

FINAL Minutes
SSAG Meeting held on Friday 15 February 2019 @ 11am
at the London Stadium, E20 - Press Conference Room

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| Attendees: | Sheila Roberts (SRO) | LBN – Enforcement & Safety – Chair |
| | | LBN – Enforcement & Safety - minutes |
| | John Newcombe | LBN – Enforcement & Safety |
| | Leah Pratten | LBN – Enforcement & Safety |
| | Clive Treacher | LBN – Highways & Traffic Management |
| | Derek Worsfold | British Transport Police |
| | Tony Tolley | LLDC |
| | Peter Tudor | LLDC |
| | Alan Skewis | E20 |
| | Steve Ford | London Ambulance Service |
| | Graham Gilmore | LS185 |
| | Phil Harris | LS185 |
| | James Egan | LS185 |
| | Darren Raczkowski | LS185 |
| | Lou Elliston | SGSA |
| | Matthew Atkinson | St John Ambulance |
| | Andy Sheldon | Metropolitan Police Service |
| | Stuart Phillips | South Eastern Railway |
| | Danny Hawkins | Network Rail |
| | Philippa Cartwright | West Ham United |
| | Peter Smith | West Ham United |
| | Charlotte Hutton | JLL |

1. Introductions and Apologies

Sheila Roberts (SRO) chairing the meeting, welcomed the group and introductions made.

Apologies received from: Alyson Hodgkinson, Westfield; Adrian Hodgson, Westfield; Craig Geary, Westfield; Gary Ashe, TFL; Martin Knight, LFB; Gilbert Yule, Lendlease; Mark O'Brien, LFB; Ben Ilingworth, WHUFC; John Sandlin, SIA; Richard Hallow, LAS.

2. Minutes from the last meetings held on 20 December 2018 checked and approved for accuracy, final copy published on the LBN Website.

| AGENDA ITEMS | Actions |
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| <p>3. Events Update – Strategic Actions and Learnings</p> <p>LS185 shared an update on fixtures and these were noted as follows:</p> <p><u>West Ham vs Watford – 22 Dec 18</u> Category A game with 6 medical issues recorded. At full time there were 9 ejections with the same recorded for nuisance/behaviour issues, these were all dealt with successfully in partnership with the police.</p> <p><u>West Ham vs Brighton – 2 Jan 19</u> Categorised as a Cat A fixture with no major issues recorded. It was noted that Lendlease would be funding temporary lighting on Cherry Park and these would be in place for the Friday 22 Feb fixture (WHU vs Fulham).</p> <p><u>West Ham vs Birmingham – 5 Jan 19</u> Cat C fixture with 20 ejections all from the away end and 2 nuisance/behaviour issues reported. A number of challenges experienced during both ingress and egress. A hot debrief was held with the MPS and LBN to resolve for future events. WHU confirmed that the search and screening program used was successful and will continue for all high risk games.</p> | |

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| <p><u>West Ham vs Arsenal – 12 Jan 19</u> Cat A game with minor issues recorded which were all successfully rectified.</p> <p><u>West Ham vs Liverpool – 4 Feb 19</u> Cat A fixture with 83 ejections noted covering various disorderly behaviour. MPS gave an update on arrests, assaults including racial abuse and will be following up on statements and CCTV footage. Members discussed issues with regard to ticket touts and it was noted that the MPS have an operation in place. Hard egress tested the NTH and issues identified will be reviewed between LS185 and LU.</p> <p>WHU added that they are working closely with the police and continue to share data from themselves and Kick It Out to assist with investigations.</p> <p>LLDC advised that they were working closely with LS185 in relation to works being carried out on park and all details and the wider implications are all covered at the CCPG meeting.</p> | LS185 |
| <p>4. Upcoming Fixtures</p> <p>Upcoming home fixtures reviewed and categorised as follows:</p> <p>Friday 22 February vs Fulham – Cat A Saturday 2 March vs Newcastle – Cat B Saturday 16 March vs Huddersfield - Cat A Saturday 30 March vs Everton - Cat B</p> <p>It was announced that all games will be resourced accordingly.</p> <p>LLDC shared details of all planned road closures around the park that will affect events at the stadium along with the new business layout from 2020. New way finding will be in place.</p> <p>WHU raised their concerns around the road closures and requested a letter including the map be shared with them. It was noted that WH will be added to the site wide email distribution list for road closures.</p> | LLDC LS185 |
| <p>5. Egress Update</p> <p>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>Stadium island will be locked down 15mins before egress for further safety.</p> | LS185 |
| <p>6. Persistent Standing</p> <p>PC (WHU) to share the colour coding ticketing plan for next season and confirm if the front three rows which were removed from the manifest on block 217 have now been put back on sale to season ticket holders.</p> | WHU |
| <p>7. Actions from the FA Report</p> <p>SRO wanted to highlight the following:</p> <ol style="list-style-type: none"> 1. Categorisation was not a pivotal factor nor was in-stadium messaging. 2. Issues with match day risk assessment 3. Steward training <p>LS185 advised members that there is a quality assessment team in place checking staff qualifications. NVQ training is ongoing and staff are required to be fully trained.</p> <p>It was noted that the match day risk assessment format has changed. An event specific risk assessment was submitted by PHarris.</p> | |

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| <p>8. Feedback from the WHUFC Official Supports Board</p> <p>SRO gave an undertaking to report any safety related issues to the SSAG, the following issues were discussed:</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>Ticketing strategy</u> LS185 advised that staff will be deployed at the turnstiles going forward. Concession turnstiles are being trialled.</p> <p><u>Availability of tickets to away supporters</u> WHU clarified that the away fans need to have a history of purchasing tickets only and not sales from WHU gift shop to be able to request tickets.</p> <p><u>Egress segregation barriers on the island</u> Supporters mentioned that this was inconvenient and requested SSAG to consider leaving them open. It was noted that this was considered with the safety officer and police, it was concluded that this barriers must remain closed for safety reasons..</p> | E20/LS185 |
| <p>9. Change of Ownership</p> <p>It was announced that E20 have now purchased LS185 from Vinci Facilities and there are no operational changes to the working format.</p> | |
| <p>10. Any other Safety Related Business</p> <p>SRO announced that more ducting work was being done on Montfichet Road/Westfield Avenue therefore any further CCTV can be requested by partners for consideration. Key areas had been identified.</p> <p><u>Commonwealth Games July 2022</u> Members were advised that the Velodrome may be used for these games and a test event is scheduled to be held in 2021. It was also noted that there may be brand protections issues. There will be security overlay.</p> <p><u>Annual Inspection</u> JN informed partners that the annual inspection involving the review of maintenance paperwork has been raised and a date is to be arranged.</p> <p><u>Ticket Touts on Lendlease land</u> Lendlease raised their concerns about touts being moved to the stitch and requested assistance from the police during events at the stadium. Lendlease were advised to feedback to the POC and MPS will send a member to assist.</p> <p><u>Road Closures</u> LLDC (PT) to share slides of road closures with SJA.</p> | LS185 LLDC |
| <p>11. Date of next Football SAG</p> <p>Next full SSAG will be held on the Tuesday 2nd April 2019.</p> <p>Future SSAG dates will be reviewed after each meeting.</p> | |