

**FINAL Minutes**  
 SSAG Meeting held on 21 September 2020 @ 11am  
 Via Zoom video conferencing

<b>Attendees:</b>	Sheila Roberts (SRO)	LBN – Enforcement & Safety – Chair
	Edward King	LBN – Enforcement & Safety
	Pete Ng	LBN – Highways & Traffic Management
	Mark Camley	LLDC
	Peter Tudor	LLDC
	Graham Gilmore	LS185
	Jason Eglash	LS185
	Peter Swordy	LS185
	Anna Jankowski	LS185
	Darren Raczowski	LS185
	Graham Harris	LS185
	Andy Sheldon	Metropolitan Police Service
	Dan Stockdale	Movement Strategies
	Lou Elliston	SGSA
	Michael Perridge	JLL
	Matthew Atkinson	St John Ambulance
	Rosie Watson	St John Ambulance
	Stuart Phillips	South Eastern
	Bethany Timmins	Network Rail
	Rob Sydney	London Ambulance Services
	Gary Ashe	TFL Underground
	Neil King	TFL Underground
	Ben Illingworth	West Ham United
	Pete Smith	West Ham United
	Tara Warren	West Ham United
	Nicola Keye	West Ham United
	Philippa Cartwright	West Ham United
	Ben Campbell	West Ham United
	Tom Lish	Westfield Stratford Centre
	Adrian Howles	Westfield Stratford Centre

- Apologies**  
 Meeting convened, apologies received from: Leah Pratten, LBN; Chris Mitchell, WSC; Chris Betts, WSC.
- Minutes from the last meeting held on 4 August 2020 agreed.

Action updates from previous minutes	Ref
<p><b>HVM Installation</b>          LLDC have plans to install the HVM system. Peter Tudor to follow up with TT.</p> <p><u>1 October 2019 - update</u>          LLDC (MC) confirmed that the HVM the plan is still in draft form and are consulting with LS185. No sign off date yet identified.</p> <p><u>3 December 2019 – update</u>          LLDC currently reviewing the business case and will have a more substantial update at the next SAG.</p> <p><u>4<sup>th</sup> August 2020</u>          Update on the HVM system still pending.</p>	LLDC OPEN

<p><b><u>E20 update</u></b></p> <p>A new seating manifest from West Ham Football Club to be submitted to LBN.</p> <p><b><u>4 February 2020 – update</u></b> Changes to the seating in the north south seating system has been agreed in principal and requires a building regulations application to move forward.</p> <p><b><u>4 August 2020</u></b> <i>Full seating manifest highlighting changes to include the ticketing of wet seats and migration consequences. This is required before the safety certificate can be issued.</i></p>	LS185
AGENDA ITEMS	Actions
<p><b>3. Movement Strategies overview of the progression and initial proposals for return of spectators.</b></p> <p>Chair convened the meeting acknowledging the extensive work carried out by LS185, West Ham United FC and Movement Strategies in preparation for return of spectators to the stadium which may be halted dependant on the government's position.</p> <p>Movement Strategies (MS) collaborated with the SGSA in the construction of SG02 Method 1 which is a one metre centred distance between spectators. MS are working closely with WHUFC to formulate bubbles for season ticket holders. Method 1 overview of the seating plan was shared. It was noted that the use of 66k seats has not been agreed and pending approval from the issuing Authority.</p> <p>Internal and external concourse plans shared and further workshops to be carried out with LS185. The plan is to achieve the highest number of spectators. Spectators will be allocated a bridge and turnstile for ingress operation. Bridges 1 and 5 would be the main ingress points with hospitality using Bridge 3.</p> <p>A throughput value of 283 spectators per hour has been adopted as a basis for this analysis. This is derived from adapting the Green Guide rate of 300 spectators per hour to account for social distancing. Detailed overview assumption of arrivals and flow into the stadium reviewed and debated.</p> <p>Analysis of sanitary facility usage during peak fifteen minutes half-time period, with full Covid-19 control measures shared in detail covering various scenarios and queuing format. Extra mitigation and control measures need to be reviewed as hand sanitisers alone will not be sufficient.</p> <p>Movement Strategies announced they need to update the seating capacity to populate the bowl which is will have an impact on the SG02 calculations, review social distancing for egress operation to understand the impact on the transport hubs and concessions at half time ensuring social distancing compliance and overlay with sanitary facility queues.</p> <p>Work will be carried out to give assurance that all assumptions will be tested.</p> <p>Metal detector wands will be used as part of the search regime on ingress. Spectators will be required to wear face coverings at all times except when eating, drinking and possibility whilst seated in the bowl, this needs further discussions and clarification by LS185.</p>	<p><b>LS185</b></p> <p><b>LS185</b></p> <p><b>MS/LS185</b></p> <p><b>MS</b></p> <p><b>LS185</b></p>

