

FINAL Minutes

SSAG Meeting held on Tuesday 2 April 2019 @ 11am
at the London Stadium, E20 - Press Conference Room

Attendees:	Sheila Roberts (SRO)	LBN – Enforcement & Safety – Chair
		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
	Gilbert Yule	Lendlease
	Lou Elliston	SGSA
	Matthew Atkinson	St John Ambulance
	Stuart Phillips	South Eastern Railway
	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:

Gary Ashe, TFL; Graham Harris, LS185; John Newcombe, LBN; Mark O'Brien, LFB; Martin Knight, LFB; Derek Worsfold, BTP; Phil Harris, LS185; Russ Taylor, MPS.

2. Minutes from the last meeting held on 15 February 2019 checked and approved for accuracy, minor amendments made and final copy to be published on the LBN Website.

Actions Update from Previous Minutes	Ref
<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><u>Tuesday 2 April 19 - update</u> Issues reviewed and there is an ongoing comms piece between LS185 and LU.</p>	15 Feb 19 minutes
<p><u>Road Closures</u> 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> <p><u>Tuesday 2 April 19 - update</u> PT (LLDC) will follow up and ensure PC and BI (WHU) are on the distribution list.</p>	15 Feb 19 minutes PT (LLDC)
<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>	15 Feb 19 minutes

<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>LS185</p>
<p><u>Persistent Standing</u> 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> <p><u>Tuesday 2 April 19 - update</u> Colour coding ticketing plan shared and it was confirmed that the front three rows of block 217 have now been removed from sale to season ticket holders.</p>	<p>15 Feb 19 minutes</p> <p>CLOSED</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>Tuesday 2 April 19 - update</u> West Ham United confirmed that 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>PS (LS185)</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>Tuesday 2 April 19 - update</u> Date for the annual inspection has been arranged for Friday 5 April 19 and it was noted that all the paperwork would be available then.</p>	<p>15 Feb 19 minutes</p> <p>CLOSED</p>
<p>AGENDA ITEMS</p>	<p>Actions</p>
<p>3. Events Update – Strategic Actions and Learnings</p> <p>It was noted that testing of the mag arches is ongoing with data still to be compiled and shared with LBN when available.</p> <p><u>West Ham V Fulham</u> Smoking is still an issue in the toilets and is currently under review. 7 nuisance issues recorded which were dealt with successfully by the police and the stadium.</p> <p>A complaint was made to the police by Fulham Supporters Trust about possible excessive force used by Stewards. Following a review of the CCTV by the MPS and LS185 there was no evidence of excessive force being used and the Fulham Supporter Trust were offered to watch the CCTV footage. LS185 added that they will be re-briefing stewards on handling of fans.</p> <p>The police added that the Fulham supporters behaviour on the concourse during the half time was particularly poor.</p> <p><u>West Ham v Newcastle</u> Smoking at this game was also an issue. 22 ejections were noted of which one fan had 3 young children. The MPS added that they need to be informed in the future of such instances. 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>Some damage to the stadium infrastructure was noted, the panel has been replaced with responsible person being warned and consequences discussed.</p>	<p>LS185</p> <p>LS185 WHU</p>

