

FINAL Minutes

SSAG Meeting held on Friday 1 November 2024 @ 11am
at the London Stadium

Attendees:	Sheila Roberts	LBN – Licensing and Regulatory Services - Chair
		LBN – Licensing and Regulatory Services - minutes
	Edward King	LBN – Licensing and Regulatory Services
	Leah Pratten	LBN – Licensing and Regulatory Services
	Alex Purcell	LBN – Highways and Traffic Management
	Samer Karrar	LBN – Highways and Traffic Management
	Peter Swordy	London Stadium 185 Limited (LS185)
	Darren Raczkowski	London Stadium 185 Limited (LS185)
	Andy Fraser	London Stadium 185 Limited (LS185)
	James Clarke	London Stadium 185 Limited (LS185)
	Jason Eglash	London Stadium 185 Limited (LS185)
	Dawn James	London Stadium 185 Limited (LS185)
	Robert Glozier	Metropolitan Police Services
	Thomas Bleach	MTR Elizabeth Line
	Stuart Phillips	South Eastern Rail
	Gary Ashe	Transport for London
	Ann Ramage	Sports Ground Safety Authority
	Darryl Morgan	West Ham United Football Club
	Nicola Keye	West Ham United Football Club
	Catherine Smith	West Ham United Football Club
	Alison Stuart	Unibail-Rodamco-Westfield Group
	Amy Longhurst	Unibail-Rodamco-Westfield Group

AGENDA ITEMS	Actions
<p>1. Introductions and apologies</p> <p>Meeting opened and received from: Graham Beers (LFB), Jonathan Fleet (SIA), Peter Smith & Ben Illingworth (WHUFC), Christina Dockerill (DLR), Derek Worsfold, John Barry & Mark Ashley (BTP), Sara-Ellen Williams & John Walker (LLDC), Andy Sheldon (MPS), Ian McConnell (LBN), Jamie Smith (LAS), Bes Yesmane (Stratford Cross).</p>	
<p>2. Minutes</p> <p>Minutes from the last meeting held on 6 September 2024 agreed and published.</p>	
<p>3. Strategic learnings and actions</p> <p><i>21 Sept 24 WH v Chelsea KO: 12:30pm</i> <i>05 Oct 24 WH v Ipswich KO: 3pm</i> <i>27 Oct 24 WH v Man United KO: 2pm</i></p> <p>Overview shared of last 3 fixtures shared and discussed with partners, highlights as follows:</p> <ul style="list-style-type: none"> • Total attendance of 169,095 • Total ejections: 72 (52 of which were Away fans in the Home ends) • North Deck bar still in operation excluding late kick-off fixtures <p>Keynotes: no major issues of concern well implemented fixtures with good partnership working.</p>	

<p><u>MPS</u> The police reported on the above fixtures, noting no major concerns. There was a minor issue involving away coaches at the Manchester United game, and 26 Chelsea away fans ejected from the home section.</p> <p>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.</p>	<p>WHUFC</p>
<p>4. Upcoming potential friendly/Premier League fixtures</p> <p><u>9 November 24 - WH vs Everton</u> No concerns, 15/16 coaches expected.</p> <p><u>30 November 24 - WH vs Arsenal</u> Anticipate small risk group, resourcing according to risking</p> <p><u>9 December 24 - WH vs Wolverhampton Wanderers</u> No concerns, BAU fixture.</p> <p><u>21 December 24 - WH vs Brighton & Hove Albion</u> BAU fixture, no concerns.</p> <p><u>29 December 24 – WH vs Liverpool</u> No concerns noted, BAU</p> <p><u>14 January 25 – WH vs Fulham</u> BAU fixture not issues noted</p> <p><u>18 January 25 – WH vs Crystal Palace</u> No concerns, BAU fixture</p> <p>The Chair noted that it was commendable that most fixtures are now classified as low-risk, thanks to effective partnership efforts and the implementation of digital ticketing.</p>	
<p>5. Persistent Standing working group update</p> <p>LS185, WHUFC, and the SGSA are actively collaborating to address persistent standing issues, with ongoing reviews of measures aimed at eliminating this behaviour. The new video, used alongside on-the-ground teams, effectively reminds fans to remain seated. The SGSA added that the stadium holds an all-seater license for football, with the Safety Certificate requiring all areas of the London Stadium to remain under control. Matches are well managed as best as possible, ensuring exits and vomitories remain clear. The SGSA praised the positive efforts by the working group in continually working towards tackling persistent standing and encouraged continued collaboration, especially around the lower tiers and block 217. The Chair noted the importance of dialogue, acknowledging that control has to be caveated by the influence of human behaviour and risk factors given the stadium’s multi-event nature.</p>	

