**Introductions and Apologies**

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

**Apologies received from:** Alyson Hodkinson, Westfield; Martin Knight, LFB; Russell Taylor, MPS; Stuart Phillips, South Eastern Rail.

**Minutes from the last meeting held on 2 October 2018** checked and approved for accuracy, final copy published on the LBN Website.

<table>
<thead>
<tr>
<th>Actions and updates from previous meetings</th>
<th>Owner</th>
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<tbody>
<tr>
<td><strong>18 June 2018 – Signage (Loop Road &amp; Carpenters Road)</strong></td>
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<tr>
<td>MPS highlighted signage being an issue especially around the Loop Road and Carpenters Road and needs addressing. Particular attention was drawn to the underpass that away fans use as there is no signage or stewards to assist with onward directions. LLDC to discuss further with SR (LBN).</td>
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<tr>
<td><strong>4 September 2018 – update</strong></td>
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<tr>
<td>This is a work in progress.</td>
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<tr>
<td><strong>4 October 2018 - update</strong></td>
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<tr>
<td>LLDC (Peter Tudor) and LS185 (James Egan) taking the lead on signage which is currently under review.</td>
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<tr>
<td><strong>20 November 2018 update</strong></td>
<td>CLOSED</td>
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<tr>
<td>It was noted that LS185 and LLDC will be working in conjunction with the police and will be intelligence lead on a game by game basis in terms of VMS.</td>
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### West Ham United – Stadium Safety Advisory Group Meeting (SSAG)

<table>
<thead>
<tr>
<th>Date/Meeting</th>
<th>Action/Notes</th>
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<tbody>
<tr>
<td>4 September 2018 – SJA medical analysis report</td>
<td>SJA requested to analyse the high percentage of staff incidents and report back to SAG as to whether these are match related rather than incidental.</td>
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<tr>
<td>4 October 2018</td>
<td>SJA to review ensuring that non match related incidents are not included in match day figures for accuracy purposes.</td>
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<tr>
<td>20 November 2018</td>
<td>Still a work in progress and will be shared with partners on completion.</td>
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<tr>
<td>4 September 2018 – Hospitality</td>
<td>Members discussed in detail issue that arose with the hospitality section, WH will be investigating further and will present a solution going forward.</td>
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<tr>
<td>4 October 2018 &amp; 20 November 2018</td>
<td>Incident was dealt with immediately after an away fan was identified wearing an away shirt in the hospitality area. Ongoing work being carried out to ensure no away shirts are worn in this area. LS185 added that they had a number of ejections of non WH shirts in the home area at the Man United game. WH announced that they have a duty of care to remove away shirts from the home area for safety reasons. West Ham and LS185 to re emphasise the policy on their website and social media.</td>
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<tr>
<td>2 October 2018</td>
<td>Nuisance behaviour - missiles thrown in upper segregation line - investigations are ongoing. LS185 to continue monitoring and work closely with MPS to identify culprits. MPS recommended having fixed panomeras throughout the stadium to ensure all risk areas are covered. SR (LBN) requested MCamley (LLDC) confirm whose responsibility it would be to add additional cameras within the stadium.</td>
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<tr>
<td>20 November 2018</td>
<td>ASkewis advised the group that there is ongoing discussions about CCTV upgrade in the bowl, E20 are currently scoping and a decision will be made in the New Year.</td>
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#### AGENDA ITEMS

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

LS185 shared a presentation summarising and highlighted strategic actions and learnings from the following fixtures:

**WHU v Tottenham Hotspur Premier League Match – Sat 20 Oct 2018 (Category C)**
- 14 medical issues recorded with 1 hospitalised.
- Various nuisance and behaviour issues noted relating to tickets and smoke bombs.
- 25 Ejections made on the day of which 4 were arrested. MPS shared a summary of the assaults and arrests and there are ongoing investigations.
- 1 assault noted.
- Anti-Semitic issue reported via the texting report line, appropriate action taken. WHU plan to make the text number visible around the stadium once it has been approved by LS185. **LBN requested a copy of the proposed text message to be published once approved by LS185.**

Persistent standers were identified for this game and appropriate action taken by West Ham Football Club.

**WHU v Tottenham Hotspur CUP Match – Wed 31 Oct 2018 (Category C+IR)**

Seat migration during the game currently under review, CCTV footage being analysed continuously.
West Ham United – Stadium Safety Advisory Group Meeting (SSAG)

- 22 medical issues recorded with 2 hospitalised.
- Various nuisance and behaviour issues noted from pitch invasions, smoke bomb in away section, missile throwing and seat migration.
- 30 ejections, 9 arrests on the day. MPS announced that there were various racial and anti-Semitic issues which the Club and police are investigating and working closely with Kick It Out.
- 1 verbal assault on a steward.
- Seat migration was an issue and being investigated by WHU and LS185.

