

FINAL Minutes

SSAG Meeting held on Friday 4 July 2025 @ 11am
via Microsoft Teams

Attendees:	Edward King	LBN – Licensing and Regulatory Services - Chair
		LBN – Licensing and Regulatory Services - minutes
	Leah Pratten	LBN – Licensing and Regulatory Services
	Barry Vasselin	British Transport Police
	John Walker	London Legacy Development
	Chris Jones	London Legacy Development
	Sara-Ellen Williams	London Legacy Development
	Peter Swordy	London Stadium 185 Limited (LS185)
	Darren Raczkowski	London Stadium 185 Limited (LS185)
	Jason Eglash	London Stadium 185 Limited (LS185)
	Andy Sheldon	Metropolitan Police Services
	Dan Window	Metropolitan Police Services
	Kerry Fox	Metropolitan Police Services
	Stuart Phillips	South Eastern Rail
	Ann Ramage	Sports Ground Safety Authority
	Gary Ashe	Transport for London
	Nicola Keye	West Ham United Football Club
	Darryl Morgan	West Ham United Football Club
	Ben Illingworth	West Ham United Football Club
	Catherine Smith	West Ham United Football Club
	Alima Ali-Kozai	West Ham United Football Club
	Amy Longhurst	Unibail-Rodamco-Westfield
	Robert Nicholas	Unibail-Rodamco-Westfield

Ref	Ongoing Actions from Previous minutes	Owner	Status
1 Nov 24	Strategic learnings and actions Discussions continued around colour scheme options for digital tickets to help clearly identify zones. WHUFC plans to implement these changes for all non-season tickets in the 2024-2025 season, with a phased approach leading to a full rollout in the 2025-2026 season. The SGSA also emphasised the importance of considering colour-blind accessibility when selecting the scheme.		
7 Feb 25	<u>Update</u> It is a SAG request to include all away tickets into the colour scheme. Colour scheme for digital tickets in the uppers and lowers is in place. A timeline is needed for when paper tickets will be phased out or included in the colour scheme.		
4 Jul 25	<u>Update</u> <i>Planning to phase out print-at-home paper tickets by 2026-2027 season. Further updates will be communicated by NK (WHUFC)</i>	NK (WHUFC)	Open

AGENDA ITEMS	Actions
<p>1. Introductions and apologies</p> <p>Edward King (EK) welcomed the group and meeting opened. Apologies received from: Matthew Atkinson (SJA); Jim Jordan (LBN Highways), Jack Ward (South Eastern Rail)</p>	
<p>2. Minutes</p> <p>Minutes from the last meeting held on the 7 February 2025, confirmed and approved as accurate.</p>	
<p>3. Strategic learnings and actions</p> <p>15 Feb 25 WH v Brentford KO: 3pm 27 Feb 25 WH v Leicester KO: 8pm 10 Mar 25 WH v Newcastle KO: 8pm 05 Apr 25 WH v Bournemouth KO: 3pm 19 Apr 25 WH v Southampton KO: 3pm 03 May 25 WH v Tottenham Hotspur KO: 2pm 18 May 25 WH v Nottingham Forest KO: 2.15pm</p> <p>Overview shared, key highlights noted:</p> <ul style="list-style-type: none"> • 350,802 total attendance across the 7 games • All matches experienced late walk up crowds • 49 total ejections recorded • Fixtures all well managed throughout • No significant incidents or pitch incursions. <p><u>MPS</u> Fixtures were designated low risk, with the exception of Tottenham Hotspur, which was classified as medium risk. All fixtures were appropriately resourced in line with assessed risk. Police shared details of anti-social behaviour (ASB) and ticket touting across the fixtures.</p> <p><u>LS185</u> An operational meeting to be scheduled with stakeholders to review egress BAU, incorporating considerations for ongoing roadworks and parking. This meeting has received support from GA (TFL).</p>	<p>LS185</p>
<p>4. End of Season Report</p> <p>SGSA <u>Medical needs assessment template</u> The SGSA has published a new Medical Needs Assessment Template which outlines the key factors that should be taken into account (but not limited to) as part of the Medical Needs Assessment. The template is set up using indicative questions, and under three headings:</p> <ol style="list-style-type: none"> 1. Physical environment factors 2. Safety management factors 3. Event specific factors <p>The template has been developed, based upon the advice provided in Section 18.4 of the Guide to Safety at Sports Grounds (Green Guide). Once completed, this assessment should be used to inform the development and review(s) of an event based Medical Plan. It can be found on the SGSA website: https://sgsa.org.uk/document/medical-needs-assessment-template/.</p>	

Martyn's Law latest

The Terrorism (Protection of Premises) Act 2025, also known as Martyn's Law, received Royal Assent and became law on 3 April 2025. The Act is intended to improve protective security and organisational preparedness across the UK. There is will now be an implementation period, which will be at least 24 months. The SGSA remains fully engaged with the Home Office and SIA teams during this time, and we will update as and when we are able. The gov.uk website has published a number of factsheets on the legislation, which can be found here:

<https://www.gov.uk/government/publications/terrorism-protection-of-premises-act-2025-factsheets>.

