

FINAL Minutes
SSAG Meeting held on Friday 20 March 2026 @ 11am
via Microsoft Teams

Attendees:	Edward King	LBN – Licensing and Regulatory Services - Chair
		LBN – Licensing and Regulatory Services - minutes
	Leah Pratten	LBN – Licensing and Regulatory Services
	Jessica Dempsey	LBN – Highways
	Matthew Rolfe	LBN - Highways
	Joel Mimbo-Hontang	LBN – Highways
	Paul Taylor	British Transport Police
	Jamie Smith	London Ambulance Services
	Phillip Crafer	London Ambulance Services
	Nick Morris	London Legacy Development
	Pip Thomas	London Legacy Development
	John Walker	London Legacy Development
	Peter Swordy	London Stadium 185 Limited (LS185)
	James Clarke	London Stadium 185 Limited (LS185)
	Darren Raczkowski	London Stadium 185 Limited (LS185)
	Rupert Baker	London Stadium 185 Limited (LS185)
	Vanessa Ferreira	London Stadium 185 Limited (LS185)
	Neil Robinson	London Stadium 185 Limited (LS185)
	Kirstie Smith	Medicare EMS
	Matt McDonnell	Medicare EMS
	Stuart May	Metropolitan Police Services
	Stuart Phillips	Southeastern Rail
	Elliott Frost	Southeastern Rail
	Ann Ramage	Sports Ground Safety Authority
	Anna Borowska	TFL Buses
	Darryl Morgan	West Ham United Football Club
	Ben Illingworth	West Ham United Football Club
	Kerry O'Shea	West Ham United Football Club
	Kevin Hind	West Ham United Football Fan Group Representative (FAB)
	Robert Nicholas	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.		

AGENDA ITEMS	Actions
1. Introductions and apologies Edward King (EK) opened the meeting and welcomed Kevin Hind, WHUFC Fan Rep to SSAG. Introductions made and meeting commenced. Apologies received from: 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), Catherine Wattley (MPS).	
2. Minutes Minutes from the last meeting held on the 5 December 2025, confirmed and approved as accurate.	
3. Safety related issues raised by fan group representative (FAB) <u>Persistent Standing</u> As with Stop/Go Boards, many supporters have strong opinions on this issue. They feel that it would just be easier – and cheaper than railed seating – for the law to be changed so that the relevant authorities can license individual football stadiums to allow standing in specific seated areas of the ground, i.e. a single stand. It might help if supporters understood the safety implications of persistent standing in standard seating areas, so could representatives of the Group please explain a) why railed seating is considered safer to persistent standing in standard seating areas, and b) why this is the case in London Stadium where the risk of progressive collapse is acknowledged to be smaller in lower tiers because of the smaller rake? SGSA has undertaken extensive research on persistent standing, and the associated risks. They will share the full research documentation with the FAB to ensure full understanding of the issues arising from Hillsborough, which underpinned current legislation. The research addresses the risks involved and the evidence behind the legislation. The SGSA is required to act in accordance with Government commissioned research. Most stadia are purpose built for football and incorporate defined seated and standing sightline zones; however, it should be noted that fatalities associated with standing have occurred at venues worldwide. Positive and ongoing discussions are taking place between the SGSA, the Club and LS185, recognizing that many supporters choose to stand and that there is a shared ambition to facilitate this in the safest possible way.	

Significant work is also continuing behind the scenes to identify a safe and appropriate solution. The London Stadium presents design and construction challenges that are not encountered at other stadia, making this a complex issue to resolve.

The Chair will work with FAB to interpret the persistent standing research and policy direction and present this in a clear, condensed and approved summary.

EK

Policing and protests

In the minutes of the SAG meeting held on 5 December during the part where I was absent, it was acknowledged that protests have not affected the safety of fixtures and that there continues to be a good working relationship between protestors, the police and London Stadium. It was also put on record that groups involved have remained open and transparent with the Club. However, some West Ham fans had items confiscated at the recent Liverpool away fixture. Supporter representatives have received welcome assurances from the Club that they did not order any confiscations. Therefore, can the Club, the police and the London Stadium confirm again, on the record and with a supporter representative in the room, that there continues to be a good working relationship between the parties? Can the parties also confirm that protest organisers have continued to be open and transparent with all stakeholders? We would especially like to hear the views of our new Dedicated Football Officer (DFO).

It was confirmed that a strong and constructive working relationship continues between the police, the Club and the London Stadium. WHUFC confirmed that they met with the FAB following the Liverpool fixture to discuss the circumstance surrounding the confiscations and wished to make it clear that the Club did not request any times to be confiscated.

