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

Thursday 26th July 2018, 09:30am
Stamford Bridge

MINUTES OF MEETING

PRESENT:

London Borough of Hammersmith & Fulham (LBHF):
Michael Allen - Network Co-ordination
Karen Ashdown - Bi-Borough Environmental Health Officer
Stefan Bystrzanwski - Building Control
Douglas Dickson - Trading Standards Officer
Charles Francis - Governance and Scrutiny
Kieran McKenna - Commercial Services
Stephanie Needham - Commercial Services
David Nimmo - Building Control
Ann Ramage - Bi-Borough Head of Environmental Health (Chairman)
Keith Stevenson - Parking Services, LBHF

Royal Borough of Kensington and Chelsea
Laura McGahon - Licensing
Tony Pegrum - Highways

Chelsea Football Club (CFC):
Bruce Buck - Chairman Chelsea FC
Jill Dawson - Safety Officer
Jamie Gray - Head of Facilities
Gareth Jones - Security and Match Day Business Partner
Keith Overstall - Head of Security

NHS England
Ailis Parsons
Steve Waspe

London Ambulance Service
Jamie Maynard

Transport for London
Linda McCormack
Susan Joyce

Chelsea and Westminster NHS Foundation Trust
Catherine Sands
**Metropolitan Police Service (MPS):**  
James Brockway Acting - Chief Inspector  
Paul Wright - Police Constable  
Will Kpiltpitse - MPS  
Jeni Corken - MPS  
Mark Biggs - CTSA  
Martyn Holt - CTSA

**London Fire Brigade**  
Phil Humphreys - Fulham Station Commander

**Sports Ground Safety Authority**  
Geoff Galilee – Sports Grounds Safety Authority

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<th>Item No.</th>
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<td>1.</td>
<td>Welcome from the chair</td>
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Ann Ramage welcomed members to the SAG meeting.  
Ann Ramage advised that this meeting and all future SAG meetings would be split into two parts. 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 The minutes for ‘Part 2’ of the meeting would not be published and would be circulated to attendees only. |
| 2.       | Apologies / introductions |  
The Chairman invited introductions.  
Apologies were received from:  
Matt Shute – LAS  
Ben Dewis – LAS  
Lesley Gates – Enforcement Manager, Waste Management - LBHF  
Michele McHugh – LBHF  
Lisa White - LBHF |
| 3.       | Confirmation of previous minutes and matters arising |  
The minutes of the meeting held on 19th January 2017 were approved as an accurate record and were signed off by the chairman.  
Ann Ramage was satisfied that the actions had been completed and any ongoing matters would be discussed in later agenda items. |
| 4.       | Update on New Development |  
Bruce Buck explained that a Press release had been issued at the end of May, which confirmed that further development work on the new stadium had been put on hold. Any future decisions or changes would be taken by the owner and a further update would be provided |
at the next SAG meeting. Ann Ramage highlighted that a significant number of partners were involved in the remedial works and would need to be kept informed of future developments.

Ann Ramage asked if there were any changes to the CFC management structure. Bruce Buck confirmed there were no changes.


**Upgrade to accessible provision**

Jamie Gray reported that CFC had been busy in the closed season. CFC accessible projects were underway and they had held several meetings and reviewed progress. It was noted that the largest challenge would be the Centenary Hall and the provision of two new W/Cs in the West Lower. Further work included moving the Medical Room. It was noted that CFC would be ready for the Arsenal fixture and 99per cent of the works would be completed by the Lyon fixture.

Ann Ramage asked about the implications of the works on Building Control. LBHF officers confirmed the Council had played an active role in assessing the works and all necessary certificates would be issued in due course.

Kieran McKenna explained that a trial of the East Stand decking has been underway and works were ongoing. In relation to the safety certificates, Ann Ramage highlighted that an amendment to the Safety Certificate would need to be in place by the Lyon match and if seats were not ready further certificates may need to be issued upon the completion of the work.

**Management / Operational Changes**

Keith Overstall welcomed Gareth Jones, Security and Match Day Business Partner to his first SAG meeting. He explained that Gareth Jones would deputise for him. Jill Dawson said that CFC had appointed a Match Day Operations Member of staff, Wills Payne, to the Safety Team. Further changes continued to be made at a more senior level and the appointment of an Operations Director was imminent.

