

FINAL Minutes
SSAG Meeting held on Tuesday 1 August 2023 @ 11am
at the London Stadium

Attendees:	Sheila Roberts (SRO)	LBN – Licensing and Regulatory Services - Chair
	Edward King	LBN – Licensing and Regulatory Services
	Kevin Jones	ABBA Security
	Kim Francis	ABBA
	Derek Worsfold	British Transport Police
	Bes Yemane	JLL Estate Management
	Pip Thomas	LLDC
	Sara-Ellen Williams	LLDC
	Jamie Smith	London Ambulance
	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
	Malcolm Gillespie	Metropolitan Police Services
	Catherine Wattley	Metropolitan Police Services
	Andy Sheldon	Metropolitan Police Services
	Martin McGowan	MTR Elizabeth Line
	Christina Dockerill	KeolisAmey DLR
	Lou Elliston	Sports Ground Safety Authority
	Ann Ramage	Sports Ground Safety Authority
	Stuart Phillips	SouthEastern Rail
	Darryl Morgan	West Ham United Football Club
	Nicola Keye	West Ham United Football Club
	Jake Heath	West Ham United Football Club
	Gary Ashe	Transport for London Underground
	Chris Mitchell	Unibail-Rodamco-Westfield

MINUTES	ACTIONS UPDATE FROM PREVIOUS MINUTES	Action
1 Aug 23	<p><u>Update on Code of Conduct</u></p> <ol style="list-style-type: none"> 1. Charter still being finalised for publication before the Chelsea fixture and will be situated in a more prominent position on the website. Link will be shared ahead of the Chelsea fixture. 2. An independent adjudicator will now hold appeals process. WHUFC to share and confirm in writing. 3. Comms plan/strategy around publishing of banning data is still outstanding. JH (WHUFC) to follow up and update SAG. 4. Premier League ground regulations is required by LS185, WHUFC to share details. 	<p>WHUFC</p> <p>WHUFC</p> <p>WHUFC</p> <p>WHUFC</p>
13 July 23	<p><u>Update on banning list</u></p> <p>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.</p>	
1 Aug 23	<p><u>Update</u></p> <p>Updated banning list to be shared with LBN.</p>	WHUFC

AGENDA ITEMS	Actions
<p>1. Introductions and apologies</p> <p>Meeting convened, introductions made with new SGSA Inspector Ann Ramage introduced to members.</p> <p>Apologies received from: Ben Illingworth (WHUFC), Peter Ng (LBN), Philippa Cartwright (WHUFC)</p>	
<p>2. Minutes</p> <p>Minutes from the last meeting held on 13 July 2023 approved.</p>	
<p>3. Strategic learnings and actions</p> <p>20 Aug 23 <i>WH vs Chelsea</i> <i>KO: 4.30pm</i> 16 Sept 23 <i>WH vs Man City</i> <i>KO: 3pm</i> 30 Sept 23 <i>WH vs Sheffield Utd</i> <i>KO: 3pm</i> 08 Oct 23 <i>WH vs Newcastle</i> <i>KO: tbc</i> 29 Oct 23 <i>WH vs Everton</i> <i>KO: 2pm</i></p> <p>MPS would be resourcing fixtures according to risk and intelligence. All games expected to sell out. There is a Chelsea planning meeting on 2 August at 4pm.</p> <p>High coach numbers expected for the Sheffield United game on the 30 September 2023.</p> <p>UEFA Europa League group stage draw will take place on 1st September and confirmed dates and location will follow. Europa fixtures are scheduled for: 21 September 5 October 26 October 9 November 30 November 14 December</p> <p>WHUFC have been reviewing the European away seating plan for travelling guests as part of the UEFA rules. WHUFC will continue to work closely with the stadium keeping SAG abreast of the outcome.</p>	<p>NK (WH)</p>
<p>4. Persistent standing in lowers & banning update</p> <p>There is ongoing work and meetings between LS185 and SGSA reviewing mitigation actions for persistent standing in the lowers.</p> <p>SGSA added that persistent standing is still of concern in the lowers and it is their policy to enforce the rules. SGSA recognises that there have been efforts made with persistent standing mitigation of which many introduced working well in some areas. SGSA acknowledged the strategy in place so far seems to be proportionate and sensible.</p> <p>LS185 informed members they are reviewing the whole process from banning, enforcement and messaging to develop a concise and overarching strategy to deal with the issue. WHUFC will look to support and work with the Stadium on implementing changes.</p>	<p>LS185 WHUFC</p>

