

## FINAL Minutes

SSAG Meeting held on Tuesday 6 December 2022 @ 11am  
at the London Stadium, E20

<b>Attendees:</b>	Sheila Roberts (SRO)	LBN – Licensing and Regulatory Services - Chair
	Edward King	LBN – Licensing and Regulatory Services
	██████████	LBN – Licensing and Regulatory Services – minutes
	Peter Tudor	LLDC
	Peter Swordy	London Stadium185
	Darren Raczkowski	London Stadium185
	Andy Fraser	London Stadium185
	Jamie Smith	London Ambulance Service
	Rob Glozier	Metropolitan Police Service
	James Lerpiniere	Metropolitan Police Service
	Lou Elliston	Sports Grounds Safety Authority
	Matthew Atkinson	St John Ambulance
	Ben Illingworth	West Ham United FC
	Darryl Morgan	West Ham United FC
	Philippa Cartwright	West Ham United FC
	Chris Mitchell	Unibail-Rodamco-Westfield
	Alison Stuart	Unibail-Rodamco-Westfield

MINUTES	ACTIONS UPDATE FROM PREVIOUS MINUTES	CONCLUSION
2 August 22	<p><b>Fan Behaviour and Code of Conduct</b> The Supporters Charter detailing sanction policies, procedures and appeals process will be published on the West Ham United FC website for the new season. <b>WHUFC to finalise the appeals process and will share the link once uploaded to the site before 1<sup>st</sup> October 2022.</b></p>	Outstanding
6 Dec 22	<p><b>Update</b> <i>WHUFC confirmed that the Charter will be available online before the second half of the season commences, ahead of the Brentford home match on the 30<sup>th</sup> December 2022.</i></p>	WHUFC
2 August 22	<p><b>Any other football related business</b> <u>Traffic calming measures on the North South Highway</u> A separate meeting will be held between LLDC, LAS, SJA, WHUFC &amp; LS185 facilitated by LBN, to review and discuss in detail the traffic calming measures in place around the stadium. <b>Initial meeting has taken place; follow up meeting to be arranged. SJA ambulance to submit a revised medical plan and LAS to submit formal comments by Friday 5 August 2022.</b></p>	Completed
6 Dec 22	<p><b>Update</b> <i>PT (LLDC) to share the broad design of the new traffic calming measures. It was announced that they are awaiting contractor's timings to mobilise.</i></p>	PT (LLDC)
6 Sept 22	<p><u>West Ham United vs Tottenham Hot Spur</u> Well-managed game with an effective policing plan. Licensing Authority observed several persistent standers in front of Block 216. <b>The Stadium gathered evidence of this and the Licensing Authority are requesting WHUFC send warning letters to those involved, as per agreed policy and stance on persistent standing, within two weeks of the game. LBN to have oversight of redacted copies of these letters.</b></p>	Outstanding WHUFC

6 Dec 22	<p><b>Update</b>  <i>WHUFC to share all copies of letters sent to those in Block 216 with LBN before Monday 12<sup>th</sup> December.</i></p>	WHUFC
AGENDA ITEMS		Actions
<p><b>1. Introductions and apologies</b>          Introductions made and apologies received from: Richard Arnold (LFB), Jason Eglash (LS185), Malcolm Gillespie (MPS), Simon Lupini (Aniara).</p> <p>Hybrid solution failed and following members were unable to join the meeting: Stuart Phillips (South Eastern), Kenneila Quashie (IQL), Sara-Ellen Williams (LLDC), Laura Cracknall (BTP), Nicole Schulak (BTP), Louise Jeffery (Aniara).</p>		
<p><b>2. Minutes</b>          Minutes from the last meeting held on 6 September 2022 approved.</p>		
<p><b>3. Strategic learnings and actions</b></p> <p>8 Sept 22      WH vs Football Club FCSB      KO: 8pm          11 Sept 22     WH vs Newcastle                      KO: 2pm          1 Oct 22        WH vs Wolverhampton                KO: 5.30pm          9 Oct 22        WH vs Fulham                            KO: 2pm          13 Oct 22      WH vs RSC Anderlecht                KO: 8pm          24 Oct 22      WH vs Bournemouth                    KO: 8pm          27 Oct 22      WH vs Silkeborg IF                    KO: 8pm          6 Nov 22        WH vs Crystal Palace                  KO: 2pm          9 Nov 22        WH vs Blackburn Rovers               KO: 7.45pm          12 Nov 22      WH vs Leicester City                   KO: 3pm</p> <p>Overview and learnings shared for above fixtures. LS185 presented their persistent standing and segregation strategy during the games. A separate debrief meeting was held on the 18<sup>th</sup> October for the Anderlecht fixture.</p> <p>Safeguarding issues arose during the Bournemouth game which were dealt with successfully by the Safeguarding team.</p> <p>Members examined and discussed disconnect between BTP and MPS following an assault on stewards with barriers on Montfichet Road during egress at the Crystal Palace fixture. It was noted that the incident was not formally reported to the MPS by BTP. <b>MPS will be investigating and following up with BTP. LS185 requested an update from the police and club on the 3 persons of concern. WHUFC announced that appropriate action will be taken following an update from the MPS.</b></p> <p>Discussions continued reviewing comms protocol and disconnect between the Control Room and SOR. <b>SGSA recommended that senior police officers need to address the problem and link in with the BTP. The Chair will formally write to the BTP to illustrate the concerns raised and request a solution.</b></p>		<p>MPS WHFC</p> <p>MPS LBN (SR)</p>
<p><b>4. Upcoming fixtures</b></p> <p>30 Dec 22      WH vs Brentford                        KO: 7.45pm          21 Jan 23      WH vs Everton                            KO: 3pm          11 Feb 23      WH vs Chelsea                            KO: 12.30pm          25 Feb 23      WH vs Nottingham Forest              KO: 3pm          11 Mar 23      WH vs Aston Villa                        KO: 3pm</p>		

