

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

**Friday 8<sup>th</sup> February 2019, 09:30am  
Council Chamber, Hammersmith & Fulham Council**

**MINUTES OF MEETING**

**PRESENT:**

**London Borough of Hammersmith & Fulham (LBHF):**

Ann Ramage	Assistant Director for Regulatory Services (Chairman)
Kieran McKenna	Commercial Services
Stephanie Needham	Commercial Services
Nisha Mann	Governance and Scrutiny (minutes)
Tony Pegrum	Bi-Borough Network Manager, Highways

**Chelsea Football Club (CFC):**

Paul Kingsmore	Operations Director
Jill Dawson	Safety Officer
Jamie Gray	Head of Facilities
Keith Overstall	Head of Security
Chris Baker	Deputy Safety Officer

**Imperial Healthcare NHS Trust**

Hugh Millington	CFC Matchday Doctor
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**NHS England**

Hannah Evetts

**London Ambulance Service (LAS)**

Jamie Maynard	Venue Commander
Matt Shute	Emergency Planning & Resilience Officer

**Transport for London (TFL)**

Linda McCormack  
Susan Joyce

**Metropolitan Police Service (MPS):**

Jim Brockway	Chief Inspector
Paul Wright	Police Constable

**British Transport Police (BTP)**

Mark Ashley

**London Fire Brigade**

Phil Humphreys	Station Commander Fulham
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**Sports Ground Safety Authority**

<b>Item No.</b>	<b>ITEM</b>	<b>ACTION</b>
<p>1.</p> <p>1.1</p>	<p><b>Welcome from the chairman</b></p> <p>Ann Ramage welcomed members to the SAG meeting.</p> <p>Ann Ramage advised that this meeting and all future SAG meetings would be split into two sections. Sensitive matters in relation to counter terrorism and security would be discussed in a smaller sub-group held immediately after the main SAG meeting. The minutes for 'Part 2' of the meeting would not be published and would be circulated to attendees only.</p>	
<p>2.</p> <p>2.1</p>	<p><b>Apologies / introductions</b></p> <p>The Chairman invited introductions.</p> <p>Apologies were received from:</p> <p>Bruce Buck – Chairman (CFC)            Elwyn Jones - BTP            Laura McGahon– RBKC Licensing            Stefan Bystrzanowski – Building Control            David Nimmo – Building Control            Lisa White – Licensing            Neil King – TFL Tube            Grant Lumsden – MPS            Tara Oliver- TFL            Peter Hollely – St John Ambulance            Steve Wasp – NHS</p>	
<p>3.</p> <p>3.1</p>	<p><b>Confirmation of previous minutes and matters arising</b></p> <p>The minutes of the meeting held on 26<sup>th</sup> July 2018 were approved as accurate. The Chairman identified actions from the minutes that were outstanding:</p> <p><b>Minute 5.10 – Touting</b></p> <p>The chairman previously suggested that she and Geoff Galilee could hold further discussions to see what opportunities there were to work with other clubs across London to combat forgeries and touting. Geoff Galilee reported that there was not a lot that can be done from his side however, two projects had been completed with the Police.</p> <p>The Chairman asked Keith Overstall what actions the Club has taken regarding these two issues. Keith Overstall reported that people will be refused permission into the ground and touted tickets will not be tolerated. The Club will have ticket collections for away European</p>	<p><b>Ann Ramage/CFC /SGSA</b></p>