<p>6. Safety related issues raised by fan groups</p> <p><u>Accessible Parking</u> Concerns have been raised regarding the limited accessible parking options. WHUFC will continue promoting the accessible shuttle bus service from the station to the Stadium. WHUFC sell accessible parking on a season-by-season basis and there is a waiting list. LS185 remains in compliance with planning requirements as a public transportation venue and disabled parking provisions meet the necessary standards. Blue badge parking enforcement also needs to be implemented.</p> <p><u>First Responder Response timeline</u> They respond as swiftly as practical, with all incidents thoroughly reviewed. Timely reporting of an incident is essential to ensure a prompt response. The SGSA noted that the medical services and procedures at the London Stadium are of top quality, with an over provision of medical responders available. Pre-event communications on how to report emergencies or incidents could be developed for distribution. Emergency protocols are covered in all briefings, and incidents are fully logged for review.</p> <p><u>Roller skaters on Bridge 5 & E-bike</u> LS185, Police, LLDC, Westfield and other partners are collaborating through a joint approach. A council led working group is in place and an update will be provided.</p> <p><u>Smoking and Vaping in blocks 104 & 204</u> Areas are being monitored; the stadium has designated smoking a vaping area.</p> <p><u>Safe Standing</u> Supporters will be included if further consideration is given to safe standing.</p>	<p>LS185</p> <p>LBN</p>
<p>7. Any other football safety related business</p> <p><u>Westfield Avenue Cycle track and Public Space Project update</u> Next phase of the project presented and discussed in detail, with plans to begin in mid-January 2025 and last for approximately 8 weeks. Details of the Traffic Management Plan (TMP) will be shared once finalised. On completion of the works, Olympic Park Avenue will function as a one-way road. LS185 will assess egress and ingress for each game and provide their calculations to the Local Authority; early initial review show no impact on egress times. TFL has requested updates to any changes to egress times. AP is willing to arrange a trial walkthrough of the route if it would benefit partners.</p> <p>Westfield expressed concerns regarding potential traffic slowdown during egress, and ongoing discussions will continue with AP.</p> <p>WHUFC will evaluate egress times and send out comms as necessary ahead of Christmas games to allow for more time on egress if needed.</p> <p><u>Thames Water Greenway Works</u> An update on the Greenway works, set to move closer to West Ham station starting in January 2025, will be shared with partners to assess any potential impact to fixtures.</p> <p><u>HVM</u> A small section of the HVM had been obstructed because bikes were chained to the railing, preventing the fixed barrier from opening. Following a safety assessment, these railings have now been removed, allowing the HVM to open freely.</p>	<p>AP</p> <p>LS185</p> <p>WHUFC</p> <p>LBN</p>

<p><u>SGSA update</u> An update provided several course recommendations by the SGSA for LS185. Full details emailed under separately cover.</p> <p>LS185 were reminded to ensure that their adverse weather plan is in place.</p> <p>SGSA conference is to be held on the 20 May 2025.</p>	
<p>9. Date of next Football SAG</p> <p>Friday 4 April 2025 – date to be confirmed</p>	