

Safety of Sports Grounds Act 1975

Chelsea Football Club Safety Advisory Group (SAG)

26th July 2023

Minutes of Meeting (part 1) - MS TEAMS

Attendees:

NAME	INITIALS	ORGANISATION
Stephen Hollingworth – SAG Chair	SH	LBHF
Mark Ashley	MA	BTP
Chris Baker	CB	CFC
Jamie Gray	JG	CFC
Graham Smith	GS	CFC
Joanne Boughtflower	JBS	CFC
Stephanie Needham	SN	LBHF
Graham Souster	GSS	LBHF
Keith Overstall	KO	LBHF
Adrian Overton	AO	LBHF
Matthew Hooper	MH	LBHF
Thiru Moolan	TM	LBHF
Ian Baron	IB	LBHF
Stefan Bystzanowski	BS	LBHF
Casey Dermot	CD	LBHF
Ian Hawthorn	IH	LBHF
Janet Nairne	JN	LBHF
Rahman Julie	JR	LBHF
Valerie Simpson	VS	LBHF
Neil Thurlow	NT	LBHF
Christina Perez-Trillo	CPT	LBHF
Ayamah Michele	AM	LBHF
Mason Mcilroy	MM	LBHF
Lesley Gates	LG	LBHF
Kevin Morgan	KM	LFB
Patrick Ackroyd	PA	LFB
Rebecca Charlotte	RC	LFB
Holly Foran	HF	MPS
Mark McLeavery	MM	MPS
Laura McGahon	LM	RBKC
Tony Pegrum	TP	RBKC
Geoff Galilee	GG	SGSA

Item / Page	Action summary	Member	Status
4. Page 8	Action Point 1 – CFC to share end of season statistics.	CFC	Received by LA
4. Page 8	Action Point 2 – CFC will provide an update on the alcohol incidents / see above re: statistics.	CFC	Received by LA
5. Page 9	Action Point 3 - GG mentioned major incidents advisory cards. Are they being put together, have all the stakeholders, etc been involved, does it change anything or is it just an aide memoire of what's already in place?	CFC / MPS /LFB / LAS	TBC
6. Page 10	Action Point 4 - GG queried if he could get a copy of the medical emergency exercise report.	CFC	Circulated
8. Page 11	Action Point 5 - RA (LUL) confirmed to email CB who can take a closer look at this at the start of the season. Alleged revenue fraud by stewards not tapping in and out at Fulham Broadway station.	LUL	Ongoing
9. Page 12	Action Point 6 - GS to forward email correspondence received from TfL to CB for information in relation to temporary bus stand in Imperial Road owing to closure of Wandsworth Bridge.	LBHF	Forwarded / Bridge works now completed.
9. Page 12	Action Point 7 - CFC to send MA a plan of the suspension required in Hortensia Road for HVM build purposes.	CFC /RBKC	TBC

ITEM	MINUTES	ACTION
1	Welcome from the Chairman	Chair
	SH welcomed everyone, round up of last season and a run through this upcoming season. Call being recorded to assist minuting; SH went through meeting protocols.	
2	Apologies	Chair
	Hugh Millington (CFC) Peter Wholley (SJA) Jamieson Maynard (LAS) Matt Hero (MPS) Ramesh Kerai (MPS) Christino Perez-Trillo (LBHF) Mark Adedeji (Fulham Broadway Shopping Centre)	
3	Confirmation of the previous minutes and matters arising	Chair
	SH stated the minutes had been shared. Hortensia Road, looking to get 2 suspension spaces for the HVM ? KO confirmed it would be the intention to still have these. Awaiting feedback from RBKC. Medical Emergency Exercise – took place in March. Safety Certificate – GS issued in April, needs to be reissued due to seat capacity issue with cameras and add in the SIA exemption provisions. GS will sort once capacity confirmed from camera work completed. (Losing 160 seats due to amendments).	
4	CFC 22/23 End of Season Update	CFC
	➤ Safety Management Team - operational arrangements and changes to personnel Club currently have a Match Day Safety Team of four staff –	

Chris Baker (Head of Match Day Safety and Duty Safety Officer)
 Paul O'Donnell (Senior Operations Officer and Duty Safety Officer)
 Katie O'Donnell (Match Day Safety Coordinator)
 Sunil Chandragiri (Match Day Safety Administrator - agency)

We are in the process of engaging a new Senior Operations Officer and Duty Safety Officer to replace Wills Payne, which will take us back up to three full time Duty Safety Officers and two casual Duty Safety Officers. We have also submitted a resourcing plan for a second Match Day Safety Administrator.

