

FINAL Minutes

SSAG Meeting held on Friday 31 July 2026 @ 11am
at the London Stadium, QEOP, E20

Attendees:	William Adolph	LBN – Interim Asst. Dir. Licensing & Regulatory Services - Chair
		LBN – Licensing and Regulatory Services - minutes
	Leah Pratten	LBN – Licensing and Regulatory Services
	Jessica Dempsey	LBN – Highways
	Matthew Rolfe	LBN - Highways
	Darren McTernan	London Fire Brigade
	Nick Morris	London Legacy Development
	Sara-Ellen Williams	London Legacy Development
	Peter Swordy	London Stadium 185 Limited (LS185)
	Paul O'Donnell	London Stadium 185 Limited (LS185)
	Darren Raczkowski	London Stadium 185 Limited (LS185)
	Vanessa Ferreira	London Stadium 185 Limited (LS185)
	Neil Robinson	London Stadium 185 Limited (LS185)
	Georgina Wilson	London Stadium 185 Limited (LS185)
	Kirstie Smith	Medicare EMS
	Matt McDonnell	Medicare EMS
	Paul Wright	Metropolitan Police Services
	Amritpal Jheeta	Network Rail
	Stuart Phillips	Southeastern Rail
	Ann Ramage	Sports Ground Safety Authority
	Gary Ashe	TFL Underground
	Darryl Morgan	West Ham United Football Club
	Nicola Keye	West Ham United Football Club
	Shelley Warren	West Ham United Football Club
	Kevin Hind	West Ham United Football Fan Group Representative (FAB)
	Amy Lowe	Unibail-Rodamco-Westfield
	Indre Kazlauskiene	Unibail-Rodamco-Westfield

Ref	Ongoing Actions from Previous minutes	Owner	Status
1 Nov 24	Strategic learnings and actions 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.		
7 Feb 25	<u>Update</u> 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.		
4 Jul 25	<u>Update</u> Planning to phase out print-at-home paper tickets by 2026-2027 season. Further updates will be communicated by NK (WHUFC)	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> This action will remain open. The internal working group will continue its discussions and review progress in the spring.		
20 Mar 26	<u>Marshgate Lane – no right turn</u> There have been no changes since December 2025. Action to be carried over, presentation and details map to be shared when formalised. All SAG partners to be consulted.	LBN	Open
20 Mar 26	<u>Loading Bay Suspension signage within ATTRO</u> The ATTRO which is made under Section Act 22C of the Road Traffic Regulation Act 1984, allows the police or local authority to restrict vehicles or pedestrian traffic, when necessary, key is to avoid or reduce danger to terrorism. As the bays are part of the Highway it will fall under the ATTRO. Legality of signage that can be adopted will be reviewed by Matt Rolfe to ensure and improve clarity for motorists and help prevent inappropriate parking.	MR	Open

AGENDA ITEMS	Actions
1. Introductions and apologies William Adolph, Interim Assistant Director, opened the meeting and welcomed Kevin Hind, WHUFC Fan Rep to SSAG. Introductions made and meeting commenced. Apologies received from: Anna Jankowski (LS185), Bes Yemane (Stratfordcross Estate), Derek Worsfold (BTP), Tony Hurley (WF), Dr Sam Thenabadu (RRD Medical), Catherine Wattley (MPS), Dan Window (MPS), James Ryan (MPS).	
2. Minutes Minutes from the last meeting held on the 20 March 2026 approved.	
3. Safety related issues raised by fan group representative (FAB) <u>Question One</u> The Fan Advisory Board requests that the Safety Advisory Group (SAG) review the long-term operational necessity of a permanent, static physical wall and considers our proposal for a dynamic, steward-led risk management framework. This follows the transition to a Perspex “wall” at the segregation line between the Sir Trevor Brooking Lower Tier (Block 112) and the West Stand. The original opaque barrier was an emergency, reactive intervention implemented after the exceptional security challenges of the Rapid Vienna fixture on 30 September 2021. Since the	

temporary barrier was installed in 2022, there have been no recorded instances of sustained missile-throwing or structural breaches involving more than one person at this specific line. This is also reflected by a sustained decline in Home Office arrest statistics for 'Throwing Missiles' at West Ham domestic fixtures during the same period.

We argue that maintaining a permanent and inflexible physical wall during lower-risk domestic fixtures is contrary to the principles of Section 12.25 of the SGSA Guide to Safety at Sports Grounds (6th Edition), which explicitly states that all methods of fan segregation should be flexible. Furthermore, SGSA Supplementary Guidance 03 (Section 4.0) states that safety management must be dynamic and based entirely on an event-specific risk assessment of the spectators, instead of relying on containment. The existing measures have now fulfilled their purpose and maintaining them continuously fails the statutory 'minimum necessary intervention' baseline.

