1. **Introductions and Apologies**

Sheila Roberts (SRO) welcomed the group and introductions made.

**Apologies received from:** Alyson Hodkinson, Westfield; Martin Knight, LFB; Russell Taylor, MPS; Adrian Hodgson, Westfield; Derek Worsfold, BTP; Gilbert Yule, Lendlease; Lou Elliston, SGSA; Tony Tolley, LLDC;

2. Minutes from the last meetings held on 20 November 2018 and the Extraordinary meeting on 6 December 2018 checked and approved for accuracy, final copy published on the LBN Website.

### AGENDA ITEMS

3. **Application for capacity uplift – summary of consultation comments**

The Chair declared that although the application was made by LS185 there are co-dependencies and some of the actions cannot be fulfilled by LS185 alone and are dependent on other partners. In order to meet the requirements for the uplift there are other players that need to add to the solutions.

SRO (Chair) shared the partners comments and solutions offered and these were noted below. Members were also invited to make any further comments.

**MPS Summary of comments**

Main areas for concern for the police were around CCTV and gathering of evidence, body worn cameras, seat migration and ticketing strategy, control room and wider footprint around Carpenters. E20 presented their solution to the blind spots on the concourse and confirmed that immediate action is being taken. CCTV panomera cameras covering home supporters is currently being scoped and costed. LS185 are evaluating a phased plan for implementation of these cameras focussing on problem areas and a proposal will be submitted to E20 for presentation to the Board on 30 January 2019.

AS (E20) wanted clarity that all comments covered today will not have a direct impact on the decision to increase the capacity and the Chair just needs to be confident that these will be dealt with.
SRO (Chair) confirmed that no partners have objected to the capacity increase to 60,000. It was also noted that the lack of objection is caveated and LBN require the comments, implementation and timeline in writing of conditions and these can be monitored. There is a risk that if these are not implemented then the S factor will be affected and although the Safety Certificate will show 60k capacity, the S factor may be reduced.

**Body worn cameras upgrading as best practice:** E20 with LS185 propose to increase body worn cameras from 44 with additional 100 to be reviewed by the Board in January 2019. Cameras are planned to be issued to all response teams, response managers and quad managers. Additional 100 takes it to supervisors and entry points with full impact to be monitored.

**Ticketing strategy and migration:** LBN require in writing the timeline for implementation of the colour coding ticket system to alleviate the MPS concerns. WH (BL) added that the club will be looking to reissue season tickets for the 2019/2020 season with the new colour coding system. New season tickets will be out roughly in March and being issued and sent out in July 2019. Following WHU discussions with their head of ticketing it has been suggested that LBN be brought in for consultation with WH sharing their plan and timeline for the Council to review, along with the wording for the long distance tickets. SRO (Chair) reminded the club that the preference is for 8 different colour zones. LBN require this in writing along with timelines for implementation. It was noted that LS185 already have a plan for the North South divide in place for high risk games.

**Wider footprint around Carpenters Road/signage to reduce risk in the area:** SRO added that this is mainly the responsibility of E20 and possibly LLDC but needs to be confirmed. Police have organised for a review to take place on the 22 January 2019 but understand that date may have to change. AS (E20) responded and stated that anything that can assist with stewarding numbers would be beneficial. MPS clarified that they are talking about the whole footprint and will be recruiting a police officer with expertise to review the whole area and present their recommendations covering match days and day to day activities.

**Control Room design:** Discussions have been ongoing and LBN are aware of schemes suggested and the responsibility rests with E20. It has been confirmed that the plan will be presented to the Board on the 30 January for approval. E20 added that it has been difficult to find the right solution. LS185 added that on the 4th January 2019 they will be reviewing the design with project managers to put together full costings for the plan before submitting to E20 to take to the Board. JN added that the proposed scheme should be in line with Green Guide recommendations. DR (LS185) announced that they will take the guide recommendations into consideration.