➤ **Challenging fixtures**

Domestic Match Categories and Notable Domestic Fixtures

Have had the following amount of low, medium, and high-risk category domestic fixtures for the second half of the season, from 18th February.

RISK CATEGORY: LOW (A)
1. Brighton & Hove Albion

RISK CATEGORY: MEDIUM (B)
1. Southampton
2. Everton
3. Aston Villa
4. Liverpool
5. Brentford
6. Nottingham Forest
7. Newcastle United

RISK CATEGORY: HIGH (C/CIR)
1. Leeds United

We experienced a very testing domestic fixture on paper against Leeds United (3,000 allocation, 2,751 attendance) in the Premier League. After the issues encountered at the 2021 – 2022 season fixture we held two meetings with Leeds United FC, both Clubs Supporters groups, and both Police forces to attempt to mitigate the tensions between the two sets of Supporters. We participated in a Tabletop Exercise around the three-phase entry system, and initiated it as per the GNK Dinamo Zagreb fixture, to keep pressure off of the away turnstiles. The Partnership working between the Club, the Local Authority and the MPS was most welcome.

A minority of the Leeds United supporters were anti-social but most of them behaved well. There was Criminal Damage to one of the Concession Unit Screens. Lack of information around their Supporters Coaches caused concern as the confirmed numbers varied and some of them didn't turn up.

There were ten arrests/ejections/refusals of Leeds United Supporters before and during the fixture. Scuffles broke out on egress which resulted in a further two arrests, one Home and one Away. There was also disorder away from the stadium post-match. The support received on the day from the MPS was first class. All the planning paid off with a safely delivered event.

European Match Categories and Notable European Fixtures

We have had the following amount of low, medium, and high-risk category European fixtures for the second half of the season, from 18th February.

RISK CATEGORY: LOW (A)

-

RISK CATEGORY: MEDIUM (B)

1. Borussia Dortmund
2. Real Madrid CF

RISK CATEGORY: HIGH (C/CIR)

-

We experienced two very different UEFA Champions' League Knockout Stage fixtures, Borussia Dortmund (2,166 allocation; 1,901 attendance) in the Round of 16, and Real Madrid CF (1,535 allocation; 1,237 attendance).

Borussia Dortmund Supporters, like the GNK Dinamo Zagreb Supporters, were amongst the most challenging set of Supporters that we have ever had to manage. Borussia Dortmund Supporters numbering approximately 1,300 "accompanied" by the MPS, walked from Putney blocking the highways causing the Fulham Road closure to be implemented at 17:30, they finally arrived at 18:20. They were being filtered through Phase 1 into Phase 2 when the first group burst through Phase 2 to get to Phase 3 and the turnstiles. Response Stewards closed off the barriers in Phase 3, as per the Contingency Plan, and the MPS assisted them to regain control of the situation. At this point numerous ticketless Borussia Dortmund supporters were removed from Phase 3 of the queueing system. 17 counterfeit tickets were also confiscated at this time.

The Borussia Dortmund Ultras entered the Upper Tier, they blocked the concourse for several minutes occupying Stewards and then bomb burst into the seating deck ripping up the protective netting at the front of the tier to gain entry to the first two rows. This tactic seems to be favoured by German supporters having previously experienced it v FC Schalke 04 in 2014 and FC Bayern Munich in 2020.

Kick Off was delayed by UEFA for 10 minutes without consulting with the Club due to the Borussia Dortmund Team Coaches arriving at 18:51 instead of the expected 18:40. UEFA stated that the delay was due to "heavy traffic in the local area". The fact was that the Borussia Dortmund Supporters had blocked the Fulham Road and the Team Coaches could not get past. Both sets of Team Coaches entered via Britannia Gate instead of Stamford Gate. At kick off Borussia Dortmund Ultras let off numerous yellow pyrotechnic devices with some of them being thrown onto the pitch, the smoke filled the South end of the Stadium for a considerable amount of time. Numerous Borussia Dortmund supporters were removed from home areas throughout the game as they were in breach of Ground Regulations and for their own safety.

