

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

**Thursday 19th January 2017, 9:30am
Council Chamber, Town Hall**

MINUTES OF MEETING

PRESENT – to update

London Borough of Hammersmith & Fulham (LBHF):

Stefan Bystrzanowski	- Building Control
Douglas Dickson	- Trading Standards Officer
Charles Francis	- Governance and Scrutiny
Kieran McKenna	- Commercial Services
Maria De Jesus	- Parking Services
Stephanie Needham	- Commercial Services
Adrian Overton	- Licensing
Tony Pegrum	- Highway Network Manager
Ann Ramage	- Bi-Borough Head of Environmental Health (Chairman)
Keith Stevenson	- Parking Services, LBHF

Chelsea Football Club (CFC):

Chris Alexander	- Finance and Security Director
Chris Baker	- Deputy Safety Officer
Jill Dawson	- Safety Officer
Jamie Gray	- Head of Facilities
Hugh Millington	- Imperial College Healthcare NHS & CFC
Keith Overstall	- Head of Security
John Lake	- CSP

Chelsea and Westminster NHS Foundation Trust

Catherine Sands

Transport for London

Linda McCormack

Susan Joyce

Sports Ground Safety authority (SGSA):

Geoff Galilee

Metropolitan Police Service (MPS):

James Brockway

Mark Whitten

Paul Wright

Item No.	ITEM	ACTION
1.	Welcome from the Chairman	
1.1	The Chairman welcomed those present to the meeting.	
2.	Apologies / introductions	
2.1	The Chairman invited introductions and welcomed new members to the meeting. New Members included: Philip Wilmann – Building Control and Geoff Galilee – SGSA	
2.2	Catherine Sands- Chelsea & Westminster Hospital Head of Emergency Preparedness, Resilience and Response - Observer	
2.3	Apologies: Jamison Maynard – LAS Lisa White – LBHF Licensing. Estree Bird – BTP Sergeant for the District Line West Pat Halpin - St John Karen Ashdown- Commercial Services Steve Waspe - NHS England Rachel Eggar -NHS England Philip Wilmann – Building Control Siva Kumar – Building Control John Snelgrove – Station Commander of Fulham Fire Station,	
3.	Confirmation of previous minutes and matters arising	
3.1	The minutes of the meeting held on 6 th July 2016 were approved as an accurate record. The Chairman identified actions from the minutes that were outstanding:	
3.2	Minute 4.2 The 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 2016/2017Season. To remain on the agenda.	Kieran McKenna
3.3	Minute 7.4 Ann Ramage asked if it was possible to be told what the numbers were, passing through Fulham Broadway for a few hours, so this could be used as an evidence base going forward. In terms of local derby matches, it was acknowledged the network would be used more than usual. Ann Ramage asked for turnstile numbers to be provided by Fulham Broadway Station if possible. Linda McCormack, TfL, advised the meeting it was not feasible to provide the information requested.	Ann Ramage

<p>4.</p> <p>4.1</p> <p>4.2</p> <p>4.3</p>	<p>Stadium Redevelopment update - Committee Meeting held Wednesday 11th January 2017 Stoll land interest CFC update on their planning application</p> <p>Chris Alexander reported that on 11th January 2017 permission for the new stadium was granted. Essentially, this decision had fired a starting gun for the development. It was noted that a number of additional permissions and contracts needed to be agreed before the commencement of any works. CA confirmed that further updates would be provided to the SAG at future meetings as plans unfolded.</p> <p>Ann Ramage confirmed that any enabling works which needed to be conducted by the Club would be done in partnership with the SAG representatives, especially if works began at the same time as fixtures were being held. It was noted that a more comprehensive timetable would be provided at the next SAG meeting if all necessary permissions were granted.</p> <p>It was noted that the football lead officers were liaising with Planning in terms of technical aspects of the Green Guide and stadium design. It was confirmed that the Council had an ongoing role and the appropriate officers would be involved on a need basis.</p>	<p>Chris Alexander</p> <p>Keith Overstall</p>
<p>5.</p> <p>5.1</p> <p>5.2</p>	<p>Chelsea FC Management Review of 2016/2017 Half Season</p> <p>Management / Operational Changes / Stewards</p> <p>Jill Dawson provided an update of the safety management activity undertaken by the Club. It was noted that the only change to the Match Day Operational Team was the introduction of CFC Fire Stewards which operated around the Stadium under the direction of the Club Fire Officer. Jill confirmed the Club constantly monitored resilience levels.</p> <p>It was noted that safety management arrangements and match day operational issues had progressed well during the Season, despite the early Season being affected by international fixtures. During the last three months, a successful recruitment period had increased the number of stewards. This was an ongoing process. Jill confirmed that new starters for the season 2016/17 were currently undertaking their NVQ2 training with a view to completing this before the end of this Season. The Club had introduced the use of body worn cameras and will ensure that refresher training is provided as appropriate. It was noted that planned training activities included: Body Cam training, NVQ2 training, Customer Service, Disability and Accessibility Training, British Sign Language Training and Fire Awareness.</p> <p>Emergency Response Review</p>	

