

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

**Friday 29th January 2016, 9:30am
Courtyard Room, Hammersmith Town Hall**

MINUTES OF MEETING

PRESENT

London Borough of Hammersmith & Fulham (LBHF):

Karen Ashdown	- Commercial Services
Douglas Dickson	- Trading Standards Officer
Kieran McKenna	- Commercial Services
Antoinette Miller	- Parking Services, RBKC
Stephanie Needham	- Commercial Services
David Nimmo	- Senior Surveyor Means of Escape
Tony Pegrum	- Highway Network Manager
Ann Ramage	- Bi-Borough Head of Environmental Health (Chairman)
John Sanchez	- Planning Officer
Keith Stevenson	- Parking Services, LBHF
Lisa-Jane White	- Licensing Officer

Chelsea Football Club (CFC):

Chris Alexander	- Finance and Operations Director
Graham Arnott	- CSP (Queue Management)
Chris Baker	- Deputy Safety Officer
Dave Butler	- CSP (Queue Management)
Jill Dawson	- Safety Officer
Chris Gleeson	- Facilities Manager
Keith Overstall	- Head of Security

Croydon Council:

Sarah Quinn (Observer)

Sports Ground Safety authority (SGSA):

Lou Elliston

Metropolitan Police Service (MPS):

James Brockway
Gideon Springer
Paul Wright

British Transport Police (BTP):

Kevin Jacobs

London Ambulance Service:

Will Kearns
Jamieson Maynard

Item No.	ITEM	ACTION
1.	Welcome from the Chairmanman	
1.1	The Chairman welcomed those present to the meeting.	
2.	Apologies / introductions	
2.1	<p>The Chairman introduced John Sanchez (LBHF Planning Officer) to the SAG meeting. Chelsea had recently submitted a planning application for a full stadium redevelopment and the SAG welcomed John's input in this area and at future meetings.</p> <p>The Chairman also welcomed Sara Quinn from Croydon Council, who was attending the meeting as an observer.</p> <p>Apologies: Pat Halpin St. John Ambulance Hugh Millingdon Crowd Doctor Jason Jones London Fire Brigade</p>	
3.	Confirmation of previous minutes and matters arising	
3.1	The minutes of the meeting held on 10 th July 2015 were approved as an accurate record. The Chairman identified actions from the minutes that were outstanding:	
3.2	<p>Minute 4.2: PA system coverage at Wansdown Place. Ann Ramage confirmed that Chelsea would receive the support from the Council to ensure that this was in place for the start of the 2016/2017 Season.</p> <p>Minute 4.4: The final version of the MoU had been produced, which was with the lawyers from the Council to agree the final sign off. It was noted that the MoU had been agreed with Club and the Fulham Broadway Shopping Centre and Ann Ramage thanked everyone for their support.</p> <p>Minute 6.1: It was noted that this action was completed and more information was being provided routinely to away fans.</p> <p>Minute 7.2: The Borough Commander CS Springer will be responsible for all high-risk games until the end of the 2015/2016 Season.</p> <p>Minute 10.1: Ticket touting – a day of action took place on two occasions during the beginning of the Season. It was reported that the police operation was a success on both occasions with arrests being made. Ann Ramage recognised that it would not be possible to maintain this action for every fixture but stressed it was important to do so again where the impact would be most felt.</p> <p>Minute 10.4: Chelsea's Safety Certificate had been updated.</p> <p>Minute 10.7: Coach Parking on Imperial Road. Parking signs and cones on Imperial Road remained an outstanding action, which LA officers would follow up.</p>	<p>Kieran McKenna</p> <p>Kieran McKenna & Tony Pegrum</p>