<p>3.2</p> <p>3.3</p>	<p>matches to avoid touting and forgeries. The chairman noted that she would follow this up with Keith Overstall.</p> <p><b>Minute 6.9 - Drugs and drugs disposal</b> The Chairman asked Chief Inspector Brockway for an update on the drugs disposal box that was put in place. Chief Inspector Brockway reported that the drugs disposal box was working successfully and there had been a noticeable difference in the arrest figures.</p> <p><b>Minute 6.11 SPS agreement</b> CI Brockway informed the Chairman that he would send an update once he has more information.</p>	<p>CI Brockway</p>
<p>4.</p> <p>4.1</p> <p>4.2</p>	<p><b><u>CFC Safety / Security Management Review – end of season</u></b></p> <p><b><u>Upgrade to accessible viewing provision</u></b></p> <p>The Chairman reported that the works have been completed and the Safety Certificate was updated on 2<sup>nd</sup> November 2018. The stadium now has a new certified capacity of 40,853. Ann Ramage and Kieran McKenna had worked with the Club on the redevelopment of the accessible viewing provision closely and congratulated the Club on the very positive feedback received.</p> <p>Jamie Gray said that the Club were constantly improving and making changes as needed. Jamie Gray thanked the Local Authority for their support and stated that the upgrade to the accessible viewing provision project was very complicated, however all those involved had worked well together and a great outcome was achieved.</p> <p>Jill Dawson noted that the Club were establishing ways to promote the facilities that were now available at the stadium to a wider audience. Jill Dawson provided a further update on The Sensory Room and noted that it had been favorably received on match days and non- match days when the facilities are being opened to special needs groups.</p> <p>Jill Dawson also reported that over a hundred stewards had attended Evacuation Chair Training to support the increased accessible seating and that the Club now had a dedicated team who will work in the same areas consistently to ensure that wheelchair users are always assisted appropriately.</p> <p><b><u>Management / Operational Changes</u></b> The Chairman welcomed Paul Kingsmore, Operations Director to his first SAG meeting.</p> <p>Since Paul Kingsmore’s arrival in September, he had implemented a number of initiatives to support the Club and staff such as training for the Stewards, recruitment and improvements to the match day safety role.</p>	<p>CFC</p>

	<p>Jill Dawson and Chris Baker actively shared a rota on match day safety which had worked well.</p> <p>The Chairman asked Paul Kingsmore if there are any plans for further redevelopment during the closed season. Paul Kingsmore confirmed that there were currently no plans for redevelopment during the closed season other than the general upgrade works that are carried out to ensure the stadium is maintained to a high standard. Any future decisions or changes would be provided to a later SAG.</p> <p>In terms of further training, Stewards continue to participate in the Clubs Disability Awareness programme as well as the NVQ2 and NVQ3 qualifications. Over 250 stewards have undertaken CitizenAid and Counter Terrorism Training. 60 Stewards have completed their NVQ2s with a further group embarking on it at present and 15 stewards are undergoing NVQ3 training with a further four undertaking the NVQ4 qualification.</p> <p><u>4.3 Notable Fixtures</u></p> <p>Jill Dawson noted that to date, this has been a very busy season along with the Premier League and Europa Cup games and CFC have managed to get home draws in all Cup competitions. The most notable fixture to date was the POAK game with 3,000 vociferous supporters. The Club decided to not go on general sale based on intelligence that there was likely to be many away supports in home areas. This meant that the overall attendance was lower.</p> <p>A large number of supporters were escorted from Earls Court by Police and with good collaboration between the Club and the Police, all supporters were in the stadium before kick-off. No incidents occurred during the game.</p> <p>Tottenham (Carabao Cup) - 4,000 away supporters' allocation. Tottenham were given the South Stand to avoid the possibility of any conflict across segregation lines which proved to be a good decision made by the Club. Pre- meetings were held with the Police and Local Authority. Conference calls between the clubs and the supporter groups ahead of the game also took place. Jill Dawson expressed that the evening was a success with no significant issues.</p> <p>Manchester City – this was a notable fixture due to an incident between home supporters and an opposing player on the pitch. The Club are expecting 6,000 Manchester United supporters on 18<sup>th</sup> February 2019 with other games against Tottenham and West Ham to follow.</p>	
4.4	<p><u>Crowd behaviour (home and away stands)</u></p> <p>Jill Dawson reported that there have been no significant crowd</p>	