The FAB formally submits that the physical barrier can be safely phased out and replaced by a alternative operational framework. This would enhance safety through active human intervention rather than using a passive structure. Our three tier approach is as follows:

1. Segregation Stewarding: We suggest that LS185 introduces dedicated, permanent row-by-row segregation squads. These stewards must: Hold a minimum NVQ Level 2 in Spectator Safety; be consistently deployed in the same positions to build familiarity with home supporters; and maintain a proactive, crowd-facing stance during high-risk phases.
2. Infrastructure and Spatial Buffers: We suggest that the final three seats of the lower tier in the Sir Trevor Brooking Stand closest to the away section are permanently vacated and secured with high-visibility, flame-retardant tarpaulin. This creates a visible, controlled buffer zone mirroring standard Premier League best practice.
3. Technological Enforcement & Zero Tolerance: We suggest that LS Security links a dedicated, high-definition pan-tilt-zoom (PTZ) camera loop directly to the boundary line. The FAB commits to actively publicizing and supporting immediate stadium ejection and a mandatory 3-year club ban for any individual identified attempting to disrupt or breach this zone.

SSAG response

LS185 responded, adding that the decision was made collectively and agreed that the wall should be installed following incidents of poor fan behaviour at several matches.

The implementation of the wall has been a lengthy process with significant discussions and negotiations required to reach the current arrangements. The wall was installed as a mitigation measure against missile throwing, intimidating behaviour and migration which were key factors in the decision to install the wall.

There are already numerous CCTV cameras covering all relevant areas, providing sufficient surveillance to support public safety requirements. Screening off the first three rows would result in West Ham losing spectator seats, requiring those supporters to be relocated to the higher seating area.

West Ham (NK) also advised that it would be reckless to make any changes to the wall at a time when larger away supporters allocations are expected to attend matches this season.

KH (FAB) asked if the fan behaviour improves could the wall be removed. In response, LS185 and WHUFC advised that fan segregation arrangements and supporter behaviours would continue to be monitored and reviewed throughout the season before any considerations.

SGSA added that current arrangements in place are a sensible compromise from a regulatory and safety perspective and expressed concerns about any removal of the wall. It was highlighted that removing the wall could trigger a review of the Stadium's S Factor, resulting in the reduction of seats to fans for safety reasons. SGSA noted that similar segregation walls are commonplace at other football stadia.

Question Two

During the reporting of the FA Cup fixture against Leeds in April, the Mirror reported that Daniel Farke made comments about what he had been told if the match ended in a penalty shootout. The relevant quote is as follows:

"Farke did confirm that when Leeds arrived they were told that if the tie went to penalties they would not be allowed to shoot into the away end with their 9,000 fans because of safety reasons...Farke added: 'I was told that there was a document signed by the safety officer saying we could not shoot into our end.' "

I have been asked to raise this issue with the SAG. Therefore, please could you answer the following:

- Are you in a position to confirm or deny the report in the Mirror?
- Did the designated Safety Officer officially recommend that penalties should not be played at the away end of the London Stadium?
- Under what authority can the designated safety officer make decisions that affect the conduct of a game on the pitch? For example, is it in the Green Guide? This would help supporters to understand the context."

SSAG response

LS185 confirmed that they had no comments regarding the Mirror article

The SGSA responded, adding that from a safety perspective the Safety Officer has the power and authority under the FA regulations to make decisions necessary to ensure public safety. It was emphasised that such decisions are subject to established protocols and processes, which are very rigorous, before being implemented.

KH (FAB) asked if SAG could publish attendance figures for each game. WHUFC advised that due to commercial sensitives these cannot be published in the minutes.

LS185 also requested that it be recorded that they are unhappy with questions being raised at short notice and would prefer to receive them in advance. They further stated that questions submitted by FAB should be specific football safety related rather than broader fan experience questions.

4. LBN Stratford High Street Corridor Scheme (Bow roundabout to Marshgate Lane)

A transport and cycling improvement scheme was presented, including cycle lane segregation, bus stop bypass, junction changes, narrowed crossings and temporary removal of some traffic signals. The scheme is being introduced as an experimental traffic arrangement, with modelling and future corridor wide improvements still ongoing.

Concerns were raised regarding vehicle movement, U-turns, emergency service access and traffic impact. It was agreed that all partners will be consulted during the experimental period.

LBN

A Transport Advisory Group (TAG) meeting will be scheduled early 2027 to discuss findings.

