

FINAL Minutes

SSAG Meeting held on Tuesday 3 December 2019 @ 11am
at the London Stadium, E20 - Press Conference Room

Attendees:	Sheila Roberts (SRO)	LBN – Enforcement & Safety – Chair
	John Newcombe	LBN – Enforcement & Safety
	[REDACTED]	LBN – Enforcement & Safety - minutes
	Leah Pratten	LBN – Enforcement & Safety
	Jim Jordan	LBN – Highways & Traffic Management
	Derek Worsfold	BTP
	Mark Camley	LLDC
	Peter Tudor	LLDC
	Alan Skewis	E20
	Peter Swordy	LS185
	Jason Eglash	LS185
	Anna Jankowski	LS185
	Charlotte Hutton	JLL
	Carl Honeysett	JLL
	Lou Elliston	SGSA
	Danny Hawkins	Network Rail
	Matthew Atkinson	St John Ambulance
	Megan Lewington	St John Ambulance
	Liam Thompson	St John Ambulance
	Stuart Phillips	South Eastern
	Imteyaz Kurrimboccus	TFL Buses
	Ben Illingworth	West Ham United
	Philippa Cartwright	West Ham United
	Adrian Howles	Westfield
	Chris Mitchell	Westfield

1. Introductions and Apologies

Sheila Roberts (SRO) in Chair, welcomed the group, introductions made and meeting opened.

Apologies received from: Andy Sheldon, MPS; Chris Betts, WSC; Darren Raczkowski, LS185; Gary Ashe, TFL; Gilbert Yule, Lendlease; Martin Knight, LFB; Peter Kingham, BTP; Steve Ford, LAS

2. Minutes from the last meeting held on 1 October 2019 agreed.

Actions Update from Previous Minutes	Ref
<p><u>Ingress and Egress Update</u> CM (WSC) confirmed that they are working through the plan with LS185 and the strategy is to replicate last season's design. There is still work and discussions to be had around station passage as to whether it will be licensed for this season. Once resolved and signed a copy of the licence agreement will be shared with LBN (excluding any financials) marked 'commercially confidential'.</p> <p><u>1 October 2019 - update</u> WSC are extending the licence till the 23 November 2019. There is ongoing work/discussions with LS185 on the Stratford International Plan, once finalised a new licence will be in place after the 23 November 2019. Redacted copy of the new licence to be shared with LBN.</p> <p><u>3 December 2019 – update</u> <i>A new contract has now been signed with WSC till the end of the season.</i></p>	<p>MC (LLDC)</p> <p>CLOSED</p>
<p><u>Medical Plan</u> SJA requested a meeting with LS185 to review the medical plan in detail. LS185 will arrange the review with medical ops and bring the final plan to SAG.</p>	

<p><u>1 October 2019 - update</u> PS met with medical partners and some policies still need to be worked through with final signed off plan to be shared with LBN. LS185 to share highlights at the next SAG meeting.</p> <p><u>3 December 2019 – update</u> Medical plan shared and highlights shared by LS185 and SJA.</p>	<p>LS185</p> <p>CLOSED</p>
<p><u>HVM Installation</u> 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>LLDC OPEN</p>
<p><u>Persistent Standing</u> E20 verified that there are barriers in the front of the upper tiers and there has been no review of any engineering solution similar to Spurs. Members continued discussion and confirmed that they will take it into consideration.</p> <p><u>15 July 19</u> It was noted that E20 will be giving a demonstration to the certifying authority of new barriers they would like to trial.</p> <p><u>1 October 19 - update</u> First draft of the plan was due in August, LS185 to submit.</p> <p><u>3 December 2019 – update</u> LS185 confirmed that they circulated the current contingency plan document. LBN to comment.</p>	<p>Minutes 7 May 19</p> <p>Open</p>
<p><u>Ingress/Egress Update</u> PS (LS185) informed the group that they need to carry out a review of the crowd modelling for egress with Movement Strategies on the F10 bridge before they can rewrite the plan. Detailed review is ongoing with Partners. Work needs to be done on a more tactical dilution of the plan for the ground staff to implement.</p> <p><u>3 December 2019 – update</u> Movement Strategies engaged to assist with review, once assessed will be shared with partners.</p>	<p>Minutes 1 Oct 19</p> <p>LS185</p>
<p>AGENDA ITEMS</p>	<p>Actions</p>
<p>3. Events Update – Strategic Actions and Learnings</p> <p>LS185 shared their event strategic actions and learnings which were noted as follows:</p> <p><u>West Ham v Crystal Palace</u> There was an increase in categorisation of the fixture due to police intelligence. Police added that there were no significant issues to be reported. Some minor issues were dealt with successfully by the police, LS185 and the club.</p> <p><u>West Ham v Sheffield United</u> More away coaches arrived than notified to the club. The seg netting was breached and Sheffield United are dealing with the culprits. The police added that the change to the egress route for the away fans worked well and was effective in preventing disorder issues around Carpenters. LS185 added that they will be assessing route changes on an event by event basis depending on various factors.</p>	

