ticket checks, or are you, to try and increase the social distancing and because you're talking later on about having catering concessions in the outer concourse, presumably that outer concourse is effectively becoming part of the stadium isn't it? So effectively are you having turnstile type checks at those outer points now?</p>	<p>CFC</p>

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	<p>CB Yes, we are putting virtual turnstiles at the stadium perimeter, so there will be queuing lanes and there will be socially distanced markings on the ground in each queuing lane. Our thoughts, they aren't finalised, but our thoughts at this current moment in time are that people will enter into the relevant queuing systems, they will be asked by the staff and also by indications on the floor, to maintain social distancing and they will be asked to produce their tickets and a form of ID, so we know that the people coming in, i.e. if its Chris Baker who has purchased a ticket, Chris Baker has to be the person standing holding the ticket with photo ID. Then people would move onto a temperature pod where there will be some sort of technology that will actually take a temperature, there will be a traffic light system on the back of the pods which will show red or green. If its green, they can proceed to a security search and a bag search: wands, pat downs etc. If its red, they will be asked to step over to one side to a cooling off area because we appreciate it might be hot temperatures and it may raise their own body temperature. Ahead of purchasing tickets, all spectators will have been asked to fill out a health declaration stating that they are Covid free or they've not been in contact with anybody who knowingly has Covid 19. So, moving a virtual turnstile out to the perimeters and them entering an external concourse to give more space for social distancing.</p> <p>➤ <b>Social distancing capacity calculation</b></p> <p>JG We used the same P&amp;S calculation modelling to look at the capacity plan. The only bit we added was the concourse capacities; in effect the stadium plan initially was whichever was lower in respect of those two capacities, was the capacity for that area, e.g. the East Stand Upper Concourses are very small, we can fit 300 people in those areas using the social capacity method 1 guidance. If we look at the seating area, you can fit 1700 people up there, so effectively the capacity of the concourse overrides any seating capacity we've got going on. We followed this through for every area. We then looked at opportunities to increase the capacities by opening up some of the concourses in the lower areas, the Lower West is a good example where we're looking to put concessions outside, therefore being able to increase the capacity in the stand. In effect, that's the process we've been through, there's not a lot more to say about it.</p> <p>GG At some point It would be good to see the calculations, an example of some of the seating blocks to see what it looks like. On the concourse and the idea of using external concourses outside the stadium, we don't have an issue with that and some other clubs are thinking about that sort of thing. The only thing being and it's a management process obviously is that in doing that, you've got people, presumably within that stand or that lower seating, its ensuring that they don't all want to go into the internal part where you then exceed the capacity of one person per square meter, so that you do get the right numbers going out and those going in. I'm not sure how that will work, mind you, not everyone goes out, you still get people stay within the terrace. That's an issue you need to be careful of. Also, if it rains, they're all outside, are they all going to try and come back in, it's one thing if they want to go back to their seat but if they tried to come in and then stay within the internal concourse area, that's where you need to have an eye on this and manage it.</p> <p>JG With the concourses, if we put concessions outside (a) we can encourage people to use those areas as a secondary place. As you know, there's a fair few smokers</p>	



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	<p>who need to go outside the building; secondly, we're also putting in additional toilets to relieve some of the pressure on those concourses to help encourage people outside. So if there's a queue at a toilet, there's other options. Very specifically in the West Stand there's the potential to put an open sided, I'll call it a marquee but it's got no sides on it, so it's a roof structure so if somebody does get a drink or a coffee, they've got somewhere out of the weather to stand. I totally agree, there's elements of this where people will, time will tell what's actually going to happen in those particular spaces. We've worked hard on getting the balance of numbers of people in seats and the concourse capacities and I think it's worked really well for us.</p> <p>GG Is it within this element that you look to the circulation, that means what rate your gangways or lateral gangways and vomitories are wide enough to have two way or they're going to have to be one way or dual, someone managing it.