The Real Madrid CF fixture was relatively straightforward for both the Match Day Safety Team and the MPS. At 17:30 two small groups of Chelsea Supporters started to gather at either side of Stamford Gate. We were aware of a Twitter Campaign to encourage Supporters to arrive between 17:30 and 18:30 to "welcome" the Chelsea Team Coach onto site. Supporters were encouraged to bring pyrotechnics. The Club issued a news story on Monday 17th April - informing Supporters that the use of pyrotechnics was a criminal offence. By 18:00 the crowd had swelled in numbers to several hundred.

At 18:02 the first blue smoke device was ignited outside the Stamford Gate Megastore; several other devices were also ignited soon after. This activity attracted a lot of attention and the Supporter numbers increased causing Supporters to spill out into the Fulham Road which brought an earlier than normal road closure. The MPS, with the use of Mounted Officers pushed the Supporters down towards The Butchers Hook Public House to clear the entrance to Stamford Gate to enable the Chelsea and Real Madrid CF Team Coaches to be able to enter smoothly.

Real Madrid CF supporters were well behaved throughout, and they all arrived in good time. Several Real Madrid CF supporters were removed from home areas throughout the game as they were in breach of Ground Regulations and for their own safety.

➤ Stewarding

We have had one intake of new Stewards in July 2023 numbering 116, in total. 52 Stewards were removed from our work force at the start of July for non-attendance. We will have 678 active Stewards on our database. We have achieved a more consistent and regular attendance of Chelsea Stewards with an average of 400 attending each fixture, despite the decrease of overall numbers on the database from previous seasons. An introduction of a third agency to ensure enough staff to cover each event, plus a continuation of the good relationship with our two incumbent agencies.

Overall, the number of Stewards in the industry seems to be stabilising, the recruitment and retention of Stewards is still difficult. We have continued with the incentives to try and ensure retention.

- A three-year rolling training plan to develop the skills and experience of all Stewards.
- Continuation of uniform provisions – new bibs, blazers, hats & coats.
- Implemented a proactive engagement and communications programme.
- Improved Bonus Scheme linked to attendance.
- Improved catering arrangements.
- Improved Stewards rates of pay (£12.00 - £36.96 per hour [role dependent]).
- Staff Benefits include Club Pension Plan, Employee Assistance Programme, Blue Hub Discount Programme, Club Membership.

We are continuing to train Stewards in their Level 2 in Spectator Safety with 16 new Stewards having been awarded their Certificates since March and further 42 Stewards are currently undergoing the course.

Level 3 in Spectator Safety – we are currently running a course for 10 Supervisors who do not yet hold the qualification. We have 87 Level 3 qualified Supervisors.

Level 4 in Spectator Safety - we currently have the Chief Steward and one of the Assistant Chief Stewards undergoing the course which will increase our numbers to four Level 4 qualified Senior Stewards “on the ground” on top of the 2, soon to be 3, full time Level 4 qualified Safety Officers.

Access and Welfare Training – last July we piloted a bespoke disability awareness day for Stewards. This will be an ongoing training programme that will be available to all Stewards.

ACT (CT) Training – a further 165 Stewards have completed the course, this course is permanently available to all Stewards for refresher training on the Clubs online training platform. All new Stewards must complete their ACT Training before they commence work on a match day.

Emergency First Aid Training – a further 55 new Stewards have now completed the course, taking the number to 216 in the last 18 months, refresher training is being undertaken as and when necessary.

Pyrotechnic Training – all our Fire Stewards have now completed the course. This training is ongoing.

➤ End of Season statistics

A total of 923,052 Supporters, of which 61,207 were visiting, attended the 28 fixtures held at Stamford Bridge last season.

➤ Safe Standing areas.

