

FINAL Minutes

SSAG Meeting held on Tuesday 7 May 2019 @ 11am
at the London Stadium, E20 - Press Conference Room

Attendees:	Sheila Roberts (SRO)	LBN – Enforcement & Safety – Chair
	[REDACTED]	LBN – Enforcement & Safety - minutes
	Leah Pratten	LBN – Enforcement & Safety
	Clive Treacher	LBN – Highways & Traffic Management
	Peter Kingham	BTP
	Tony Tolley	LLDC
	Peter Tudor	LLDC
	Alan Skewis	E20
	Steve Ford	London Ambulance Service
	Andy Sheldon	Metropolitan Police Service
	Peter Swordy	LS185
	Darren Raczkowski	LS185
	Jason Eglash	LS185
	Gilbert Yule	Lendlease
	Lou Elliston	SGSA
	Matthew Atkinson	St John Ambulance
	Danny Hawkins	Network Rail
	Peter Smith	West Ham United
	Ben Illingworth	West Ham United
	Philippa Cartwright	West Ham United
	Nicola Keye	West Ham United
	Craig Geary	Westfield Shopping Centre

1. Introductions and Apologies

Sheila Roberts (SRO) chairing the meeting, welcomed the group and meeting was opened.

Apologies received from: Mark O'Brien, LFB; Martin Knight, LFB; Graham Harris, LS185; Gary Ashe, TFL; Stuart Phillips, South Eastern;

2. Minutes from the last meeting held on 2 April 2019 checked and approved for accuracy.

Actions Update from Previous Minutes	Ref
<p><u>Egress Update</u> There are no changes to egress however, LS185, MPS and LLDC are working at reviewing new plans. Currently it is BAU until road closures are in place and further developed.</p> <p><u>Tuesday 2 April 19 - update</u> Plans have been amended showing the removal of barriers in Endeavour Square no other changes have been made. Revised egress plan to be shared by LS185.</p> <p><u>Tuesday 7 May 19 - update</u> <i>LBN would like to see the current egress plan. LS185 added that it was still under review.</i></p>	<p>15 Feb 19 minutes</p> <p>LS185</p>
<p><u>Toilets between the turnstile and Island</u> Issues were mainly around toilet provision between ticket turnstiles and island with only disabled toilets being available for use. E20 and LS185 will continue discussions and it was suggested that they could be let through the turnstiles to use the facilities.</p> <p><u>Toilets between the turnstile and Island - Tuesday 2 April 19 - update</u> West Ham United confirmed that the lack of sanitary facilities will become more of an issue as more entertainment is added outside the venue. Peter Swordy to review and present a viable solution at the next SAG meeting.</p>	<p>15 Feb 19 minutes</p>