The Stadium clarified that confiscation decisions are not made by the Club or the Stadium in relation to protests. Where items present a potential fire risk or exceed permitted dimensions, stewards are required to act in line with the Ground Regulations, which clearly set out these requirements.

London Stadium emphasised that it is important to clearly communicate that confiscations are a matter of compliance with Ground Regulations, not the content or nature of protests. Supporters are encouraged to engage in advance with the Club and the Stadium to undertake checks to ensure any items brought to fixtures comply with Stadium regulations to avoid the risk of confiscation.

The Chair stressed the importance of clear and consistent communication to supporters to help explain these distinctions.

FAB/WHU

The Dedicated Football Officer (DFO) added that he is happy to respond to any questions from fan groups and will share his email with the FAB.

LS185 stadium egress walk-through

At the last meeting, LS185 agreed to offer a walk-through for supporter representatives to observe egress operations in the SOR control room. If this offer is still open, can it be made open to supporter representatives beyond the immediate membership of the FAB? For example, one of the supporter groups on the FAB has board members who hold the SGSA Local Authority Safety Certificate and would be interested to attend.

The SGSA advised that it does not support walk-throughs of the Safety Operations Room (SOR) involving multiple external groups, due to the sensitive nature of matchday security arrangements. The security operation at the London Stadium is robust, and strict controls are required regarding access to SOR. Any decision regarding guest access would be at the discretion of the Stadium, subject to appropriate security considerations.

London Stadium has confirmed that supporter groups cannot be permitted access to SOR, however, they have agreed to escort representatives along the egress routes to demonstrate how crowd movement is managed and to explain the principles of egress flow. SAG Chair supports the Stadium's pragmatic approach of facilitating an escorted walk of the egress route as an appropriate and proportionate alternative. <u>Stand 104 – leaky roof</u> There is a leaky roof above the wheelchair accessible seats near the entrance to Stand 104. Large drops of water persistently fall on supporters who sit there when it rains. Water can cause metal to rust, but when it freezes it can cause concrete to crack and pipes to burst. Could the leak suggest much worse structural damage? Stadium confirmed that this will be taken away as immediate action. Chair added that as part of the annual audit, LBN undertakes a detailed review of maintenance arrangements, and this issue will be included. <u>Future meetings</u> The supporter representative on the SAG has signed a confidentiality agreement with the Club as a member of the FAB. Furthermore, he is a member of the Metropolitan Police Independent Advisory Group on policing in football, and he has signed the Official Secrets Act. Will the supporter representative be able to attend the whole SAG meeting in future, as opposed to just the first item? The Chair advised that the current meeting format involving the FAB is working effectively and will be kept under review going forward. The SGSA confirmed that it has objection to the FAB being invited parts of the meeting, however, attendance would not extend to the whole SAG meeting which would cover counter-terrorism and security matters. It was noted that this section is restricted.	LS185
4. LBN Highways update <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. <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. London Stadium invited Matt Rolfe to attend a walk-through on an event day. The Chair reiterated the importance of clear and effective signage to prevent vehicles parking in blue badge and loading bays during events and within the ATTRO. It was noted that there is further work LBN can undertake in relation to targeted blue badge enforcement.	Highways MR

5. Strategic learnings and actions

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
11 Jan 26	WH v QOR (FA Cup)	KO: 2:30pm
24 Jan 26	WH v Sunderland	KO: 12:30pm
10 Feb 26	WH v Manchester United	KO: 8.15pm
21 Feb 26	WH v Bournemouth	KO: 5.30pm

Total 378,195 spectators attended over the eight games which were either low or medium risk. Ejections and arrests discussed and reviewed, and the police are continuing to assess ongoing cases. WHUFC confirmed that concession teams are now positioned behind all turnstiles. The high number of ejections reflects the proactive approach taken by the Club and the London Stadium. It was noted that some ejections involve tourists who are not aligned with a specific club and wish to attend premier league fixtures. The SGSA observed a high presence of away supporters in home areas at the Manchester United game, the Stadium responded effectively to resolve issues. The SGSA recommended that future Manchester United fixtures be supported by roaming response teams to avoid any distraction from critical safety matters.

Medical statistics were shared, noting that majority of cases related to pre-existing considerations or low-level triage concerns. Stewards demonstrated good awareness in recognising and responding to medical needs.

The police reported no learning points, concerns or issues arising from these fixtures. One incident involving a steward being bitten was managed with police involvement, the incident was not serious and staff returned to duty.

Crowd migration in the 123 area been identified, and the Club and Stadium are working collaboratively to address this.