	<p>The Club had reviewed its responses to possible terrorist attacks. It was noted that steward's responses to the Cordon Alert was tested on match days.</p>	
5.3	<p>Crowd Behaviour</p> <p>There had been only a few incidents of note so far. Prior to the Tottenham fixture, a meeting was held with the Police and Supporters Trusts and wider partners at which the Club outlined its expectations and advice concerning arrival. It was pleasing that the game passed without incident. No alcohol was sold after kick off at either the Tottenham or West Ham fixtures. The timing of the Liverpool fixture (Friday evening) was not ideal.</p>	
5.4	<p>Chelsea Supporter Behaviour at Away Games</p> <p>The sale of cheap, £30 Match Day tickets has meant that clubs often sell out of tickets and that tickets do change hands. In general terms, the behaviour of away fans had not caused any issues so far this Season.</p>	
5.5	<p>Dealing with Flares, Smoke bomb etc.</p> <p>There have been no incidents so far. However, Fire Marshalls are in place at each game with the sole responsibility of extinguishing any discharged devices.</p>	
5.6	<p>Persistent Standing</p> <p>It was noted that this was an issue across the Premier League. Jill Dawson explained that if complaints were received they were addressed either at the time or post-match. There are plans currently in place and these are implemented.</p>	
5.7	<p>Accident and Injury Statistics / trends</p> <p>CFC continue to have a good working relationship with St John. A full report will be provided to the July SAG meeting. St John expressed concerns about the New Year's Eve game with a number of concurrent events needing to be covered by them across London. To overcome this issue, the Club sought external assistance from SMS Medical who had provided cover on previous occasions.</p>	
5.8	<p>Smoking Policy</p> <p>The policy remains unchanged – Strict no smoking.</p>	
5.9	<p>TV Broadcasting / Fixture Changes</p> <p>No issues to note. In relation to fixture changes, the FA and Premier League expect all clubs provide instant responses to requests, this can be challenging at times.</p> <p>Keith Overstall provided the SAG figures on ejections, refusals and arrests for the Season to date. It was reported that there had been 76 ejections, of which 19 had been arrests. Some of the headline figures included:</p>	

	<ul style="list-style-type: none"> - Racially aggravated foul and abusive language: 0 ejections. - Possessing drugs: 17 refusals and 11 arrests – this was mainly attributed to the work with the MPS and the use of search dogs - Alcohol related :11 ejections with 1 arrest - Refused entry: 16 refusals – 9 home and 7 away. <p>With regards to customer complaints: Keith Overstall commented that the Club records all customer complaints and some of the headline figures included:</p> <ul style="list-style-type: none"> - Persistent Standing: 16 complaints - Hate crime: 12 complaints – all hate crime complaints were followed up with a thorough investigation by a dedicated team, which had subsequently led to stadium bans. <p>Ann Ramage commended the work which had been conducted on alcohol related refusals and asked for this to be fed back to the stewards. She asked for further clarification about the persistent standing complaints and was informed that this was mainly home supporters complaining and they had all been followed up as necessary.</p>	
<p>6.</p> <p>6.1</p> <p>6.2</p> <p>6.3</p> <p>6.4</p>	<p>Metropolitan Police 2015/16 Season</p> <p>Inspector Brockway provided an update on operational arrangements. It was noted that most of the risks had been in the early part of the Season. This included fixtures with West Ham and Tottenham.</p> <p>Operationally, the same arrangements were in place. He highlighted that the Metropolitan Police was about to undergo organisational change and officers were not sure what the outcomes would be at this stage. A further update would be provided when they know more. It was noted that Earl’s Court policing had gone well and the area had been less of a problem than in previous seasons.</p> <p>In terms of recent operational change, it was noted that the placement of vehicles would be changed for CT reasons. However, these procedures were subject to constant review and as this was a relatively new field there would be wider comment on this in the future.</p> <p>Ann Ramage highlighted that if the Club started to conduct enabling works, this might have an impact on matchday operations. The work could also have impact upon Fulham Broadway and this would affect the current risk assessments.</p> <p>Inspector Brockway agreed to provide Kieran McKenna with a breakdown of the home and away match statistics. However, it was</p>	<p>James Brockway</p> <p>James</p>