<p><u>Toilets between the turnstile and Island - Tuesday 7 May 19 - update</u> Still a work in progress and currently under review. SRO advised that this came up in the Supporters Group and WHU were advised to report back to the fan group.</p>	<p>LS185/WHU</p>
<p><u>Training and Safeguarding policy (WHU v Newcastle)</u> LBN advised LS185 that they need to review their training and safeguarding policy. West Ham United and LS185 to submit copies of the policies in place for review.</p> <p><u>Training and Safeguarding policy - Tuesday 2 April 19 - update</u> LS185 will be developing their safeguarding policy that works in harmony with WHU policy. The review of this policy should be completed by end of May with a draft copy to be sent to LBN.</p>	<p>2 April 19 Minutes</p> <p>LS185</p>
<p>AGENDA ITEMS</p>	<p>Actions</p>
<p>3. Events Update – Strategic Actions and Learnings</p> <p><u>West Ham v Leicester City</u> Cat B game with no major assaults or ticketing issues recorded. Smoking on external stairways still an issue and being reviewed. It was noted that a ticket tout was ejected from the grounds. MPS announced that they are interviewing two fans for plastic bottle throwing. Members discussed in detail an unplanned road closure issue that arose and it was concluded that partners need to ensure more robust comms are in place and a WhatsApp group needs to be set up for last minutes changes, PSW (LS185) to arrange.</p> <p><u>West Ham v Southampton 4th May</u> Category A game with no major issues noted. Response teams were situated on stairways to mitigate against smoking in these areas. Partners debated the ticket touting concerns and actions being taken. Members discussed the confusion caused with not having a TFL rep in the SOR it was concluded that TFL take primacy for getting messaging to stakeholders and on social media for any NTH issues arising during ingress/egress. A transport working group meeting needs to be set up in the next few weeks to work through the transport concerns.</p>	<p>LS185</p> <p>TFL LS185</p>
<p>4. Persistent Standing</p> <p>It was announced that the SGSA will be bringing in a new enforcement policy on persistent standing for next season and will be looking at the risk assessments and high risk areas. The greatest risk at the London Stadium is to the upper tiers with the away supporters. It was acknowledged that LS185 have done a great deal of work to get fans to sit down. SGSA are concerned about a progressive crowd collapse on the upper tiers. With the improvement of technology there are other solutions such as barriers or rail type seating, the SGSA would like to propose that consideration be given to reviewing seating in the upper tier and to see if there is a technological solution that could be implemented to reduce the risk of a progressive crowd collapse.</p> <p>LBN reminded partners that the SGSAs are the Certifying Authority Regulator and the new guidance will be published along with the new licence when it is issued in a couple of weeks. LS185 confirmed that they currently have a risk assessment in place which will need to be reviewed in line with the new policy. LBN added that there could be an issue with possible indirect discrimination because some fans are unable to stand for 90 minutes (possibly because of their health) and their views are blocked by those who persistently stand.</p> <p>E20 verified that there are barriers in the front of the upper tiers and there has been no review of an engineering solution similar to Spurs. Members continued discussion and confirmed that they will take it into consideration.</p>	<p>LS185</p> <p>LS185</p> <p>LS185/E20</p>
<p>5. End of Season Review</p> <p><u>MPS Review</u> MPS shared their review for this season detailing the categorisation of fixtures, arrests for both home and away, cautions issued, banning orders and racial incidents. MPS are still working closely with the Club and Kick it Out.</p>	

<p>It was noted that the police will be reviewing the policing strategy for the new season.</p> <p><u>LS185 Review</u> LS185 and WHU continue working in partnership before and after each match. Outcomes shared covering banning orders, ticketing abuse, CCTV investigations, Police investigations, ground regulations breaches, warnings issued with regards to persistent standing and ejections. All Response Team and steward incidents and actions shared and discussed. It was noted that fan behaviour has improved year on year.</p> <p>LS185 event review covered:</p> <ul style="list-style-type: none"> - Pitch incursion methodology - Pitch incursion and Response Team training - Review of staff numbers • Revised improved briefing documents • Improved agency and steward management • Improved spectator behaviour • Egress times to BAU average 45-50 minutes • 944 incidents reports – 41% no further action <p>It was noted that there have been improvements since being under LLDC. LBN acknowledge that the working partnerships with members felt healthier.</p>	
<p>6. Egress Update</p> <p>Members discussed the works being carried out on the park which will have an effect on egress. Victoria Bridge with width reduction needs to be monitored.</p> <p>It was noted that North South highway may be open by the start of the new season.</p> <p>SRO (LBN) advised that there is a decision at Newham Cabinet tonight about funding/starting work to the Carpenters entrance to Stratford Regional as the planning consent expires in December and there is a wish to break ground before September.</p> <p>Platform 13 needs to be reviewed. JN (LBN) added that this is not be used on event days and only used for background traffic.</p>	
<p>7. Update on conditions relating to capacity uplift to 60k</p> <p>CCTV on concourse and the bowl still the same and there are ongoing discussions to be had with the Club. Panomeras still pending final approval. No further changes with regards to the body cams and stadium control room.</p> <p>E20 confirmed that they are still to review the Bar area two (blow out bar). E20 to update LBN when a decision has been made.</p>	<p>E20</p>
<p>8. Scope of table top and future testing and exercising</p> <p>LS185 will be delivering the table top with Peter Smith (WHU) on the 20th May 2019. Table top will focus on stadium and egress. In September they will deliver a more police focussed table top. Table top to cover partner issues that affect them.</p>	<p>LS185</p>
<p>9. Any other Safety related business</p> <p><u>Touting - WHU</u> It was noted that WHU have gathered a great deal of data in relation to ticket touting over the season and members discussed options on how to move forward. SRO (LBN) advised that penalties need to be handed out as it is becoming a security issue.</p>	
<p>10. Date of next Football SAG</p> <p>Tuesday 16th July 2019</p>	