4.	CFC Update on their planning application	
4.1	Chris Gleeson reported that the planning application was submitted in November 2015 and the statutory consultation commenced in December 2015. The Club received many comments on the application and the Chelsea Project Team was in the process of responding to those comments.	
4.2	<p>John Sanchez commented that the planning application went live from 1 December 2015. The initial consultation saw the Council in conjunction with the Royal Borough of Kensington and Chelsea (RBKC) write to approximately 7,000 properties. The closing date for this consultation was 8 January 2016 but due to the scale of the application, comments were still being sent after this date, which Planning would continue to accept and reply to accordingly.</p> <p>Ann Ramage noted that the football lead officers were liaising with the planning department in terms of the green guide and general safety observations.</p>	
5.	Chelsea FC Management Review of 2015/2016 Mid Season	
5.1	<p>Jill Dawson provided an update of the safety management activity undertaken by the Club. The Club began preparations as soon as the fixtures were announced in June 2015. Recruitment for the 2015/2016 Season commenced in July 2015 and 70 stewards began working towards an NVQ2 in Stewarding. Further recruitment took place in November 2015 with those successful commencing employment in December 2015. In excess of 100 stewards attended a Metropolitan Police 'Counter Terrorism Awareness' session.</p> <p>It was reported that the early Season (August / September 2015) was challenging for many Clubs and Agencies as a result of the Rugby World Cup where stewards had been put under pressure as far back as April / May 2015 to commit to work those games. However, Chelsea were never seriously affected as there were contingencies in place to mitigate against this.</p> <p>Jill Dawson also provided an update on the following:</p> <ul style="list-style-type: none"> • Season to Date: In the first half of the Season apart from the Arsenal game, the fixtures were not the most high profile. In all domestic games there were no issues to report, and whilst the results and performances on the field were disappointing, this did not impact on crowd behaviour. • The most 'lively' domestic game was against Everton where in the second half with late goals players took it upon themselves to celebrate with the fans. The Club have followed this up. 	

5.2	<ul style="list-style-type: none"> • All three games in the Champions League have been well attended with away supporters arriving in good time. There had been no need to implement any post match holdbacks. • The pre-season game versus Fiorentina saw the issue with what appeared to have been an abandoned vehicle outside the Stadium. This incident has led to a thorough de-brief and review of evacuation procedures. • Games continue to see a reduction of police officers in attendance in accordance with the MPS policy of all games starting, at point of planning, as police free. • The second half of the Season is expected to be more challenging, with Chelsea entertaining Manchester Utd, Manchester City, Tottenham and West Ham domestically, along with the upcoming Champions League game with Paris Saint-Germain. • Searching and Security: Following the terrorist attack in Paris, the Club have reviewed its match day searching and security, implementing an outer cordon at the entry points into Stamford Bridge whereby supporters are asked to present their tickets, open their bags and coats. These enhanced measures remain in place as standard practice. • In addition, there has been an increase in pre-match dog searches in and around the stadium. The more routine pre-turnstile entry searching has on occasions shown an increase in the number of drug detections. • Flares, Smoke Bombs and Pyrotechnics: To date this Season, the Club have not experienced any at either domestic games or in the Champions League. Stewards continue to be made aware of the procedures to follow in the event of discharge with Fire Marshalls in place at both ends of the ground, or redeployed to the South end where there is intelligence to suggest any risk. • Smoking Policy: Chelsea continue to adopt a 'no smoking' policy, which includes the use of e-cigarettes. • TV Broadcasting / Fixture Changes: The existing protocols have worked well. • First Aid / St John / LAS: Working relationships continue to work well. The LAS saw Jamieson Maynard take over from Boyd Fisher as the LAS lead in the Control Room, which was a smooth transition. <p>Keith Overstall provided the SAG figures on ejections, refusals and arrests for the period August 2015 – 27th January 2016. It was reported that there had been 112 ejections and 37 of these led to arrests. Some of the headline figures included:</p> <ul style="list-style-type: none"> • Racially aggravated foul and abusive language: 4 ejections and 4 arrests • Possessing drugs: 27 ejections and 27 arrests – this was mainly attributed to the work with the MPS and the use of 	
-----	---	--

