

FINAL Minutes
SSAG Meeting held on Tuesday 2 May 2023 @ 11am
at the London Stadium, E20

Attendees:	Sheila Roberts (SRO)	LBN – Licensing and Regulatory Services - Chair
		LBN – Licensing and Regulatory Services - minutes
	Kevin Jones	ABBA Voyage - Anlara
	Kenneila Quashie	IQL Stratford Estates
	Christopher May	London Fire Brigade
	Pip Thomas	London Legacy Development Corporation
	Sara-Ellen William	London Legacy Development Corporation
	Peter Tudor	London Legacy Development Corporation
	Jason Eglash	London Stadium 185 Limited
	Anna Jankowski	London Stadium 185 Limited
	Andy Fraser	London Stadium 185 Limited
	Darren Raczkowski	London Stadium 185 Limited
	Rupert Baker	London Stadium 185 Limited
	Andy Sheldon	Metropolitan Police Services
	Matthew Atkinson	St John Ambulance
	Imteyaz Kurrimboccus	Transport for London Buses
	Philippa Cartwright	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
	Alison Stuart	Unibail-Rodamco-Westfield

MINUTES DATED	ACTIONS UPDATE FROM PREVIOUS MINUTES	CONCLUSION
2 August 22	<p>Fan Behaviour and Code of Conduct</p> <p>The Supporters Charter detailing sanction policies, procedures and appeals process will be published on the West Ham United FC website for the new season. <i>WHUFC to finalise the appeals process and will share the link once uploaded to the site before 1st October 2022.</i></p>	
7 Feb 23	<p><u>Update</u></p> <p>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. SR also asked by the next SAG meeting the following actions:</p> <ul style="list-style-type: none"> • The situation regarding the panel and confirmation of the 3 members • 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 	<p>WHUFC</p> <p>WHUFC</p>
2 May 23	<p><u>Update 2</u></p> <p><i>WHUFC to share the link to the Charter with LBN. It was noted that the appeals panel is still under review and will be brought in for the 2023-2024 season. With regard to publishing banning data and comms around it, WHUFC are currently reviewing this and working on how best to get the message across to fans.</i></p>	WHUFC
2 August 22	<p>Any other football related business</p> <p><u>Traffic calming measures on the North South Highway</u></p> <p>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. <i>Initial and follow up meeting has taken place.</i></p>	

<p>7 Feb 23</p> <p>2 May 23</p>	<p><u>Update</u> <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> <p><u>Update 2 – Traffic Calming Measures on the North South Highway</u> <i>LLDC informed SAG that contractors have started the consultation process and all members will be consulted in due course. No design options have been submitted. It will then be presented to the Construction Transport Management Group following consultation with blue light and other agency services. No interim solutions in place currently.</i></p> <p><i>Chair expressed concern and asked for a timeline of works.</i></p>	<p>PT (LLDC)</p> <p>WHUFC</p> <p>LLDC</p>
<p>6 Sept 22</p> <p>7 Feb 23</p> <p>2 May 23</p>	<p><u>West Ham United vs Tottenham Hotspur</u> <i>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.</i></p> <p><u>Update</u> <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> <p><u>Update</u> <i>Copy letters received.</i></p>	<p>CLOSED</p>
<p>7 Feb 23</p> <p>2 May 23</p>	<p><u>Challenges on egress at Station Passage raised by Westfield</u> <i>Alleged that stewards are subjected to high levels of racial abuse because they are denying fans access to the centre. MPS requested that all racial abuse incidents be reported to the police on the day. There has been over 8k passing through Station Passage. There were discussions about limiting DDA assistants/chaperones.</i></p> <p><u>Update</u> <i>The above is updated in the main body of the minutes.</i></p> <p><u>Update</u> <i>No further allegations or updates recorded by stewards in relation to racial abuse at Station Passage. DDA access remains open and BAU with no changes to the plans. The Cow gate will remain closed.</i></p>	<p>Outstanding</p> <p>CLOSED</p>

<p>7 Feb 23</p>	<p><u>SGSA update and match day observations</u> 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>2 May 23</p>	<p><u>Update</u> SGSA remain concerned about persistent standing in the lower tiers and reiterated that the Stadium is only licensed as an ‘All Seater Stadium’ and a solution to mitigate persistent standing and migration needs to be implemented by LS185.</p> <p><i>It was agreed that there is still work to be done ensuring fans remain seated in both the home and away lower tiers. LS185 to continue working with WHUFC on messaging and mitigation strategies. SJA added that rails in the lowers would not leave sufficient space between the rail and seating to carry out any emergency procedures.</i></p>	<p>LS185</p> <p>LS185</p>

