SSAG Meeting held on Tuesday 2 October 2018 @ 11am
at the London Stadium, E20 - Press Conference Room

Attendees: Sheila Roberts (SRO) LBN – Enforcement & Safety – Chair
          John Newcombe LBN – Enforcement & Safety - minutes
          Leah Pratten LBN – Enforcement & Safety
          Tony Tolley LLDC
          Mark Camley LLDC
          Peter Tudor LLDC
          Phil Harris LS185
          James Egan LS185
          Dave Sadler LS185
          Jacob Abe Transport For London (TFL)
          Andy Sheldon Metropolitan Police Service (MPS)
          Ben Illingworth West Ham United (WHUFC)
          Philippa Cartwright West Ham United (WHUFC)
          Lou Elliston Sports Grounds Safety Authority (SGSA)
          Matthew Atkinson St John Ambulance (SJA)
          Megan Lewington St John Ambulance (SJA)
          Danny Hawkins Network Rail
          Adrian Hodgson Westfield Shopping Centre (WSC)
          Craig Geary Westfield Shopping Centre (WSC)

1. Introductions and Apologies

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

Apologies received from: Alan Skewis, E20; Alyson Hodkinson, Westfield; Clive Treacher, LBN; Gary Ashe, TFL; Graham Gilmore, LS185; Mark O’Brien, LFB; Martin Knight, LFB; Russell Taylor, MPS; Stuart Phillips, South Eastern Rail

2. Minutes from the last meeting held on 4 September 2018 checked and approved for accuracy, final set to be published.

<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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<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</strong></td>
<td>LLDC/185</td>
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<td>LLDC (Peter Tudor) and LS185 (James Egan) taking the lead on signage which is currently under review.</td>
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<td><strong>18 June 2018 - Football Bans</strong></td>
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<td>There have been 26 bans from the Burnley game and still waiting for 12 to go through the courts. WHUFC added that should the police decide not to take further action after the court hearings WHUFC will still be issuing them with a football ban.</td>
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<td><strong>4 September 2018 – update</strong></td>
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<tr>
<td>WHFC confirmed that banning data was shared with LS185. SR (LBN) requested the same football banning data be shared with the SAG.</td>
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### West Ham United – Stadium Safety Advisory Group Meeting (SSAG)

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
<th>Status</th>
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<tbody>
<tr>
<td>4 October 2018</td>
<td>Bans shared with the group from the Man United game.</td>
<td>CLOSED</td>
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<tr>
<td>18 June 2018</td>
<td>Ticketing Strategy</td>
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<td></td>
<td>SGSAs continued to be concerned about the number of away supporters standing on the upper tiers.</td>
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<td></td>
<td>WHUFC have agreed to review the away ticketing strategy to try and mitigate this.</td>
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<tr>
<td>4 September 2018</td>
<td>update</td>
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<td></td>
<td>West Ham United FC are currently working in partnership with away teams to review the ticketing strategy going forward.</td>
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<tr>
<td>4 October 2018</td>
<td>It was noted although West Ham United are currently working with away teams there is no official away ticketing strategy. West Ham United to discuss the ticketing protocol in more detail with LBN.</td>
<td>CLOSED</td>
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<td>4 September 2018</td>
<td>SJA medical analysis report</td>
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<td></td>
<td>SJA requested to analyse the high percentage of staff incidences and report back to SAG as to whether these are match related rather than incidental.</td>
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<td>4 October 2018</td>
<td>SJA to review ensuring that non-match related incidences are not included in match day figures for accuracy purposes.</td>
<td>SJA</td>
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<td>4 September 2018</td>
<td>Hospitality</td>
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<td>Members discussed in detail issue that arose with the hospitality section, WHUFC will be investigating further and will present a solution going forward.</td>
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<td>4 October 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-WHU shirts in the home area at the Man United game. WHU announced that they have a duty of care to remove away shirts from the home area for safety reasons. West Ham United FC and LS185 to re-emphasise the policy on their website and social media.</td>
<td>LS185/WHU</td>
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### AGENDA ITEMS

#### Actions

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<tr>
<th>3. Event Update – Strategic Actions and Learnings</th>
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<tr>
<td>An overview covering stadium and events updates shared with members. Upgrades to the CCTV system have been effective and provide improved coverage for all operators.</td>
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<td>The trial of not decanting in the East Stand continues to be effective. The Stadium will continue to remain police free inside the stadium for all Cat B fixtures.</td>
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<td>Concerns raised in relation to a mobile food trader set up at Bobby More School on the Loop Road with some of his customers standing in the road with live traffic. LS185 will be discouraging this activity going forward for safety reasons.</td>
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<td>Quality Assurance audits from LS185 continue for all events and areas for improvement are added to the Safety Officers briefing.</td>
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<td>WHU v Chelsea (Sun 23 Sept 2018)</td>
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<td>A procedure is now in place for adverse weather conditions with thanks to Westfield and Lendlease for assisting in the planning process. Minor issues with ticketing and seating location which were all resolved by West Ham United. West Ham United FC were very positive about the performance.</td>
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• 4 Medical issues noted (1 member of public and 3 staff)
• 30 Nuisance/Behaviour recorded. Coin and bottle throwing were observed, investigation is ongoing with the police to identify culprits.
• 14 Ejections during the game
• 4 ticket touts arrested on the day and 1 drug related arrest.
• Players tunnel – autograph hunting including stewards (will be included in briefings). This will be a sackable offence for staff, all companies to be informed.
• Concession abuse noted and managed
• Missiles and a plastic bottle being thrown – a CCTV review will be conducted with WHU, Chelsea and MPS. Some items may be under the segregation net but no other missiles seen during the post event sweep.
• Potential fake ticketing issues identified and dealt with.
• Prevention of persons drinking in view of the pitch worked well.
• Drug dogs worked well – nothing found on staff today. Will be repeated on Man United fixture.
• Control Room staff to be re-briefed on bag search procedures.
• A number of issues related to Golf umbrellas experienced, WHU shop to stop selling golf umbrellas on event days and websites to be updated, new signage required.