	<ul style="list-style-type: none"> Ann Ramage referred to the review that took place after the Fiorentina pre-season friendly where there was an abandoned vehicle. Ann Ramage felt that the opening and closing of the Fulham Road TMO on multiple occasions presented some significant risks, which had been difficult to manage and welcomed the pragmatic approach. In response, Keith Overstall confirmed that the Fulham Road had been closed for all fixtures since the review although vehicles were allowed access and egress from the Stadium car park and Wansdown Place car park where access was required. In addition, residents were allowed access safety permitting. Tony Pegrum mentioned that he had received complaints from residents in Billing Street, as they had not been allowed access although the Council's and Club's view was that access would be facilitated when safe to do so. It was felt that some residents were unaware that they could be allowed access safety permitting and the Club agreed to undertake wider engagement with residents once Tony Pegrum had identified the affected areas. In addition, CSP would add this to their next staff briefing. The MPS noted that the decision whether to open and close the Fulham Road TMO should continue to be dealt with on a match-by-match basis and the MPS were willing to support where necessary. The LAS requested access via Fulham Road during match day closures for priority calls. The MPS and Club were willing to facilitate this providing there was a coordinated approach. Ann Ramage proposed that Jamieson Maynard liaise directly with the Club. Tube Queue Operation: The tube queue operation has run smoothly with no significant incidents. The average number of cordons put in has been two per game although no cordons were required for the visit of Watford. The most cordons implemented was against Maccabi Tel Aviv when five were used. Graham Arnott raised an ongoing problem of a rubbish pile being deposited in Fulham Road immediately west of the junction with Wansdown Place, which was present at most games. Kieran McKenna was liaising with the Council's waste department and hoped that this would be rectified shortly . <p>Graham Arnott concluded his briefing by commenting that debrief reports were submitted after every game, which were forwarded to the MPS and LBHF for comment.</p>	<p>Tony Pegrum, Keith Overstall & Graham Arnott</p> <p>Jamieson Maynard/LAS</p> <p>Kieran McKenna</p>
6.	Metropolitan Police 2014/15 season	
6.1	Paul Wright provided an update on home and away fan behaviour, banning orders and arrests:	

	<p>A) Home Games</p> <ul style="list-style-type: none"> • There have been 10 arrests for touting at home games. It was noted that not all fixtures operate a ticket touting operation but officers are briefed in advance of every game. • 42 away supporters had been arrested for the following: <ol style="list-style-type: none"> 1) 31 x Drugs possession – this figure includes cannabis warnings 2) 3 x Public order 3) 2 x Racially aggravated public order – 1 of these arrests took place away from Stamford Bridge 4) 3 x Drunk and disorderly 5) 1 x Pitch encroachment 6) 1 x Missile throwing 7) 1 x Criminal damage <p>B) Away Games</p> <ul style="list-style-type: none"> • Chelsea played 11 away fixtures and 3 domestically in Europe up to 31.12.2015. • Approximately 30,800 Chelsea supporters attended away domestic fixtures. • There have been 8 away ejections for breach of ground regulations. • There have been 2 away arrests, which were both at Newcastle. 1 arrest was for missile throwing and the other arrest was for criminal damage and both these arrests led to stadium bans. • 5 successful banning orders were issued following the high profile incident at the away Champions League fixture in Paris. 	
6.2	It was reported that Glasgow Rangers risk supporters who follow Chelsea both domestically and in Europe have been issued with 14B notices following their involvement in disorder at Chelsea fixtures in the UK and Europe.	
6.3	CI James Brockway commented that CS Gideon Springer had replaced Supt Mike Hill as the overall football lead. It was reported that Chelsea had used seven different match day commanders although CI James Brockway had managed the majority of these games. This was attributed to CS Mike Hill and CI Tim Ruprecht leaving the Borough and Ann Ramage had previously shared her concerns with the Football Unit about the lack of consistency of match commanders at Chelsea. In response, the Football Unit had informed Ann Ramage that Hammersmith and Fulham would be undergoing a trial to minimise the use of different match day commanders by creating a pool of commanders with relevant experience and knowledge of the area.	
6.4	The MPS continues to review its resources and deployments and	

