

FINAL Minutes
 SSAG Meeting held on Thursday 13 July @ 11am
 Via Microsoft Teams

Attendees:	Sheila Roberts (SRO)	LBN – Licensing and Regulatory Services - Chair
		LBN – Licensing and Regulatory Services - minutes
	Louise Jeffery	Aniara
	Nicholas Brandon	British Transport Police
	Mark Ashley	British Transport Police
	Bes Yemane	JLL Estate Management
	Pip Thomas	LLDC
	Tony Tolley	LLDC
	John Walker	LLDC
	Jamie Smith	London Ambulance
	Graham Gilmore	London Stadium 185 Limited
	Peter Swordy	London Stadium 185 Limited
	Darren Raczkowski	London Stadium 185 Limited
	Anna Jankowski	London Stadium 185 Limited
	Jason Eglash	London Stadium 185 Limited
	Andy Fraser	London Stadium 185 Limited
	James Clarke	London Stadium 185 Limited
	Jan Chadwick	London Stadium 185 Limited
	Alex Collins	Metropolitan Police Services
	Malcolm Gillespie	Metropolitan Police Services
	Kerry-Ann Tilley	Metropolitan Police Services
	Andy Sheldon	Metropolitan Police Services
	Stuart Murray	Metropolitan Police Services
	Robert Skingle	Metropolitan Police Services
	Daniel Wood	Metropolitan Police Services
	Martin McGowan	MTR Elizabeth Line
	Christina Dockerill	KeolisAmey DLR
	Umar Ali	KeolisAmey DLR
	Graham Lehr	St John Ambulance
	Rebecca Southcombe	SouthEastern Rail
	Stuart Phillips	SouthEastern Rail
	Darryl Morgan	West Ham United Football Club
	Nicola Keye	West Ham United Football Club
	Ben Illingworth	West Ham United Football Club
	Philippa Cartwright	West Ham United Football Club
	Sophie Lawson	West Ham United Football Club
	Gary Ashe	Transport for London Underground
	Imteyaz Kurrimboccus	Transport for London Buses
	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>	

13 July 23	<p>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>Update Still outstanding:</p> <ol style="list-style-type: none"> 1. Link to the WHUFC Charter 2. Confirmation of the 3 members on the appeals panel 3. Comms plan/strategy around publishing of banning data <p>SL (WHUFC) to share link after the meeting.</p>	<p>WHUFC</p> <p>(SL) WHUFC</p>
<p>2 August 22</p> <p>7 Feb 23</p> <p>13 July 23</p>	<p>Any other football related business Traffic calming measures on the North South Highway 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> <p>Update 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.</p> <p>WHUFC to mention to players leaving post-match that dangerous driving / speed has been reported by residents.</p> <p>Update</p> <ol style="list-style-type: none"> 1. Traffic Calming measures - no further updates, still with planning and details shared with SAG once finalised. 2. WHUFC Players have been informed and reminded about speed limits within the park. 3. High-end vehicles observed racing down Cooks Road and Barbers Road on non-event days, LLDC are working on tackling this. 	<p>)</p> <p>TT (LLDC)</p> <p>Completed</p>
<p>7 Feb 23</p> <p>2 May 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>Update 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</i></p>	

<p>23 Jul 23</p>	<p><i>the lowers would not leave sufficient space between the rail and seating to carry out any emergency procedures.</i></p> <p><u>Update</u> There is ongoing work and meetings between SGSA and LS185 to consider these concerns and agree mitigation actions. SGSA added they would be taking more of an enforcement stance going forward. Building Control will be consulted.</p>	
<p>2 May 23</p> <p>13 July 23</p>	<p><u>Ejections on banning list</u> 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>Update</u> BI (WHUFC) confirmed that there are penalties for breaking of ground regulations, seat migration and misuse of tickets. Once an investigation has been concluded and particulars of ejection established, WHUFC arrange the appropriate ban. SR (LBN) requested an up to date banning list indicating those resultant from an ejection.</p>	<p>LS185 & WHUFC</p>