</p> <p>JC The vomitories to and from the seating areas, some are quite tight so they will be part of a one-way system, I think it's the ones that are over 1.6 metres wide will be a two-way system. We will support that with stewarding and signage, there will be sanitizer at the top and bottom of each vomitories. There will be plenty of encouragement to move the right way. Moving within the stands, because you've got a row of seats that will have people on and a row that's blank, you've got a blank coil, so the actual movement in those areas should be pretty good,</p> <p>GG At the cricket is they used every other and, on the out, lots of people did step over into the unused rows behind or in front to prevent themselves having to pass in front of other people, that's something you would have to monitor and manage.</p> <p>JG I think its normal for people to want to do that. I believe the mitigating circumstances in the stadium is that people will be wearing masks, we are managing the people around the stadium, that's the point of it.</p> <p>GS About the Method 1 calculation and Method 2, I appreciate the club has used Method 1 and I know that increases the capacity significantly. I saw within the plans that in Method 1 facemasks will be mandatory, is that the view of the SGSA as well because of the lesser gap between people, particularly in concourses?</p> <p>GG We've referenced it and we didn't make it mandatory because it might not be necessary in all places but a number of clubs are thinking this way, saying masks are mandatory, if you come into the grounds, you're accepting the code of conduct for this match. People are used to wearing them on public transport and shopping malls, personally I think it's a good thing, it reassures people and a lot of people will probably wear them anyway, even if you said they weren't mandatory. We've not said they've got to do it. Even the places who are thinking about going with Method 2, the greater social distancing, even their people will still wear masks, and some will say they want people to wear masks. It's easier for the clubs to say "You wear a mask" as opposed to not and then you've got all sorts of people making comments and complaining because they should have masks on, they see people with masks on, it gets complicated. I think it's better if you go one way or the other fully.</p> <p>NL I'm the Director of Public Health. We've learned a lot from a few other outbreaks and I know Stephanie Needham is on the call from our construction sites as well.</p>	

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	<p>I've not been to a football match, but our guidance in terms of building sites is to reduce the amount of shouting, I know it sounds strange, we've asked building sites not to have loud music so that the labourers don't have to shout at each other. Is that something you've considered for fans at a football game, given that they want to show their appreciation.</p>	
PK	<p>I think that's not an option for us, to be honest at a football match. It's also the fundamental right of a fan to go to a football stadium to shout, it would kill the game if we did that but also we would end up with more problems, trying to manage that sort of situation.</p>	
NL	<p>That's fair enough, just thought I would ask.</p>	
PK	<p>We are asking people to wear masks which will prevent the spray from shouting etc, but I don't think we will encourage that because I think we would be ridiculed by our fans and I don't think it would work at all.</p>	
BA	<p>What will the maximum capacity be as we have to work with SRT resourcing during football?</p>	
JG	<p>At the moment we are looking at about 9,500.</p>	
GG	<p>On the shouting, I can understand why the club is saying it would be almost impossible to regulate that, but it's within the Code of Conduct which we've given an example and I know the club have produced their own code of conduct which every fan supposedly is signing up to when they buy the ticket and it does say in there to try to reduce shouting and chanting. It will also depend on who are the people who buy the tickets because some people shout more than others, so you might get more or less of it.</p>	
GS	<p>Regarding Method 1, would the club consider, in terms of a test event, to go for Method 2 to begin with, to see how that works in terms of stewarding, supporters behaviour. I appreciate there's a significant decrease in capacity from the 9,000 or do you feel even the 9,000 is a reasonable to do your learnings from. Even Ken Scott (SGSA) said in the video, he was on the view that many clubs would opt for Method 2 to begin within. I might have that wrong but I'm sure that's what I heard him say.</p>	
PK	<p>We looked at both Methods and when we responded to the guidance as a club, we sent a response in and our view was the mitigating measures we take around the social distancing, the wearing of masks, the code of conduct and the whole range of things, in our view, allowed us to have that risk assessment approach which said Method 1 was the best method for us to adopt. I think we wouldn't want to go, but if we were asked to do it, we would obviously do it, but we would not want to go to Method 2, if we could help it, to be honest with you. It's understanding that a lot of clubs are working to that kind of scenario.</p>	