**Update on Safety Management Arrangements including stewarding / security arrangements**

Reference was made to the problematic Crystal Palace fixture in 2017 and it was noted that a significant number of preventative measures had been taken to stop any reoccurrence. As a result, the fixture passed without incident. In general terms, it was noted that the season had passed without too many significant issues.

Jill Dawson explained that since the attack on a tube train at Parsons Green, stewarding had come under scrutiny and there had been added pressure to be vigilant at all times. By the close of the
season, it was anticipated that 260 stewards will have gained an NVQ2 qualification in Citizen Aid / Counter Terrorism, with further sessions planned.

It was noted that the Sensory Room had opened in the New Year and had been well received.

Jill Dawson explained that towards the end of the season, a new disabled viewing platform was installed to the rear of the East Lower North, which was a success. Improvements were planned for the West Lower, East Lower South and South West end of the South Lower. This formed part of an overall drive to increase disabled access to the stadium and would result in there being 219 wheelchair spaces available for the 2018/19 season.

In terms of further training, stewards would continue to participate in the Clubs Disability Awareness programme and continue with NVQ2 and NVQ3 qualifications. Jill Dawson explained that a New Stewards Handbooks and Aide Memoir cards would also be produced for 2018/19 season.

Persistent Standing
It was explained that the Club had not changed its protocols in dealing with this issue and would continue to monitor it on a match by match basis. Ann Ramage explained that the Authority had been sent information on persistent standing by the SGSA and highlighted the importance of match day risk assessments being in place and accurate records. CFC confirmed that the Club had actioned both points.

Flares, smoke devices and pyrotechnics
Jill Dawson reiterated that the protocols for dealing with flares, smoke bombs and pyrotechnics was under continual monitoring and review, with an enhanced number of dedicated fire stewards. She confirmed there had been no incidents.

Ejections / refusals: statistics and trends
Keith Overstall reported that there had been 164 ejections recorded for 2017/18. For the 16/17, there had been 25 Home supporters ejected, and, 130 Away supporters ejected. Alcohol / drunkenness related ejections totalled 22, with 0 arrests.

Ann Ramage asked if there were any figures which could be provided on the number of refusals, as it would be a good performance indicator to monitor. She asked if this could be provided to the ejection list going forwards. It was noted that it was important for the Club to capture the proactive work it was doing and to highlight this.
Possession of Drugs
There were 25 positive detections for drugs and a total of 22 arrests and ejections had been made for individuals found to be in possession of drugs.

Hate Crime
Keith Overstall explained that 32 complaints had been received about hate crime and the number of incidents had increased from the previous season. Asked why this was the case, he explained that there was a greater confidence to report instances and stewards were now better placed to react than they had been previously. Keith Overstall explained that an Anti-Semitism initiative was launched in February 2018 and there had been a total of 11 incidents of hate crime since the last SAG meeting. The Club was in the process of revising its hate crime policy and would publish it after it had been signed off.

Articles Thrown
It was noted that 7 articles had been thrown, including coins. The Barcelona FC away match had been the most problematic.

Ticket Touting
Last season there were 389 forgeries. So far, there had been 105 incidents this season. The greatest number had been detected at the Barcelona FC fixture. Keith Overstall explained that last season, the Club suspended over 8,000 memberships for touting. He confirmed that CFC were currently looking at how the Club controlled and distributed tickets to see how any specific patterns could be broken.

Keith Overstall clarified that this was a London-wide issue. There was a huge amount of sophisticated, organised crime behind the production and sale of fakes and forgeries, assisted by the advancements in technology, which made it increasingly difficult to identify fakes and forgeries. While there were resourcing issues, it was accepted that it should be actively demonstrated that such incidents would continue to be monitored and challenged.

Ann Ramage 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.

Away Behaviour
Keith Overstall explained that the Club were still looking at this with the Police and every incident created a series of actions.