A banner confiscated during one of the fixtures did not comply with Ground regulations and identified as a potential fire risk.

The Chair requested that outcomes of incidents of concern continue to be reported back to SAG to support learning and assurance.

6. Protest update

No further updates on protests.

7. Upcoming Premier League fixtures

05 Apr 26	WH v Leeds United (FA Cup)	KO: 4.30pm – mitigation measures
11 Apr 26	WH v Wolverhampton W	KO: 3pm
25 Apr 26	WH v Everton	KO: 3pm
24 May 26	Leeds United	KO: 4pm

FA cup police planning meeting for Leeds has taken place. Coach parking arrangements are being explored in anticipation of a high volume of coaches. Additional resourcing will be in place for the Wolves fixture, with all other fixtures being resourced according to risk levels.

SGSA recommended MPS engage with Crystal Palace to discuss learnings from their Leeds game. An update will be provided to LS185.

8. LS185 match day safety structure / Officers Two new Safety Officers introduced who will operate as Deputy Safety Officers (DSO) until next season when they will resume full lead roles. The updated structure shared with members and it was noted that recruitment is currently underway for an additional DSO.	
9. Changes to football policing, match day commander qualifications etc. The London Stadium is working with the DFO and the Match Day commander to review the types of offences being recorded with the aim of improving reporting processes. The Chair requested an update on changes relating to the qualifications of Match Day Commanders.	MPS
10. Persistent standing update LS185 is working together with the Club and the SGSA to explore potential safe solutions. An application to regularise existing safe standing arrangements has been submitted to the SGSA. It was noted that at Wembley Stadium, rail seating is only installed in upper tiers. Work will continue to review and assess appropriate safe solutions.	
11. SGSA update SGSA Conference 2026 The date and venue for the SGSA Conference 2026 has been set and will take place on Tuesday 19 May 2026 at Silverstone Racing Circuit. Updates are available via the SGSA website: www.sgsa.org.uk/conference Local authority safety certification training The dates for the local authority safety certification training for 2026 have been released. They are: • Tuesday 23 June • Tuesday 22 September • Tuesday 24 November These are delivered online. Further information is available on the SGSA website: https://sgsa.org.uk/training-events-advice/training-courses/local-authority-safety-certification/. Manchester United site visit My last visit was on 10 February WHU v Manchester Utd on 25th January 2026. It was a well planned for and well implemented event. - phase 1 late walk up but well managed - phase 2 Persistent standing followed the normal pattern and some aisles were blocked in the lower South Home which needs attention. - phase 2 Unprecedented numbers of Away supporters in Home areas, the LA are following this up. - Phase 3 No early egress with a good result for WHU and no issues with egress Current Global situation The London Stadium and Local Authority were advised to review arrangements and processes if the national treat level increases due to current global situation.	

Pitch Side Gates SGSA have become aware at some grounds where pitch side stewards are responsible for gate management were not familiar with unlocking procedure. It was emphasised that at every fixture all stewards deployed to manage these gates must be fully aware and competent in unlocking them in an event of an emergency. Near Misses Trends and learning points need to be identified through the tracking and monitoring of near misses for safety assurance purposes. SAG is required to maintain appropriate near-miss records. Relevant guidance is available on the SGSA website and will be shared with the Chair. National Guidance for SAG SAG guidance framework is being updated and will be published on the SGSA website. Licence application to the SGSA SGSA have received an application from LS185 for safe standing, and this is being processed. The Stadium will apply for the SGSA Licence for 2026/27 and will need to provide an action plan on persistent standing.	AR
12. Medical update A robust medical plan is in place with Medicare, who continue to work with Stadium and partners to review data and better understand causes and trends of incidents. Working with Medicare and doctors to develop a medical exercise for both desktop and in person tabletop scenarios. Regular quarterly meetings are being held and summary updates reported back to SAG.	
13. LFB update No attendance – no update shared.	
14. Ticket sales updates/strategy for prevention of home sales to away fans The club are working closely with Leeds United and Arsenal on these upcoming high-risk fixtures. There is ongoing intelligence gathering and mitigation measures in place. Plans will be shared with the police. All ticketing solution will be presented at the next SAG meeting. Ticket auditing is well underway. There will be concession teams at upcoming fixtures. The SGSA commended the good work that the club is doing on their ticketing strategy.	NK
15. Zone Ex update Introduced two new colleagues. Zone Ex is working well and in regular discussions with partners to see if there are any improvements that can be made.	

16. Any other football safety related business No other football safety related issues raised.	
17. Date of next Football SAG Friday 31 July 2026 – in person at the London Stadium	