

FINAL Minutes
 SSAG Meeting held on 7 September 2021 @ 11am
 Via Teams video conferencing

Attendees:	Sheila Roberts (SRO)	LBN – Licensing and Regulatory Services - Chair
	Edward King	LBN – Licensing and Regulatory Services
	Leah Pratten	LBN – Licensing and Regulatory Services
	Heeren Parmer	LBN – Building Control
	Pete Ng	LBN – Highways & Traffic Management
	Heeren Parmar	LBN – Building Control
	Matt Bury	Public Health Newham
	Derek Worsfold	British Transport Police
	Gary Ashe	TFL Underground
	Mark Camley	LLDC
	Sara-Ellen Williams	LLDC
	Tony Tolley	LLDC
	Phil Hill	London Stadium185
	Jason Eglash	London Stadium185
	Peter Swordy	London Stadium185
	Anna Jankowski	London Stadium185
	Bode Akanbi	London Stadium185
	Natalie Freeman	London Stadium 185
	Andy Sheldon	Metropolitan Police Service
	Lou Elliston	Sports Ground Safety Authority
	Matt Atkinson	St John Ambulance
	Stuart Phillips	South Eastern
	Jason Callaghan	West Ham United FC
	Ben Illingworth	West Ham United FC
	Nicola Keye	West Ham United FC
	Jake Heath	West Ham United FC
	Philippa Cartwright	West Ham United FC
	Adrian Howles	Westfield Stratford City
	Tim Lish	Westfield Stratford City
	Chris Mitchell	Westfield Stratford City

1. Introductions

Meeting convened via Microsoft Teams and apologies received from: Graham Gilmore, LS185; Neal King, LU; Rashdul Zaman, WSC.

Minutes from the last meeting held 3 August 2021 agreed.

Action updates from previous minutes	Ref
<p><u>3 August 21 – Upcoming fixtures</u> New coach parking protocols to be shared with away clubs.</p> <p>The SGSA will feedback on what covid measures other clubs are putting in place as staff are in the younger demographic.</p>	<p>WHUFC</p> <p>SGSA</p>
<p><u>3 August 21 – Plans to address verification of vaccination status of spectators</u> WHUFC and LS185 need to work closely to overcome issues and give feedback on what the consequences will be for forged documentation, what is good industry practice, if not match ready will PL close doors and what support will be given by the PL.</p>	<p>WHUFC</p>

<p><u>3 August 21 - Any other football safety related business</u></p> <p>Street Trading Fans are looking to operate a trial stand on LLDC land and advised that fees charged were prohibitive. LBN requested LLDC review the request.</p> <p>WHUFC have aspirations to have roaming retail units selling official merchandise, LBN to raise request with the Chair of Licensing for comments. E20 are reviewing this and WHUFC to start dialogue with E20 Commercial Director.</p> <p>7 September update LLDC advised that they don't have any plans on changing their pricing policy for match days. LBN acknowledge that this was an issue for landowners to consider. The Chair requested LLDC and LS185 submit formal instructions to LBN on dealing with street trading requests on their land.</p>	<p>MC (LLDC) LS185</p>
AGENDA ITEMS	Actions
<p>2. Public Health Newham Covid-19 update</p> <p>Local Covid-19 infection rates have been steadily going down in Newham. There is an expectation that levels may rise now that schools are back open.</p> <p>Levels of testing has increased considerably and the vaccination programme is progressing. Public hospitalisations of Covid-19 infected patients has levelled off.</p> <p>The highest demographic of cases remains amongst the 20-29 year olds, then 30 – 39 year cohort.</p> <p>Public Health are continuing with ongoing messaging of 'hands, face, space' and promoting vaccination.</p>	
<p>3. Strategic learnings and actions</p> <p><u>Sat 7 Aug West Ham v Atalanta (Friendly) KO: 15:00</u> First fixture where digital ticketing was used, learnings for future matches taken away. Minimal away fan take up.</p> <p><u>Mon 23 Aug West Ham v Leicester City KO: 20.00</u> Evening kick off, GA offer to encourage fans to attend early. Ticketing was an issue, 11 away coaches with drop off at Gate 1 with lessons learnt and noted. Fan behaviour reviewed with the Club.</p> <p><u>Sat 28 Aug West Ham v Crystal Palace KO: 15.00</u> Offers on sale to encourage fans to return to matches. Fan behaviour reviewed in line with police recommendations. Digital ticketing was an issue.</p> <p>SGSA announced that all clubs in the Premier League are currently having similar issues with digital ticketing and are working on overcoming these. The SGSA are satisfied with the processes that WHUFC have in place to mitigate this.</p> <p>Discussions continued and the focus will be on blocked gangways and aisles.</p>	<p>LS185</p>

