

FINAL Minutes
 SSAG Meeting held on Friday 05 December 2025 @ 11am
 via Microsoft Teams

Attendees:	Edward King	LBN – Licensing and Regulatory Services - Chair
	[REDACTED]	LBN – Licensing and Regulatory Services - minutes
	Leah Pratten	LBN – Licensing and Regulatory Services
	Jessica Dempsey	LBN – Highways
	Joel Mimbo-Hontang	LBN – Highways
	Barry Vasselin	British Transport Police
	Jamie Smith	London Ambulance Services
	Graham Beers	London Fire Brigade
	Nick Morris	London Legacy Development
	Sara-Ellen Williams	London Legacy Development
	Peter Swordy	London Stadium 185 Limited (LS185)
	Andy Fraser	London Stadium 185 Limited (LS185)
	Darren Raczkowski	London Stadium 185 Limited (LS185)
	Jason Eglash	London Stadium 185 Limited (LS185)
	Vanessa Ferreira	London Stadium 185 Limited (LS185)
	Emily Sheridan	London Stadium 185 Limited (LS185)
	Dan Window	Metropolitan Police Services
	Stuart Phillips	Southeastern Rail
	Jack Ward	Southeastern Rail
	Ann Ramage	Sports Ground Safety Authority
	Matthew Atkinson	St John Ambulance
	Darryl Morgan	West Ham United Football Club
	Ryan Joy	West Ham United Football Club
	Ben Illingworth	West Ham United Football Club
	Philippa Cartwright	West Ham United Football Club
	Catherine Smith	West Ham United Football Club
	Kevin Hind	West Ham United Football Fan Group Representative (FAB)
	Sophie Corcoran	Unibail-Rodamco-Westfield
	David Hartery	Unibail-Rodamco-Westfield

Ref	Ongoing Actions from Previous minutes	Owner	Status
1 Nov 24	<p>Strategic learnings and actions</p> <p>Discussions continued around colour scheme options for digital tickets to help clearly identify zones. WHUFC plans to implement these changes for all non-season tickets in the 2024-2025 season, with a phased approach leading to a full rollout in the 2025-2026 season. The SGSA also emphasised the importance of considering colour-blind accessibility when selecting the scheme.</p>		
7 Feb 25	<p><u>Update</u></p> <p>It is a SAG request to include all away tickets into the colour scheme. Colour scheme for digital tickets in the uppers and lowers is in place. A timeline is needed for when paper tickets will be phased out or included in the colour scheme.</p>		
4 Jul 25	<p><u>Update</u></p> <p>Planning to phase out print-at-home paper tickets by 2026-2027 season. Further updates will be communicated by NK (WHUFC)</p>	NK (WHUFC)	Open

Ref	Ongoing Actions from Previous minutes	Owner	Status
4 July 25	LBN will convene the working group to address the skaters issue with partners from MPS, TFL, Westfield, LS185 and LBN Community Safety.	EK	Open
5 Dec 25	<u>Update</u> <i>This action will remain open. The internal working group will continue its discussions and review progress in the spring.</i>		
4 July 25	ATTRO ATTRO is time limited and needs renewing. Discussion are ongoing between LLDC, LS185, MPS and LBN to address the next steps.		
	<u>Update</u> <i>Temporary ATTRO in place with a permanent solution being reviewed.</i>	EK	Closed

AGENDA ITEMS	Actions
<p>1. Introductions and apologies</p> <p>Edward King (EK) opened the meeting and welcomed Kevin Hind, WHUFC Fan Rep to SSAG. Introductions made and meeting commenced.</p> <p>Apologies received from: Ann Ramage (SGSA), Jim Jordan (LBN Highways), Anna Jankowski (LS185), Bes Yemane (Stratfordcross Estate), Derek Worsfold (BTP), Gary Ashe (TFL), Ian McConnell (LBN), James Ryan (LFB), John Harris (GTSR), Matthew Pitman (WF), Dr Sam Thenabadu (RRD Medical), Stuart May (MPS), Catherine Wattley (MPS).</p>	
<p>2. Minutes</p> <p>Minutes from the last meeting held on the 5 September 2025, confirmed and approved as accurate.</p>	
<p>3. Safety related issues raised by fan group representative (FAB)</p> <p>KH expressed his appreciation to the group for the opportunity to attend, noting that the fan group values this engagement.</p> <p><u>Fan requested improved comms and clearer explanations regarding safety measures, particularly Stop and Hold boards. They suggest that comms be put in the matchday program by the club?</u></p> <p>LS185 provided the background history on the Stop and Go system, originally introduced during the Olympics to manage egress and guide crowds safely onto train platforms. Stratford station and regional stations have a total of 16 platforms. The egress control room monitors crowd movement, and when the platforms are full, the station call the control room instructing that crowds be temporarily held to allow clearance before admitting more people for safety reasons. As fans exit the stadium, majority use Bridge 1 and Bridge 5, which converge at the junction of Montfichet and Westfield, Stop and Hold measures are applied followed by pulsing the crowd to ensure safe access to the station platforms prevent overcrowding. Previously, information was published on the London Stadium and West Ham United websites.</p>	

