



CHELSEA SUPPORTERS' TRUST NEWSLETTER – AUTUMN 2017

Chairman's Report

Welcome to the 'autumn' newsletter and the first of the new football season and the first since our AGM and elections. Chelsea has made a decent start to the season and we are delighted to be back in the Champions' League. Let's hope that this season will be as successful (if not better!) than last season for Chelsea.

And so to business...

Annual General Meeting

We held our 5th Annual General Meeting in the Hollins suite at Stamford Bridge on Saturday August 13th. It was good to see many CST members there in what is our most important meeting of the year, where the membership have the opportunity to hold us to account and ask questions about the activities of the Trust.

As ever, in a lively meeting, the Annual Report was presented laying out our activities from the previous year, reporting on the annual accounts and picking up on important issues such as the status of the redevelopment of Stamford Bridge and Kick-off times.

A summary of the results of the 2017 Annual Survey was presented before candidates for the election and motions to be voted on in the ensuing elections were discussed.



Dan Levene reprised his role as Chelsea Quiz Master in an entertaining Chelsea oriented quiz after the meeting. The team featuring David Chidgey, Martin Wickham and Kunal Sapat overcome the opposition to pick up the winner's trophy.

If you were unable to make the meeting a recording of it is available [here](#)

Annual Elections

One of the key roles of the AGM is to launch the Trust's election for the new Board and the Trust 'Motions'. The results have now been released.

The vote for the new Board was an 'affirmative vote' with 9 members standing for election or re-election. Each member required 50% of the vote to be elected.

We are delighted that each member standing received well over 90% of the votes cast and the following have been duly elected: Cliff Auger; David Chidgey; Henry Fowler; Charles Jackson; David Johnstone; Chris Rayburn; Ramzi Shammas; Dan Silver and Richard Weekes.

We trust the membership will extend a warm welcome to new Board members Henry Fowler and Ramzi Shammas and to the returning Board members as well.

The first meeting of the new Board was held on Thursday September 14th where David Chidgey was re-elected as Chairman and Stuart Kinner elected as Treasurer. Paul Jeffrey will remain in position as Secretary.

We would also like to extend a warm welcome to Tim Rolls, Debs Coady, Stuart Kinner, Lucy Caton, Paul Hay and Rob Palmer who have been co-opted to the Board to take part in the Supporters Issues Working Group, Community Working Group and take responsibility for The Trust's Accounts; Website and Social Media; Membership Administration and Membership Recruitment and Communications respectively.

The heads of the Working Groups are as follows:

- *Richard Weekes - Atmosphere Working Group*
- *Henry Fowler - Safe Standing Working Group*
- *Cliff Auger – Supporter Issues Working Group*
- *David Johnstone - Stamford Bridge Redevelopment Working Group*
- *Cliff Auger – Affiliations Working Group*
- *Cliff Auger – Community Working Group*
- *Chris Rayburn – Fans Forum rep.*
- *Dan Silver – Overseas Supporters Working Group*
- *Ramzi Shammas – Membership Survey Working Group*

The results for the Motions put forward by the Board have also been received. In short these are as follows (votes in favour in brackets):

- *Approval of 2016/17 accounts (98.48 %);*
- *CST Affiliations (100 %);*
- *Stamford Bridge Redevelopment (99.24 %);*
- *Future of Chelsea Pitch Owners (99.24 %);*
- *Temporary Stadium (100 %);*
- *Atmosphere Concerns and Safe Standing (98.48 %);*
- *Ticket Pricing and Availability (100 %);*
- *Kick-Off Times (100 %);*
- *Membership of Safety Advisory Group (99.22 %);*
- *Ticket Touting (96.92 %);*
- *Stakeholder Engagement (100 %);*
- *Football in the Community (100 %);*
- *Club Heritage (100 %);*
- *Supporters Club Ticket Allocations (94.57 %).*

Full details of the Motions can be found [here](#)

Voting on the motions is arguably one of the most important functions of the Trust as it underpins our democratic remit as well as steering our policy for the forthcoming year. As you can see every Motion proposed by the Board has been backed positively and bar a percentage point or two, unanimously!

This gives the new Board a very strong mandate from the membership going forward on the supporter issues that affect you most.

To all of our members who took part in the AGM, the election of the Board and for voting on the Motions, many thanks. This democratic process is exactly what sets the Chelsea Supporters Trust apart in that we are answerable to the membership and we work on the issues mandated by the membership.

Special General Meeting Saturday 3.30 pm 21st October

Our first Special General Meeting of the season will be held on Saturday 21st October at 3.30 pm after the Chelsea v Watford match.