<p>4. Upcoming Home Fixtures</p> <p><u>Sun 19 Sept – vs Man United</u> No potential issues, club to be mindful of the larger percentage of 18/19 year olds attending. Several away coaches expected.</p> <p><u>Sun 3 Oct – vs Brentford</u> No issues anticipated.</p> <p><u>Thur 21 Oct – vs KRC Genk</u> Away fans are invited, coaches may drop off-site. Police will be in attendance.</p> <p><u>Sun 24 Oct – vs Tottenham H.S.</u> No specific intelligence.</p> <p><u>Sun 7 Nov – vs Liverpool</u> Several coaches anticipated, no specific issues.</p> <p>LLDC shared a list of events being held on the park during match days as follows:</p> <ul style="list-style-type: none"> - 19 September – start of London Fashion week event in the London Aquatic Centre - 24 October – Basketball in the Copper Box Arena <p>Discussions continued reviewing stewards briefing specifically in relation to children and minors, enhanced searching protocols and stewards training.</p> <p>WSC announced that they will look to review and revise their security protocols.</p>	
<p>5. Ingress and Egress operation update</p> <p><u>Coach Parking</u> Members debated and discussed the coach parking that was piloted for the Leicester fixture which is no longer viable, several potential possibilities shared and concerns were noted. A working group to finalise details of MSCP and Sweetwater as well as any further viable options and consideration to be arranged with key partners. LLDC recommend the group plan for all summer events at the stadium.</p> <p>Height restriction signage which is on a Thames Water asset is incorrect and needs resolving. LLDC to follow up.</p> <p>WSC will be reviewing their contingencies for emergency egress with TFL and LS185.</p> <p>The TFL industrial action has been postponed. TFL raised their concerns in relation to the numbers using Carpenters and Meridian Square and will continue to monitor this.</p>	<p>LS185</p> <p>LLDC</p> <p>WSC</p>
<p>6. Vaccination verification status of spectators update & comms</p> <p>WHUFC are awaiting further government guidance in relation to potential covid passports. There is continued work progressing the solution together with LS185 and Fortress to overcome all the digital issues. The Club feel well positioned to deal with any emergency measures in preparation for any new guidance and mandatory requirements.</p> <p>Core objectives are to keep fans safe and manage capacity. There are plans for additional ticketing staff on turnstiles and will fully launch NFC.</p>	

<p>7. HVM update</p> <p>All temporary solutions are currently working sufficiently. Park wide permanent installations are still progressing with some delays due to materials, a new completion date to be shared when available.</p>	<p>TT</p>
<p>8. Feedback from supporters group meeting</p> <p>It was agreed that the SAG Chair will be attending 3 meetings per season with the supporters group and the SGSA are satisfied with the compromise.</p>	
<p>9. Any other football safety related business</p> <p>1. A request for DLR and Arriva to attend Stadium SAG was agreed by partners as their stations are getting increasingly busier with away and home fans.</p>	
<p>10. Date of next Football SAG</p> <p>Friday 29 October 2021.</p>	