<p>6.10</p> <p>6.11</p>	<p>Inspector Brockway highlighted that the number of Metropolitan command units is likely to reduce to 12 and 3 boroughs would be merged in order to save costs. He confirmed there would be a degree of future proofing but was aware that football fixtures required local knowledge for the policing to be as effective as possible.</p> <p>Ann Ramage asked for further details to be provided about the articles thrown statistic and in particular, the coin throwing incident at the Everton match. Having reviewed the CCTV footage, Keith Overstall confirmed that the coin had been thrown by the visiting Everton supporters, bounced off the control room and rebounded onto the Everton fans. Keith Overstall explained that further information could be provided to the next SAG meeting. Ann Ramage asked about the current quality of CCTV footage and whether or not the coin could be seen? In response, Jill explained reviewing the footage was very time consuming whilst a match is in progress and sometimes coins can be very difficult to spot.</p> <p>Ann Ramage asked Keith Overstall to review the last 6 incidents of missiles thrown and to report back to the next SAG, at the end of the Season, the SAG could then review whether there was any patterns or issues.</p>	<p>Keith Overton / Jill Dawson</p>
<p>7.</p> <p>7.1</p>	<p>British Transport Police (BTP) Update</p> <p>Inspector Wayne Philp had sent his apologies. No update was provided.</p>	
<p>8.</p> <p>8.1</p>	<p>Transport for London/London Underground</p> <p>Linda McCormack explained the queue system was working well. It was noted that during the recent Tube strikes, TfL could not get through to the Club on the emergency phone. Keith Overstall confirmed that the emergency phones had been at fault but radio contact was still possible, the fault was being rectified.</p>	
<p>9(a)</p> <p>9.1</p> <p>9.2</p>	<p>Local Authority Review 2015/2016 Season</p> <p>Kieran McKenna reported on the DPI inspections which had been conducted. The Licensing work being done in partnership with Kensington and Chelsea was highlighted and it was noted that the prevent strategy was working well. In relation to Tube and Rail strikes, he confirmed the Council was working in partnership with all parties to address future disruption.</p> <p>It was noted there had been 3 RIDDOR's.</p> <ol style="list-style-type: none"> 1. One fan was assaulted at the Spurs match on 26th November 2016 - No further action was taken. 2. CFC against West Bromwich Albion on 11th December 2016 	

	<p>- One supporter got their hand stuck under a shutter at a kiosk.</p> <p>3. CFC against West Bromwich Albion when a supporter in the North Upper stand lost their footing and fell.</p> <p>9.3 In terms of Supporter Group liaison / feedback, it was noted that nothing had been received so far. Ann Ramage commented that it was a shame that no feedback was received at the meeting as it could be very useful. Chris Alexander confirmed that despite this lack of feedback, lots of questions were addressed by the Fans Forum. Ann Ramage confirmed that she wished to attend a Fans Forum in the future so she could hear the feedback first hand.</p> <p>9.4 A report has been completed on persistent standing and there were no fixtures at which persistent standing was an issue and the local authority are satisfied that appropriate procedures are in place. Ann Ramage highlighted that one of the purposes of the SAG was for reports to be compiled that could be fed into the review processes. The SAG noted that on the back of an SGSA request, it was decided to ask Local Authorities to pull this information together about persistent standing and it had been useful to review.</p> <p>9.5 Ann Ramage confirmed that there had been no changes to the Safety Certificate and in terms of customer feedback, no compliments or complaints had been received by the Local Authority.</p> <p>Ann Ramage confirmed that she had attended the CFC / Liverpool match as an observer and asked the Club whether it had any feedback on Friday night fixtures. Jill Dawson commented that West London was not well suited to Friday night matches. However due to Broadcast pressures, CFC would have to contend with 16 different kick off times during the course of the Season.</p> <p>9(b) Licensing Update</p> <p>9.1 Adrian Overton provided an updated on Licensing. It was reported inspections had been undertaken in the stadium for alcohol and gambling, and there were no issues to report. Adrian thanked the Club for its cooperation during these visits.</p> <p>9.2 Adrian Overton reported that Licensing officers from RBKC had visited the licensed premises around Earls Court to ensure the conditions were being complied with and the MPS operation was ongoing. Ann Ramage commented that the Sainsbury's local on Earl's Court Road provided an opportunity for fans to source cheap drink and this meant that garden squares were prone to littering. If this was a persistent problem, the Council would take this forward, but it did not appear to be the case.</p>	<p>Chris Alexander / Ann Ramage</p>
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9.3	Mark Whitten commented that 200 Bristol Rovers supporters had caused ASB on the footway in Earls Court and prompted complaints from the local community. Since then there was a focus on the Controlled Drinking Zone and early intervention to prevent large groups from forming.	
9(c)	Highways Update	
	Tony Pegrum provided a highways update:	
9.1	Traffic Order and associated Memorandum of Understanding	
	- Tony Pegrum reported that the MoU Deed of Guarantee and Indemnity and MoU Chelsea had been sent and had been through the Legal Services department at the Council. CFC had suggested a few amendments but the document would be complete in the near future.	
9.2	Network Activity –	
	Tony Pegrum reported that the next phase of the national grid works had been delayed and was now due to start in May 2017. A closure would be required to the westbound carriageway at King’s Road and all traffic being diverted up through Gunter Grove. It was noted that when the west bound carriage had been closed on match days, this had caused problems. To overcome this, Officers had tweaked traffic and divergence signage.	
9.3	Tony Pegrum reported that a closure to the Westbound carriage	
	way would be required between July and September between Beefeater Street and Edits Grove. Parsons Green would also have works around 23rd January and 13 th February 2018 with a diversion around Muster Road.	
9.4	In relation to Hammersmith Bridge, it was noted that work would	
	be delayed until the summer of 2018.	
9(d)	Parking Services Update	
	Keith Stevenson provided a Parking Services update. It was reported the Club had hired an NSL tow truck on certain match days (Sundays and when large numbers of coaches were anticipated) for Imperial Road. This service was working well without any issues	
9(e)	Street Trading	
	No update was provided for street trading. Ann Ramage highlighted that work had been conducted, looking at street trading on the boundary of the stadium grounds	
9(f)	Building Control	
	In terms of Building Control, officers reported that several meetings had taken place which related to the new stadium development.	