West Ham explained their policy in relation to banned adults who are associated with minors. Children’s tickets are in their names and the safeguarding team monitor who returns with them.

Members discussed the need for more robust barriers at bridge 4 along with a more manageable search regime for all Cat C (IR) matches.

**WHU v Burnley – Sat 3 Nov 18 (Category A)**
- Ticketing issues arose with a large number of concession abuses. WHU to position a team from the ticket office outside of the turnstiles to assist with concessions/ticketing issues and will be working under the guidance of the safety team.
- 4 medical cases recorded.
- Persistent standing issues arose and have been dealt with.
- 23 ejections - all concession abuse.

SR (LBN) applauded the good work carried out by West Ham and LS185 to date and recommended having mojos at bridge 4 for Cat C (IR) fixtures.

BI (WHU) wanted it noted that the pitch incursion plan put in place since the Burnley game was text book and proved extremely successful and West Ham United have only had 1 incursion since the Burnley game. Pitch incursions command a life ban from the club. SR (LBN) added that in terms of prevention the club and LS185 have executed their plans effectively.

**4. Persistent Standing Strategies**

There is a three tier warning system is in place, WHU advised members that work is being done to focus on specific areas with SLO’s. Letters in relation to persistent standing have been sent out by WHU. **DR (LS185) requested a copy of the spreadsheet of letters sent to enable LS185 to track banned fans.**

Chair reminded the group that children standing on seats needs to be addressed and a strategy must be put in place going forward.

**5. Upcoming Home Matches Update and Intelligence**

DSadler (LS185) confirmed that the regular pre-match and planning meetings which are held ahead of each fixture and involve the police, LBN and the club are productive. Any specific intelligence shared is taken into account during the planning process.

**West Ham v Man City – Sat 24 Nov 18**
This fixture has been classed a category A. No significant intelligence and expect 4/5 away coaches.

**West Ham v Cardiff – Tue 4 Dec 18**
This match has been classed a Category B, and they are expecting approximately 25/30 away coaches. Discussions will be had with the police for the transfer of fans from coach park to the stadium. Some intelligence was noted and will be addressed in the planning for this match.

**West Ham v Crystal Palace – Sat 8 Dec 18**
Classed as a category A with no specific intelligence to report. No away coaches for this game.

LS185 confirmed that they will continue to staff the stadium as they have done for all matches since Burnley.

LLDC announced that there was nothing significant on the park during these 3 fixtures. All bridges will be open and available on match days.
6. Egress Update
WSC highlighted that there are still some contingencies that haven’t been built into the NTH egress and with the increase in coaches they are seeing more traffic with considerable baggage in the middle of egress which is becoming difficult to manage.

WSC also raised their concerns with regard to rail replacement which they were not made aware of until the morning of the replacement. This also caused issues at the stadium for the Burnley game and West Ham station was under immense amount of pressure. GAshe (TFL) advised the group that their Event Enclosures team circulate the information and will ensure all rail replacements are communicated well in advance.

Members discussed the possibility of the Stanstead Express Coaches being moved during egress. CT (LBN) to following up and email details of the decision maker at TFL to JN (LBN). WSC would like to know if it is included in the planning application for MSG as it might be an issue going forward.

CG (WSC) requested an update on the ‘NTH Only’ egress plan strategy and the future implementation as a permanent plan and is aware that there are some operational adjustments still to be made. When the licence expires in January 2019 it needs to be ratified by the SAG as the final plan.

MC (LLDC) confirmed that the licence runs until 14 January 2019 and there is a plan to meet with AH (WSC) to finalise.

SR (LBN) added that there is still work to be done between partners and it will form part of the egress plan to be ratified by SAG.

7. Control Room Update
As part of the review of the operations manual LBN have drafted a list of deviations from the Green Guide and one of the key areas that has arisen is the design and layout of the control room which is not compliant and the colour coding for the four stands on the stadium. The composed list will be forwarded to LS185 (DR & DS) for action and further discussions.

DR (LS185) mentioned that they are currently looking at structural designs which will be feed out to a costing phase and then reviewed.

8. CCTV Update
ASKewis (E20) advised the group that there is ongoing discussions about CCTV upgrade in the bowl, E20 are currently scoping and a decision will be in the New Year.

9. Park Wide Issues
Update on various layout changes around the park in 2019 announced by LLDC as follows:
- North South Highway works will be carrying on till Easter 2019.
- Carpenters Road area - East Bank building works starting very shortly. The tow path that runs from the water front area will close on 10 December 2018. Road behind Carpenters Road (waterside front) will close on 2 January 2019.
- Final dates when the new footbridges and traffic bridge will be going on over the canal will be confirmed in January 2019.
- South Park Lawn will be hoarded up in Spring 2019.