GG	<p>It's interesting that probably most clubs are going for Method 1, a few have chosen Method 2 but it will be down to the spectators and what they actually feel safe with. It will be interesting to see how many buy tickets, you might find that some feel that they want the biggest distance between each other as possible, but both of those methods fall within the government guidance as we were required to draft</p>	

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	<p>it. You have a choice and that choice might involve what you're paying punters think and support.</p> <p>➤ <b>Ticketing</b></p> <p>CB So we can reduce the handling of paper tickets amongst the club and the supporters, we are looking at favouring a print at home option so spectators will apply for tickets. Tickets are only available to season ticket holders and we will get them to complete an online health assessment, they will then submit it and they will then be sent their print at home ticket, load it to their phone and bring it to the stadium. We think this is the best option at the current moment in time.</p> <p>SH Any away fans proposed?</p> <p>CB That's a very good question. I notice GG mentioned it would be down to the clubs, I disagree mainly because we need guidance from the football authorities, because there are numerous different bodies involved here, i.e. the FA, the Football League and the Premier League, I think we need guidance from them to tell us exactly what they expect us to do because some clubs may allow away spectators, I do feel though that most clubs will look at it and say the seats lost down to segregation will go much to making the clubs favour home only supporters, but I do believe the guidance and direction does need to come from the three footballing bodies.</p> <p>GG I totally agree, it should be the Premier League and the EFL who give that guidance, one way or the other. From what we're hearing at the moment, is more the EFL clubs, who want away supporters because some of those get more out of away supporters' money wise than what the Premier League clubs do. But at this moment in time, we give advice how you can achieve social distancing, whether they're away or home but there are lots of reasons why I think I agree that there needs to be a specific decision, no away supporters or yes you must have them. But as far as I'm aware, at the moment, it's your choice, no one is saying either way.</p> <p>SH Are there any meetings coming up with the Premier League clubs to discuss this matter.</p> <p>CB We've had a Premier League Safety Officer meeting and I know various other departments within the club have had their various meetings with the Premier League. The Premier League are not making very much noise at the moment, to be honest. As a club, we've asked whether they will be issuing any guidance around their competition, as they did for stage 3. I think it's only right and proper that they do, personally. They've made no comment except for they have no plans but if we do, we'll let you know. The meetings that we've had with the Premier League have pretty much been "Thank you very much for getting stage 3 completed and letting us finish the last Premier League season", that's been pretty much it, to be honest. I do believe that the Premier League should be heavily involved in supplying some form of guidance because the majority of the games will be their competition.</p> <p>LS There's a bit of concern around the ticket issue that was just raised and people being able to print them off, we need some reassurance around how we're going</p>	

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	<p>to make sure that the right people are turning to ensure against anti-social behaviour and the potential for disorder outside the ground.</p> <p>CB It's a very good point. With print at home tickets, each ticket can only be presented once. It's not set in stone, but it's the club's intention to do that. If a print at home ticket was to be passed on and copied, only one version will work, e.g. if 50 were printed off and one person turns up, the first person turning up effectively is the only person that gets in. However that is why we are thinking, as part of our mitigation etc, to move us, as Geoff asked, the turnstiles to the outer perimeter of the stadium so if I turn up with a ticket and its been passed onto me, I will not have the correct photo ID that matches the name on the ticket because each person's ticket will have their name printed on it. i.e. it will say Chris Baker on the ticket, hopefully only the correct person will be able to enter the perimeter of the stadium.</p> <p>LS I suppose we'll have to see how it works. If tickets are individually sent to a named person, the name of that person is on the ticket and they need to bring subsequent ID with them, then hopefully if anyone is unscrupulous enough to print it out again and try and sell it on, then we're going to be able to identify who that person is, because they've asked for the ticket in the first place and then subsequently anybody who is half sharp will look and think there's no point in buying the ticket if it's got a named individual on the ticket. I suppose the concern will be, whichever is the first game where that happens, we want to make sure it's not a contentious fixture and see how it works in reality and then debrief afterwards.