1. **Introductions and Apologies**

Sheila Roberts (SRO) welcomed the group.

**Apologies received from:** Mark Camley (LLDC), Alan Skewis (E20), Graham Gilmore (LS185), John Newcombe (LBN) and Alison Stuart (MPS)

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2. **Event Update – Strategic Actions and Learnings**

The Chair advised the group that the meeting was not a full SAG meeting, but has been arranged to discuss what happened at the last match and what could potentially happen at the next match.

The Chair requested that LS185 provide a debrief of the last match with particular reference to the suggested agenda items.

3. **Persistent Standing**

Members discussed in detail the planned strategy for persistent standing going forward.

LE (SGSA) was satisfied with the proposals to tackle persistent standing.

4. **Management of pyros**

There was an incident at the last match with a flare thrown onto the pitch. No-one sustained any injuries and the person responsible was identified and banned.

PH (LS185) added that their briefings will include that only fire stewards, who have the correct equipment, will deal with such devices.

5. **Late doors/search regime**

The Chair advised that searches need to be thorough when people turn up late at the bridges. GH (LS185) told the group that they have designed training cards which have gone out to supervisors to reinforce certain messages, including relating to searches, which will be cascaded to staff.

Response teams are there for resilience in case people are trying to hurry staff.
6. Obstruction of the tunnels

The Chair raised that this is a safety certificate related requirement and that LP (LBN) undertook an inspection, it was agreed that it would be tidied up but the situation hadn’t improved. It was recognised that storage is an issue but stressed that the tunnels are used as a means of escape so must remain clear.

There was also a spare goal in the tunnel at the last match. DS (LS185) wished to stress that although the practice goal was in the tunnel, it didn't restrict the width of egress. The goal will be moved to South Tunnel which isn’t an egress route. At the last match DS (LS185) made a note that there were too many staff in the tunnel, so that will be addressed before next game. The Chair concluded that an audit should take place.

7. Ticketing strategy

The Chair advised that the Council will be making a formal request, as the certifying body, to LS185 for the ticketing strategy. LS185 will in turn have to ask WHU for it. The Council have the document jointly written by LS185 and WHU. The Council will expect information about zoning colours, the resale strategy, the conversion of children’s tickets to adult’s tickets and more about ticket resolution.

The Chair stated that it is not uncommon for there to be ticketing issues and suggested that they might want to put people on turnstiles from the ticketing office to do on the spot ticket resolution like they do at other stadiums to avoid agitating fans.

PC (WHU) advised that the Club sell tickets, but operating the ticketing side is a joint endeavour, furthermore, with regard to colour coding, ticket exchange (which is the resale), upgrading concessions, ticketing resolution (rejections on Fortress system), WHU can specifically answer those questions or the protocol can be updated.

The Chair requested that contingencies and consequences, banning protocol and the ticketing strategy need to link up and again stressed that the majority of people associated with disorder at the last match had been associated with ticketing abuse so the consequences need to be discussed. Lastly, the Chair stated that the ticketing strategy must related to the banning protocol.

8. Upcoming Fixtures

A discussion was had about areas outside the stadium footprint which are potential ‘flashpoints’ and what measures will be implemented to prevent disorder in these areas. Additional stewards and signage in areas was considered. It was agreed that partners undertake a joint site visit and review CCTV in order to explore options.

LE (SGSA) advised the group that the new Green Guide talks about Zone X, and so the matter is for everyone to consider and address. The group discussed instances of disorder at the last match, many of which were verbal in nature, when opposing fans met in stop and holds.

MPS talked through the MPS resources allocated for the upcoming match on the 31st October.

DS (LS185) talked the group through the additional resources to be allocated to the next match. There will be an additional three pyro dogs, an uplift in the number of seat kill/seg staff from 97 to 179 and a total of 1450 staff on.

BI (WHU) told the group that there will be a contingency in place to deal with any ticketing issues should they arise.

The Chair asked what the policy is on away colours in home end and LS185 advised that they will eject anyone in the wrong colours in the wrong end. PC (WHU) informed the group that there were a lot at the last match but they appeared to be tourists so didn’t realise, but that it is clear on the tickets whether they are for the home or away section.

Finally, AS (MPS) asked if there are concession abuse staff on turnstiles. PH (LS185) that they were replaced with response teams to tackle concession abuse. BI (WHU) and LS185 concurred that concession abuse is now lower as a result.
9. Banning Orders

A conversation was had regarding Banning Orders – investigations are underway following the last match. The group were advised that the letters are jointly signed by WHU and LS185. LE (SGSA) believes that LS185 and WHU work well together and in the main are getting it right.

The group discussed the ‘Kick it Out’ service, an anonymous text number which supporters can text if they are subject to harassment during a game, which anybody can use if they feel harassed and is linked to the Control Room.

AS (MPS) informed the group that with ‘Kick it Out’ the affected supporter can involve the police, should they wish, who will take detailed statements and take the matter further.

10. A.O.B.

BTP – raised that there are 4 coaches for WHU fans that keep parking on Pudding Mill Lane which causes problems because home fans have been congregating in that area. LS185 stressed that they have no parking available for coaches and that they need to go back to the company in question to have a conversation about it. A solution was offered that the Council could ticket them if parked illegally.

PH (LS185) wanted to reiterate that LS185, the Club and MPS work very well together regarding banning.

AS (MPS) wished to thank the Club for not putting tickets on general sale

11. Date of next SAG meeting

Next SSAG will be held on the Tuesday 20 November 2018.