As of 1st of January 2022 Licensed Safe Standing areas were allowed in two areas at Stamford Bridge, the North Stand Lower Tier (6,150) and the South Stand Lower (2,039) and Upper (3,964) Tiers. The introduction of licensed standing areas was based on evidence of a safety risk for supporters who persistently stand in seated areas. Safety is paramount and the SGSA is working hand-in-glove with the club and the Local Authority. In general, it has been well received by the supporters of both Chelsea and the visiting Clubs.

➤ Flares, Smoke Bombs, and pyrotechnics at matches

We have had eleven smoke devices in and around the Stadium in the second half of this season, all were dealt with by the Fire Stewards. The culprits at the Borussia Dortmund fixture were not arrested due to a dynamic risk assessment being made and it being decided that it was not safe to send Safety Stewards into eject them due to the anti-social behaviour that was being displayed by the Borussia Dortmund Supporters in the area that the pyrotechnics were ignited.

Opposition	Device Numbers
Everton	1
Borussia Dortmund	8
Newcastle United	2

➤ Safeguarding issues

We continue to experience supporters under the age of 14 attempting to enter the Stadium unaccompanied by an adult. We are raising the age limit to 16 this season and there will strong communications on all the Club Media Platforms informing the Supporters of this change in policy.

Hidden Disabilities Sunflower Lanyards/Wristband Initiative

In February 2020 we invited all junior supporters to wear a safeguarding wristband in case they become separated from their guardian/parent. This enables Stewards to gain the correct information and connect the child and the parent swiftly in line with our Match Day Safeguarding Procedures. This process will continue to be used.

The Hidden Disabilities Sunflower Lanyard was introduced in March 2020. This enables Stewards to be notified of Supporters that may need additional support, which is also in line with our Match Day Safeguarding Procedures. This process will continue to be used.

Customer Feedback – Complaints and Praise

We continue to receive complaints from supporters, especially when the Men’s Team are getting poor results, some are valid, some are not. We also receive well deserved praise for our Stewards, although the complaints outweigh the praise.

Major/Significant Events

Hate Crime – In January 2023 the Football Association issued a statement reminding Clubs that the “Chelsea Rent Boys” chant is a breach of the FA Rules for a Club’s Supporters, or anyone purporting to be its supporters, to engage in discriminatory behaviour and that they reserve the right to pursue formal disciplinary action against Club whose supporters engage in such behaviour. The CPS have confirmed that the chant is a criminal offence.

All Stewards and SIA Staff are required to take a zero-tolerance approach to anyone singing the chant. Chelsea FC is committed to enforcing the Premier League’s Anti-

Discrimination Commitment, which will see offenders banned from all Premier League grounds for a minimum of 3 years.

Code Black/Green/Red/Yellow Incidents

We have had the following incidents in the second half of this season.

Code Black (Suspect Item): 3.

Code Green (Medical): 139 – 35 Staff, 104 Public.

Code Red (Fire): 6 - 4 Indications, 0 Confirmed.

Code Yellow (Safeguarding): 16.

Coach Booking System

We are now in the 3rd Season of using our online Coach Booking System for supporters, which is managed by our Match Day Stakeholder CSP. This has assisted the Club in our application for vehicle exemptions, a requirement as part of the Transport Congestion Pollution Reduction scheme for football coaches on match days. Additional management is required of European fixtures but overall, the online system has been a success. The Club will continue working closely with London Borough of Hammersmith and Fulham's Parking Services to ensure approved coaches are booked on in a timely manner.

HVM, Traffic & VMS Operation

Traffic - All closure points work well with no issues; a suggestion for the Traffic 6 position on Harwood Road on Sundays or after hours on weekdays to suspend some bays as through traffic/buses struggles to pass when cars are parked in the bays.

HVM & VMS - Following several trial deployments of the MVB-3XL system we went live with both systems on 15/09/22 at the FC Red Bull Salzburg fixture. Both deployments are now part of our overall Traffic Management Operation and have been very successful. We believe the implementation of both the HVM and VMS systems have been successful and will continually review the operation and ways in which we can improve the deployments. The Club would still like to formally apply for 2 bay suspensions on Hortensia Road nearest to the junction of Fulham Road to use as a HVM build and break Location. The build and break opposite Fulham Broadway Station work well. The VMS signs work well at either end of the Fulham Road displaying the messaging pre- and post-match. We have been able to adapt the messaging on the screens with the different events such as Tube Strikes and Coach Parking information.