TT (LLDC) shared information in relation to Loop Road works to LS185 happening outside bridge 3 which restricts the Loop Road down to one path way and one lane carriage way from Monday till the 20 January 2019.

In terms of Carpenters Road closures the 339 bus will be diverted down Loop Road from 29 December 2018.

More details and exact dates will be shared in January 2019.

WHU mentioned members of staff walking from the stadium to the station have been threatened and accosted by small gangs on Chestnut Plaza and would like to know who to report threat to.
TT (LLDC) add that all incidents must be reported immediately for appropriate action to be taken. It was noted that in an emergency 999 should be called or contact Park HQ who will feed it out.

10. Fire Service Stadium Access

Access issue has been resolved directly between the Fire Service and LS185.

11. A.O.B.

WHU Supporters Group Meeting

SR (Chair) notified the group that she had received requests from West Ham Spectator Groups to attend the SAG. WHU to invite (SR) LBN Chair to the West Ham Spectators Supporters meeting which is organised by the Club as their official way of consulting with fans. Following further discussions it was agreed to have ‘Feedback from Spectators Supporters Group’ as a standing agenda item for future SAGs.

LE (SGSA) supported the suggestions made having the Chair of the SAG made available to official Club Spectators Supporter groups.

WHU Application for General Safety Certificate

SR informed members that an announcement was made in the press yesterday that the High Court Litigation was abandoned because an agreement had been reached between West Ham United and E20 about capacity. One of the outcomes of that was that there will be an application to increase the capacity to 60,000.

A short meeting was held prior to the SAG to instruct what was necessary for the application process. LS185 will be making the application for the increase of capacity from 57,000 to 60,000 in the London Stadium. As the Certifying Authority LBN will need to review the following documentation:

- Update to the Operations Manual that reviews the S & P Factors with particular attention to overcrowding in the concourse and toilets availability and split. Split is currently 85% male and 15% female and that needs to be reviewed in light that some of the new tickets may be sold to families. The Operations Manual also needs to take into account the new addition of the Green Guide covering disorder, egress and security issues.
- Seating Manifest, preferably a marked plan clearly indicating the seats which are beyond the 190m viewing distance and making it clear which seats are already scrimmed off.
- Updated Risk Assessment and Strategy for Persistent standing.
- Ticket Strategy with regard to concession abuse and plans to going forward to address seat migration.
- Seat migration action plan.
- Update/review of the banning protocol
- New egress plan

The Chair requested members submit comments giving their views on the increase to 60,000 and what additional documentation was needed and this was noted as follows:

MPS – need to review the section of the Ops Manual highlighting the increase in capacity, egress, migration prevention, persistent standing and CCTV before comments are made.

LFB – comments will be shared following further discussions with LS185.

SJA – no further documents required.

SGSA – need to see capacity calculations which are extremely important and viewing distances. SR added that a seating plan has been requested and LBN will be inspecting the seating and viewing distances. West Ham advised they will prepare a detailed colour coded plan showing all site lines.
**West Ham United – Stadium Safety Advisory Group Meeting (SSAG)**

<table>
<thead>
<tr>
<th>LU (TFL) – impact for TFL would be extended egress time. They would need to review the plan, assess any changes and see what impact it would have on the NTH.</th>
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<tbody>
<tr>
<td>Westfield – similar to TFL, and would like to see the egress plan and calculations.</td>
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<tr>
<td>LLDC – no further documents required.</td>
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<tr>
<td>E20 – will work with LS185 and support whatever they need to get their manifest right. The Westfield egress plan is currently being reviewed.</td>
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<tr>
<td>Lendlease – no further documents required.</td>
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<tr>
<td>LS185 – added they are responsible for the Safety Certificate, revised capacity calculations, revised stewarding plan, DOT plan, review of the concourse space, toilets and concessions and review of the NTH egress plan and venue operations manual. In conjunction with West Ham they will need to agree joint protocols/strategy for persistent standing, ticketing action plan and stadium plan. LS185 require from West Ham the full 60k seating manifest broken down by block, turnstile, ingress points, long view seats, season ticket seats, list of all season ticket sales, match by match seats and wheel chair seats. Official request will be made in writing to West Ham United.</td>
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<tr>
<td>SR (LBN) added that the aspiration is to have this in place by end of the calendar year in time for the Brighton game which is scheduled for the 2nd January 2019. There is normally a 21 day consultation period and the main documents listed need to be included with the application.</td>
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<tr>
<td>The Chair announced that she would like agreement by the SAG that it can go forward. A special SAG will be called to sign off of the application and reminded that the planning consent is only to increase to 60,000 capacity.</td>
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**12. Date of next SAG meetings:**

Extraordinary meeting called on 6th December 2018.

A mini SAG will be held on Thursday 20th December 2018 to sign off the application to increase from 57,000 to 60,000 capacity.

Next full SSAG will be held on the 8th January 2019.