LS185 offered to arrange a walk-through of the route for fan group reps and allow one or two members access to observe egress operations in SOR control room. This would provide full understanding of the safety requirements for the stop and hold which forms part of the Councils Safety Certificate. Any changes to these arrangements would require a formal application and review by the Council. Egress plans must be reassessed whenever new developments occur.

The Chair welcomed and supported the walk-through and egress review from the SOR.

Digital ticketing and why the difference in colours

WHUFC confirmed that the different colours are only limited to the away section to help stewards quickly direct fans to the correct zones, for example, grey indicates the lowers and black the uppers. This colour coding is also reflected on paper tickets. In the home section, colours are only used for season tickets. The club highlighted that this approach has a safety benefit and forms part of the Ground Regulations, any supporter may be asked by a steward or safety officer to show their ticket (digital or paper) during the game. Without colour coding, stewards would need to check seat and row numbers, which could cause delays and frustration. Colour schemes significantly improve efficiency, ensuring fans are in the correct area and supporting overall security and crowd management. The Chair noted that migration within the stadium remains a challenge and endorsed the colour scheme as a helpful measure to address this issue.

Roller Skaters and can they be restricted to other parts of the stadium during matchday

Partners acknowledge the ongoing challenge on match days. The Council has engaged extensively with youth groups to emphasize that importance of avoiding match days for everyone’s safety. The Chair noted that enforcement action is difficult, as roller skating in the park is not a criminal offence. Longer-term, the Council is exploring the possibility of providing a dedicated indoor facility for skaters. The internal working group will continue its discussions and review progress in the spring.

Searching regime and the variation between searches

LS185 safety officer informed FAB that pre-event briefings primarily focus on terrorism threats. The stadium operates a two-fold search regime, aiming for 100% bag checks and 100% wandung. Stewards also conduct dynamic assessments based on individual circumstances. Multiply layers of security are in place, including external monitoring before visitors reach the gates. Where necessary, a full pat-down search may be carried out. The gate search process is just one of several security measures, and the stadium also has a dedicated Counter Terrorism Advisor. The Chair added that LS185 undergoes regular audits, including external and those conducted by the Council.

Safe Standing

WHUFC & LS185 confirmed their commitment to conducting a feasibility study on safe standing, focusing on both uppers and lowers in collaboration with stakeholders. The SGSA is a strong advocate for progress in this area, and the feasibility process is expected to take approximately three months. LS185 has written to the SGSA offering a number of options for safe standing rails.

LS185 is also undertaking a risk study for the uppers and lower tiers. The London Stadium is currently licensed by the SGSA as all seater venue, and safe standing remains a complex issue. The Chair expressed support for this initiative, emphasised that any incorrect decision could have serious consequences. **He stressed the importance of clear messaging to fans that the stadium remains all-seater for now and requested their co-operation during this review period.**

FAB

Wall – can it be replaced with a clear wall

WHUFC confirmed that the wall is under review. **Following consultation with partners and risk assessment, WHUFC & LS185 will announce the decision taken. This process is expected to take about three months.**