<p>AGENDA ITEMS</p>	<p>Actions</p>																											
<p>1. Introductions and apologies</p> <p>Apologies received from:- Richard Arnold (LFB), Tony Tolley (LLDC), Stuart Phillips (South Eastern Rail), Peter Swordy (LS185) and Martin McGown (MTR Elizabeth Line).</p>																												
<p>2. Minutes</p> <p>Minutes from the last meeting held on 7 February 2023 approved.</p>																												
<p>3. Strategic learnings and actions</p> <table border="0" data-bbox="108 1344 893 1657"> <tr> <td>11 Feb 23</td> <td>WHU vs Chelsea</td> <td>KO: 12.30pm</td> </tr> <tr> <td>25 Feb 23</td> <td>WHU vs Nottingham Forest</td> <td>KO: 3pm</td> </tr> <tr> <td>12 Mar 23</td> <td>WHU vs Aston Villa</td> <td>KO: 3pm</td> </tr> <tr> <td>16 Mar 23</td> <td>WHU vs AEK Larnaca</td> <td>KO: 8pm</td> </tr> <tr> <td>2 Apr 23</td> <td>WHU vs Southampton</td> <td>KO: 2pm</td> </tr> <tr> <td>5 Apr 23</td> <td>WHU vs Newcastle</td> <td>KO: 7pm</td> </tr> <tr> <td>16 Apr 23</td> <td>WHU vs Arsenal</td> <td>KO: 2pm</td> </tr> <tr> <td>20 Apr 23</td> <td>WHU vs KAA Gent</td> <td>KO: 8pm</td> </tr> <tr> <td>26 April 23</td> <td>WHU vs Liverpool</td> <td>KO: 7.45pm</td> </tr> </table> <p>Overview and learnings shared for above fixtures by LS185. No partner feedback or concerns received. Late walk-ups are still an issue.</p> <p>Coach parking comms worked well. LS185 thanked the Police and WHUFC for their continued strong working partnership and co-operation.</p> <p>LS185 and the club investigate the source of the tickets of all fans ejected and if found to be purchased from an unauthorised agency then details are shared with the league and appropriate action taken. WHUFC to confirm if these have been included on the banning list.</p> <p><u>European fixtures</u> Police facilitated and escorted away fans successfully into the stadium. There were traffic issues that delayed the away coach, learnings noted for future planning/contingencies.</p>	11 Feb 23	WHU vs Chelsea	KO: 12.30pm	25 Feb 23	WHU vs Nottingham Forest	KO: 3pm	12 Mar 23	WHU vs Aston Villa	KO: 3pm	16 Mar 23	WHU vs AEK Larnaca	KO: 8pm	2 Apr 23	WHU vs Southampton	KO: 2pm	5 Apr 23	WHU vs Newcastle	KO: 7pm	16 Apr 23	WHU vs Arsenal	KO: 2pm	20 Apr 23	WHU vs KAA Gent	KO: 8pm	26 April 23	WHU vs Liverpool	KO: 7.45pm	<p>WHUFC/LS185</p>
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<p>8. Progress on planning for non-football events</p> <p>There will be a separate planning meeting for non-football events.</p> <p><u>Burna Boy concert</u> LS185 have reviewed the entrance format with Shute gates from bridges and hard ticket checks. Police will resource the event according to risk and intelligence.</p> <ul style="list-style-type: none"> • Event demographic is 70% female • Looking at ticketing resolutions and additional security • Planning firm and fair presence on the perimeter • Shared partnership comms • VAWG awareness work being carried out for all concerts • Alcohol awareness policy <p>Event clashes on the park and potential train strikes shared and discussed. Partners discussed the potential of increased vehicles on the park.</p> <p>A more detailed planning meeting for Burna Boy arranged for 18 May 2023.</p> <p>MLB – more discussions around egress management have taken place and LBN are satisfied with new plan.</p> <p>Weeknd Concert – young demographic with no potential risk, plans are all in place and shared.</p> <p>Monster Trucks – family demographic with no concerns raised.</p>	
<p>9. Date of next Football SAG</p> <p>13 July 2023 at the London Stadium.</p>	