

DRAFT Minutes
SSAG Meeting held on 13 February 2017 @ 11am
at London Stadium, Queen Elizabeth Olympic Park, E20

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| Attendees: | Sheila Roberts (SRO) | LBN – Enforcement & Safety – Chair |
| | [REDACTED] | LBN – Enforcement & Safety - minutes |
| | Clive Treacher | LBN – Network Management |
| | John Newcombe | LBN – Enforcement & Safety |
| | Hannah Bentley | SIA |
| | Neal King | TFL London Underground |
| | Derek Worsfold | British Transport Police |
| | Chris Mankelov | E20 |
| | Peter Smith | LS185 |
| | Steve Riley (SRI) | LS185 |
| | Andy Sheldon | MPS |
| | Louise Puddefoot | MPS |
| | Will Durden | Momentum |
| | Angus Kinnear | West Ham United |
| | Ben Illingworth | West Ham United |
| | David Moorhead | MPS |
| | Matthew Atkinson | St. Johns Ambulance |
| | Steve Ford | London Ambulance |
| | Lou Elliston | SGSA |
| | Eve Wright | St. Johns Ambulance |
| | Tom Bell | Westfield |
| | Chris Mitchell | Westfield |

1. Introductions and Apologies

Sheila Roberts (SRO) welcomed the group and opened the meeting. Following feedback received after the last set of minutes was distributed, it was agreed that any updates/clarifications sent in after the meeting will be added as an update for clarification in the future.

Apologies from: Mark Camley, LLDC; Terry Harvey, LBN; Graham Gilmore, LS185;

2. Minutes from the last meeting held on 9th January 2017, checked and approved for accuracy.

| Ref | Ongoing Actions and Actions from last meeting held on 9 th January 2017 | Owner | Due Date | Status |
|--------------------|--|-------|----------|--------|
| 8 Dec 16 Action | <u>Delivery Van using closed Roads</u> Westfield confirmed and are satisfied that all delivery vans are now adhering to road closures during matches. | | | CLOSED |
| 8 Dec 16 | <u>Medical Plan Review</u> Report being updated | | | CLOSED |
| 8 Dec 16 Action | <u>Signage</u> The group acknowledge the need to ensure signage is finalised by LLDC. Clive Treacher to follow up with Peter Tudor. | CT | ASAP | OPEN |
| 8 Dec 16 Action | <u>Concerns about traffic at DLR SIS</u> JN to draft a plan for review, highlighting suggestion of installing barriers and stewards to alleviate the problem. | JN | ASAP | OPEN |
| 9 Jan 17 Item 3 | <u>Airwaves</u> Airwaves successfully installed and working satisfactorily. | | | CLOSED |
| 9 Jan 17 Item 5 | <u>Progress update on Egress</u> Still under review with LS185 highlighting that they would not like to have the responsibility of NTH or change of contract to take over Westfield land. Ongoing discussions to be had. | | | OPEN |

| Ref | Ongoing Actions and Actions from last meeting held on 9 th January 2017 | Owner | Due Date | Status |
|--|---|-------|----------|----------------|
| 9 Jan 17 Item 5 | <u>Briefing Note/guide</u> Ongoing as the process is complex and requires several amendments prior to finalisation. | LBN | | OPEN |
| 9 Jan 17 Item 7 | <u>Athletics London 2017 and Concerts</u> Separate SAG meetings arranged. | | | CLOSED |
| 9 Jan 17 AOB | <u>Breach of STITCH contingency</u> Table Top to be arranged by Tony Tolley , Sheila Roberts to follow up. | SRO | | ONGOING |
| 9 Jan 17 AOB | <u>Lendlease Residence</u> Agreed written plan in place for residents and use of a key fob to bypass and gain access to premises during games. | | | CLOSED |
| AGENDA ITEMS | | | | Actions |
| 3. Progress Update on Airwaves Airwaves successfully installed and will be therefore removed from the agenda going forward. | | | | |
| 4. Banning Orders Update Total complete stadium bans issued as of 9 th February 2017 is 133; of these there are: <ul style="list-style-type: none"> - 15 indefinite bans - 39 season bans - 20 others for various seasons - 30 people banned pending criminal proceedings - 2 outstanding appeals - 25 bans receding - 2 separate behaviours contracts signed Football Bans from MPS - 10 banning orders issued by courts which state that the perpetrator cannot attend any football matches or be within 2 miles of the London Stadium or enter a city or town where WHU are playing 4 hours before or after a game. | | | | |
| 5. Progress update on Egress Review The group acknowledged the challenges and complexity of egress and review is still ongoing. | | | | |
| 6. Event Update – Strategic Actions & Learnings West Ham v Manchester United West Ham v Manchester City (FA Cup) West Ham v Manchester City LS185 have reviewed the medical plans as part of the operational plans. Above games managed well with no significant issues both inside and outside the stadium. Segregation on the island is working well and spectators are moving freely around the podium. MPS are satisfied and confident that the number of PSU's in the stadium will decrease based on the positive improvement at events. Commanders are fully briefed and work hard to ensure PSU's are familiar with the ground. It was acknowledged that the fixed screens in place are a successful replacement to the green netting. | | | | |