</p> <p>CB You're correct in what you say, we are hoping that the tickets don't get passed on but if anyone is offered a copy of a print at home ticket, they will see that it has an individual's name on it and they won't buy it because it also says on the ticket that photo ID must be produced.</p> <p>BA I wanted to know about the European matches and what the plans are, if there is any.</p> <p>CB The European fixtures are not out yet and they will not out for quite some time. The various competitions are only at the qualifying rounds and the club doesn't come in until the group stages, but the first fixtures are not until mid-October. We obviously don't know whether that would be home or away but that is the schedule, do it's not for at least four weeks into the season before the actual European competition starts, but we will distribute all fixtures both domestic and European as soon as we get sight of them.</p> <p>➤ <b>Movement and circulation</b></p> <p>CB To touch on circulation, there will be one-way routes, there will ample signage on bulkheads, on vomitories etc showing this way, no entry etc. Likewise on toilets, one-way systems all over the stadium and we expect the local authority to come down and view all that before the first fixtures and also the SGSA are more than welcome.</p> <p>➤ <b>Stadium facilities – toilets and concessions, etc</b></p> <p>JG The general arrangements around the areas are based on one-way systems where possible, limiting the amount of people that are in the toilets, as best we</p>	

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	<p>can, with signage and management with stewards. I think the big thing around the stadium is hand sanitizers everywhere, and more hand sanitizers everywhere. More signage to make sure people are following the site rules. Chris has already touched on the temperature checking on the way in, so we're looking at that.</p>	
CB	<p>Everything we're doing here is a big piece of work and massive move on from stage 3. It's a work in progress and we will submit our plans in a fuller state as we move on.</p>	
JG	<p>I think the amount of people we're going to have in the stadium compared to normal is so far reduced, it's going to make a huge difference to the circulation and the number of people in these areas.</p>	
SH	<p>I know we have Adrian Overton on the line, how are we going to do the licensing for outside on the concourses, Tens ?</p>	
AO	<p>I understand there's a proposal in the outer concourse area to have some provision to sell alcohol and how that was going to be licensed. I had some initial ideas; you could potentially licence those areas via TENs and that would mean you wouldn't have to change your licence and go through a lengthy consultation period. Ultimately its best to take the discussion offline and have a pre-application advice meeting with the club. It would be good to understand what the proposals are at this stage.</p>	
DL	<p>Sorry I missed the beginning of the meeting, what is the reduction in capacity, 9,500 people will be attending, is it usually 100,000. Are we down to 10%?</p>	
JG	<p>We are normally around 40,000.</p>	
DL	<p>So it's about one fifth.</p>	
	<p>➤ <b>Safety and security management arrangements</b></p>	
KO	<p>In terms of security, there's a lot of things that we do here anyway and we've met quite a few challenges, so the behind closed doors lessons that we've learned. We are looking at having our existing measures in place on match day minus one, closing the site down early on a match day. Those perimeters that we are reinforcing is something that we're not strange to in terms of European nights, but as we've heard from Chris, we will be doing it with a degree of diligence so that everybody who comes on site, there will be a clear expectation, they have to produce their print at home ticket and their photo ID. I do hear what the police say and we can revert to printed tickets, we have that flexibility, we recognise that print at home is a new venture and we'll be monitoring it carefully.</p> <p>I'm very conscious that although we're only a quarter of our capacity, it's still effectively a crowded space and its some time since crowds have come together, we will be looking at monitoring outside with some of our own staff, not only to deter any touting but to look out for any activity which is a course for concern or a hostile recognisance.</p> <p>Vehicle mitigation measures. We will use our own vehicle mitigation measures on site but we still haven't got those in Fulham Road. Touching on the road closures, with the increased early arrivals, it may well be that we have to enact</p>	