The meeting will be held upstairs at the Atlas Pub in Seagrave Road and we hope to cover topics such as the Membership Survey results and the dialogue with the Premier League in relation to Kick-Off times. We also hope to have a special guest for the meeting so keep your eyes peeled to our website and social media for confirmation of this.

All members are welcome and non-members can attend providing they either sign up on the day or beforehand. Please consider setting up an automatic subscription through PayPal. This is both easier for us to administer as well as ensuring your membership doesn't lapse. [You can do this via our web site here](#); just skip to the payment options at the foot of the page.

For those who are non-voting members, please consider converting your membership to a voting one where you will receive the benefit of voting on our resolutions and mandate, as well as the ability to stand and vote for the Trust board every year. And not forgetting our special pin badge that all new voting members receive. Please go to our web site link above. All this for just £5 a year!

If you have any queries on any aspect of your membership, please email us at membership@chelseasupporterstrust.com. Please allow us adequate time to reply to your email if one is required.

Membership Survey 2017

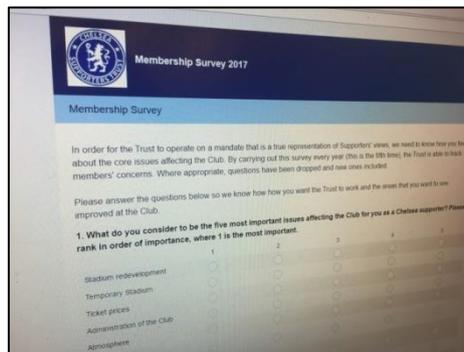
The Chelsea Supporters' Trust has run an annual survey of its membership each year for the last five years. It provides a crucial benchmark and snapshot of what Chelsea Supporters think about the club they support on key issues such as the running of the Club; ticket prices and access; kick-off times; loyalty points; the stadium redevelopment and temporary move; atmosphere and performance on the pitch.

The key points and highlights are as follows:

- *The response rate has increased due to our decision to open the survey up to all Chelsea supporters.*

- *On-pitch success; Stamford Bridge redevelopment; ticket pricing and ticket access are considered the most important issues for supporters.*
- *Satisfaction with the Club Administration has improved and returned to 2015 levels (highest since the survey was started).*
- *Concern was expressed about the additional time, cost and inconvenience in attending matches at whichever temporary stadium is chosen during the redevelopment. In addition, creating a good atmosphere is seen as paramount.*
- *Safe Standing continues to receive wholehearted backing with the hope that the redeveloped stadium will be able to accommodate sections with rail seating.*
- *There is frustration with away ticket availability and the Loyalty Point system, although the £30 cap on away tickets has been welcomed and in part has led to an increase in demand.*
- *The change in kick-off times due to TV re-scheduling has become an issue of great irritation for supporters.*
- *Overseas supporters in particular have expressed their frustration in obtaining enough loyalty points to attend matches later in the season and also suffer more than UK based supporters with changes in kick-off times.*

The full survey results have now been emailed to the membership and are now publicly available on the website [here](#)



The survey results are also sent to the Club and the media and have had some positive media coverage as a result, much of it focussing on supporters concerns with the [Stamford Bridge redevelopment](#) and the issues of [Safe Standing](#) and Kick-off times.

The results of this survey will be discussed in a meeting with members of the Chelsea FC board in November with a view to influencing how the club deal with the issues that matter to supporters most. In addition, the survey results provide a mandate to the Trust that is a true representation of supporters' views by enabling us to know how you feel about the core issues affecting the Club and to track your concerns. It is arguably the most important thing that the Trust does each year to 'make your voice heard' so thank you for participating.

Supporter Issues

Premier League Structured Dialogue

Tim Rolls continues to represent the Chelsea Supporters' Trust on the Premier League Trusts Group that meets regularly to discuss issues of concern for supporters.

The most recent meeting in September focussed on the Premier League TV deal; TV Kick Off Times (an issue on which Tim has taken the lead); Safe Standing and pushing the Premier League for effective Structured Dialogue. These issues will also be taken forward to the next formal Premier League Structured Dialogue meeting which is set to take place on 10th October, with Premier League executives and Richard Scudamore at their Headquarters.

We are keen that the issues of Safe standing; the new TV deal and related issues such as the £30 away cap and travel subsidies for away supporters; kick off times; concessions and a structured dialogue progress report are at the top of the agenda for this meeting.

In addition to this, Tim and other Premier League Trust's representatives recently held a meeting with Tom Watson, Shadow Cabinet member and Labour MP. In a very useful discussion for over an hour, a wide range of issues were discussed, including flexible rail fares (the initial focus of the meeting); Kick-Off Times; Safe Standing; ticket pricing and supporter SAG representation. Tom is happy to support us on all these issues and is going to try and chair a meeting with PL, TV, supporter reps and rail companies to discuss fixture scheduling and helping supporters (particularly, but not exclusively, away ones) wishing to attend games. He was also interested in the issues around safe standing and requested a copy of our safe standing survey held several years ago but still relevant.