<p>Police indicative match categorisation shared for fixtures.</p> <p>European fixtures will be announced on the 24<sup>th</sup> February 2023, there are ongoing discussions in relation to policing plan for the first home fixture.</p> <p>Other events on the park noted, with clashes on the 20 December (Copper Box event), 21 January (ABBA Arena), 11 February (ABBA Arena) and 25 February (ABBA Arena &amp; Copper Box event).</p> <p>Members were reminded of the pending train and London Ambulance strikes.</p>	
<p><b>5. MPS and BTP response to incidents (PML racial incidents)</b></p> <p>SAG Chair shared concerns raised by DLR at PML who have seen an increase in racial abuse to members of the public at PML DLR during football fixtures. MPS reiterated the importance of reporting all racial abuse incidents to the police as a crime for investigation. <b>DLR have been advised to share details of the incidents with the police who will follow it up with BTP.</b></p>	<p><b>DLR MPS</b></p>
<p><b>6. SGSA update and match day observations</b></p> <p>SGSA acknowledge the considerable improvement with the management of persistent standing in block 217. Areas of concern that require urgent engagement between LS185 and WHUFC are blocks 111, 112 and 113. SGSA have received complaints and more concentrated effort is required to encourage seating in the lowers. The Stadium is licenced as an 'All Seater Stadium' and therefore is currently not compliant.</p> <p>LS185 recognise that blocks 111, 112 and 113 require more focused and targeted effort. They will continue to work with WHUFC and control the vomitories to eradicate the persistence standing to ensure they comply with the licence. LS185 and WHUFC initial objective was to concentrate on the uppers to prevent progress collapse which is now successfully managed and focus will be directed to the lowers.</p>	
<p><b>7. Persistent Standing and seat migration update</b></p> <p>Review of block 113 was carried out and an operation was put in place to stop migration. LS185 shared their ongoing plans to mitigate migration.</p> <p>WHUFC have now written to persistent standers in half of block 111 and ejections from the lowers is underway with fans reminded that the law is related to the licence and fans have to occupy the seat provided.</p> <p>WHUFC will also raise this with the Premier League at their meeting in the New Year.</p>	
<p><b>8. Update on banning protocol</b></p> <p>WHUFC are meeting with the Premier League on 26 January 2023 following their review of all clubs. Outcome of the meeting and Premier Leagues Security and Safety plans going forward will be shared at the next SAG.</p>	
<p><b>9. Stewarding</b></p> <p>LS185 discussed the effectiveness of consistency of stewarding in key locations, which has had a positive impact. London Stadium are looking to increase their in-house workforce. They are audited by WHUFC at every game and there is ongoing improvement.</p>	

<p>It was indicated that fan behaviour has notably improved. Main area of concern is around drugs. Members discussed in detail the drugs deployment plan and the club offered resources to assist with any planned operations.</p> <p>LBN, the licensing authority, cited that any alcohol related incident which is drug fuelled may have an impact on the premises licence. LS185 recommended a more succinct campaign engaging with the Premier League and all members' - comms is key.</p>	
<p><b>10. Issues raised by fan groups</b></p> <p>No issues noted. There is a meeting with the fan group on Monday 12 December 2022.</p> <p><i>Post meeting update: Fan Group meeting rescheduled, date yet to be confirmed.</i></p>	
<p><b>11. Any other football safety related business</b></p> <p>Westfield are receiving significant enquiries from members of the public wanting a more direct route into Westfield during football egress. Concerns were reviewed with members being reminded that the egress route in place is for the safety of the public. This egress route is not football specific but for all large events held at the London Stadium. <b>It was recommended that clear comms explaining the safety element of egress, FAQ and guidance should be shared on partner's sites.</b></p> <p><b>Meeting to be arranged between LBN and WF to discuss International Passage.</b></p>	<p><b>WF, LS185, LLDC, WHU</b></p> <p><b>LBN</b></p>
<p><b>12. Date of next Football SAG</b></p> <p>Tuesday 7 February @ the London Stadium.</p>	