LBN

5. Strategic learnings and actions

14 Mar 26	WH v Manchester City	KO: 8pm
05 Apr 26	WH v Leeds United (FA Cup)	KO: 4:30pm
10 Apr 26	WH v Wolverhampton W	KO: 8pm
25 Apr 26	WH v Everton	KO: 3pm

10 May 26 WH v Arsenal KO: 4:30pm 24 May 26 WH v Leeds United KO: 4pm Fixture overview shared along with police categorisation of each game. Ejections and refusals reviewed and discussed. LS185 shared incidents of note which were all managed appropriately. The police reported no concerns or issues arising from these fixtures.	
6. End of Season Report <u>LS185</u> Summer stewarding safeguarding training delivered. Robust contingency planning in place with a series of tabletop exercises been conducted, with further sessions planned to test operational, safety and incident responses. Medical exercise was useful and will continue to test contingency plans and emergency response arrangements. Additional exercises will be undertaken as required to support continued improvement and maintain operational resilience. <u>MPS</u> Police reported that 22 home fixtures were reviewed with a match commander at each fixture. There will be increased safeguarding teams at football events. MPS will keep WHUFC and LS185 updated. The DFO has offered to assist with steward training. Ongoing dedicated planning meetings and debriefs will continue to be held for all fixtures.	
7. Upcoming Premier League fixtures 08 Aug 26 WH v Portsmouth (Carabao Cup) KO: 3pm 22 Aug 26 WH v Charlton Athletic KO: 3pm 01 Sept 26 WH v Wolverhampton Wand. KO: 7:45pm 05 Sept 26 WH v Derby County KO: 3pm 11 Sept 26 WH v Wrexham KO: 8pm LS185 provided a review of the upcoming fixtures. MPS discussed categorisation and greater continuity of match commanders, proactive deployment and improved supporter engagement are planned. Attention is being given to Portsmouth and Charlton fixtures due to the expected away attendance. No other major concerns raised by the police or club. SGSA recommended DFO share any learnings with LS185 from their police reports/debrief on above fixtures. Pre and post event meetings for high-risk fixtures are considered best practice. The SGSA expressed confidence in the current level of planning and stakeholder engagement at the stadium.	PW (MPS)
8. Persistent standing update Preparation is underway for additional rail seating installation. Following this installation, London Stadium will be running at 12% rails. Current rails are being stewarded and managed well. WHUFC will continue to work with LS185 on railed seats. Appropriate comms will go out to remain seated and remind fans of safety. Medical extractions are being tested on rail seated zones. SGSA acknowledged that standing behind the goals presents the biggest challenge and hopes that Cambridge report will identify a resolution. Persistent standing will continue to be monitored and will remain as an ongoing action.	

9. Ticket sales update/strategy WHUFC discussed ticketing protocols for high-risk fixtures, including verification processes, restrictions on general sale, and collaboration with partners to mitigate risks associated with away supporters and ticket misuse.	
10. Zone Ex update The stadium reported the preparations continue for the Terrorism Protection of Premises (TPOP). Work is continuing with the SIA, Home Office, Counter Terrorism Security Adviser, police and Newham Council including consideration of permanent and temporary HVM mitigation measures. LS185 would like to understand and get clarification of the powers to prevent unauthorised trading. LBN to review arrangements for assessing and enforcing disabled parking permit.	LBN TS LBN
11. SGSA update Martyn's Law – Home Office Section 27 statutory guidance In April, the Home Office published the Section 27 statutory guidance for the Terrorism (Protection of Premises Act) 2025. This guidance is designed to explain the Act's requirements in a way that works for all and reflects the government's clear intent that those responsible for premises and events in scope can comply without needing to buy specialist services. Alongside the statutory guidance, three non-statutory supplementary documents have also been released which cover: A. Methods for assessing the reasonable expectation of individuals present at the premises and events B. Scope – illustrative examples C. Further resources and learning The Home Office is continuing to develop a wider package of supporting material to help organisations understand the requirements of the Act and prepare for commencement. The guidance and supplementary documents can be found here: The Terrorism (Protection of Premises) Act 2025 - GOV.UK Protect UK. Guide, Shelter, Report. Guide Shelter Report complements the well-known Run, Hide, Tell campaign, providing a business-focused version of the advice. GSR was founded on feedback from businesses who said that advice such as Run Hide Tell did not account for their staff's duty of care responsibilities during an incident. The advice is that in the event of a terrorist attack at work, staff should: • Guide people away from danger • Shelter people to keep them safe • Report to police by calling 999 In simple terms, Run, Hide, Shelter should be followed by visitors/the public. Guide, Shelter, Report should be followed by staff whilst in the workplace. Further advice can be found via the following link: Guide Shelter Report ProtectUK	

The Unauthorised Entry to Football Matches Act 2026. The Act introduces a new football specific offence of unauthorised entry, or attempted unauthorised entry, to designated football matches. The new offence sits within the Football (Offences) Act 1991. From 22 March, persons convicted of this offence are liable on summary conviction to a fine not exceeding level 3 on the standard scale, and will also be made subject to a preventative Football Banning Order, unless the court considers that there are particular circumstances relating to the offence or the offender which would make such an order unjust in all the circumstances.