Player Egress Operation - (Stamford Gate CSAS/Chapter 8 Proposal)

We have conducted several trial deployments of the post-match traffic/pedestrian management arrangements at Stamford Gate with the first taking place on 05/10/22 during the AC Milan fixture and they have worked well.

During egress from the site, CSAS Operatives are deployed to operational points to control the flow of vehicles onto the Fulham Road (A304) highway. Where possible, CSAS Operatives prioritise exiting traffic to maximise traffic flows off-site and minimise the exit time and reduce congestion at the junction of Stamford Gate and Fulham Road. This operation continues for 30 minutes post the TMO being lifted.

Once egress has ceased the CSP Operations Manager conclude the operation and return the Fulham Road to normal operation by the agreed Traffic Regulation Order. Security staff conduct post-match deployments in Underground Car Park. Whilst vehicle egress barriers are set up from the Underground Car Park to Stamford Gate. Crowd barriers are set up around the away team coach positions and the on the traffic barrier next to the 1905 Club.

Upon the TMO being lifted, SIA Stewards are in position at Stamford Gate creating a solid cordon. SIA Stewards in position at Stamford Gate pulse pedestrians through cordons on the instruction of the Traffic Supervisor and CSP Operative. Only CSP Operatives enter the Fulham Road.

	<p>Once the majority of the First Team Squad has departed the site, CSP Operatives (Underground Car Park) inform the Match Day Safety Control Room. Overall, the operation has worked well with the Club continually reviewing personnel to ensure consistency of staff, duties carried out effectively and in a safe manner. It is very much a team effort to ensure the safe management of departing vehicles from Stamford Gate which does get busy with the public converging on the area.</p> <p>The Club and CSP have a Service Level Agreement with an aim to implement this as part of the overall Traffic Management Plan this forthcoming season.</p> <p>SH discussed Wills Payne replacement and getting suitably qualified people. CB confirmed there is an offer out, there was a better response than expected. Interviewed 8 people. Had to be in possession of NVQ Level 4 and work in a stadium environment. They've accepted verbally.</p> <p>SH mentioned the 3-phase system being well received and resourced. Pleased with that.</p> <p>SH discussed stewards, CB confirmed 55/60% inhouse stewards. Great training programme/package offered.</p> <p>Safeguarding – SH queried the age of 16 and whether it means more resourcing. CB has requested the safeguarding department has staff at every match. Has a steward qualified in safeguarding who helps out. NSPCC 2 day course, has been completed by 3 members of staff. Increased the designated safe guarding staff to 10.</p> <p>SH discussed codes/medical incidents comparing to previous years. A few of the cases are walk ins with pre-existing conditions. There are no particular trends, up slightly but not overly concerning.</p> <p>SH highlighted the coach booking system, with some complaints with blockages. The bus stopping positions will be kept clear, since the complaints and he changes there has been no further feedback.</p> <p><u>KO updated.</u> Reviewing the statistics compiled for the season</p> <p>Action Point 1 – CFC to share statistics.</p> <p>30 discriminations, 24 relating to homophobic, 27 cases relate to away fans, 3 for home. Hate chanting – 3 home fans went through this. 5 pitch incursions, 13 throwing articles. Drugs continues to dominate. All detections (5) we have indicators, but not so many fines. 23 alcohol incidents, 50 ticket touting offences. 210 complaints referred to security. 58 in relation to racial. With electronic data will give better statistics.</p> <p>SH queried alcohol, 9 home, 8 away, also refuse people before entry.</p> <p>Action Point 2 – CFC will provide an update on the alcohol incidents / See above re: statistics.</p>	
5	Metropolitan Police – end of season update 22/23	MPS/BTP
	<p>HF and ML provided feedback on the season.</p> <p>24 x 1st team fixture policed at Stamford Bridge (plus 4 Women's fixtures).</p>	