LS185
WHUFC

<p><u>Channels that the fans can use to report safety related concerns</u> WHUFC advised that fans should report any safety concerns to stewards or SLO in the first instance. The other option is the matchday reporting service, all these route report to all parties and the control room.</p> <p>The club emphasised the importance of maintaining a single reporting channel to ensure nothing is missed, noting that the current system is highly effective and works well operationally.</p>	
<p>4. LBN Highways update</p> <p><u>Marshgate Lane – no right turn</u> Highways provided an update on a potential modification to Marshgate Lane, which remains in an experimental phase and would require formal consultation. WHUFC, LS185 and LAS all expressed significant concerns, noting that the proposed change would heavily impact their operations. This matter will need to be presented at the next SAG meeting to allow members to review and respond.</p> <p><u>Signage for loading bays within ATTRO to be updated</u> JD to follow up on the signage for the loading bays and update the Chair accordingly. LS185 noted that a significant amount of their time is spent removing vehicles from within the ATTRO area. Local CTSA should be notified to help reinforce messaging to businesses about avoiding parking within road closure zones.</p> <p><u>Greenways / Marshgate Lane scheme</u> This is progressing as planned and there will be a Christmas shut down on 19th December returning 5th January 2026. Traffic light will remain in place.</p> <p><u>Westfield Ave</u> Parcel A – works have been completed Parcel B – works are ongoing and due for completion May 25. Discussions with Westfield Shopping Centre regarding busy-day congestions are ongoing, and TFL signals continue to be closely monitored. The northbound bridge closure remains in place and has so far resulted in minimal issues. Parcel C – Due to start January 26, Olympic Park bridge to Marshgate Lane section.</p> <p><u>Pool Street</u> Works are progressing well and remain on track for completion by end of 2026. There is an ongoing risk associated with UCL and its planned works, which may affect the programme and potentially require completed works to be reopened.</p> <p><u>Carpenters Road West</u> Works planned to start January 2026, TM plan in place and permits submitted.</p>	<p>Richard LBN</p> <p>JD</p>
<p>5. Strategic learnings and actions</p> <p>13 September 25 – West Ham vs Tottenham Hotspur 20 September 25 – West Ham vs Crystal Palace 20 October 25 – West Ham vs Brentford 02 November 25 – West Ham vs Newcastle United 08 November 25 – West Ham vs Burnley 30 November 25 – West Ham vs Liverpool</p> <p>Total 291,068 spectators attended over the six games. All fixtures saw late walk-up. Special mitigating measures were introduced for a late kick-off match, which proved effective and will be applied on a case-by-case bases for future late kick-offs. There were several well organised</p>	

<p>Protests with no issues noted. Ejections, arrests and any medical issues were discussed and reviewed, and the police are continuing to assess the ongoing cases.</p> <p>A tabletop exercise was conducted in relation to the passing of Billy Bonds. Sympathies were shared by other clubs, and no issues arose at the fixtures in connection with this.</p> <p>External Bars have been consolidated into a single area, which has worked effectively. Fans moved around to use Bridge 2 where there added benches creating a more welcoming environment. The North Deck is being used for both pre and post-match.</p> <p>LS185 thanked partners for their support and co-ordinated working.</p>																						
<p>6. Protest update</p> <p>Protests have not affected the safety of the fixtures, and there continues to be a good working relationship between protestors, the police and London Stadium.</p> <p>West Ham announced that there will potentially be more protests planned and the groups involved have remained open and transparent with the club.</p>																						
<p>7. Upcoming Premier League fixtures</p> <table border="0" data-bbox="108 1104 858 1344"> <tr> <td>14 Dec 25</td> <td>WH v Aston Villa</td> <td>KO: 2pm</td> </tr> <tr> <td>27 Dec 25</td> <td>WH v Fulham</td> <td>KO: 3pm</td> </tr> <tr> <td>30 Dec 25</td> <td>WH v Brighton</td> <td>KO: 7:30pm</td> </tr> <tr> <td>06 Jan 26</td> <td>WH v Nottingham Forest</td> <td>KO: 8pm</td> </tr> <tr> <td>24 Jan 26</td> <td>WH v Sunderland</td> <td>KO: 12:30pm</td> </tr> <tr> <td>11 Feb 26</td> <td>WH v Manchester United</td> <td>KO: 8pm</td> </tr> <tr> <td>21 Feb 26</td> <td>WH v Bournemouth</td> <td>KO: 3pm</td> </tr> </table> <p>All above fixtures are currently low risk and will be resourced accordingly. No concerns or intelligence from the police or partners.</p>	14 Dec 25	WH v Aston Villa	KO: 2pm	27 Dec 25	WH v Fulham	KO: 3pm	30 Dec 25	WH v Brighton	KO: 7:30pm	06 Jan 26	WH v Nottingham Forest	KO: 8pm	24 Jan 26	WH v Sunderland	KO: 12:30pm	11 Feb 26	WH v Manchester United	KO: 8pm	21 Feb 26	WH v Bournemouth	KO: 3pm	
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<p>8. Persistent standing update</p> <p>LS185 are in discussion with the club to explore available options. A proposal has been submitted to the SGSA, and a review meeting is planned in the coming weeks. Feasibility and risk studies for the lower tiers will be undertaken, and further updates will be provided in how this work will proceed. The club and LS185 will continue to collaborate as part of a joint process.</p>	<p>LS185</p>																					
<p>9. Medical update</p> <p><u>LS185</u> After the meeting with the medical colleagues, LS185 will circulate the updated revised documents once they have been finalised in line with the Green Guide and SGSA guidance. A committee will be established undertaking duties in conjunction with the doctors and other medical specialist. Medical Advisory Group meeting is planned for January 2026, to be chaired by LBN.</p>	<p>LS185</p> <p>LBN</p>																					