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	<p>the road closures slightly earlier, depending on the flow of pedestrians, so that could be flexible but I believe the road closures can be implemented three hours before but it may well be that, due to the arrivals, it might be realistically closer to two hours before, as opposed to the existing 1.30 hours.</p> <p>All staff will be entering via Bovril Gate and go through a thorough screening and checking process with the public entering via Stamford and Britannia Gate and we will be doing a match by match very strict accreditation system which again builds on the lessons of behind closed doors and the security required for the red zone and such like.</p> <p>On the licensing application, I will take up the offer by Adrian, we are instructing our licensing lawyers but we are looking at five particular sites outside the stadium, zone 4 as we've discussed and I think it would be good if we could expedite that this week, to chat about the actual application which we would only want for these limited matches for limited crowds coming on site.</p> <p>We are looking at instigating new bag measures, we are one of the many venues that haven't actually done this yet, but we'll be instigating a no larger than A4 size and all the security screening will be done at those main entrances, thus allowing people to use the outside zone and have an expedited entry through the turnstiles finally into the stadium.</p> <p>MA The road closures, you're looking to introduce those two or three hours prior to kick off.</p> <p>JO If we look at 9000 people, in theory if they arrive in their allotted spaced, then it shouldn't overwhelm the pavements. I'm very conscious though that our template is anything over 5000, certainly on egress, overloads the pavement by Oswald Stall. I think at some stage we would have to have that flexibility to protect people coming onto the site and also to deal with any queues or issues as they build back from the main entrances. So, I think it's realistic to be talking about possibly two hours before those road closures happen to be enacted.</p> <p>MA My thought, if we are looking at that, will the local residents be informed of that?</p> <p>KO Definitely, we are due a local residents meeting. Once the fixtures come out and we know a bit more about this, then that's a good forum for that. We would facilitate, where we can, access through that for local residents, so I don't see that altering at all during that initial period.</p> <p>MA The HVM, you mentioned that's not progressed much?</p> <p>KO It hasn't, certainly the lockdown prevented the test events. I know that the police did put carriers there, I'm not sure that would be the case on these because there would undoubtedly be a reduced police presence, so we've always been a little reliant on those carriers but I'm sure the police will advise us whether they have that capability – I certainly wouldn't count on it as a club, we don't count on that.</p> <p>SN Is it appropriate to ask about stewards at this point? I was wondering what SLAs that you've got in place in terms of, we've talked a lot about fan welfare, so it's just really the stewards' welfare in terms of Covid 19 and is this something you've</p>	

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	<p>passed onto them to do their own checks and balances before stewards are allowed on site.</p>	
CB	<p>We are carrying on from Stage 3, where we've had just sort of 80 stewards inside the stadium perimeter, both in the bowl and outside along with security staff protecting the perimeter of the stadium. Everybody was given pre-event education, they were sent a slideshow, they were also sent a PDF around, Covid 19 and what measures the club were taking and what we expected them to do for their own protection. We also provided them with latex gloves, should they wish to use them and everybody had face coverings and we also gave them each an individual bottle of sanitizer gel and we would look to carry on with that procedure.</p>	
SN	<p>So the message that you don't come if you're ill, because I would anticipate that they're employed in advance, so it could be a week or a few days, I know that things change, so I'm anticipating there will be an obligation on them to tell you "I can't come because I'm not well".</p>	
CB	<p>For the last four fixtures, Stage 3 at the back end of last season, we issued a Covid 19 club policy which they had to accept and inform that they would abide by the rules etc, one of which was if they had been in contact with anybody, that they would inform us and they would not turn up. There's also a medical questionnaire they had to complete and bring with them every single fixture so if they had any signs of Covid then they were not allowed to work and the same policies and procedures will be in place for stage 3 when we start next month and then when we move onto stage 5.</p>	
GS	<p>A question to Keith, in the club's presentation it made reference to a road closures four hours before the event as I passed this information for comment to LBHF Highways colleagues for comment on, or is it two hours?</p>	
KO	<p>Four hours seems a long way out for me for 9,500 people. It may well be in the document, our team is authorised for three hours out, I personally think we could live within the existing arrangements of three hours out.</p>	