<p><u>West Ham v Newcastle United</u> Lower attendance recorded, with no major issues noted. There was an attempted pitch incursion which was promptly intercepted. Police added that there was an issue with a chair back being thrown in the Newcastle area. Partners discussed the need to have barriers put on bridge 4. JN (LBN) informed the group that he has already met with SEW (LLDC) and will be reviewing the request as it's a complicated piece of work due to land ownership.</p> <p><u>West Ham v Tottenham Hotspur</u> No major disorder incidences reported. There were some ticketing issues with away fans trying to get into the home area which was dealt with efficiently. Racist comments made by fans is being investigated by the police. The police request for the closure of the outside bar at turnstile B was effective in mitigating disorder.</p> <p>Partners discussed the transfer of stadium CCTV cameras to a new server and LS185 confirmed that they have carried out emulation tests to ensure servers are robust enough to cope with the data.</p> <p>LBN highlighted that the NTH flow was not running smoothly and a recommendation has been made to review the design and flow in the area. WSC is meeting with partners and will be putting in some measures to assist with the flow.</p> <p>LS185 confirmed that the panamera cameras have been refocused and are functioning effectively.</p> <p>SJA shared their medical summary and it was noted that action taken is more efficient and proactive.</p> <p>Bans and football banning orders data shared by LS185. There is a comprehensive banning protocol agreed between LS185 and West Ham in place.</p>	
<p>4. Upcoming Fixtures</p> <p>LS185 shared a summary of the upcoming fixtures vs Arsenal, Leicester City, Bournemouth, Everton and Brighton & Hove. There is now a staffing template in place which is event and categorisation specific and depended on police intelligence.</p> <p>No issues raised by WSC on any of the fixtures. MPS added that they are in full support of the blue bridge solution.</p> <p>LLDC confirmed that there are no significant events being held on the park during these games.</p>	
<p>5. Ingress/Egress Update</p> <p>It was noted that during the Tottenham game on 23 November egress for the Westfield car parks didn't clear for three and a quarter hours. WSC received over 100 complaints on the Saturday which was caused by the impact of road closures and narrowing of lanes. It was noted that egress is very challenging for WSC and incidents of abuse have been noted. The release valve is for their cars to turn right on Round House Lane but this was not possible due to road works.</p> <p>JJ (LBN) informed the group that on the corner of Walton Road and High Street there is a tall tower block which is having its cladding replaced. This means that the footway will be removed and during egress the pedestrian walk way will need to be managed. JJ to share plan with partners. Works to start on 9th December 2019. JJ to work with TFL to share comms and assist with use of directional boards. Discussions continued examining various possibilities.</p> <p>WSC added that the speed of lifting the HVM contributes to the congestion. LS185 confirmed that the egress plan states that the road closures should be in place 90 minutes before kick-off. Discussions need to be had to make this more efficient and effective. LBN added that the Borough is not satisfied with the duration of the road closures and they are keen to have a smaller window of closing as possible whilst balancing the safety aspects and keeping traffic moving. WSC, LS185 and LBN to meet off line to continue discussions and work out viable solutions.</p> <p>SGSA wanted it noted that all partners need to ensure they all participate on the Gold calls.</p>	<p>JJ</p> <p>LBN/185 WSC</p> <p>ALL</p>