<p><u>St John Ambulance</u> Medical incidents data shared by St John Ambulance shows a reduction in both staff and public medical cases, with overall figures remaining low compared with other venues. Hospital transfers have also decreased, as most patients are now managed on-site or present with minor low impact or pre-existing medical conditions.</p> <p>LS185 are exploring the introduction of mobile medical resources. It remains concerning that around half of the recorded incidents involve staff, even though these are very minor issues.</p> <p>LAS continue to hold regular meetings with the London Stadium.</p>	
<p>10. Ticket sales strategy and update on sales to tourist and concession misuse</p> <p>A broader audit of ticket sales is underway, supported by AI-driven ticket checks. A total of 688 tickets have been blocked this season. Concession tickets are being monitored using an age-verification AI tool.</p> <p>Meeting with the Premier League working group is scheduled to discuss transition to digital ticketing.</p> <p>AI safeguarding were trialled successfully and will be demonstrated at the next SAG meeting to show how the system operates.</p>	<p>WHUFC</p>
<p>11. ATTRO update</p> <p>A temporary 18-month order has been in place since April, and work is underway to implement the permanent one.</p>	
<p>12. Zone Ex update</p> <p>More fan zones are shifting towards Hackney Wick, which is increasing pressure on the Hackney Wick station. LS185 are considering using F10 for ingress of low-risk fixtures.</p> <p>Wheelchair users needing access to Car Park A are now being permitted with security ensuring that access is granted exclusively to wheelchair users.</p>	
<p>13. SGSA update (email update submitted by SGSA)</p> <p>Attending the WHU v Spurs on 13 September which was well planned and implemented.</p> <p><u>Persistent standing</u> There is ongoing dialogue with LS185 around persistent standing with SGSA and key partners. The work of the subgroup on persistent standing is ongoing, and I know the Club have been an important component of this as have the LA. Is there any update from LS185 or the Club for the wider SAG?</p> <p>Independent Football Regulator The Independent Football Regulator has now been formally established, with the following core objectives:</p> <ul style="list-style-type: none"> • Protect and promote the financial soundness of regulated football clubs • Protect and promote financial resilience of English football • Safeguard the heritage of English football 	

The consultation on the licensing regime for the IFR is open at the moment, with a closing date of 8 December: <https://engage.footballregulator.org.uk/licensing-regime>.
For information about the IFR, visit its website: www.footballregulator.org.uk.

Council of Europe Project on enhancing Safety and Service Pillars of St-Denis Convention. The SGSA has been commissioned by the Council of Europe to conduct research and training across Europe with the aim of enhancing the prominence and profile of the safety and service pillars of the St-Denis Convention. This work will result in good practice, guidelines and recommendations which will be shared with countries across Europe. The UK is already in a good place with this, but further improvements will always be possible. We want to raise awareness on very good training material on the C of E website Here is the link: <https://www.coe.int/en/web/sport/factsheets>

Emergency Planning revision!

<https://vimeo.com/1094003003/108e4817bd?share=copy> JESIP
<https://vimeo.com/1094003080/20ab8d0b0d?share=copy> METHANE
<https://vimeo.com/1094002905/c2b3499529?share=copy> JDM

Reminder about storage of combustible materials

The SGSA wants to remind grounds about the fire risks involved in the improper storage of combustible materials.

The message is simple – do not store combustible waste near key infrastructure.

