

Chelsea Football Club Access Forum – Season 2025/26 first meeting minutes

Meeting held in the Tea Bar at Stamford Bridge on Wednesday, 7 October at 5.30pm

Attendees

Miya Bhika	Ambulant Member
Michelle Greenfield	Ambulant Season Ticket Holder
Barry Morse	Co-opted
Dean Humphreys	Deaf Supporters Group
Kim Holdaway	DSA representative
Richie Morton	Non-ambulant member
Dagan Roberts	Non-ambulant season ticket holder
Margaret Wittich	Non-ambulant season ticket holder
Natasha Leese	Personal Assistant/Carer
Julie Copeland	Personal Assistant/Carer
Pam Middleton	UK away scheme
Darren Williams	FAB representative
Andy Regan	Independent Forum Chair
Michael Cornall	Club, Head of supporter relations
Meg Clarkson	Club, Senior supporter communications manager
Daniel Finkelstein	Nominated Board Level Official
Marc Correal	Club, Senior food and beverage experience manager
Natalie Freeman	Club, Head of matchday safety
Andrew Prickett	Club, Head of ticketing
Éibhín Coveney	Club, Head of guest services
Sam Curteis	Club, Supporter campaign and engagement lead
Apologies for absence	
Rebecca Collis	Chelsea Without Barriers
Robert Woods	Non-ambulant member

1. Previous minutes

There were no changes to the previous minutes.

2. (a) Club update – Fan Advisory Board (FAB)

The club outlined the FAB's role in advising on strategic supporter matters. It has seven members representing a broad range of supporter experiences and meets club directors and executives three times each season, with smaller working groups meeting more regularly. Members serve fixed terms and sign confidentiality agreements. Elected members in summer 2026 were Neil Beard (chair), Tracey Chapman and Anna Phillips; selected members appointed in September were Arjun Pillai, Darren Williams, Jon Kelly and Pete Trenter.

Supporters can engage through quarterly newsletters, a dedicated email address, the FAB webpage, fan forums and town halls. A question was raised about FAB communication with deaf supporters, including use of British Sign Language. The club noted regular dialogue with the Disabled Supporters' Association and the availability of written communications, but the BSL point remains for consideration.

2. (b) Club update – Food and beverage update

Improvements over the summer include additional bars and self-ordering machines in West Lower and Matthew Harding Lower, upgraded ordering hardware and software, a new card provider and the option for offline payments. The Tea Bar is open for all men's Premier League home matches. Representatives requested a wider and better-value drinks range, including draught beer, alcohol-free and caffeine-free hot options. Further comments will be submitted separately.

3. Ticketing communication

Representatives reported issues with accessible ticketing, including unreliable access line opening hours, waiting times, call dropouts and difficulty using text-to-speech services. The club confirmed it will be replacing the current system in the coming months.

When discussing inconsistent staff knowledge, the club confirmed additional staff are being recruited and trained. It will also review its sold-out and on-sale dates for away match messaging.

Representatives also reported inconsistent sold-out messaging and difficulty navigating the new ticketing system. The club, which is exploring online integration, including the ability to purchase accessible tickets online, believe this functionality will assist disabled fans.

It was confirmed that the late accessible ticket on sale for a recent match was a one-off.

4. Ticketing policy

Issues involving personal assistants, Cup Scheme and family groups being separated were raised by representatives. The club said these will be considered in the next season's ticketing policy.

All disabled supporters who had signed up to the Cup Scheme will have their Personal Assistant ticket processed at the same time.

5. Matchday access and facilities

Representatives raised difficulties with mobile ticketing and Wi-Fi connectivity leading to congestion at Matthew Harding entrances and requested greater assistance in these areas to avoid accessible fans needing to return to the Ticket Office in the event of a technical issue.

A representative reported that the Matthew Harding Upper/East corner lift has been used by catering staff or to remove full bins, delaying disabled supporters. The club agreed supporter use must take priority.

Concerns were also raised about congestion around East Lower and the groundsman's entrance, including conflicts with mascot and hospitality groups. Representatives also praised the stewards working in the area. The club will review this space to see if improvements can be made.

Members welcomed the blue benches outside West Stand and requested additional rest points around the stadium. Concerns were raised about vandalism and monitoring of accessible toilets, the need for a hygienic care space, and continuing faults with televisions. These will be considered alongside wider facilities and technology work.

6. Any other business

Members asked for future meetings to be extended and to ensure a balance between club presentations and supporter discussion is struck. The club will consult members before the next meeting.

A new Disability Access Officer is due to start on 2 November and will be introduced after an initial settling-in period.

The meeting closed at 6.32pm.

Actions arising

- Consider BSL options for FAB communications
- Review food and drink range, including draught, alcohol-free and caffeine-free options
- Improve ticketing communications, including staff training, on-sale and sold-out messaging
- Review matchday ticketing support for disabled supporters
- Ensure accessible fans have priority use of Matthew Harding lifts
- Review congestion in East Lower accessible entrances
- Assess facility provisions, including rest points, toilet monitoring, hygienic care spaces and TV repairs
- Consult on extending forum running time