	behaviour issues other than the larger allocations mentioned and vociferous supporters during the POAK fixture.	
4.5	<p><u>Matchday incidents including Flares, smoke devices, pitch incursions and persistent standing.</u></p> <p>One major medical emergency Six safeguarding incidents 14 fire incidents of which one was a small fire in a waste bin as a result of a discarded cigarette and 13 of which were false alarms. Three suspect package incidents Zero flares Three station incidents – one where the station was closed and two where there was a very limited service. During these incidents, supporters were advised to make their way to Earls Court.</p>	
4.6	<p><u>Persistent Standing</u></p> <p>Jill Dawson noted that persistent standing was being managed. The North and South Lower Home stand being the regular offenders (20%) whilst Away supporters persistently stood in higher percentages. Both POAK and Vidi supporters stood continuously along with Tottenham and Newcastle in the Carabao Cup and Premier League.</p> <p>Jill Dawson explained that the Club considered reducing allocations for the Clubs who offend to excess to reduce persistent standing.</p>	
4.7	<p><u>Hate Crime</u></p> <p>Keith Overstall reported that 97 complaints were received in relation to hate crime/discrimination which is a significant increase from 17/18 where there were 32 complaints. Keith noted that going forward, the plan is to place stewards in high profile roles during away matches.</p>	
4.8	<p><u>Ejections / refusals: statistics and trends</u></p> <p>Keith Overstall reported that there had been 137 ejections recorded from August 2018 – December 2018. There had been 24 Home supporters ejected, 111 Away supporters ejected and two unknowns with a total of eight arrests.</p> <p>Keith Overstall noted that the two main areas consisted of 66 breaches of segregation. 63 of which were Away supporters. 15 breaches of foul and abusive language, ten of which were also away supporters.</p>	
4.9	<p><u>Other ejections:</u></p> <p>Assault (1) Failure to comply with directions (6) Racially aggravated, foul and abusive language (6) Homophobic abuse (6) Alcohol within view of the pitch (10) Alcohol refused entry (8) Drunk (4)</p>	

<p>4.10</p> <p>4.11</p>	<p>Persistent standing (2)          Throwing missiles (3)          Refused entry – ticketing (2)          Possessing drugs (2)          Pitch incursion (4)          Smoking (1)          Possessing pyrotechnic (1)</p> <p>Keith Overstall reported that during the Tottenham fixture a decision was made to stop selling alcohol in the away stand. Alcohol stopped being served in the away end is a dynamic decision.</p> <p><u>Customer Feedback – praises/complaints</u></p> <p>Keith Overstall reported that there has been an uplift in complaints since last season. During this season there were 97 complaints in relation to hate crime/discrimination whereas last year there were 32. There had also been an uplift in complaints regarding anti-Semitism. Keith Overstall noted that since the last SAG in July 2018, there had been a number of significant events involving anti-Semitic chanting, use of foul and abusive language and anti-homophobic behaviour. The Club have put together a booklet called “Say No to Antisemitism” and a video has been launched to encourage people to report anti-Semitic abuse which was available to view online.</p> <p>The Chairman thanked CFC for their update and hard work during the season and reassured the Club that they have got the full support of the SAG on this agenda.</p> <p><u>Supporter Group Liaison feedback</u></p> <p>There was no feedback to report back to the SAG</p>	
<p>5.</p> <p>5.1</p> <p>5.2</p>	<p><b><u>Police season review</u></b></p> <p><b>Operational arrangements</b>          CI Brockway reported that the 28 Command Team roles would remain static and the BCU would be going live in two weeks.</p> <p><u>Arrest and Outcome Statistics</u>          CI Brockway noted that there had been a 50% reduction in arrests so far this season compared to the previous season where 24 arrests were made.</p> <p>This season so far there were a total of 12 arrests:</p> <p>Football Act Offences (5)          Public Order Offences (3)          Violence against a person (3)          Theft (1)</p> <p>CI Brockway noted that there were no arrests made for drug offences and stated that the drugs disposal box has been a success.</p>	<p><b>MPS</b></p> <p><b>MPS</b></p>