Smoking
Keith Overstall confirmed there had been 5 detections for smoking.
Complaints
Ann Ramage stated that from the information provided, it was difficult to discern any particular trends other than the degree of persistent standing. Jill Dawson explained that in many cases, complaints related to those ticket sales immediately before the match with restricted views. Despite the Clubs’ considerable efforts to highlight restricted views on the actual ticket, it was acknowledged these were a persistent form of complaint.

6. Metropolitan Police

6.1 James Brockway provided a summary for the 2017/18 from the policing perspective. He confirmed that a new BCU had been set up. This would move from one solely in Hammersmith and Fulham, to one which incorporated Hammersmith and Fulham, Kensington and Chelsea and Westminster. He explained there would be a slow implementation of the new BCU, with a view to going live on 26 February 2019. As a result, senior officers would cover off high risks as a bespoke role. This meant there would be an increased number of different match day commanders attending CFC home matches but after a requisite period of shadowing had taken place.

6.2 It was reported that there had been 30, 1st Team fixtures Policed at Stamford Bridge: 19 of which had been premier league fixtures, 4 Champions league and 7 Cup fixtures. There had been 16 category A, 10 category B and 4 category C fixtures. 47 Command Team roles had been required at these fixtures and 36 had been resourced by the local SLT. There had been 34 arrests of away supporters and 6 home supporters.

6.3 Several notable fixtures were highlighted. The fixture against West Ham was a challenge. There was some disorder away from the stadium and a Police officer was assaulted. There was also some disorder during the egress from the ground with the Tottenham fixture. However, neither match warranted a post-match investigation.

6.4 The fixture against Liverpool was busy and the Police made arrests outside the ground. The fixture against Crystal Palace was also notable, in relation to the amount of pre-match planning that was conducted and was a good illustration of the successful implementation of procedures.

6.5 The following arrest statistics were highlighted:

Home Games
- 34 Away supporters arrested
- 20 for possession of drugs
- 6 for pitch encroachment
- 1 for assault on an MPS officer
- 1 for missile throwing
6.6 Away Games
- CFC played 21 away futures (excluding the FA Cup Wembley fixtures
- 2017/18 – 15 CFC supporters arrested
- 5 for racially aggravated public disorder
- 2 for assault
- 3 for possession of pyrotechnics
- 2 for throwing a missile
- 1 for criminal damage
- 1 for indecent exposure.

6.7 Wembley Fixtures
- Southampton – 1 arrest for affray pre-match and a case of racially aggravated disorder post-match.
- Manchester United – 5 arrests (2 for possession of drugs, 1 for public disorder/ABH, 1 for being drunk and disorderly and 1 for assaulting a steward).

6.8 In relation to the number of overall offences committed, Inspector Brockway explained that these were down on the previous year.

6.9 With regards to drugs and drug disposal, Ann Ramage asked if there were any future plans to improve performance and processes. Inspector Brockway confirmed that the Police were investigating trialling the use of a drugs disposal box which meant the supporters could dispose of drugs prior to entering the stadium. It was anticipated it would be in use by the second or third fixtures of the season. Keith Overstall confirmed that the drugs box would be located at the FRP. James Brockway confirmed that European fixtures were the main culprits and the number of indications (of drug use) and disposals were very high.

6.10 An overview was provided on ticket touting and its impact. Whilst it was acknowledged it could cause alarm and distress, the Police confirmed their principal priority on match days was the prevention of crime and disorder.

6.11 Ann Ramage asked about the SPS agreement between CFC and the Police, if there were any plans to change this and whether it was in place for the coming season. Paul Wright explained the
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<td><strong>6.12</strong></td>
<td>It was reported that the behaviour of Chelsea supporters on trains had improved.</td>
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<td><strong>6.13</strong></td>
<td>In terms of the forthcoming season, concerns were expressed about the growing dislike between CFC and Manchester United fans and the following fixtures were identified as possible hotspots: Tottenham, West Ham, Leicester and Manchester City. James Brockway confirmed that the investigations pending the Barcelona match in 17/18 were still ongoing. Ann Ramage commented on the different Policing styles on the Continent and it was noted that holding fans back hours after the game had finished was not helpful as these created infrastructure problems when local transport networks shut down.</td>
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**7. London Fire Brigade Update**