	there had been a reduction in officers for low risk matches this Season. However there had been instances where the Club had requested extra officers based on risk, which had been granted.	
6.5	The Club manage the forward reception point and this has not caused any concerns and continues to be used to good effect by the Club. It was noted that the forward reception point worked well during challenging fixtures against FC Porto and Liverpool and continues to be fit for purpose.	
6.6	CI James Brockway reported no instances of public disorder and the most challenging moment was the abandoned vehicle during the Fiorentina pre-season friendly. Ann Ramage noted the learning outcomes that had been achieved following this incident. CI James Brockway reported that a Taser Spartan unit is now deployed to every large-scale fixture across London to respond to any marauding threat. It was noted that Chelsea was one of the more pro-active organisations in dealing with counter-terrorism.	
6.7	It was noted that the planning application would consider the layout of the stadium to mitigate the risk of terrorism. In addition, the Club were ensuring that all match day and non-match day staff were involved and kept informed.	
6.8	CI James Brockway reported there had been 58 mid-Season arrests compared to 48 at this stage last Season (2014/15). It was reported that no trends had been identified. It was additionally reported that there were more challenging fixtures scheduled in the second half of the Season and that the overall figures could be compared better at the end of the Season.	
6.9	There had been 22 European arrests at 3 European fixtures at Stamford Bridge this Season, compared to a total of 22 from the whole of the 2014/2015 Season. It was noted that this would be closely examined at the end of the Season.	
6.10	CI James Brockway concluded by commenting that a good working relationship continues between the Club and the MPS.	
7.	British Transport Police (BTP) Update	
7.1	Kevin Jacobs reported that match day operational arrangements remain unchanged. It was additionally reported that a BTP football unit had been established and it was hoped that a member of the football unit would attend future SAG meetings to establish continuity as Kevin Jacobs was due to retire. It was noted that the football unit were responsible for all football matches within the TfL network.	
	Ann Ramage wished to place her thanks on record for Kevin's	

	longstanding contribution to the SAG and wished him well in retirement.	
7.2	Kevin Jacobs reported that instances of criminality had seen a significant reduction from seven offences in 2014/2015 to a single offence so far this Season.	
8.	Transport for London/London Underground	
8.1	<p>Ann Ramage to contact TfL for any update.</p> <p>Update: TfL remain concerned that the scheduling of fixtures does from time to time overlook the difficulties associated with scheduling the three Hammersmith clubs and the challenges this brings for the network and infrastructure. TfL will support the SAG Chairman to put this forward to the relevant football authorities and the broadcasters.</p>	Ann Ramage/ Marc Dickinson
9.	Local Authority Review 2015/2016 Mid Season	
9.1	<p>Kieran McKenna reported that 4 DPI inspections had been carried out, which included games against Fiorentina (preseason friendly), Southampton (Premier League), Maccabi Tele Aviv (Champions League) and Liverpool (Premier League).</p> <p>Ann Ramage carried out a focused visit against Swansea City on 8 August 2015. It was noted that this visit was undertaken to investigate instances of persistent standing in the home areas. During the visit, persistent standing was observed in the Matthew Harding Stand (lower tier). However, the gangways were kept clear at all times and there were no instances of chanting or jumping in those home areas that caused any concern.</p> <p>Ann Ramage recognised that the Club were being proactive in trying to stop persistent standing although the Council would continue to monitor this during inspections. Jill Dawson commented that the Club would continue to deter persistent standing where possible and risk assess all visiting Clubs and reduce away allocations where there was evidence of persistent standing. This would provide the Club flexibility in keeping the gangways clear.</p>	
9.2	The Safety Certificate was updated on 4 August 2015. In addition, the Council had received all the information for the activations in terms of the Operations Manual and requested that the Club keep this updated even if certain documents were in draft form.	
9.3	The Council received a complaint from the Swansea City fixture on the 8 August 2015 regarding the PA system being too loud in the East Upper Stand. It was noted that action was subsequently taken and that the volume was reduced for the next match.	
9.4	In addition, the Council received a complaint regarding the first aid	