<p>9(g)</p>	<p>Ann Ramage asked Jamie Gray whether there were any planned works. He confirmed none were planned other than routine maintenance. Ann Ramage noted that the Club was still operational and had a few seasons before these plans took effect and asked that the SAG be provided with updates as and when appropriate.</p> <p>Trading Standards Update Douglas Dickson provided a Trading Standards update. It was noted counterfeit goods were still an issue but this was unlikely to change. He explained he had asked for Police assistance with a few issues. Ann Ramage asked if there had been any developments with regards to e-crime in relation to ticket touting. Keith Overton explained that victims were advised to contact Action Fraud.</p>	<p>Jamie Gray</p>
<p>10.</p> <p>10.1</p> <p>10.2</p>	<p>Update from the London Fire Brigade</p> <p>Anne Ramage highlighted that this was the second SAG meeting at which there had been no representation from the London Fire Brigade and this did undermine the effectiveness of the meeting. Ann Ramage stated that the Old Station Commander Jason Jones did conduct a site visit and Kieran McKenna was asked to follow this up outside the meeting and ensure the Fire Brigade was provided with the date of the next SAG meeting.</p> <p>Keith Overstall commented on the current Emergency Vehicle Access Plan and explained the Club would like to meet with the Fire Brigade.</p> <p>To note that outside of the meeting the Club have been sent the details of the Fire Borough Commander Paul Kavanagh.</p>	<p>Kieran McKenna / London Fire Brigade</p> <p>Keith Overstall / London Fire Brigade</p>
<p>11.</p> <p>11.1</p> <p>11.2</p> <p>11.3</p> <p>11.4</p>	<p>Medical Provision Update</p> <p>Catherine Sands, Chelsea and Westminster NHS Foundation Trust attended the meeting as an observer. Catherine was asked by Ann Ramage to contact JD to exchange contact details.</p> <p>In relation to accidents statistics, the London Ambulance Service had submitted their apologies but had provided the Chairman with an update. It was noted that communication between LAS and the Club was good and there were no trends in the accident data.</p> <p>Ann Ramage asked Keith Overton whether he was satisfied with the current Medical Plan. He explained that a medical meeting was planned which would review the Plan and look at the Hillsborough recommendations in detail.</p> <p>The LAS update confirmed that it had a very good working relationship with St John ambulance and had assisted with patient care as required. It was noted that any intelligence related to</p>	<p>Catherine Sands</p>