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<td><strong>7.1</strong></td>
<td>It was noted that Michael Mullholland had been appointed as new Borough Commander. Phil Humphreys, Fulham Station commander, explained that he would be attending SAG meetings in future and LFB attendance would improve.</td>
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<td><strong>7.2</strong></td>
<td>The Chairman explained that familiarity with the stadium was a key consideration. Phil Humphreys reported that he had met with Paul O’Donnell and had visited CFC twice. Individual crews would also visit the stadium soon. The Chairman explained that proposals were currently being examined to improve safety and security at CFC and these changes would have an impact on fire crews.</td>
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Phil Humphreys explained that additional liaison meetings with the CFC would be necessary and he was asked to contact Jill Dawson about future partnerships meetings going forwards. It was agreed that a copy of the SAG attendance sheet would be provided to Jill Dawson.

The Chairman provided an overview on the new disability seating which had been installed and the access and egress arrangements. Ann Ramage highlighted the Authority and CFC had identified some potential pinch points and would welcome LFB’s views. David Nimmo confirmed that the Authority was responsible for fire safety at sports grounds and that it was important for there to be strong liaison work between all SAG partners. |

**8. Medical Provision Update**

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<td><strong>8.1</strong></td>
<td>The Club confirmed that it had a very good relationship with St John’ ambulance and had assisted with patient care as required.</td>
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Catherine Sands had previously attended the meeting as an observer.

Jill Dawson confirmed looking over the statistics, during 14/15, there had been 166 individuals seeking medical aid; 15/16, 120, 16/17, 123 and for 17/18 there were 133. In total (public and staff) 17/18, 201 had been treated, with 23 requiring hospital treatments.

Jill Dawson explained there had been teething problems with a new medical form which the SGSA had asked clubs to complete. She explained it would be helpful for the SGSA to have further conversations with the Premier League to streamline the process in the future. Ann Ramage asked if the new form could be added to the drop box, which Jill Dawson confirmed that it could be.

In relation to the London Ambulance Service, Jamie Maynard reported that there were no issues to report. CFCs preventative measures were working well. In terms of future actions, he confirmed that accreditation would need to be looked at. Keith Overstall explained that CFC were looking at introducing different passes. These included permanent passes and those issued on a match by match basis. CFC would also be introducing a pass incorporating a hologram next season which would enhance security.

Ann Ramage asked about the new Sensory Room which had been recently introduced. Jill Dawson confirmed that it had been well received and was working well. Jill Dawson explained that the first aid room will be moved as this had to be turned into accessible toilets. It was noted that a catering outlet would be transformed into a Medical Room.

Catherine Sands indicated that there were no issues to address. She confirmed there had been 131 hospital attendees over the course of the season which was an increase, but it was suggested that the figure was higher, as awareness in admissions had improved. Of the 131, 87 admissions were in the few hours before the game. She confirmed that no single match has caused significant issues. Most injuries were either assault or alcohol related and matches were not having an impact on A & E services. She confirmed that as incidents were rising, the NHS would continue to monitor data sets to see if specific patterns were emerging.

**NHS England**
Steve Waspe confirmed that there were no issues to report.
9. **Transport for London and Fulham Broadway Centre**

Linda McCormack explained there were no issues to report. It was noted that the Fulham Broadway Shopping Centre had dispensed with the liaison member of staff and so TfL did not have the same relationship with the Shopping Centre that it once did.

Ann Ramage expressed concern about the changed circumstances and highlighted that the Shopping Centre was an important partner to have on board and needed to attend SAG meetings. Ann Ramage also asked if there were any problems with the communications between the shopping centre and TfL / Club and Linda McCormack reported that these could be improved. Ann Ramage stated that she would contact the shopping centre about both points.

Linda McCormack stated that TfL would be holding a contingency meeting next week and any changes would be forwarded to SAG partners. Jill Dawson highlighted that the European Cup game would kick off at 8pm given the ramifications this would have on the Tube.

James Brockway formally thanked British Transport Police for the good support they had provided to the MPS.