	<p>provisions for the players from a general Health & Safety at work perspective and specifically the Health and Safety (First-Aid) Regulations 1981. This was investigated, the complainant was updated and no further action was taken.</p>	
9.5	<p>Lisa-Jane White provided an updated on Licensing. It was reported that 2 inspections had been undertaken in the stadium for alcohol and gambling, and there were no issues to report. Lisa-Jane White thanked the Club for its support during these visits.</p> <p>In addition, a number of inspections had been undertaken at Fulham Broadway to ensure that all licensed premises were complying with match day conditions and only one premises was found to be breaching its conditions by selling alcohol during restricted times. They were issued with a caution.</p>	
9.6	<p>Lisa-Jane White reported that the LBHF Licensing Team was working closely with the RBKC Licensing Team regarding licensed premises at Earls Court. A number of licensed premises now have match day conditions attached and licensing officers carry out inspections during match days and no complaints had been received.</p>	
9.7	<p>Ann Ramage reported on concerns raised by the CFC supporters trust. The supporters trust commented on the lack of drinking premises for home fans, which had resulted in home fans travelling to Earls Court. There were some concerns as Earls Court was designated for away fans. Ann Ramage requested that Lisa-Jane White liaise with her colleagues in RBKC for observations on any conflict and it would be useful if she could report back to the SAG. CI James Brockway noted that fans were drinking across London now and there were no arrest statistics or anti-social behaviour in the Earls Court area.</p>	Lisa-Jane White
9.8	<p>Tony Pegrum provided a highways update:</p> <ul style="list-style-type: none"> • Traffic Management Order and associated Memorandum of Understanding: Tony Pegrum reported that the existing TMO was an experimental TMO, which was due to expire and that this would be made permanent in due course. The MoU was also being revised following comments from MPS and the draft had been provided to the Club for comment. It was noted that the abandoned vehicle and Paris attacks had prompted the changes. • Planned Works – Major gas works to commence from January 2016 – September 2016. The second phase of the works from April 2016 will result in the westbound carriageway at King's Road being closed and all traffic diverted up through Gunter Grove. It was noted that Chelsea were involved in the planning process and there will be detailed meetings on site to discuss traffic management. 	

	Keith Overstall confirmed that there was a communications strategy in place and the Chelsea website was being updated.	
9.9	Keith Stevenson provided a Parking Services update. It was reported that the Club had requested a tow truck for Sunday fixtures and Keith Stevenson requested as much notice as possible. Ann Ramage recognised the challenges for Sunday fixtures and Keith Overstall proposed that if it works well then it would become a standard part of its operation.	
9.10	Jill Dawson reported that there were charity collectors in aid of Bobby Moore Trust outside Stamford Bridge. It was noted that any charity collectors on the highway require permission and Kieran McKenna agreed to refer this to Roy Instrall.	Kieran McKenna and Roy Instrall
9.11	Keith Overstall reported that 6 stewards undertake community patrols to deter low level anti-social behavior and to reassure residents. It was noted that detailed feedback was provided and they have become a standard match day feature.	
9.12	Doug Dickson reported that he had attended 5 matches during the first half of Season and illegal scarf sellers had been identified. It was noted that illegal scarf sellers were not prevalent but it remained an ongoing issue.	
10.	Update from the London Fire Brigade	
10.1	It was reported that a new Fulham Station Manager had been appointed and that a familiarisation visit would be arranged in due course.	
11.	Medical Provision Update	
11.1	Jill Dawson provided an update on accidents, injuries and near misses. It was reported that St John ambulance treated 121 accidents and 8 were then sent to hospital. Of those sent to hospital, attached to their paperwork was a RIDDOR report although on further examination by the Club, none of the accidents were RIDDOR reportable. It was noted as part of St John's procedures all accidents that require a visit to hospital were reported as RIDDOR. Jill Dawson reported that no significant trends had been identified and a full update would be provided at the end of the Season.	
11.2	Jamieson Maynard reported changes in the LAS structure and the need to engage with the Club and make changes to update the Medical Plan. It was noted that none of the proposed changes were critical but it would be useful to update the plan in the near future.	Jamieson Maynard and Keith Overstall