<p><b>4. Stadium event update – strategic actions and learnings</b></p> <p>There were some protestors at the last two BCD matches, no significant issues noted. Protestors were peaceful and amenable. Both fixtures were a success.</p> <p>LS185 advised the group that additional measures will be taken to mitigate against flags and notices being pinned on perimeter fencing which is private property.</p>	<p><b>LS185</b></p>
<p><b>5. 2020-2021 Season Update</b></p> <p>Summary of upcoming fixtures shared and it was noted that some kick-off times may change.</p>	
<p><b>6. Public Health update</b></p> <p>The number of confirmed cases has increased substantially in the borough and SAG is taking advice from Public Health Newham who are monitoring daily rates.</p>	
<p><b>7. SGSA COVID-19 Guidance update</b></p> <p>Code of conduct and messaging is key to the success of return of spectators to stadium.</p> <p>WHUFC announced that findings from the women's final was encouraging, there was a staggered ingress and egress despite the final score. Supporters wore their masks throughout the game and followed the code of conduct. There were 500 supporters with a 70/30 women to men split.</p> <p>SGSA added that the fans for this match were very supportive despite the result, this would not occur if you had a larger crowd. Spectators would need clear direction of what is expected of them. Signage at eye level is an effective form of delivering messages. WHUFC are calling for a unified mandatory code of conduct template for all clubs to follow irrespective of stadium layout. The SGSA acknowledge that face coverings will be one of the main challenges, the SGSA to review and feedback to SAG.</p> <p>Egress would be the greatest challenge and it is inevitable that there will be a stop and hold just before the station entrance. Organisers need a strong well planned ingress and egress plan. LE to put together concerns that can be circulated and worked on.</p> <p>The SGSA recommend the test event go ahead without alcohol being allowed in the bowl, WHUFC and LBN support this recommendation.</p>	<p><b>LE</b></p> <p><b>LE</b></p>
<p><b>8. Code of Conduct for spectators</b></p> <p>WHUFC reiterated the need for a code of conduct template to achieve some form of consistency throughout all clubs, this is to include, although not exhaustive: protocol on wearing of face coverings, expected behaviours whilst watching the games, movement within the stadium and bowl.</p> <p>WHUFC are working on formalising the current code of conduct noting what sanctions will be imposed if breached. The Chair highlighted the importance of understanding the full note of the sanctions, which if breached may result in fixtures being played BCD.</p> <p>Details of the code of conduct for the women's recent fixture was shared and discussed, LBN requested a copy of this.</p>	<p><b>SGSA</b></p> <p><b>WHUFC</b></p> <p><b>WHUFC</b></p>

<p>Stakeholders continued discussions noting that fans will need to take responsibility for their actions, and those at risk need to exempt themselves from attending.</p> <p>WHUFC, in consultation with supporters group, will meet to explain the reason these measures are being put in place and will feedback to SAG. Further review of the comms strategy options, exemption shielding policy, travel lockdowns and sanctions continued.</p>	
<p><b>9. West Ham United FC Ticketing Plan</b></p> <p>The laws on hospitality have changed and it is now mandatory for business to monitor if customers are adhering to the 'rule of six'. This is now enforceable.</p> <p>A copy of the ticketing strategy to be shared with LBN. WHU gave an overview of the ticketing plan used for the women's test match which was a success. The Code of Conduct was well received, usage of seating manifest was shared showing social distancing, exemption policy, track and trace as well as ingress and egress.</p> <p>Digital tickets will be issued and supporters need to present photo ID on arrival, failure to do so will result in refusal of entry. Members discussed hospitality and player's nominated guest policy which will be in line with legislation.</p> <p>WHUFC wanted to give stakeholder reassurance that the ticketing resolution was robust and under control.</p>	<p><b>WHUFC</b></p>
<p><b>10. Return of Spectators to football plans</b></p> <p>LS185 is legally responsible for putting forward the plans and will work with stakeholders to submit the draft docs by the end of next week, these include:</p> <ul style="list-style-type: none"> <li>- Finalised version of the movement strategy and searches at the bridges</li> <li>- Ingress and Egress plans</li> <li>- Code of Conduct</li> <li>- Fans and stakeholders joint ownership</li> <li>- Messaging</li> <li>- Ticketing Strategy</li> <li>- Medical Plan</li> <li>- Final numbers for the pilot</li> <li>- Application for the Heineken Bar</li> </ul> <p>Car park C at Westfield has not being opened as yet. WSC are concerned about the numbers, as crowd management in the current climate is an issue and would like to be a part of the egress planning ahead of submitting to LBN. If the numbers increase, WSC would need a working group to understand the impact. Gates at the Cow will remain closed during the test fixtures, this will be reviewed should numbers decrease.</p> <p>South Eastern are carrying about 25% of passengers compared to a year ago. Social distancing is still expected on the trains which reduces the total capacity considerably. Following a Charlton test game 19% used trains which was a higher percentage than usual.</p> <p>Network Rail have no huge concerns with ingress but egress will need reviewing as they have a 450 queuing capacity system.</p> <p>LAS requested they be given as much notice as possible for any test matches that are confirmed as they need time for resourcing purposes.</p>	<p><b>LS185</b></p> <p><b>LS185</b></p>

<p>If there are local lockdown measures LBN will be entering their enforcement chain at the highest level which will be prohibition notices.</p>	
<p><b>11. Partners Joint up Comms Plan</b></p> <p>WHUFC to co-ordinate a subgroup with partners to focus on multi-party joint comms and review of the code of conduct.</p> <p>LBN need sight of the LS185 test schedule. LS185 informed the group that they will be formally presenting the plans at the next SSAG meeting. A table top will be arranged for the 15 October and ramp up being tested for relevant numbers.</p>	<p><b>WHUFC</b></p> <p><b>LS185</b></p>
<p><b>12. Egress plans and transport hub management</b></p> <p>The advice is not have a hard egress with stop and holds. A controlled egress strategy needs to be in place. Full detailed traffic management plan is still required by LBN.</p> <p>LS185 working alongside transport partners and WHUFC reviewing the expectations of management of crowds on egress. Transport partners reminded LS185 that social distancing within the station footprint is expected and will inevitably result in queues outside. Other factors that would increase the challenge would be time and day of the week as well as other fixtures being played at the same time in London.</p> <p>LBN emphasised that usage of vehicles will cause further congestion in the area on a match day.</p>	<p><b>LS185</b></p>
<p><b>13. Any other safety related business</b></p> <p>No other safety related business noted.</p>	
<p><b>14. Date of next Football SAG</b></p> <p>Tuesday 3 November 2020</p>	