CB	<p>That might have been a typo on my part.</p>	
NL	<p>On Stephanie's point, we've asked this of all our contractors and providers. Are you able to do any checks on your sub-contractors for staff on zero hours, just about incentives and disincentives for people to turn up to work if they are ill. Have you got sub-contractors where they might think "I must go to work even if I'm ill because I won't earn"?</p>	
PK	<p>We will be working with our sub-contractors on this, we do recognise that as an issue, that they may feel under pressure. I have to say, the partnerships that we use have worked with, the philosophy that they're supportive in terms of staff who are ill. We haven't worked with contractors who have adopted the approach "You don't work, you don't get paid". You will know that the club paid all of our staff right through this whole scenario, so that's the kind of philosophy we work on with our sub-contractors so they are not under pressure. We want honesty from the staff, we will be reinforcing that with our sub-contractors as well.</p>	
NL	<p>That's really good, It may be worth checking out their sick pay policy</p>	

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	<p>KS I feel assured listening to your conversations, obviously our hospitals are very anxious going into this next second wave. Facial coverings – good luck to police that, I can't even police that within my own healthcare professionals! Within your own health declaration, not everybody is able to wear a facial covering, whether there's anything listed within your declaration for those who can't wear one. Secondly, you're doing a health declaration making sure that they don't attend with coughs etc, what if somebody has a symptom up to two weeks after they attend your match. Are they going to contact you and then you've got the rest of your 9,500 people to contact. How does that work?</p> <p>PK In terms of mask, we are almost certainly not going to make that compulsory; it will be recommended and indeed it will be hard to police because we don't want to get into the situation of policing it, but we will be recommending it as part of our mitigation. It's also part of the fan code of conduct. These initial fans are long term season ticket holders, so to a certain extent we do have a little bit of sway over them, i.e. we can remove them from the season ticket list if their behaviour is not suitable. I haven't worked in the NHS for a long time, I know how difficult it is to get clinical colleagues to do things! I think we have a bit more sway over our supporters but it will not be compulsorily, so fans won't be tackled about masks.</p> <p>We will be advising anybody who is symptomatic after the event to use the normal process of reporting that through track and trace and we will be complying the track and trace principles.</p>	
6.	<p><b>COVID-19 / Health protection - Advice from the NHS / Director of Public Health - the current situation with the pandemic.</b></p> <p>SH The next agenda item was any update from Nicky Laing about any infection rates or what's the local position.</p> <p>NL We've noticed numbers of cases going up in the borough, our rate has increased this week, we use a seven-day rolling average per 100,000 people. We've put lots of mobile vans for testing around, we've recently had one in White City which is W12 and more recently in SW6 at Farm Lane Care Home; we're trying to capture a lot of care home staff as well as members of the public but definitely the numbers of cases and the rates have increased in the last couple of weeks. I think your messages around vigilance are really important. You could add some messages, I don't know if there's any Public Health England colleagues on the call, that if someone who attends the game does get symptomatic, can they mention that to track and trace. It's really difficult and I'll raise that with PHE because we don't see their scripts, whether they ask if you've been to a venue but your fans will be very switched on to these issues, if they can say "Yes I attended a football game at such a date", that makes it easier. If you've got all their recorded details, if you have all the seating plans and you know who was in the seats in front and behind, then that would be helpful for track and trace. We feel that cases have been increasing. People in the borough aren't taking social distancing so seriously, not always wearing coverings. You as a trusted anchor institution, if you reinforce that, then I think people would be more likely to do it, because you're guiding lights for people.</p>	