Voids under seating decks or terraces, under flooring, or under other key infrastructures are often used for the unauthorised storage of combustible materials. Waste or litter may also accumulate in them. To counter this, all voids should either be sealed off or be kept entirely open to allow easy access for inspection and for the removal of the combustible materials. It may be necessary to consider ventilation of some large voids where the possibility of flammable or explosive atmospheres may arise.

All accessible voids should be subject to a regular inspection, in particular during the pre-event checks.

Crowd related medical incidents

Coroner's Inquest into a fan death at Sheffield Wednesday in September 2024

The conclusions of the Coroner inquest into the death of a West Bromwich Albion fan at a Sheffield Wednesday match in September 2024 are now a matter of public record.

The Coroner returned a verdict of death by natural causes in that the individual suffered an acute myocardial infarction (commonly referred to as a heart attack) which, on the balance of probabilities, was unsurvivable.

The coroner found that immediate CPR was provided to Mark by fellow supporters until paramedic support arrived, approximately one minute and forty-five seconds after the cardiac arrest.

Whilst the Coroner determined that it could not be said to have caused or contributed to Mark's death, the Coroner found that it took 20 seconds whilst a steward searched for a supervisor with a radio to call for medical support. The Coroner has issued a Prevention of Future Deaths report to SWFC so that the club can take any steps it feels necessary to ensure that, in the future, the risk of delays caused by stewards not being aware where the nearest radio is minimised.

Guidance

In 2022, the SGSA produced guidance on crowd related medical incidents (available on the SGSA website: <https://sgsa.org.uk/document/guidance-on-crowd-related-medical-incidents/>). This guidance sets a framework and gives those responsible for delivery the event advice and guidance on how to ensure processes are in place to support optimal decision making and medical response.

This guidance has been recently reviewed by relevant partners and is still considered to be an important guide and tool for Safety Officers. The SGSA will be working with relevant partners to undertake some minor amendments where necessary, but also to ensure that the existence of the guidance and its role and importance is widely understood across the sports ground safety community and to ensure that lessons learned from recent incidents are shared.

Linked to this, the SGSA will also be delivering a webinar primarily aimed at licensed grounds and local authorities to discuss this agenda more generally and to help share lessons learned. Further information will be provided on this shortly.

The SGSA will also be working with partners to explore how to ensure access to radios is clear and well-understood by stewarding teams, looking at and sharing best practice and helping to ensure Stewarding Plans and Communication Plans continue to address this point.

Women’s football matches risk assessments

Following the recent attack on the synagogue in Manchester, and the impact this had on local fixtures that weekend, the SGSA wants to remind SAGs about WSL games being part of the consideration and conversations for any changes to fixtures. Whilst the WSL games are low in terms of attendance and risk in usual circumstances, they shouldn’t be forgotten when external events happen, particularly as there are millions of eyes on in terms of broadcast viewing.

WSL Guidance – Women’s football stadium design guidance

WSL Football has published Design Guidelines for the Delivery of Elite Women’s Stadiums in England – a world first framework supporting clubs, local authorities, and architects in building or upgrading venues specifically for their women’s teams.

Several new approaches were highlighted including a focus on female-friendly changing rooms and toilet facilities, parent/guardian orientated spaces including family toilets and breastfeeding areas, accessibility for those with disabilities and futureproofing for environmental/climate change.

The guidance can be accessed via the WSL Football website: <https://www.wslfootball.com/news/world-first-design-guidelines-for-elite-womens-stadiums-unveiled>.

14. Any other football safety related business

Street Trading Licence for Westfield Avenue

West Ham have been granted a street trading licence on Westfield Avenue for ingress and will operate a cart selling official merchandise. Additional West Ham staff will be deployed at turnstiles to identify away fans attempting to entre home areas. The LBN Trading Standards team has also been engaged to address trading standards concerns. Members discussed the importance of continuing to enhance overall fan experience.

Stadium Audit

There is a planned audit in a couple of months as well as a medical exercise.

V&A East

V&A East opens on the 18th December 2025.

The SAG expressed its thanks to Jason Eglash for his work and dedication as he steps down from his role as Safety Officer at the London Stadium.

Members thanked Matt Atkinson, who steps down from St John Ambulance, for his contributions, his detailed approach and commitment.

Date of next Football SAG

Friday 6 March 2026 via Microsoft Teams