

FINAL Minutes
 SSAG Meeting held on Tuesday 7 February 2023 @ 11am
 at the London Stadium, E20

Attendees:	Sheila Roberts (SRO)	LBN – Licensing and Regulatory Services - Chair
		LBN – Licensing and Regulatory Services - minutes
	Jim Jordan	LBN – Highways and Traffic Management
	Munir Musa	LBN – Building Control
	Judith Bowdler	ABBA Voyage - Aniara
	Nicole Schulak	British Transport Police
	Mark Ashley	British Transport Police
	Peter Tudor	London Legacy Development Corporation
	Mark Camley	London Legacy Development Corporation
	Peter Tudor	London Legacy Development Corporation
	Tony Tolley	London Legacy Development Corporation
	John Walker	London Legacy Development Corporation
	Peter Swordy	London Stadium 185 Limited
	Anna Jankowski	London Stadium 185 Limited
	Vanessa Ferreira	London Stadium 185 Limited
	Andy Fraser	London Stadium 185 Limited
	Laura Barrett	London Ambulance Services
	John Arnold	Metropolitan Police Services
	Malcolm Gillespie	Metropolitan Police Services
	Andy Sheldon	Metropolitan Police Services
	Robert Glozier	Metropolitan Police Services
	Matthew Atkinson	St John Ambulance
	Emily Reavell	St John Ambulance
	Martin McGowan	MTR Elizabeth Line
	Harry Smith	Network Rail
	Umar Ali	Keolis Amey DLR
	Gary Ashe	Transport for London Underground
	Trevor Jenner	Transport for London Underground
	Stuart Phillips	South Eastern Rail
	Ben Illingworth	West Ham United Football Club
	Philippa Cartwright	West Ham United Football Club
	Nicola Keye	West Ham United Football Club
	Darryl Morgan	West Ham United Football Club
	Jake Heath	West Ham United Football Club
	Lou Elliston	Sports Grounds Safety Authority
	Howard Clarke	Sadler's Wells
	Chris Mitchell	Unibail-Rodamco-Westfield

MINUTES	ACTIONS UPDATE FROM PREVIOUS MINUTES	CONCLUSION
2 August 22	<p>Fan Behaviour and Code of Conduct The Supporters Charter detailing sanction policies, procedures and appeals process will be published on the West Ham United FC website for the new season. WHUFC to finalise the appeals process and will share the link once uploaded to the site before 1st October 2022.</p>	
7 Feb 23	<p>Update WHUFC confirmed the Charter has been published on the website. SR stated that it needed to be more prominent and searchable as it was hard to locate.</p>	WHUFC

	<p><i>SR also asked by the next SAG meeting the following actions:</i></p> <ul style="list-style-type: none"> <i>The situation regarding the panel and confirmation of the 3 members</i> <i>A comms plan / strategy around publishing of banning data and reasons (GDPR complaint) as this was identified as best practice ahead of a Premiere league review into the matter</i> 	WHUFC
2 August 22	<p>Any other football related business <u>Traffic calming measures on the North South Highway</u> A separate meeting will be held between LLDC, LAS, SJA, WHUFC & LS185 facilitated by LBN, to review and discuss in detail the traffic calming measures in place around the stadium. Initial and follow up meeting has taken place.</p>	
7 Feb 23	<p>Update <i>PT (LLDC) confirmed that all speed bumps have been removed and a new scheme will be designed and shared with partners for comment. The proposed removal of a limited number of the speed humps as an interim measure was not effective. Some increase in speeding has been reported by school parents. PT to feedback on alternative traffic calming measures being considered. SR raised concern that the remedial works should be instigated as soon as is possible.</i></p> <p><i>WHUFC to mention to players leaving post-match that dangerous driving / speed has been reported by residents.</i></p>	PT (LLDC) WHUFC
6 Sept 22	<p><u>West Ham United vs Tottenham Hotspur</u> Well-managed game with an effective policing plan. Licensing Authority observed several persistent standers in front of Block 216. 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.</p>	Outstanding WHUFC
7 Feb 23	<p>Update <i>WHUFC Nicola and Ben confirmed that both the spreadsheet and redacted letter text was shared. SR asked specifically for copies of the letters sent re the above with personal details redacted so that the SAG can have confidence the letters were issued to the individuals concerned.</i></p>	WHUFC
6 Dec 22	<p><u>BTP issues regarding steward's barrier incident and disconnect from control room</u> 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. 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.</p> <p>Discussions continued reviewing comms protocol and disconnect between the Control Room and SOR. 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.</p>	
7 Feb 23	<p>Update <i>The above is an update in the main body of the minutes during agenda item 5- MPS and BTP response to incidents update.</i></p>	Completed