<p><u>West Ham v Huddersfield</u> Cat A game with some ticketing issues with tourists from abroad. There was a pitch incursion at the 91st minute. LS185 reviewed their pitch incursion plan and were confident that they had the correct resources in place for that match. LS185 wrote a comprehensive report and WHU are checking CCTV. Responsible person has been identified and interviewed by the MPS.</p> <p>Members discussed in more detail different options and ideas to prevent pitch incursions. English Football League and the Premier League like the plan that LS185 currently have in place.</p> <p><u>West Ham v Everton</u> Arches were tested and now waiting for data to be supplied. No ticketing issues of note. Occasional smoking recorded. Main issues were around public transportation.</p> <p>SRO acknowledged that the number of ejections has been decreasing.</p>	
<p>4. Upcoming Fixtures</p> <p><u>West Ham v Leicester City – Sat 20 April</u> Categorised as a B based on confrontations at previous matches. The police mentioned that there is a new supporters group called Hammers United who are looking to engage with the Board. MPS may attend their first meeting.</p> <p><u>West Ham v Southampton – Sat 4 May</u> Cat A currently. LS185 (PS) shared their concerns around potential end of season pitch incursion. It was announced that WHU team will be doing a lap of honour which will make egress later.</p> <p>LLDC shared forthcoming events on and around the park as follows: 20 April - Federation tennis 4 May – Hockey with 5k expected. 4 & 5 May - Call of Duty with about 3k people.</p> <p>It was noted that there may be a likely change to the last fixture and members will be informed accordingly.</p>	
<p>5. Trial of Two Pint Glasses</p> <p>These were trialed in 8 bars. No significant issues reported with only positive feedback received from fans. LS185 will be reviewing further and will consult with LBN with regard to stock levels to be brought in. Option of smaller cups were available. These were only offered in the home section.</p>	
<p>6. Emergency Exercising</p> <p>LLDC arranged tactical emergency planning meetings and LS185 were invited. It was noted that they will be attending the strategic meeting in May. SRO mentioned that the meeting raised the issue of planning and exercising and she reminded partners that the table top, which is a requirement of the licence, needs to be arranged and LS185 to give consideration to the planning.</p> <p>LS185 (PS) confirmed that in the week of the 20 May they plan a Table Top which will be a multi agency. Format, attendees and exact date to be confirmed. They are working with MPS to develop an exercise. LLDC (TT) added that the exercising needs to be joined up and cover the entire park and the stadium, lead time is about 12 months. This still needs to be scoped and all partners will be included.</p> <p>SRO reminded partners that the amended Green Guide mentions the security and partners need to acknowledge that.</p>	<p>LS185 LLDC (TT)</p>
<p>7. Egress Update</p> <p>LS185 announced that there is no substantial plan to review egress. A full review will be planned for the new season.</p>	

<p>SRO (LBN) added that two issues with egress hazards had been brought to her attention. Speed detection loops were installed for the Everton game and they became a trip hazard and were removed by LS185. CT (LBN) to get touch with LLDC planning and request to be informed of any detections being installed.</p> <p>Second issue was with manholes which were a trip hazard. It was noted that Thames Water need 3 weeks to investigate the manhole. SRO (LBN) added that LS185 need to ensure any temporary remedial works to make the road safe need to be in place. LS185 acknowledged that they can give the green light for them to start investigating after the 5th May, CT to ensure parties are forewarned in advance.</p> <p>LS185 declared that there was an issue with a DDA vehicle parked before road closures were put in place. Clear signage needs to be put in place with exact road and closure times. CT to arrange signage similar to the Boleyn for match day event road closures.</p> <p>WSC (CG) added that road works on Waterden and the traffic lights have a large impact on their shoppers and parking. Need to know how long it will be in place. The Chair advised LS185 to discuss issues raised directly with WSC and work on a solution to alleviate issues raised relating to Concerts and Car Park B.</p> <p>Issues on Round House Lane have been raised before and SRO requested LS185 revisit this piece and re-educate staff. PS (LS185) to get back to CG before the next game with solutions on Round House Lane.</p>	<p>CT</p> <p>LS185</p> <p>CT</p> <p>CT</p> <p>LS185</p> <p>LS185</p>
<p>8. Carpenters Estate Entrance, SRS</p> <p>SRO announced that as part of the redevelopment of the Carpenters Estate there is talk about the new Entrance in the area of Jupp Road and Carpenters Road and the planning consent runs out in September 2019. The funding needs to be agreed by Cabinet in April and the Chair has been asked to raise it at the SAG to see if there are any concerns from partners.</p> <p>LU staff car park will be reduced in size and alternative parking offered. Residents have asked for stairwell in Jupp Road so they can get to the other side of the track. There was an issue with lighting and curbs which will be addressed when Carpenters Road is being completed. SRO wants feedback from the group as it may make the route more popular and the residents at the estate are concerned about urination and licensing issues (which LBN are addressing).</p> <p>SRO would like to know if LS185 would be managing the route. PS (LS185) advised that it is subject to review.</p> <p>MPS announced that once the entrance is open into the station it will need managing. Members discussed in detail the need for it to be fully managed with potential road closures and required HVMS to be in place.</p>	
<p>9. Update on conditions relating to capacity uplift to 60k</p> <p>SRO talked about concerns expressed by SSAG which had an impact on safety management and the assurances given to address the ongoing issues that were raised. There has been a change of an amendment of what was suggested at that time. AS (E20) shared an update covering concerns and mitigations to these concerns.</p> <p>WHU shared their ticketing colour coding plan taking on board the comments from the previous meetings. Partners discussed potential challenges faced with the colour coding and ensuring stewards will be clearly briefed.</p> <p>WHU mentioned that if the colour in the stadium could match the tickets for that quadrant, it would be extremely useful. Order of new cards will be placed end of April and issued by end of season.</p> <p><u>CCTV</u> AS (E20) announced that they are going through an upgrade on the network through the summer which will address the blind spots as well as a general upgrade to CCTV. Panameras on the home and away seg line have full coverage with funding approval to buy more cameras to cover all or most of the lower bowl, plan is to get 100% coverage of lower bowl if WHU provide match funding.</p>	