<p>11.5</p> <p>11.6</p>	<p>possible disturbances would be shared between the Police and LAS as and when appropriate.</p> <p>In relation to the London Ambulance Service, Jamieson Maynard had submitted the following statement before the meeting as he was unable to attend:</p> <p><i>“The communication flow between myself and the club has been extremely good. In addition, the footprint outside the stadium has been run effectively by the club from the beginning of the season up to present.</i></p> <p><i>There have been no issues regarding access for any LAS resources on any calls within the footprint. This includes, before and after the road closures have been put in place.</i></p> <p><i>Currently, there have not been any significant incidents to note within the ground or within the footprint of Fulham Road.</i></p> <p><i>The LAS have a very good relationship with St John's ambulance and have assisted with patient treatment when required.</i></p> <p><i>Q: Would it be possible for the Police to forward me any intelligence regarding possible disturbances or ad-hoc alterations to plans on match days. Only relevant information that could impact on the LAS.</i></p> <p><i>Due to the current high level of a terrorist threat. This would be beneficial for me as the LAS venue commander. The club have enhanced their security measures this season by requesting details of all LAS vehicle registration and fleet numbers before attending the ground.</i></p> <p><i>I personally oversee this, by emailing the Safety Officer and Security Managers directly 4 hours before entering the ground”</i></p> <p>The MPS agreed they could have an update briefing on the match day with a face to face conversation.</p>	
<p>12.</p> <p>12.1</p>	<p>Sports Ground Safety Authority</p> <p>Ann Ramage welcomed Geoff Galilee to his first Chelsea SAG meeting and thanked Lou Elliston for all her contributions.</p> <p>Geoff reported that a number of topics had been discussed by the Sports Ground Safety Authority which included:</p> <ol style="list-style-type: none"> 1. The Hillsborough Inquest outcomes – which had been circulated to all relevant councils. 2. A template had been developed which was a self-assessment 3. On 2 March 2017 an SGSA conference would be held at Lords Cricket Ground. 	

	<p>Ann Ramage asked Geoff to contact Jill Dawson so that a familiarization visit to the Club could be arranged.</p> <p>Ann Ramage asked about the debrief which had taken place about the postponement of the Manchester United fixture at the end of last season and whether any feedback was available. Geoff Galilee confirmed that the Club conducted a very thorough debrief and 64 learning points arose. Some of these were very basic, and some were specific to Manchester United's ground. Ann Ramage agreed to follow up with Geoff Galilee outside of the meeting to see what the best way was of disseminating the learning points.</p>	<p>Geoff Galilee</p> <p>Ann Ramage / Geoff Galilee</p>
<p>13.</p> <p>13.1</p>	<p>Looking forward to the second part of the 2016/2017 Season</p> <p>Commenting on the fixtures list Ann Ramage asked Jill Dawson if there were any specific challenges faced by the Club?</p> <p>Jill confirmed there were none.</p>	
<p>14.</p> <p>14.1</p> <p>14.2</p> <p>14.3</p> <p>14.4</p>	<p>Chairman's update</p> <p>Ann Ramage commented on the Persistent Standing Report and asked those present to ensure that there was no complacency and to continue to be vigilant and ensure all matches were risk assessed on a case by case basis learning from the past.</p> <p>With regards to the Safety at Sports Grounds Terms of Reference, Ann Ramage asked for these to be circulated to all attendees and for feedback to be provided for the next meeting of any amendments.</p> <p>It was noted that the LBHF Sports Ground Safety Policy was now on the Council's website.</p> <p>Concluding her remarks, Ann Ramage highlighted the Hillsborough Report follow up work which was ongoing and that we would welcome an update for the July SAG.</p> <p>It was noted that a meeting was being arranged by the Club with the LAS and St John that would be helpful with this.</p>	<p>Kieran McKenna</p>
<p>15.</p> <p>15.1</p> <p>15.2</p>	<p>AOB</p> <p>Ann Ramage asked if the Fulham Broadway Management Team could be invited to the next SAG meeting.</p> <p>Tony Pegrum asked whether the Club had considered a victory parade should Chelsea win the Premier League title? In response, Keith Overstall assured the SAG that the Club were aware of the timescales and planning would be in place should the need arise.</p>	<p>Kieran McKenna</p>

15.3	<p>Tony Pegrum highlighted the National Grid works which were ongoing and the possible impact these might have on a victory parade route. Keith Overton confirmed the Club would enter into an early dialogue with the Council to plan a possible parade.</p> <p>Stephanie Needham highlighted that a football paper had been considered at a Council Scrutiny/PAC meeting. Ann Ramage highlighted that the report was well received by councillors and members of the public present and underlined the amount of collaborative work which was ongoing and appreciated. Cllr Wesley Harcourt, lead member for environment was thankful for the ongoing work by the council staff and its partners.</p>	
16.	Date and venue of next SAG meeting	
16.1	July 2017 at Stamford Bridge date and time to be confirmed.	Kieran McKenna