<p>Arrests over the years statistics, big increase to 96 in 22/23 (increase due to Chelsea Rent Boy Chant). 40 charges, 32 convicted so far. 1 cautioned, still 29 under bail/under investigations. 26 no further action. 10 banning orders obtained – will hopefully go up with future court appearances.</p> <p>Away Fixtures 27 away figures, 5 UEFA Important themes - Chelsea rent boy chant is up, usage is a priority. 21 arrests made at Stamford. Multiple arrests made away from home by other forces. All arrests being dealt with the MO6 Public Order Crime Team to ensure consistency.</p> <p>Drug update – extra 7 officers deployed specifically for drugs, could test onsite, only 3 finds.</p> <p>SH mentioned conviction rate seems good. HF mentioned discussions underway regarding body worn cameras. Statement from stewards are effective, but audio/visual evidence would be better.</p> <p>KO aware of the importance for this, have cameras on ordered and looking at training, and will roll out body worn cameras with stewards. Security wear these already.</p> <p>SH queried the drugs focus and whether its continuing this season. ML confirmed it will be and can police accordingly.</p> <p>SH queried - Millwall Conference and high risk late kick offs and the risk matrix. GS stated the police nationally across the country are reviewing anything after 4.30pm at a weekend are going to be objecting too, looking to revise the national risk matrix.</p> <p>CB updated that he had met with all the London clubs recently, Premier League stance is to make sure the fixtures are delivered. Current SPS agreement expires in November. The Police are looking at a revised SPS agreement to be issued in December.</p> <p>GS another key outcome from Millwall conference was the cost of policing football. Looking at change of legislation to charge for policing costs in the wider footprint. The Police were also looking at using other facial recognition technology at football matches also.</p> <p>GG mentioned more money doesn't mean more resourcing/police officers.</p> <p><u>British Transport Police (MA)</u></p> <p>Incidents nationally football related are down over 35% over the last football season – mainly due to the train strikes. Chelsea, 12 incidents in London, 3 arrests so far the last season. 4 public order, 2 hate crime, 3 anti-social, 5 alcohol. 3 arrests all public order. No football banning orders. No change to resourcing going forwards, lucky only have to look after 3 train stations.</p> <p>GS mentioned the Millwall conference, the annual arrest statistics will be published in September, Home Office is going through an audit as previously challenged on the figures.</p> <p>GG mentioned major incidents advisory cards. Are they being put together, have all the stakeholders, etc been involved, does it change anything or is it just an aide memoire of what's already in place?</p> <p>Action Point 3 : CFC / Emergency Services.</p>	
--	--

6	London Fire Brigade	LFB
	<p>Kevin Morgan – Fulham Station Commander</p> <p>Introduce Patrick Ackroyd from LFB event planning team, and intro of event liaison officers.</p> <p>Patrick Ackroyd, currently reviewing how LFB assess the risk of events around London. Obvious issue, for venues, have officers going in, we haven't been able to do this in Chelsea. If there is an incident nearby can liaise with Chelsea event team.</p> <p>Already have police and ambulance in attendance on matchday (definitely ambulance), Police depends on risk.</p> <p>CB happy with that and can get involved with partnership meetings.</p> <p>GG used to be common place originally, some stadiums always have a Fire Authority liaison officer. Great move forward. It should be discussed at the partnership meetings, but also SAG meetings. GG welcomes this.</p> <p>Kevin Morgan queried the timescales and whether there would be engagement before the new season, CB can invite Patrick Ackroyd to the future partnership meetings planned.</p> <p>GG mentioned included ebikes/scooters/electric cars/disabled scooters and getting them in the fire risk assessments in the ground.</p> <p>JG confirmed the bike storage is external and no power for charging. Not seen any e-scooters inside on a match day. Regulations had to provide 4 22 KW fast chargers for charge, have reviewed fire risk and will get the LFB in to look at any improvements. Electric wheelchairs are more robust.</p> <p>KM mentioned there is advice on LFB websites, difficulty not knowing where they got their batteries from and if a reliable source.</p>	
7	Medical Provision Update	
	<p>SH queried the medical emergency exercise.</p> <p>CB confirmed it took place on 18th March. 3 separate incidents as part of the exercise took place before the Everton game. All fire stewards on duty attended.</p> <p>Jamieson Maynard did the report, crowd doctor feedback was it was positive. Extraction from height went well.</p> <p>Also discussed crowd dynamic with stoppages, and went through safety briefing and how things would be communicated, questions were answered post training exercise.</p> <p>GG queried if he could get a copy of the report.</p> <p>Action Point 4 – CFC to forward to GG.</p> <p>GS was at the exercise, it was good. 3 patient incidents dealt with.</p> <p>KM would like to get involved in future.</p> <p>GS suggested may want to look at rescues from height – tv gantries etc.</p> <p>CFC confirmed there is a section in the medical report, but happy to speak with LFB to discuss (feeds into event liaison officer role).</p> <p>Catherine Sands – not seen an increase through the A&E numbers not increased on a match day. Would be keen to get involved in any exercises, would like to do a mass casualty exercise, and use the stadium.</p>	