MPS recommended that stewards at block 217 disperse fans more rapidly post match particularly at the vomitories, AS (MPS) to discuss dispersal options further with LS185. LS185 confirmed that the Seg staff are encouraged to move the crowd as quickly as possible after the game.

WSC announced that they deployed their new gates for the first time, issues arose with the speed of which they opened and closed. WSC are currently working on a solution going forward.

WHU v Macclesfield

Some ticketing challenges were noted for this game by West Ham United with late walk-ups from Macclesfield fans.
• 3 medical incidences reported all minor
• 5 ejections
• Stewarding was reduced and proportionate to the match and numbers expected. Full search regime was in place.
• **WHU to send clear comms to all away coaches ensuring they adhere to allocated parking areas and drivers are on-board their vehicles before match end.**
• Additional response teams deployed to players coaches to prevent autograph hunting staff and any conflicts.

WHU v Manchester United (Sat 29 Sept 2018)

Several incidents of ticket duplication, all recorded and dealt with by the club ticketing team in conjunction with the crowd safety management staff.
• 12 medical issues recorded, with 3 sent to hospital.
• 9 ejections
• 2 arrests made
• Nuisance behaviour - missiles thrown, 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.**
• The new stadium podium island sweep 20 minutes to final whistle on the Manchester game was effective.

Attention was drawn to some housekeeping issues identified by LBN that require immediate attention particularly the obstruction of the tunnels, wheelie bins, combustible materials, aspirating smoke detection system fault and several other obstructions. **LP (LBN) will submit the match day report and supporting photos.**

LS185 were advised to ensure the quality of the search regime closer to kick-off time does not deteriorate just to accommodate fans in a hurry to get into the stadium.
SR acknowledged the continued improvement in particular with the stewarding and QA checks, of concern is the missile throwing trend.

4. Persistent Standing  
LE (SGSA) commended the steps taken so far by WHU to try and eradicate the persistent standing in certain areas, however, standing in the upper tiers is still of grave concern and unacceptable particularly in blocks 217 and 218. It was noted that stewards need to be more proactive in trying to get fans to remain seated. Failure to ensure a robust strategy is in place for both home and away could result in seating capacity being reduced by the SGSA.

LS185 confirmed that stewarding and response teams continue to work on areas of persistent standing and this is an ongoing operation.  

Discussions continued reviewing potential strategies in detail as persistent standing has been identified as a significant risk. A short, medium and long term plan needs to be shared as a matter of urgency to reassure the SGSA.  

5. Upcoming Home Matches Update and Intelligence  
- Saturday 20 October – West Ham v Spurs Cat C  
- Wednesday 31 October – West Ham v Spurs (Carabao Cup) Cat CIR  
  Planning meeting to be set up by LS185 for the Cup game and LBN to be invited. There is a proportionate policing plan in place to deal with the risk of threat for the Cup fixture.  
- Saturday 3 November – West Ham v Burnley Cat A  

6. Egress  
Members discussed the Round House Lane egress route, with no changes noted. Stewards are briefed to encourage fans to stay out of the road. WSC added that as there are only two routes on the weather plan it would be advisable to put additional control measures in place on egress.  

NTH only plan requires further discussion and a meeting should be set up to discuss primacy, licence implications and decision making between TFL, WSC, LS185 and EXP. It was suggested the three partners meet and ensure a plan is prepared between WSC, TFL and LS185 to resolve any conflict for BAU, better communication and dissemination of the decision as well as re-emphasising the decision maker. WSC add that the TFL event briefings need to have a clear structure as they vary based on individuals.  

WSC raised their concerns in relation to management of flows onto the NTH in terms of numbers of stadium footfall going into the centre. This requires better management with more pulsing and timed stop and holds.  

7. Control Room Update  
Ideas of improving the control room operation and to allow for more working space continue to be discussed. New telephones on all desks have significantly reduced the background noise from the staff.  

8. Amendments to Stewarding Plan  
There are currently no changes to the stewarding plan and it was noted that any planned changes will be shared with SAG members.
9. Coach Parking

LS185 have applied for a licence to have compound C made available until end of December for any coach parking required.

West Ham United are still investigating other avenues with LLDC.

10. Ticket Touting

Four arrests were made at the Chelsea game. West Ham United declared that they have an ongoing strategy in place and are working closely with the police.

West Ham United FC have been approached by the Premier League to present their strategy as a format for other clubs. SR (LBN) commended the work carried out on ticket touting.

Man United have proactive ticket checkers on all their away games, which is effective.

11. A.O.B.

**Fire Doors**
Replacement date for fire doors needs to be shared with the SAG at the next meeting.

**Green Guide**
SGSA informed the group that the new Green Guide is being launched on the 30th October.

12. Date of next SAG meeting

Next SSAG will be held on the Tuesday 8 January 2019.