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	<p>SN I would endorse what Nicky has said and also appreciate the work that went into the tweets earlier ahead of Super Saturday, that was fantastic, thank you for it. It's a continuation of the complaints that we get, people not wearing face masks. I think if there's any opportunity, please reach out and get that message out to wear face masks.</p> <p>GG On face coverings, I understand what you're saying. I took it from when I read your documentation, you were going to make it obligatory that to buy a ticket for a match, you wore a face covering. I understand people for medical reasons can't wear them, I know you don't want to get into fights with spectators, but I would prefer, if you're going to have it, you have it and its surprising now how many people, we've got reports of places where they think its obligatory, they start seeing people not wearing them and start complaining to authorities. If you're going to have this obligation, I agree you don't want to get into punch ups between stewards and spectators but I think if you're going to have it, have it and have some way of letting people know "If you break the rule and you haven't got a medical reason for breaking the rule, you're not coming back next week". That's obviously your decision but I think lots of people are getting very used to wearing masks. I don't think it's something people can't do.</p> <p>PK I want to draw a distinction between being compulsory and not being compulsory. Our staff will all be wearing masks, we will be setting the example, we'll be making it clear on the ticket "Please make sure to bring your mask with you". We will be putting it into the programme, the code of conduct etc but we will definitely not get ourselves into the bust up in the stand if somebody is not wearing a mask. That is a definite. We will manage that situation because people may complain about somebody not wearing a mask and we will try and manage that situation, but we won't get ourselves into aggravation with a fan. The other thing we will say is, we are hoping by the time we get to October for this practice to be much more embedded than its now, so we've now got shops, we have other forms of entertainment coming into play, where masks are required. We are hoping it will be easier but we're going to set a very strong example for it in order to encourage people to wear masks.</p> <p>NL TfL were on the line as well, as your fan makes the journey on the public transport, then comes to you, they've got used to it anyway because they've got to wear it on public transport and we are hugely grateful for your tweets, it got so many hits. If you want to do anything else with us on face coverings not just for the stadium but for the borough we would be happy to support that as you did such a great job before.</p>	
7.	<p><b>Advice from the emergency services</b></p> <p><b>Metropolitan Police Service</b></p> <p>LS Our only concern was around the tickets, but and Keith have reassured us. We can monitor it, see how it goes. With regards to all the other measures, there's no specific police concerns at the moment, obviously the Covid arrangements in the stadium we will leave that with the club and the authorities, what we've seen so far during Covid with regards to football, we haven't got any specific policing concerns. We will assess each game as it comes, looking at the risk that each</p>	

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	<p>team presents, how it goes with anti -social behaviour or crime and disorder etc. No specific concerns from us at this time.</p> <p>PW I have just been told the fixtures come out tomorrow morning at 9am.</p> <p><b>London Ambulance Service</b></p> <p>MS Around the presentation that was shared, when you're doing that screening of the temperature checks when people arrive, is there going to be an area for people who fail to be re-tested? If someone is warm, they've run from the tube station, they're wearing layers, you could get a false positive, how is that bit going to be managed?</p> <p>CB We envisage there's a cooling off area where people can sit away from everybody else, like a small marquee area. Obviously if its excessively high, there won't be a cooling off period, the person will be escorted off site and advised to go to hospital.</p> <p>MS The only thing is to let us know once you can have spectators back your needs for the ambulance and the LAS in the Control Room.</p> <p><b>CTSA</b></p> <p>MB I reserve comment for the CT SAG that will come along but at the moment we continue to work with the club around the training and I understand the situation over the last five months has not been easy for the club to manage and as Keith has stated, the trials that were going to take place had to be cancelled, hoping to revisit that.</p> <p><b>London Fire Brigade</b></p> <p>MM I'm fairly happy with what I've heard. We are not as involved as our colleagues in the MPS and Las on matchdays, I'm assuming there will be a conversation on another SAG around some of the CT stuff and HVM in terms of access.</p>	
8.	<p><b>Advice from the transport undertakers</b></p> <p>No further questions</p>	
9.	<p><b>Fulham Broadway Shopping Centre</b></p> <p>No representative present</p>	
10.	<p>Feedback from other members</p> <p><b>Building Control</b></p> <p>MR Regarding the storage arrangements you've got. You've obviously got a lot of hand gels, other flammable combustible materials in large quantities on site. Can you review your smoking areas, making sure that none of those are anywhere close to the elevated risks. Have you got adequate measures in place for the storage of these highly flammable combustible items?</p> <p>JG With regards to the storage, we're looking to work with our suppliers to keep the materials off site as much as possible. Obviously, we'll have hand sanitizer</p>	