<p>5.3</p> <p>5.4</p> <p>5.5</p>	<p>CI Brockway commented that the Club they were very receptive of advice and took all the correct measures to ensure a low level of risk during fixtures.</p> <p><u>Crowd behaviour/notable fixtures</u> There have been 15 1<sup>st</sup> team fixtures policed at Stamford Bridge so far this season. Chelsea have played 14 away fixtures this season, three of which were European fixtures.</p> <p>Ten Chelsea supporters were arrested over the 11 domestic away fixtures, this is an increase of six since last season at this point.</p> <p>The Club have played three away fixtures in the UEFA Europa League. MPS Officers did not attend the BATE BORISOV fixture but a delegation was present at the Greece and Hungary fixtures. There were incidents noted at both fixtures with the fixture in Hungary receiving high profile media coverage. Racist chanting was reported during the match although, this was not seen or heard by the Police.</p> <p>In Greece, six supporters were arrested. Five supporters were arrested on the day of the match for being drunk and abusive in the city centre. One Chelsea supporter was arrested for assaulting a Met Police Officer on the night before the match.</p> <p><u>British Transport Police update</u> Mark Ashley reported that there were 11 incidents that took place nationally during the season. Five home fixtures at CFC, two at Milton Keynes with fans making their way back to Leicester, one train incident in Worcester and one touting in Tottenham. Other incidents included anti-Semitic chanting and racial and abusive behaviour.</p>	<p><b>BTP</b></p>
<p>6.</p>	<p><b>London Fire Brigade update</b> Phil Humphreys noted that there were no concerns so far this season on behalf of London Fire Brigade Service.</p> <p>The Chairman asked Phil Humphreys if familiarity visits had taken place at the Stadium. Phil Humphreys reported that individual crews had visited the Stadium on non-match days. The Chairman suggested that it would be beneficial for the crews to attend on a match day as it will give a real view on what challenges they may face.</p>	<p><b>LFB/CFC</b></p>
<p>7.</p> <p>7.1</p>	<p><b><u>Medical Provision update</u></b></p> <p>Jill Dawson reported that there were 128 presentations to First Aid this season. 75 of these were supporters and 54 were members of staff.</p>	

<p>7.2</p>	<p>Jill Dawson Informed the SAG that as of 2<sup>nd</sup> February 2019 there will be a dedicated Paramedic working alongside the Crowd Doctors.</p> <p><u>London Ambulance Service update</u> In relation to the London Ambulance Service, Jamie Maynard reported that there was one serious incident where a gentleman suffered a cardiac arrest at the beginning of the fixture. Paramedics, fire crew, stewards and staff in the ground managed to work together to ensure a positive outcome was received. There were no concerns about getting to the stadium and there was appropriate access to medical equipment within the grounds.</p> <p>Mr Millington noted that the cardiac arrest incident showed how important communication and team work was and further expressed that an excellent good debrief had taken place. Overall a positive outcome was achieved.</p>	
<p>7.3</p>	<p><u>St John Ambulance update</u> Peter Hollely was unable to attend the SAG but provided a summary of updates to the Lead Officer to report:</p> <ul style="list-style-type: none"> <li>○ New introduction of Crowd Paramedic – the team are awaiting further instructions on how this will work operationally.</li> <li>○ Peter Hollely will be meeting with Mr Millington for a briefing and general discussion including plans to undertake joint training with all medical stakeholders.</li> </ul> <p>No significant issues were reported.</p>	
<p>8.</p>	<p><b><u>Transport for London and Fulham Broadway Centre</u></b></p>	<p><b>TFL/FBC</b></p>
<p>8.1</p>	<p>There were no representatives from the Fulham Broadway Centre. The Chairman highlighted that the shopping centre was an important partner to have on board and needed to attend the SAG meetings. Kieran McKenna reported that they had accepted the invite.</p>	
<p>8.2</p>	<p>The Chairman asked if the communication between the shopping centre and TfL / Club had improved. Linda McCormack reported that there is still lack of communication from Fulham Broadway Centre and this needs to be improved imminently as they are a key part in the match day operation. Linda McCormack also noted that she emailed the Centre to add some extra cameras but has not received a response. The Chairman stated that she would contact the shopping centre about both points.</p>	<p><b>Ann Ramage</b></p>
<p>9.</p>	<p><b><u>Local Authority Review 2018 Season</u></b></p>	
<p>9.1</p>	<p><u>Lead Officer Update - Match Day Inspections</u> Kieran McKenna carried out several visits during the season on Matchdays. Kieran McKenna noted that the matchday inspections</p>	<p><b>LBHF/Kieran McKenna</b></p>