AGENDA ITEMS	Actions
<p>1. Introductions and apologies</p> <p>Apologies received from: Matt Atkinson (SJA), Sara-Ellen William (LLDC), Peter Tudor (LLDC), Christopher May (LFB).</p>	
<p>2. Minutes</p> <p>Minutes from the last meeting held on 2 May 2023 approved.</p>	
<p>3. Strategic learnings and actions</p> <p>7 May 23 WH vs Man United KO: 7pm 11 May 23 WH vs AZ Alkmaar KO: 8pm 21 May 23 WH vs Leeds KO: 1.30pm</p> <p>LS185 announced that there were no major issues of concern at the last three fixtures of the season, BAU with some challenges around coach parking, which were resolved.</p> <p>Police dealt with ticketless fans and drug related concerns. Leeds fixture was BAU with issues noted.</p>	
<p>4. Ongoing concerns raised by DLR re fan behaviours at PML & NTH</p> <p>Following February 2023 concerns, more BTP staff now stationed at PML.</p> <p>PS (LS185) recommended a transport representative sit in SOR (egress operation) to benefit from the oversight and where reports/incidents can be actioned live on the day in conjunction with partners.</p>	<p>DLR</p>

<p>PS (LS185) announced that WHUFC at the London Stadium has the highest arrest record in the League, which is evident of the good in-house processes and strong partnership working.</p> <p>GA (TFL) will reach out to DLR colleagues, to report in real time to SOR.</p> <p>Transport partners to share data with the MPS and BTP. WHUFC will review any data from PML and NTH and reiterated that good evidence is required to issue the appropriate ban.</p> <p>Bodycams are encouraged for data collection. CD (DLR) stated that body worn cameras will be in place from the first fixture of the new 2023-2024 season and CCTV is available to review. Bodycams are widely used at Stratford Regional. LS185 to share the contact number for reporting on the day with CD (DLR).</p>	<p>GA</p> <p>PS</p>
<p>5. End of season report (LS185, SGSA, MPS, WHUFC)</p> <p><u>MPS</u> MPS shared their summary of 2022-2023 West Ham United Football fixtures at the London Stadium. There have been 27 1st team fixtures policed at the Stadium plus one U18 FA cup Semi Final.</p> <p>2022-2023 saw an increase in arrests for both home and away because of the proactive approach taken by partners and the package in place. Coach parking is working well.</p> <p>WHUFC are back in Europe for 2023-2023 season and the draw will take place on the 1st September.</p> <p>Police would like to target youth restorative work and youth engagement piece for the new season.</p> <p><u>LS185</u> LS185 thanked stakeholders for their continued support and engagement.</p> <p><u>SGSA</u> LE thanked all present and added that the police and LS185 had performed incredibly well. There has been obvious improvements made all around, with persistent standing remaining a work in progress.</p> <p><u>WHUFC</u> Great season with the European win. Stewarding is improving and West Ham FC thanked partners for their continue support with excellent cooperation from the stadium. WHFC are proud of the proactive action taken at the stadium.</p> <p><u>LBN – Certifying Authority</u> 2022-2023 season has been a success despite all the pressures on LS185. Delivery and planning has been excellent with policing running smoothly and increased steward confidence.</p>	
<p>7. Platform 13 update</p> <p>LBN to organise a TAG (Transport Advisory Group) meeting to discuss and review the operational plan for Platform 13. It was noted that TFL are unable to manage the route without additional intervention. SGSA recommend and support closure during egress.</p>	<p>AT</p>
<p>8. Safety related issues raised by fan groups</p> <p><u>Height of the west stand wall</u> LS185 confirmed that the wall works well in preventing seat migration, which has been raised as a concern by the SGSA. CCTV is used proactively and forms part of the overall enhancement strategy. No specific concerns or issues noted.</p>	

<p><u>Stop & Holds</u> This will be raised and discussed at the TAG meeting.</p> <p><u>Westfield shoppers filming egress</u> URW have security and stewarding in place and will continue to move shoppers along as they usually do.</p> <p>SGSA announced that based on the current attendance group of the SAG, it would make it unsuitable for supporters groups to attend. SAG have done their best.</p>	
<p>9. Any other football safety related business</p> <p><u>ABBA Arena</u> Organisers would like to continue to close Barbers Road during major stadium events. LBN raised some concerns and discussion will continue offline.</p> <p><u>WHUFC Fixture updates</u> SP (SouthEastern) requested proactive updates be shared with transport providers when fixtures change. DM (WHUFC) to arrange and organise</p> <p><u>Taxi Pickup point</u> TFL Taxis have requested a pickup point for private hire during closures. It was noted that TFL Taxis had been consulted earlier and it was never raised.</p>	<p>WHUFC</p>
<p>12. Date of next Football SAG</p> <p>Tuesday 1 August 2023</p>	