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	<p>around the estate and we'll be reviewing those elements of storing and keeping them safe.</p>	
11.	<p><b>Feedback from the LA / Safety Certification and Licensing</b></p> <p>SH Graham, anything you want to raise on the safety certification and licensing?</p> <p>GS <b>ACTION: Obviously with the Stage 5, there's reference to the local authority will need to review the existing general safety certificate to be reissued in accordance with the club's own plans and management arrangements for Covid Secure with the return of spectators. That's a piece of work that I'll be doing as soon as the club are able to send over the zonal plans of the stadium, the risk assessments and any other managements, that would be great, we can review that and work with them in terms of the pre-certification checks.</b> In terms of the pilots which is going to involve football in those grounds that are going to be doing them, when we get the learnings and how that's going to be cascaded down, so we can get that information and build that into how the club is going to operate.</p> <p>GG As soon as the zones are confirmed, we will be having officers and inspectors go to those events to monitor them, we will then feedback out to everyone any learning points. On certification, unfortunately you'll have to revise this again, not long after we sent that condition out which local authorities put in, the government changed the emergency regulations rather than amending the existing ones which meant that technically the condition was void, so we have sent it out. We've done a future proof condition which DCMS and its lawyers have been through which if it goes in, means whatever changes to regulation/legislation around Covid 19 happen, no more changes will have to take place. If Covid 19 goes away completely, then the conditions stay there but it won't have any impact on things. When you're discussing the capacities with the club, so you're not issuing a new certificate all the time, you need to think about if that maximum safe capacity with social distancing might go up after your trials, then you can find ways of increasing it, rather than you constantly changing the certificate etc, perhaps there might be some way through letters etc of one initial change but then however you propose to progress that, you can do it without having to go back because otherwise its going to become quite a bureaucratic nightmare for you every time capacity changes. The beauty of having a risk-based style certificate, you ought to be able to deal with that in another way without having to change the whole lot.</p> <p>GS We will issue an amendment of the actual capacity appendix, rather than the whole certificate.</p>	LBHF

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12.	<p><b>AOB</b></p> <p>GG At this point in time, Stage 3 is still applicable, it will obviously be for the beginning of the season, so the matches behind closed doors but until one assumes that even once spectators are allowed in, the provisions around red zones, amber zones are still going to be in play and all of the testing of players etc, until we hear that's not the case, but obviously the whole of the areas where you've got spectators, if that remains an amber zone, then you would have to apply all the checks and balances and enforce mask wearing etc that you have to do for behind closed doors. So we're assuming that perhaps something will come out of the Premier League as far as protocols as to amending that, whilst not probably issuing a whole new protocol around Stage 5, they'll do something around changing that because otherwise it has implications on how big the red zone is and that can't be offered to spectators etc, so it limits what you can use. We mustn't forget that at this point in time those zones still apply and will still apply even under Stage 5.</p> <p>PK At the beginning of the season we will be under Stage 3. I envisage that will continue on. It's been helpful having this feedback today, of course the Premier League could come up with something completely different and knock our feet from underneath us but we hope not. <b>ACTION I don't know what your plans are for a further SAG between now and when the games take place and also a method of agreeing feedback from members of the group to ourselves as we develop this document so that we can feed that information and answer questions and make changes as we go forward.</b></p> <p>SH Yes, we do want a SAG before the season kicks, we've got some dates in September. The feedback on your document, has everyone had that document on the call, I suspect not.</p> <p>GS It was circulated yesterday afternoon to all members, they may not have been able to review it though.</p> <p>CB <b>I'm happy to take the feedback if everybody could come back to me.</b></p> <p>SH So feedback to Chris.</p> <p>GS If the local authority can be copied into this feedback.</p> <p><b>ACTION Dates for next SAG TBC</b></p> <p>END OF MEETING</p>	<p><b>LBHF/CFC</b></p> <p><b>ALL</b></p> <p><b>LBHF</b></p>