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<th><strong>Local Authority Review 2017/2018 Season</strong></th>
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<td>10.1</td>
<td><strong>Match Day Inspections</strong></td>
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<td>Kieran McKenna reported that six inspections had been carried out and that there were no issues of note and that no RIDDORS (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) had been received since the last SAG. It was noted that the annual inspection had been completed and certificates were collected from Jamie Grey on 24 July 2018.</td>
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<td>10.2</td>
<td>Kieran McKenna confirmed that there were no complements or complaints to feedback. In terms of big games, attention was drawn to the Barcelona FC, Crystal Palace and Tottenham fixtures, where both domestic fixtures passed without major issues. Kieran McKenna confirmed that the SAG agenda had been sent to the Supporters Group liaison but no issues were raised by them.</td>
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<td><strong>Building Control</strong></td>
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<td>Jamie Grey reported that there had been a change of a kiosk into the new Medical Room. CFC were asked to contact Building Control about the change of use. Building control confirmed that they had been involved in the upgrade to the accessible viewing provision, but the no other works were planned.</td>
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<td><strong>Highways Update</strong></td>
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<td>Tony Pegrum confirmed that the Memorandum of Understanding had been signed. He reported that RBKC would be consulting</td>
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| 10.9  |            | Earls Court  
Ann Ramage asked of there was any updates to report. James Brockway confirmed that the MPS had no real concerns and the licensees were on board. RBKC Licensing confirmed that it would send a list of premises to the MPS. Ann Ramage asked Licensing to liaise with the MPS about the match fixture list and for Kieran McKenna to pass any changes back to Laura McGahon. |
| 10.10 |            | Trading Standards  
Douglas Dickson confirmed that this had been another successful season. Details were provided on the operation to seize half and half scarves and the possibility that Trading Standards might apply for a Criminal Behaviour Order to keep scarf sellers out of the area on match days. It was noted that the Barcelona fixture was especially busy. |
10.11 **Parking**
Ann Ramage highlighted that coin operated machines had virtually disappeared and now 85% of parking fees and charges were done by phone. Parking were asked to provide a Borough wide map of current parking arrangements.

In relation to street enforcement, Kieran McKenna explained there had been no issues with skips and scaffolds. He confirmed that sweeps of the area surrounding the stadium were conducted prior to high risk fixtures.

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11. **Forthcoming Season**

11.1 Commenting on fixtures and anticipated challenges, it was noted that CFC would play a preseason friendly against Lyon. Recounting the internal changes to seating arrangements, Ann Ramage said that a staged approach to introduce additional seating for accessible viewing locations would be taken to ensure the changes worked well. In addition, that the new seating would be monitored and reviewed.

11.2 It was noted that there were no planned stadium works and in relation to planned management / operational changes, an Operational Director might be in post in the near future, which may have command and control implications.

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

Geoff Galilee reported that the SGSA joint consultation was ongoing and they expected new certificates to reflect the organisations new responsibilities, as well as, safety for all, ASB and counter terrorism roles.

It was noted that CFC was a well-managed venue and had made significant steps to improve disability access. Geoff Galilee highlighted that the Green Guide would be re-issued in October 2018 and final tweaks were being made at this stage.

He explained that the SGSA would still have enforcement powers and that clubs were expected to have conducted a match day risk assessment for persistent standing as well as having a persistent standing action plan in place. Moving forwards, Geoff Galilee explained that the SGSA would be collecting significantly more information from clubs on which to base its decisions and the data would be considerably smarter next year.

He reported that the SGSA had enquired whether or not SAG meetings were a CFC Board agenda item, as the SGSA required assurance that the SAG was being taken seriously.
Geoff Galilee reported that the injury statistics held by SGSA were for 16/17 and were a year behind. However, there had been a significant increase in the number of injuries at sports grounds. At this stage, it was unknown whether this was due to an increased number of incidents or a reflection of improved record keeping. It was also significant that the number of reported assaults on stewards had increased and there appeared to be a link with this rise and the number of Police free matches. There had been an increase in the number of staff that had been injured. Geoff Galilee explained there would be scope to explore these trends further at the annual table top exercise.