**SGSA Summary of comments**

Main concerns raised are around colour coding of tickets and seat migration. It was noted that this was addressed in the police comments. The SGSA acknowledged the difficulty to resolve seat migration due to the design of the stadium. Restricted view and long distance view is also an issue, in terms of restricted view there have been 47 seats identified in blocks 210 and 211 which are not suitable for use. LS185 confirmed that the seats in the area have now been scrimmed and allocation moved to blocks 226 row 70 and 71. In terms of restricted view, it was clarified by LBN that the British standard 2012 that governs this says that the recommended distance from the furthest corner flag to the seat is 150m and the maximum is 190m. In the stadium there are 6,646 seats that are greater than 190m which is approximately 691 of the additional 3,000 within that. LBN shared the same concern about these seats and recommended they be sold as long view seats. LBN require confirmation of this in writing.

**WSC Comments**

It was noted that Westfield had no objections in principle but would like to see a live contingency exercise for the Northern Ticket Hall. JN added that there is a requirement to have a table top yearly. WSC added that they want a contingency testing and SRO (Chair) added that that was tied into the licence between WSC and LS185 rather than a general safety certificate issue. This is not a dependency but LBN acknowledged that an exercise would be prudent.

**Stratford Regional Station (LU) Comments**

No objections however, it was noted that it would increase egress times. Larger crowds have been managed before with no significant issues.
LFB Comments
No objections and no comments made.

South Eastern Rail
No objections received.

LAS
No objections and will resource accordingly

LLDC
No objections and no comments.

E20
No objections and no comments.

BTP
No objections and no comments.

Licensing Authority (LBN)
LBN declared that all relevant documentation to support the application has now been received. The only clarification required was on the ticketing and colour coding which will be addressed in the meeting.

Toilet Split and Concourse Overcrowding
There are issues with toilet split and concourse overcrowding, however LBN are now satisfied with the Momentum report showing the split subject to review. SRI (Consultant to LS185) added that he has submitted a request for funding from LS185 to have 80/20 male to female split throughout the stadium for all future events. LS185 have come up with an area External Concourse Circulation Area (ECCA) to address the overcrowding in specific parts of the concourse partly due to the need for people to smoke at half time. LBN will review the area after the meeting to alleviate their concerns.

Capacity calculations – these have been received but need clarity against the seating manifest. LS185 will carry out a full seating audit with an aim to have a concise and clearer manifest for all partners to work from. WHU added that they have a grid format that the ticketing office hold which will be shared as a matter of urgency and can be marked confidential and will also share a more auditable seating manifest.

Restricted and Long view seating – this has already been addressed and it was noted that 47 seats have been identified and moved. These were the only restricted view seats other than the long view seating. Concerns shared around seat migration, a plan from LS185 with West Ham input has been received and the only clarification required is around the colour coding which has been discussed already. JN (LBN) shared a green guide recommendation and quoted sections 12.25(g) relating to seat migration – BS13200 2012 for football which is a type B sport – “150m is recommended to the furthest corner flag and 190m max. If observation indicates that forward migration is the persistent problem a reduction in the S Factor may be necessary”. He added that the colour coding should address the issue, however, if this continues to be a problem and can’t be resolved then they are left with a potential S factor reduction. BI (WHU) agreed with the summation and added that migration was not due to restricted seat viewing. WH confirmed that they have never had any ejections due to restricted viewing, only behavioural.

JN continued to add that LBN were only referring to the Green Guide and the long view seating needs to be clearly labelled as restricted. SRO (Chair) reminded partners that as a certifying authority LBN need to follow the green guide. BTP added that it’s normal human behaviour for people to move to empty seats closer to the pitch for a better view, not because they have restricted seats and seat migration occurs at every ground throughout the country.

SRI added that the main migration that needs tackling is those moving specifically to seg lines to cause disorder. JN added that a robust migration plan can address that. MPS reiterated that seat migration causes issues with identifying perpetrators and needs to be tackled. E20 wanted confirmation that LBN are happy to issue to 60k as long as seating migration is managed and if not then the certifying authority could reduce numbers. SRO confirmed that as a certifying authority LBN need to follow the Green Guide and the SAG is about impact and the two need to work together.
## Fire Safety Risk Assessment

It was noted that works are still in progress on some of the remedial work around the fire safety plan. **The revised Risk Assessment is due to be submitted by LS185 in Feb 2019.**

## Highways Authority Comments

Concerns have been raised around the temporary fence down Monfichet Road. Highways would like to understand the long term plan and how it fits in with any application by Madison Square Gardens. E20 confirmed that with Madison Square Gardens being built, it has now been decided that a permanent fence may not be the best solution and the plan is to leave the temporary fence in place until the MSG has been completed then a permanent solution can be addressed. **E20 will put this in writing confirming long term plan.**

## Conclusion

LS185 have submitted what can be shared without co-dependency. LBN will be looking to issue the certificate tomorrow pending all outstanding documents and written timelines of implementations covering concerns raised.