11.3	<p>Pat Halpin submitted this statement before the meeting as he was unable to attend:</p> <p><i>"St John Ambulance continues to work closely with Chelsea Football Club and has a very good working relationship. St John Ambulance also have a very good working relations with the crowd Doctor and London Ambulance Service and call on their assistance as required.</i></p> <p><i>To date, we have treated 121 casualties, of which 8 were transported to hospital. Of the 8 people taken to hospital, none were RIDDOR reportable. No specific concerns or trends have been identified from these casualties.</i></p> <p><i>During the rest of the Season, we will continue to work with the Club on our reporting after each match and what needs reporting with the RIDDOR.</i></p> <p><i>St John Ambulance look forward to working with Chelsea Football Club. "</i></p>	
12.	Sports Ground Safety Authority	
12.1	Lou Elliston advised the SAG that she had attended 1 match so far this Season and another visit would be arranged in due course.	
12.2	The SGSA had received funding to re-write the Green Guide. It was noted that this would be a 2-year process and a consultation form was available online and Lou Elliston invited comments from SAG members.	
12.3	The SGSA had updated its FAQ section on it's website to include steward training and the Green Guide.	
12.4	The Safer Together Conference is planned for 9 May 2016 at Arsenal's Emirates Stadium.	
13.	Looking forward to the rest of 2015/2016 Season	
13.1	Ann Ramage recognised the challenges faced by the Club as it enters into the more challenging half of the Season and requested that the Operations Manual be updated at all times with all of the good progress that has been made.	
14.	Chairman's update	
14.1	The SAG Terms of Reference had been reviewed and was updated to include supporter representation to record the importance of supporter views. The revised Terms of Reference was approved.	
14.2	In line with SGSA guidance, the LBHF Sports Grounds Enforcement Policy had been drafted and would be circulated when adopted. In addition, all LBHF internal procedure documents had been reviewed	

	and revised.	
14.3	Kieran McKenna would circulate the revised contact details for the Match Postponement MoU with the minutes.	Kieran McKenna
14.4	Ann Ramage will be writing to the FA, PL, Championship and UEFA in conjunction with the MPS and TfL regarding Borough clashes following two occasions this Season where all 3 football clubs had been scheduled to play on the same day. It was noted that part of this letter advises the football authorities that the MPS can't support the 3 clubs effectively and the transport network cannot cope.	
14.5	<p>Ann Ramage had received a request from the supporter trusts for the three Hammersmith clubs to be represented at the SAG. A letter had been sent to QPR, CFC and FFC groups in December setting out the position with an agreement for the Chairman to meet them.</p> <p>It was suggested that there be a pre-meeting/pre-communication of the Lead Officers with the supporters trusts to maintain an open communication channel at all times, and to send the SAG agenda to them and seek any relevant comments that they may want raised at the SAG. Members of the supporters trust would not be invited to attend SAG meetings at this time but Members were keen to consider their views and agreed this process.</p> <p>One item raised by the Supporter Trust which was not covered on the agenda was coach parking on the Fulham Road for the collection of away supporters. It was reported that there had been some tensions with home and away supporters. It was stated that this tactic was only carried out when there are suitable coach numbers, tactically advantageous and in agreement with the Match Commander. This will be monitored going forward.</p>	
15.	AOB	
15.1	Tony Pegrum queried any plans for a victory parade as the Club remained in contention for the Champions League. Keith Overstall advised the SAG that if Chelsea advance, then they will be able to build on plans from previous years. Ann Ramage recognised that the Club have previously delivered successful victory parades and had good plans in place.	
16.	Date and venue of next SAG meeting	
16.1	To be confirmed. It was expected to be during July 2016 at Stamford Bridge.	