Body cams

44 currently in use – to be increased close to 100 units and will be in for next season and potentially more if WHU match fund. This is based on the 60k licence application.

SRO (LBN) added that with all the issues collectively prior to 60k if those concerns were not mitigated it would have impacted the S factor. All issues collectively are absolutely related to safety management. If some of the mitigations that were suggested are not implemented then LBN would closely review the S factor.

Safety control room

Funding now available and under tender to increase the room size. Due to be carried out during the summer

Toilets

Currently no adverse effect resulting from the toilet split.

North East blow out space

This has been on trial since the 2nd Jan and continuing till the end of the season and will be reviewed in the summer to discuss if it needs to be retained. If it's successful it may be replicated in the east side and will be reviewing to meet the 60K requirement. At 57k it didn't need the blow out space.

SRO reminded partners that LBN mentioned that the overcrowding on the concourse was an issue and asked what mitigation would be offered if the capacity was at 60k. LBN's view the biggest risk at the stadium is fan behaviour. Club and LS185 have worked closely to improve the behaviour. LBN have further concerns in relation to fan dissatisfaction and backlash should this space be removed and this would have an impact on the S Factor. It is LBN's strong recommendation for this space to remain.

LE (SGSA) agreed with LBN recommendations. PC (WHU) concurred with SGSA and LBN as they are receiving positive feedback from fans.

AS (E20) confirmed that they will take it under review.

LBN announced that as a licensing authority they would prefer a permanent solution. Both fan experience and capacity are linked and not separate issues.

10. Date of end of Season Review

Review to be held on the 7th May at the SAG.

11. Any other Safety related businessSouth Eastern train capacity

SP (South Eastern) shared their concerns in relation to the current capacity on their trains and it was noted that should the numbers continue to increase then the only solution would be to hold people longer outside the station. Currently it is taking the station 45 minutes to get back to BAU after an event.

DH (Network Rail) added that the Kent services were the issue with night fixtures being more of a problem with trains to London only up until 10:45pm. Stratford International have concerns about the concerts and baseball.

SRO advised LS185 that when reviewing their egress plan they need to take Stratford International's capacity concerns into consideration.

Boxing Day Fixture

SP (South Eastern) informed partners that due to major engineering works around the Christmas period there will not be any high speed services on Boxing Day and this will have a huge effect on trains to London should there be a Boxing Day fixture.

MPS added that there have been discussions about Boxing Day games and the police will not be putting in any objections this year.

<p>WHU do not have a view on Boxing Day games, however, it was noted that from a fans point of view there is a feeling that games will never be played at the London Stadium on Boxing Day. This was categorically confirmed by Karen Brady that West Ham United would not want to be out of the draw for Boxing Day.</p> <p>AS (MPS) informed partners of the process for Boxing Day allocation which involves the WHUFC putting in a pre season fixture questionnaire and representations from the police based on intelligence are submitted to the Premier League, then in June there is a fixtures meeting when fixtures are allocated by computer with further discussions had based on these allocations.</p> <p>WSC will duly consider any proposals going forward in terms of Boxing Day fixtures. CG (WSC) to put together their concerns in writing to SR (LBN).</p> <p>SRO (LBN) requested both WSC and WHUFC put their concerns in writing to LBN as the new Green Guide Zone X could affect capacity on any Boxing Day fixture. If there were to be a game it would have a huge impact on capacity and it would also mean a new egress plan would need to be in place due to transport links.</p> <p>SR (LBN) advised WSC to put together a plan addressing the NTH as well as the use of the bridge on Boxing Day.</p>	<p>WSC</p> <p>WSC</p> <p>WSC/WHU</p> <p>WSC</p>
<p>12. Date of next Football SAG</p> <p>Season review will be held on the 7 May.</p> <p>June SSAG to be cancelled with the July SAG moving to 16th July 2019.</p>	