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SGSA regulatory activities consultation. In April 2026, the SGSA launched a consultation with the football industry in relation to the delivery of its regulatory activities.

The consultation predominantly focused on the All-Seater Policy Enforcement Approach, first published in 2019, which outlines the processes the SGSA will use to enforce the all-seater licence conditions under statutory powers in the Football Spectators Act 1989. The SGSA is reviewing the submissions received and these will inform the final version of the Enforcement Approach which will be published in July 2026.

Council of Europe training. As a reminder, there is a free online course available to understand the requirements of the St Denis Convention.

The course – [Promoting and Strengthening the Council of Europe Standards on Safety, Security and Service at Football Matches and Other Sports Events](#) – is made up of eight modules. It has been developed by the Council of Europe and Liverpool University.

The modules contain elements to lead effective and efficient safety, security and service management at sports events with the ultimate aim of making football matches and other sports events more welcoming, safe and secure. It is highly recommended that anyone involved in the safety and security of events, particularly football matches, complete this course.

Increase in threat level. On 30 April, the UK National Threat Level was raised to SEVERE, meaning an attack is highly likely.

The Protect UK website has published the following, which contains a range of resources to support venues: [Review your protective security plans in response to the increase in the national threat level | ProtectUK](#)

Sports grounds are well placed to address the threat level increase, as it is part of the risk assessments. There is nothing to suggest that football will be a direct target, but as ever vigilance is important. It is recommended you review the plans you have in place.

To support your planning, the SGSA and NaCTSO previously released guidance, which is still relevant and on the SGSA website:

- Planning for increased threat levels: <https://sgsa.org.uk/document/planning-for-increased-threat-levels/>
- Preparing counter terrorism measures: <https://sgsa.org.uk/safety-management/security/counter-terrorism/preparing-counter-terrorism-measures/>
- Planning for a dynamic lockdown: <https://sgsa.org.uk/document/planning-for-a-dynamic-lockdown-at-a-sports-ground/>

Safety Advisory Group Guidance.

The UK Resilience Academy (previously the Emergency Planning College) is currently developing updates to the National Guidance Framework for Safety Advisory Groups. The SGSA is helping in the development of this. The document is likely to be published in the autumn 2026, and SGSA will keep stakeholders updated on this.

CQC Registration for All Medical Providers at Sports Grounds

The Care Quality Commission (CQC) has published guidance on forthcoming statutory changes affecting the delivery of healthcare services at sporting and cultural events from September: <https://www.cqc.org.uk/about-us/how-we-involve-you/consultations/supporting-guidance-delivering-tddi-sporting-cultural-event>

The SGSA, together with representatives from across the event healthcare sector, is currently engaging with the CQC to seek further clarification and expansion of the published guidance. This clarity is particularly important because several healthcare providers may operate simultaneously at a sports ground.

Clubs are strongly encouraged to:

- Review the new CQC requirements with their Medical Lead.
- Assess all healthcare arrangements currently in place.
- Identify any providers or individuals who may require CQC registration.
- Develop plans to address any compliance gaps before the regulations come into force.

We would also like to remind all clubs to ensure their Crowd/Event Doctors and Event Practitioners are aware of the need for up-to-date /correct training as stated in the Medical Plan that supports the General Safety Certificate. The link below makes it clear what the Green Guide says about qualifications and sets out what courses are approved. We are told that CQC are likely to take an interest in skills and training.

It is often said there are 'no current courses' for crowd/event doctors/practitioners but there is more than one supplier, and the link below details several live course dates and locations.
<https://sgsa.org.uk/crowd-event-doctors-and-event-practitioners-qualifications/>.

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.

12. Medical update

Medical presentation numbers remained relatively low considering attendance figures. Medical providers have increased paramedic and emergency service care coverage.

The stadium highlighted good arrangements are in place for supporters with accessibility or medical needs, including advance liaison with supporters where information is provided. WHUFC to share information on the website to ensure fans are match fit.

13. Transport update

Investigations continue into defective points and trackside incidents at Stratford Station, including the time taken to isolate power. Network Rail's security team will increase attendance at future meetings and liaise with the stadium and transport partners.

14. Any other football safety related business

LLDC

Park events that clash with fixtures:

- 22 August: East Bank events 12pm to 7pm
- 08 August: opening and use of Carpenters Link Bridge
- 05 September: Dancing City

15. Date of next Football SAG

Friday 02 October 2026 via Microsoft Team.