8	<p>Transport for London/Fulham Broadway Shopping Centre</p> <p>➤ Fulham Broadway Tube Station/ Shopping Centre issues Richard Ampadu (LUL) – nothing to major note. Have issues with stewards not paying. Large proportion of stewards don't pay before/after the matches CB confirmed there are no changes to plans, last comms with Fulham Broadway were going to be provided with CCTV evidence on when this happens, not heard anything since. CB would like to help, but needs evidence. RA needs to speak regularly during the season and share any issues.</p> <p>Action Point 5 - RA confirmed to email CB and can take a closer look at this at the start of the season.</p>	TFL/FBSC
9	<p>Local Authority Review 22/23</p> <p>Partnership gone from strength to strength.</p> <p>(a) Lead Officer Update</p> <p>➤ Matchday planning and inspections</p> <p>10 inspections carried out during the season: Post the February SAG meeting:</p> <p>Leeds United: pre supporter engagement meetings attended with information exchange. Planning was excellent for this match.</p> <p>3 stage entry system, wasn't challenged during Leeds game as there were concerns following past incident with large walk up for Leeds, but it was fine.</p> <p>Reviewed player vehicle management departures post-, needs continuity of CSO staff familiar with the arrangements but on the whole going well and an important public safety element of the operation.</p> <p>Borussia Dortmund – Large walk up, very successful up to a point. Front of the supporters surged through stewards. Prework done by the club, briefings/command teams etc was exceptional. Behaviour of away supporters was poor and extremely challenging.</p> <p>Everton – completed the medical exercise as described above</p> <p>Real Madrid – monitored supporters pre match and letting off smoke devices. Policing of the supporters to maintain the Stamford Gate for the arrival of team coaches was very good.</p> <p>Newcastle –Last game of the season which highly intoxicated 3,000 strong away supporters arriving at the stadium. Many had chartered boats trips from central London. The match itself was managed well as Newcastle fans were in jubilant mood owing to qualifying for Europe. Fans on the whole not too bad, but boisterous.</p> <p>Local authority has issued the “wider definition of safety certificate”.</p> <p>Annual inspection - Took place 25th July, looked at all the documents/life critical systems, no real red flags. Club is looking to look at renewal for fire detection system.</p> <p>Customer feedback - complaints / praise No complaints other than bus stops being blocked by coach parking in Imperial Road. This was brought to the attention of the club and CSP have been instructed to prevent this from happening in future.</p> <p>Traffic management HVM no wider concerns.</p>	LBHF