<p><u>Buses</u> IK (TFL) informed partners that there are delays of up to one hour due to congestion. Traffic lights have been altered bringing this down to 30mins. TFL are requesting a TM steward outside the bus station to help move the buses out of the station. LS185 added that it is something for them to consider when planning egress. Reducing road closure times may assist. LS185 have presented options of HVMs to the CTSA and are currently in discussion with them to get different and more efficient HVM in place.</p> <p>LBN recommended a TAG be set up to focus on match day traffic light operations and the wider footprint.</p> <p>It was suggested that partners need to be more proactive with messaging on event days to warn of the delays.</p> <p>LBN (JJ) advised the group that they are currently working on installing cameras and a yellow box for that junction which should assist.</p>	<p>LBN</p> <p>ALL</p>
<p>6. SGSA Update</p> <p>The SGSA have carried out risk assessments of all the grounds in the country. Due to the physical nature of the stadium, persistent standing is still noted as an issue and the SGSA would like to know what further steps are being proposed to deal with this. The guidance suggests physical barriers are accepting of persistent standing.</p> <p>Detailed discussions continued reviewing various options and control measures. Viable physical solution and an action plan that is time limited needs to be submitted to the SGSA before the board meeting in January 2020.</p> <p>WHU added that the process currently in place is working and there has been a huge improvement over time.</p> <p>SRO reminded the SGSA of the outstanding request to share video footage of progressive collapse to share with partners.</p>	<p>185/WHU</p> <p>SGSA</p>
<p>7. E20 Update</p> <p>E20 have now appointed a company to do the work on the north and south seating system. There is an intense period of detailed design and prototype between now and end of January 2020. The plan is to have them installed after Athletics in July in 2020. This will have no impact on the total capacity in the stadium. Wet seats plan to be drafted by end of January 2020 to manage the 300 people in each stand outside the roof line, and a new manifest will go in at that time.</p> <p>E20 are committed to reviewing the side screenings and the segregation line will be redesigned as proposed earlier in the year. Currently assessing the void treatment and what would happen on progressive collapse.</p> <p>LBN raised their concerns about what information will go out on the wet seat and risk of seat migration. A new seating manifest from West Ham Football Club to be submitted to LBN.</p>	<p>E20</p> <p>WHU</p>
<p>8. Any other safety related business</p> <p><u>Food Bank</u> Iron supporting food bank approached LBN to set up a food bank by the information point on the F10 on the 28th December as a trial. They plan to be set up 3 hours before the match and then leave 30mins before kick-off. They are requesting a closer parking spot to facilitate with moving the food to the vehicles. LS185 informed partners that they had agreed for the foodbank group to set up one table on the F10 bridge and suggested they use the Aquatics car park as his operation is small and will have minimal impact. The police added that they do not have any objections if it remains a small operation. Organisers will submit a risk assessment and plan of operation for LBN to review.</p>	

<p><u>WHUFC Supporters Group</u> The Chair (SR) informed members that a West Ham Supporters Group have arranged to meet with her on the 16th December 2019. Any concerns will be shared at the next SAG.</p> <p><u>Fan Forum</u> There have been no concerns in terms of safety related issues from the fan forum.</p> <p><u>Disabled Supporter Board</u> A number of amendments have been made to the external concourse, which include specific ramps which have been upgraded around the mojo and ten new toilets put in for the external drinking areas. Changes have been made in response to fans demands.</p>	<p>SR</p>
<p>9. Date of next Football SAG</p> <p>Tuesday 4 February 2020.</p>	