	<p>and phased introduction of the update to the accessible viewing provision worked very well.</p> <p>There were some concerns raised regarding Ambulance access through the Traffic Management Order during the CFC v POAK fixture. A review of the incident was held with the Club, LAS, MPS. CFC have set up a meeting with partners to discuss the fast time closure of Fulham Broadway. This will be held on the 25<sup>th</sup> February 2019.</p>	
9.2	<p><u>Supporters Group liaison/feedback</u> An Agenda was sent to the Chelsea Supporters Trust, and no feedback was received.</p>	<b>Tony Pegrum</b>
9.3	<p><u>Highways Update</u> Tony Pegrum reported that five planned works are due to take place which involve traffic light works and road closures. These works had been coordinated around the existent fixtures list and therefore should not impact any fixtures. Tony Pegrum will send a schedule of the works to the SAG.</p>	
9.4	<p><u>Licensing</u> Variations to the existing premises licence for the Stadium are currently being worked on to improve the licence. Local premises were discussed and inspections completed.</p>	
9.5	<p><u>Earls Court</u> Laura McGahon from Royal Borough of Kensington and Chelsea was unable to attend the SAG but sent an update to be shared with the group.</p> <p>Inspections have been carried out and no concerns were raised for Earls Court. Since the last SAG in July 2018 some premises now have match day conditions on their licence.</p> <p>More local premises in RBKC have football conditions and there had been no issues with these premises.</p>	
9.6	<p><u>Trading Standards</u> Douglas Dickson noted that there were no major concerns during the season. The focus will be around the European Cup fixtures.</p>	
9.7	<p><u>Parking</u> Nothing to note.</p>	
<b>10.</b>	<b><u>Remainder of the Season</u></b>	
10.1	<p><u>Fixtures</u> Monday 18<sup>th</sup> February 2019 at 19:30 – FA CUP CFC v Manchester City – 6,000 allocations.</p>	<b>CFC</b>

10.2	<p>Thursday 21<sup>st</sup> February 2018 at 20:00 – Malmö FF</p> <p><u>UNICEF Soccer Aid match</u> Paul Kingsmore notified the SAG that a Soccer Aid event will be held in June 2019. This event is likely to attract a large number of celebrities, families and children. The event will be broadcasted on television and there is likely to be full capacity event although tickets have not yet gone up for sale.</p> <p>During the event, the Club plan to have music playing at half time and at the end of the event. Paul Kingsmore noted that Keith Overstall met with Licensing and they are now looking at variations of the licence which stipulated in clear form that it will allow for musical aspect to take place during events.</p> <p>Kieran McKenna noted that the match will be covered under the current Safety Certificate.</p>	
11.	<p><b><u>Update from the Sports Ground Safety Authority</u></b> Geoff Galilee reported that the SGSA had released templates to reflect the new responsibilities under the revised Green Guide, as well as, safety for all, ASB and counter terrorism roles. This information will need to be updated on a Club by Club basis.</p> <p>Geoff Galilee noted that an updated Guide to Safety at Sports Grounds, also known as the “Green Guide” was now available to purchase from the SGSA website at a cost of £95. Free resources are also available to download from the website to assist with safety guidance.</p> <p>Jill Dawson reported that a steward training working group was being set up. Geoff Galilee explained that a new safety framework would emerge soon for all clubs to use.</p>	
12.	<p><b>AOB</b> N/A</p>	
13.	<p><b>Date and venue of next SAG meeting</b> July 2019. Date and venue to be confirmed.</p>	<p><b>Kieran McKenna/ Jill Dawson</b></p>

The meeting closed at 11:55 pm