Christmas Eve Fixtures

As part of the Premier League Trusts Group, we supported a statement, which can be read [here](#), making clear our displeasure at the possibility that Sky Sports may well select 2 fixtures to be televised on Christmas Eve, which this year falls on a Sunday. The matches under consideration are Arsenal v Liverpool and West Ham v Newcastle. However, there is also the possibility that Everton v Chelsea could be selected instead.

We wrote to Bruce Buck, Chairman Chelsea FC to alert him to the issue and the depth of feeling from supporters about it. We were delighted and grateful that the Club responded with a statement supporting our objections: "The Chelsea Supporters Trust wrote to the club this week expressing its objections to fixtures being scheduled to be played on Christmas Eve, an idea they are opposed to 'due to the inherent travel difficulties and disruption to what is regarded as sacrosanct family time'. The club is sympathetic to our supporters' objections and it is a subject we have raised with the Premier League."

Tim will of course, be raising this issue with Premier League executives at the Premier League Structured Dialogue meeting.

Representation

Many Supporters experienced issues at the recent Atletico Madrid v Chelsea match in Madrid, especially being kept in the ground after the match and then on dispersal. We have received several detailed reports which we will be presenting to the club in due course.

Ticketing & Loyalty Points

Tim Rolls has recently updated his analysis of the 'allocation of Premier League away tickets' benchmarking it with all the other Premier League clubs and their policies therein. We will be updating the club with this analysis together with Tim's report on Loyalty Points in relation to access to away tickets in an attempt to open up the discussion and find a way forward. Clearly this is an issue where you can't please all of the people all of the time, but we feel that by at least attempting to get it on the agenda with the club and mitigate some of the obvious inequities is at least a start. Tim's paper can be found [here](#).

Affiliations

Supporters Groups

We would like to give a warm welcome to new affiliate members, [Shed End Dallas](#), a Chelsea supporters group established in 2015 located in Dallas, Texas. The group hosts its match day experience at the Londoner in Addison, Texas, voted Best Premier League Bar in America by NBC. Shed End Dallas is an Official Chapter of the Desert Texas Blues – Affiliated with Chelsea in America.



If you belong to a Chelsea Supporters Group – official or unofficial, in the UK or Overseas – and you would like to become affiliate members of the Chelsea Supporters’ Trust then please email: enquiries@chelseasupporterstrust.com for information on how to join. The annual fee is £25 and as well as the membership benefits of full voting rights in the annual Board and Motion elections, anyone from your group will be entitled to attend our meetings. Alternatively join up through the website [here](#) and select Affiliate on the Annual Membership type button

We remain keen to engage more effectively with official supporters groups and affiliates by going out around the country to meet with supporters groups who would like to know more about what we do and raise issues that are of concern to their members. If your supporters group would like to host a Q&A with us at one of your meetings then please contact davidchidgey@chelseasupporterstrust.com

Community

Jack Whitley Memorial Unveiled

In March we launched a campaign to raise £5,500 to provide former Chelsea Player, Jack Whitley, with a memorial stone on his grave in Brompton Cemetery. Remarkably, we raised the amount in one month, way ahead of the three month target we set.

The culmination of this project was on Saturday 30th September where the new memorial was unveiled by two of his surviving family, his great-grandson Andrew Robertson and his son Harry. Sadly, Jack’s grand-daughter Sylvia was unable to attend due to ill health but she sent a card to thank all those who organised this and supported the campaign.



Thanks to Chelsea FC for the use of the photos

Rick Glanvill, Chelsea’s official historian, gave a speech to provide the historical context to the ceremony, having earlier given a guided tour of Chelsea related graves in Brompton Cemetery.

Many Trust members were in attendance together with Trust Chairman David Chidgey and Bruce Buck, Chelsea FC Chairman who laid wreaths on behalf of the Chelsea Supporters’ Trust and Chelsea FC. The occasion also attracted the attention of ITV News, Chelsea TV and even a Dutch TV crew who recorded the occasion for posterity.

Chelsea covered the unveiling on their website which can be read [here](#) and the video of the unveiling can be seen [here](#).

We would like to thank Cliff Auger and Rick Glanvill who worked so hard to see this come to fruition and most important all of you who donated to give Jack Whitley a fitting memorial.

If you would like to join the Trust’s Clean Up Group who tend to the Chelsea related graves several times a year then please contact us by email: enquiries@chelseasupporterstrust.com