	<p>GG queried the P&S factors being revised/reviewed. GS confirmed JG is doing it. Will be completed by next week. All changes are a reduction in capacity.</p> <p>(b) Building Control Update</p> <p>TM - nothing significant, project for a couple of TV screens hopefully all done for the first match.</p> <p>(c) External factors</p> <p>➤ Network Management MA mentioned the Wandsworth Bridge closure. JN given the information. CB has distributed the relevant information to all visiting teams, its gone to the Comms department on all platforms. Transport for London (buses) want to use the south end of Imperial Road as an additional bus stand. Action 6: GS to forward email correspondence received from Tfl to CB for information.</p> <p>MA confirmed the usual checks will be done around the fixtures to mitigate work taking place over the weekends. There are some works on Fulham Road will commence on 31/7 junction improvement works (6 weeks). Will be monitoring all permits.</p> <p>Action Point 7: CFC to send MA a plan of the suspension required in Hortensia Road for HVM build purposes.</p> <p>Parking Services : KS updates, arrangements the same as last season.</p> <p>➤ Law Enforcement Team LET team has received a message from parking, meeting Chelsea on site on 5/8 before the first friendly game and looking at the wider street scene, currently do checks before the matches.</p> <p>➤ Trading Standards The team were active in pre match dealing with unlicensed traders, completed a number of seizures. Some recent games attended, traders are not so prominent, the activity of Trading Standards is proving to be successful.</p> <p>➤ Licensing JD - no significant updates. Have been conducting visits at high risk venues. Licensing has sent the link of Wave training. GS confirmed there are 2 outstanding applications, outer roadway concourse and external marquee. KO advised that the concours licence application has since been withdrawn, no intention to reapply. About to apply for a licence for the Hub, intention is to use as an extension of match days only with hospitality hours. Wave training received and will be rolled out over the few months.</p> <p>Report from Laura McGahon (RBKC) Chelsea Pensioner public house is closed for refurbishment, reopening 4/8. Selling off memorabilia, but still a home pub. Finborough Arms is still not opened as yet. The Courtfield have put an application in to open earlier on Sunday mornings (10 am) (few issues with residents).</p>	
10	Planned Stadium works/ maintenance and future developments	CFC
	<p>Jamie Gray updated.</p> <p>Over the summer, new LED boards around the pitch. Small changes in positioning which will help with stewarding position and views for disabled.</p>	

	<p>Champions Box – upgraded, 20 seats. 2 camera pits and each is 80 seat losses, premier K regulations. Netting under west stand roof (for safety of people working on the roof). All seats replaced in N&E upper – more comfy. New fire detection system, new panels . Working with H&F business district and looking at improving relations.</p> <p>Going forwards looking at putting a larger merchandise unit in car park, just preparing the plans.</p>	
11	Update from the Sports Ground Safety Authority	SGSA
	<p>Updates from GG: Home office are putting guidance for Martyn’s Law, looking to put together guidance for sports grounds.</p> <p>SGSA enforcement approach updated, got few responses from recent consultation, mainly applies to persistent standing, not really an issue with Chelsea.</p> <p>Stewards exemption – safety certificate conditions has been revised again about the exemption/training/checks etc.</p> <p>10 licenced grounds with safe standing around the country, 2 more expected this season, 20 who are preparing/scoping over the next 18/20 months will be installing barrier systems.</p> <p>SGSA has issued fact sheets issued stewarding, available to download on the website and further information on planning for extreme heat. New independent regulator, inspectors need to be given access to the grounds.</p> <p>The telephone network digital change over in 2025 (managed by Openreach BT) now part way through a transition to change to optic fibre. All UK lines to homes and business will be digital. Some alarm systems may not work. Need to look at this now to see if systems will be impacted.</p> <p>HVM virtual briefings – 4 sessions available. Can register on website.</p> <p>5 visits undertaken this season at Stamford Bridge. On some occasions club has lost gangways on upper tier on away.</p> <p>Discussed the segregation netting around Dortmund game and issues.</p>	
12	Looking forward to 2023/24 Season	
	<p>➤ Fixture categories and any anticipated challenges (CFC / MPS)</p> <p>Fixtures are out. Liverpool could be an issue with regard the work the 2 clubs have done with the hate crimes and “Rent Boy”, need to remind our supporters regarding the tragedy chant, needs some work to be done.</p> <p>Luton Town on the radar, could be antisocial behaviour – high / medium risk expected. Club will plan accordingly.</p> <p>KO gave an overview of licencing application. Licence conditions means 2 residents meetings per year. Door to door surveys taking place, with lots of feedback on parking, anti-social behaviour. Progressing the issues. Introducing a text service for local residents.</p>	
13	Chairman’s Update	Chair

	SH is leaving H&F at the end of September, thanked everyone at Chelsea and SAG members for support and collaboration making the stadium safe. Thanked GG on excellent guidance during Covid. Introduced new Chairman of the SAG Matt Hooper going forwards. Would be helpful to get MH down to the ground for a familiarisation.	
14	AOB	
	None	
15	Date of next meeting	All
	January 2024.	