Ann Ramage asked about the implications of UEFA regulations on sports grounds, and specifically about seating and compliance with fire safety standards. Geoff Galilee confirmed that no wooden seating was permitted at European matches and all seating needed to have passed stringent fire safety legislation. Ann Ramage suggested that an audit needed to be conducted to check CFCs compliance and Geoff Galilee was asked to liaise with David and Stefan on this matter. Ann Ramage also asked Jamie Grey to check the seating within the CFC stadium complied with British Standards.

Jill Dawson reported that a steward training working group was being set up and Geoff Galilee explained that a new safety framework would emerge soon for all cubs to adhere to.

| 13. | **Wider definition of Safety – progress** |
|     | Ann Ramage reported that the SGSA had formed the view that reasonable safety was a broad term which meant that *all people present* at a sports ground during an event were protected against dangers of physical harm or injury arising from being present. *Any danger* which could cause physical harm or injury came within the scope of a local authority’s powers under the Safety at Sports Grounds Act 1975. This change covered risks from terrorist activity, crowd disorder and anti-social behavior. It also included ensuring that all people at a sports ground were protected and not just the spectators. |
|     | Parliamentary committee debate in response to a petition promoting ‘safe standing’ took place on June 25th – Tracy Crouch Under Secretary of State for DCMS announced there would be a Government review of the evidence and data for safe standing. |
|     | A recent SGSA letter had been sent to clubs re persistent standing plan/policies and match day risk assessment. |
|     | **Note:** Re: the recent letter from SGSA Karen Eyre-White (18th July 2018) in relation to Football Spectators Act License issued by the authority and **persistent standing**. |
➢ It is a requirement of Clubs to ensure for matches where persistent standing is expected, undertaking a risk assessment specifically assessing the risk of spectators persistently standing; and;

➢ Putting in place a persistent standing management plan that sets out the ground management to encourage spectators to remain seated, and ensuring this is regularly updated based on operational experience.

In terms of the Local Authority response, Letters to all 3 clubs were sent out in May setting out the scope and proposed timetable for implementing the SGSA guidance. Progress has been made towards this detailed and wide-ranging piece of work. The Authority had discussed the potential implications with other London boroughs.

In relation to the Club

- Work was being progressed on the following:
  - Event Safety Policy -
  - CT Plan -
  - Crowd Disorder and Anti-Social behavior plan -
  - Planning for Zone Ex –

In relation to the Safety Certificate

- A revised General Safety Certificate will be issued including reference to the Wider Understanding of Safety and any additional requirements in the forthcoming Green Guide edition.

In relation to the Operations Manual

- An Audit against the SGSA guidance will be conducted.

SAG Terms of Reference

- To be revised to include Safety for All and the Part 2 meetings

Local Authority policies and documents

- All will be reviewed, as they are annually, and revised to reflect changes in terminology

14. Chairman’s update

Streamlining future meetings and Terms of Reference

14.1 Given the change to the format of the meeting, with both public and private reports, Ann Ramage explained that in future, it was proposed that in order to reduce the impact of these meetings on colleagues who currently attended to contribute on only several
14.2 points, those members would be asked to provide written submissions if they had anything to report. However, there was no intention to restrict the circulation of the agenda, and if a specific piece of work up for discussion arose, then invites would be sent to appropriate officers to advise the SAG as per the Terms of Reference.

14.3 Ann Ramage confirmed that ongoing meetings with the Club, MPS and the SGSA would continue and a planned meeting with Level Playingfield would be held in the Autumn.

Kieran McKenna

15. AOB

15.1 GDPR

Ann Ramage explained that all partners would be subject to changes to legislation and the Authority had its own rules and procedures which would need to be complied with. She highlighted that the 6/7-year records retention rule might change, so the history of some records might alter. Ann Ramage proposed that GDPR was added to the next SAG agenda so that document exchanges and compliance with the legislation could be discussed. Ann Ramage asked Karen Ashdown to provide an update to the next meeting. Ann Ramage explained that all records needed to be retained for 7 years before being deleted. Knowing that the records went back that far, it was noted that there might be historic incidents which had been recorded which could provide valuable insight to the Club.

Karen Ashdown

16. Date and venue of next SAG meeting

16.1 January 2019. Date and venue to be confirmed.

The meeting closed at 12:10 pm