In addition, the Martyn's Law section on the Protect UK website is a useful resource for good security practices: <https://www.protectuk.police.uk/martyns-law>

Council of Europe Project on enhancing Safety and Service Pillars of St-Denis Convention.

The SGSA has been commissioned by the Council of Europe to conduct research and training across Europe with the aim of enhancing the prominence and profile of the safety and service pillars of the St-Denis Convention. This work will result in good practice, guidelines and recommendations which will be shared with countries across Europe. The UK is already in a good place with this, but further improvements will always be possible.

We want to raise awareness on very good training material on the C of E website, here is the link: <https://www.coe.int/en/web/sport/factsheets>

SGSA Licensing 2025/26

The licence has been recommended for the 2025/26 Season and will be issued in the early Summer.

MPS

20 fixtures policed at the London Stadium this season, seven less than 2023-24. Police provided insight on case outcomes, recorded offences and drug related statistics and comparisons. There were no high-risk fixtures this season, compared to one in the previous year and a significant drop in overall arrested was observed.

While football related offences remained consistent, there has been a noticeable rise in racial public order incidents. No European fixtures this season. Efforts will be underway to implement re-education messaging for supporters around appropriate behaviour, alongside enhanced steward briefings. Positive feedback received regarding the format used for risk categorisation.

Police continue to roll out the Violence Against Women and Girls (VAWG) deployment initiative, with plans to incorporate safeguarding measures within football operations.

5. Upcoming potential friendly / Premier League fixtures

9 August 2025 - WH v Lille, KO: 3pm

Not expected to sell-out, no risk groups. Millwall away fixture to Norwich on the same day.

22 August 2025 – WH v Chelsea, KO 8pm

BAU no concerns or risk groups.

13 September 2025 – WH v Tottenham Hotspur, KO: 3pm

Discussions were had reviewing the potential of fixture kick-off being moved to 5pm, which would necessitate a revision to the current risk categorisation. **WHUFC and LS185 to present their proposed mitigation control measures in coordination with police and stakeholders.** Police emphasised the importance of effective enforcement of the PSPO in the vicinity. Establishing robust partnerships with local authorities and business communities is considered integral to these mitigation efforts. **LBN confirmed that there would be strong pre fixture**

**WHUFC
LS185**

EK

<p>engagement with licensed premises. Chair noted that the PSPO covers the entire borough, and enforcement is dependent on appropriate signage and collaborative working with partners and business.</p> <p>EK to discuss with LLDC the implementation of the PSPO on the park, acknowledging that enforcement protocols and landowner responsibilities require a unified approach. Meeting is set on Tuesday 8 July to review PSPO, WHUFC to share all mitigating facts agreed ahead of the review meeting. SGSA has requested to be kept informed of the outcome.</p> <p>Future collaboration with LBN to address the issue due to safety grounds and trademarks/street trading matters.</p> <p>Members discussed the resurgence of skaters on the park, which have an impact on ingress and egress of events. LBN will convene the working group to address the skaters issue with partners from MPS, TFL, Westfield, LS185 and LBN Community Safety.</p>	<p>EK</p> <p>WHUFC EK</p> <p>EK</p> <p>EK</p>
<p>6. Safety related issues raised by fan groups</p> <p><u>Accessible seating at platform 13</u> TFL will conduct a review of the current risk assessment and will provide a direct respond to WHUFC client liaison representative.</p> <p><u>Segregation Wall</u> The segregation wall, introduced as a safety measure, has proven effective. There were discussions referencing comparable implementations at other stadiums where such measures are in place. The SGSA has expressed its support for the wall's continued use.</p> <p><u>Stairwells</u> LS185 will coordinate a halftime sweep to ensure all stairwells are clear and unobstructed.</p>	<p>GA</p> <p>LS185</p>
<p>7. Any other football safety related business</p> <p><u>Fan representation at SAG</u> FSA have contacted the Chair to request inclusion of fan representation within the SAG and it is under review.</p> <p><u>ATTRO</u> ATTRO is time limited and needs renewing. Discussion are ongoing between LLDC, LS185, MPS and LBN to address the next steps.</p> <p><u>Late Graham Harris</u> PS informed members of the sad passing of Graham Harris, LS185 Deputy Safety Officer, and expressed appreciation for his dedicated service at the stadium and extended condolences his family.</p>	<p>EK</p> <p>EK</p>
<p>8. Date of next Football SAG</p> <p>Friday 5 September 2025 at the London Stadium.</p>	