AGENDA ITEMS	Actions
<p>1. Introductions and apologies</p> <p>Apologies received from: Richard Arnold (LFB) and Philippa Cartwright (WHUFC). Agenda note to chase attendance from London Fire Brigade.</p> <p>Introductions of new / guest members:</p> <ul style="list-style-type: none"> • Emily Reavell, St John Ambulance Event Coordinator • Mark Ashley, dedicated football officer for Central London with British Transport Police • John Arnold, DI at Metropolitan Police 	
<p>2. Minutes</p> <p>Minutes from the last meeting held on 6 December 2022 approved.</p>	
<p>3. Strategic learnings and actions</p> <p>30 Dec 22 WH vs Brentford KO: 7.45pm 21 Jan 23 WH vs Everton KO: 3pm</p> <p>Overview and learnings shared for above fixtures by LS185. No partner feedback or concerns received.</p> <p>Late arrivals is on the increase, with between 6,000 – 8,000 people arriving after kick-off.</p> <p>It was acknowledged that there was strong partnership working between the Stadium and Police, and that post charges / incident meetings are working well.</p> <p>Police reported no significant issues with either fixtures. It was noted that football is seeing higher drug offences. The SAG Chair reminded LS185 that in relation to drugs they hold the premises licence under the Licensing Act 2003.</p> <p>SR announced that at the Everton game, there was good examples of the use of CCTV to identify issues at the SEG line, with response teams intervening and dealing with it in real time.</p> <p>NK from WHUFC mentioned 343 away fans trialled digital tickets with good feedback from all parties including LS185. Strategic learnings included fewer issues with people picking up tickets at the podium, and that the process was sped-up. Trials will continue.</p>	
<p>4. Upcoming fixtures</p> <p>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 1 Apr 23 WH vs Southampton KO: 3pm 15 Apr 23 WH vs Arsenal KO: 3pm 25 Apr 23 WH vs Liverpool KO: 7.45pm</p> <p>Police indicative match categorisation shared for fixtures.</p> <p>European fixtures announced on the 24th February 2023. Concerns raised over worst-case scenario, which would be Anderlecht at home on 9th March. SR recommended lessons learnt implemented including wider SEG and the use of netting to prevent missiles.</p> <p>Other events on the park noted, with no significant clashes.</p>	<p>WHUFC /S185</p>

<p>5. MPS and BTP response to incidents (PML racial incidents)</p> <p>BTP and Met have improved comms link.</p> <p>Regarding incidents with stewards on Montfichet by car park B where crowd barriers were thrown, statements have been taken. 2 perpetrators identified. MPS to share actions with WHUFC when decision made so they can instigate their banning process if required.</p> <p>PML station racial incidents investigated by BTP and no station staff reported/statements given, guidance has been given on the necessity to report in real time or immediately after to allow proper recording and investigation. DLR to train staff.</p> <p>LS185 talked about support to stewards in terms of statement giving and attendance of Court, with the aim of promoting an environment that supports incident recording and following through with actions. AS from MPS offered to attend steward’s briefings.</p> <p>It was noted that Westfield give their stewards body worn cameras, encourage statements to be made post incidents and promote a zero tolerance approach to violence/aggression towards staff.</p> <p>All parties stressed the importance of expediting the reporting of incidents and statement taking.</p> <p>BI from WHUFC stated that the current process in place was best practice within the Premier League and that currently LS185 and the club initiate a suspension pending investigation where there is reasonable belief.</p>	<p>MPS</p> <p>DLR</p>
<p>6. SGSA update and match day observations</p> <p>SGSA acknowledged the continuing improvement with the management of persistent standing, although promote investigating the viability of safer standing rails in the lowers particularly in home areas. The Stadium is licenced as an ‘All Seater Stadium’ and therefore is currently not compliant.</p>	<p>LS185</p>
<p>7. Persistent Standing and seat migration update</p> <p>Response teams from LS185 have been active dealing with issues at the SEG line, including lowers. A dedicated persistent standing team is in operation and clear steward’s briefings focus on the issue and set expectations.</p> <p>LS185 acknowledge it is easier to prevent migration from the uppers to the lowers, than it is to control lateral movement sideways. See above comments from SGSA in section 6.</p>	
<p>8. Update on banning protocol</p> <p>WHUFC confirmed that the Charter has been put up on the website; SR stated that it needed to be more prominent and searchable as it was hard to locate.</p> <p>SR also asked by the next SAG meeting the following actions:</p> <ul style="list-style-type: none"> • The situation clarified regarding the panel and confirmation of the 3 members • A comms plan / strategy around publishing of banning data and reasons (GDPR compliant) as this was identified as best practice ahead of a Premiere League review into the matter <p>BI from WHUFC mentioned a Premier League policy of having Premier League match observers present which is being trialled this season and mandatory next season.</p>	<p>WHUFC</p> <p>WHUFC</p>

<p>9. Stewarding</p> <p>EK from Newham updated that mandatory SGSA conditions on stewarding have been added to the GSC. This will require a meeting with LS185 to review current level of provision, positioning, roles and responsibilities, and due diligence when contracting third party provision.</p>	
<p>10. Safety issues raised by fan groups</p> <p>No safety issues noted. The next meeting is in March, JH from WHUFC to confirm and circulate details.</p>	<p>JH</p>
<p>11. Any other football safety related business</p> <ol style="list-style-type: none"> 1. The Premier League view on non-planned power outages was discussed, and was also being looked into by the Borough Resilience Forum 2. Westfield and LS185 are reviewing the process of renewing the licence agreement to operate under licence on ingress/egress/match days. This is being made more streamlined 3. PT from LLDC informed of landscaping works on Stratford Walk around the London Aquatics Centre, which are to be presented on at next SAG 4. Challenges on egress at Station Passage raised by Westfield was discussed and a separate meeting took place outside of SAG, there are separate actions from this meeting which parties are aware of 5. A meeting took place at Platform 13 of Stratford station to see plans for a new entrance and to discuss how the buses put on for those with mobility issues are impacted. Short term plan in place during building works, parties are aware of actions and comms to be decided 6. Lastly, the Coronation of the King was discussed affecting the home match on 6th May (Manchester United). Police confirmed they could resource the match. LAs also confirmed they could resource although comms may be stretched. St John will not have to cover other London matches so were also ok to resource. <i>All parties stressed importance of fixtures being confirmed in advance.</i> <ul style="list-style-type: none"> • LFB need to comment • Transport providers and LS185/stewards will need notice • BTP provision will be tight • Must keep abreast of transport strikes 	<p>Andrew</p>
<p>12. Date of next Football SAG</p> <p>13 July 2023 @ the London Stadium.</p>	