LBN confirmed that the 60k will be in place for the Brighton game in January 2019 and requested clarification from WHU if they will be going to 60k for the Birmingham City fixture. SRO (Chair) requested that all outstanding work is required in writing by close of play today.

It was noted that SRI (Consultant to LS185) called for a follow up meeting with West Ham to discuss the management of all the seats.

SRO thanked partners with special thanks to SRI.

## 4. WHUFC v Birmingham cup brief fixture update

Fixture categorised as a C by the police some intelligence on supporters attending. Birmingham are to get 5,200 away tickets with between 20-25 coaches planned. MPS will be resourcing the game based on intelligence. Following a review barrier on bridge 4 will be more robust.

**WHU suggested inviting a Birmingham City safety advisory member to the pre match meeting conference call. WHU will arrange the invite for the 2nd January 2019 conference call.**

BTP will be fully resourced for this game.

## 5. Event Update – Strategic actions and learnings

**West Ham v Man City Sat 24 Nov 18**

- No ticketing issues, 3 medical, 3 drunk and abusive behaviour which became ejections, 1 away fan assault a police officer. Main issues were staff numbers due to other games on the day. No major concerns or issues at this game.

**West Ham v Cardiff City Tue 4 Dec 18**

- Cat B game, 4 away fans without tickets turned away, 3 drunk and abusive behaviour now banned, 7 ejections from the stadium, no safe guarding issues and no arrests. Momentum carried out an audit reviewing crowd flow, egress and transport. **LBN requested a copy of the Momentum report.**

**West Ham v Crystal Palace Sat 8 Dec 18**

- No ticketing issues, 11 medical, 3 ejections who have been banned. No assaults recorded for this game. 1 safeguarding which was resolved. **Audit was carried out by Trivandi to look at the operational and tactical running of the stadium and egress, report to follow.**
# West Ham United – Stadium Safety Advisory Group Meeting (SSAG)

## 6. Upcoming fixtures

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<tr>
<th>Date</th>
<th>Fixture</th>
<th>Details</th>
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<tr>
<td>Sat 22 Dec 18</td>
<td>West Ham v Watford</td>
<td>Category A game no intelligence. Expect 3-4 away coaches and no history between the two teams.</td>
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<tr>
<td>Wed 2 Jan 19</td>
<td>West Ham v Brighton &amp; Hove</td>
<td>Category A game and will be monitoring homophobic abuse.</td>
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The reporting text line is working well and receiving good intelligence.

## 7. Stadium SAG invitees

MPS confirmed that Russ Taylor, Chris Green and Andy Sheldon should be on the list. LS185 also confirmed their main contacts for the SAG.

## 8. Any other safety related business

### Foodbank
There has been an application for a foodbank to be set up on the way in. SRO has responded back with the main technical issues and also highlighted that there is an issue with consent as Newham do not own the land. Other potential risks discussed covering egress obstruction, temporary structures and road closures. **WHU will review other options and locations for a food bank.**

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**SIS**
Attention was drawn to the major engineering works planned at Ashford in December 2019 which will have reduced services into London with approximately 2 trains an hour instead of 4.

**WSC**
Substantial concerns around egress as they have some issues with escalators which should be fixed by Saturday. Crowd management will be monitored into NTH.

**Boardwalk**
Works are planned to start mid January 2019, with the boardwalk closed except when there are events in the stadium and an access route at night. There will be a tried and tested crowd plan in place. DH (Network Rail) will share the exact date when confirmed.

**Carpenters Road Closure**
Partial closure of Carpenters Road due on the 7th January and a full closure in February. Details to be shared at the next SAG meeting.

## 9. Date of next Football SAG

Next full SSAG will be held on the 15 February 2019. SSAG dates will be appraised after each meeting.