<p>Persistent standing is a complex issue and a constant work in progress under the guidance of the SGSA. There has been a noticeable improvement over the years. It has been noted that LS185 are never complacent and plans are always under review.</p>	
<p>5. Platform 13 update</p> <p>Platform 13 will not be accessible during all events and football fixtures due to safety and crowd management.</p> <p>NTH format, tried and tested, will remain in effect. TFL are looking to maintain the Mobility Shuttle bus service. A further meeting will be set up with WHUFC to review plans and ensure completion is on track for December. Clear messaging is required to ensure consistency for all events.</p> <p>Discussions continued with TFL requesting the need for a potential new bus layby, this will be raised at the next Transport Advisory Group meeting (TAG).</p>	<p>WHUFC</p>
<p>6. Safety related issues raised by fan groups</p> <p><u>Egress/Stop and Holds</u> Supporters requested dwelling opportunity at the bars post-match to stagger egress. Members discussed whether there was scope to increase bar timings post-match it was also noted that restaurants enroute to the NTH open themselves to the fans post-match.</p> <p>The current egress system in place is very efficient. GA (TFL) added that TFL do not request any additional stop and holds unless there is something going on in the station footprint that requires it. Holding fans back at the Stadium might not eliminate the need for a stop and hold on their return to the station.</p> <p>Opening more bars post-match requires more security and staffing. Attendance, fixture time and date is a factor for consideration. Fan reps would like to meet with LS185 to discuss the staggering of egress.</p> <p>MPS would have concerns about post-match bars kept open and fans taking alcohol off site. PSPO (public protection police order) enforcement requires more signage around the park. SEW (LLDC) to feedback on this item.</p> <p>Discussions continued reviewing the consequences of having bars open post-match, communication is key for all high-risk game and delivery on consequences.</p> <p><u>Stratford Walk</u> Supporters group have requested more information on construction timeline and a dated copy of the phases of the works and future impact on egress. SEW (LLDC) will revert with an update. Works are continuing with wind mitigation on Stratford Walk and should be completed in September subject to delays. Weekly meetings are ongoing keeping members abreast of adjustments.</p>	<p>LS185</p> <p>SEW</p> <p>SEW</p>
<p>7. Any other football safety related business</p> <p><u>Digital Tickets</u> Following a number of trials across last season, discussions have concluded between WHUFC and LS185 and digital tickets will now be issued for Away fans starting with the Manchester City fixture. Digital tickets will be colour coded with a resolution offer available. Once embedded in the Away section, WHUFC will review and extend to Home stands. This is a Premier League initiative to move over to digital ticketing as national standard. Digital ticketing has not been finalised for the European fixtures.</p>	

<p><u>Challenge 25</u> LS185 are working closely with Licensing Police and Delaware North to improve Challenge 25 implementation following feedback from summer events.</p> <p><u>Security/Stewarding</u> The SIA carried out an inspection and are satisfied with security operations at the Stadium. LS185 will be reviewing tourist tickets and away fans in home areas. In-house stewarding recruitment continues.</p> <p><u>Sidemen Charity Football match</u> LBN requested an EMP for this event, LS185 to circulate by end of the week. Transport providers (TFL and SouthEastern) requested to be kept informed and provided with details of timings and any activations.</p> <p><u>LLDC Updated</u> East bank London College of Fashion opens on the 11 September and with UCL students moving in there will be more students on the park. North south highway section behind Barge East boarded and closed off as well as Sweetwater Place.</p> <p>Works to complete access to the Monier bridge commences in August. Updated park map will be circulated and available on LLDC website.</p>	<p>LS185</p>
<p>8. Date of next Football SAG</p> <p>Tuesday 5 September 2023</p>	