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| <p><u>West Ham v Crystal Palace</u> Debrief and discussions are ongoing with regards to the escorting of fans which had an impact on egress operations.</p> <p><u>Next game - 6 March West Ham v Chelsea</u> Category B game with no negative intelligence to date. PSU presence will be requested inside. MPS confirmed they have additional numbers outside.</p> <p>Members working closely together to discuss and ensure joined up media strategy is in place. MPS to include LBN into the comms. Sheila Roberts (LBN) to be invited to the meetings</p> | <p>MPS</p> |
| <p>7. Athletics London 2017/Concert update</p> <p>The group was informed of the separate SAG meetings scheduled to deal specifically with planning process, stadium layouts, capacities and management of Athletics and Concerts. Item to be removed from the agenda as a standalone.</p> | |
| <p>8. Any other Business</p> <p><u>Increase in ticketing capacity to 60k for West Ham games</u></p> <p>West Ham raised the question of potentially increasing their ticketing capacity to 60k in order to ascertain SSAG members views and concerns.</p> <p>SRO - LBN have not received a formal application from LS185. Once an application has been submitted, there will be a formal consultation process that involves the SGSA, MPS and Building Control. That decision will then be brought to SSAG for comments and then the Licensing Authority will make a decision. Certain physical calculations and checks would need to be made i.e. resubmitting of S Factor and P Factor calculation, full seating audit, seat distance from the pitch and toilet provision that needs to be reviewed.</p> <p>MPS confirmed based on the review of the last 2 games they do not have any major objections to the increase. MPS would like to reduce the numbers of police both inside and outside the stadium. Cat A template to be defined for all low risk games.</p> <p>Members discussed the late walk-ups causing congestion on the island between bridges 1 and bridge 5. It was agreed, next years season tickets will only have one turnstile shown on the ticket to alleviate the converging and overcrowding at this location (between bridges 1 and bridge 5). Concerns raised regarding the additional numbers, WHU clarified that between 9-17% of season ticket holders do not attend individual games throughout the premier league as a standard. Additional tickets will not be for general sale but season tickets only, there is no plan to increase general sale tickets.</p> <p>WHU advised that if approval of the application to increase the capacity during the current season included a requirement for new tickets being issued with one turnstile printed; then they would take that under advisement.</p> <p>The Chair reminded the agencies that the Safety Certificate applies to the stadium and stadium island only and not beyond.</p> <p>LBN advised West Ham that licensing would be generally supportive of the application and an email has been sent to Linda Lennon (LS185) with the outstanding areas of concern which need to be worked through and addressed as part of the application process. This included the late walk up/overcrowding issues raised by MPS between bridges 1 and bridge 5.</p> <p>Westfield raised their concerns about the Tube Station not being able to handle the extra capacity. Neal King advised that queuing would be generally longer with the added numbers.</p> | |

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| <p><u>Egress during West Brom game on Saturday 11 February 2017</u></p> <p>Westfield highlighted issues they had with egress during this match, one of the escalators was not working and they had on numerous occasions requested a Stop and Hold at Montfitchet because of the pressure that the station was under which in turn had an adverse effect internally within the centre. WF would like it noted that when they identify these issues and request S&H's then POC members need to take action accordingly as they are the only ones able to view WF internal cameras.</p> <p>BTP confirmed that the main issues have always been the Stop and Holds going into the Northern Ticket Hall and WF not stopping their customers from accessing the station also caused concerns; all members need to agree a suitable solution which does not agitate arriving/departing fans. It was pointed out that any increase in capacity during football egress will be a major issue for the transport hubs.</p> <p>There will be a detailed meeting with Chris Allison to discussion egress as this is still an ongoing review.</p> <p><u>Steve Riley (LS185)</u></p> <p>Steve Riley was thanked by the Chair and group for his work and dedication and wished him luck in his new endeavours. A replacement has yet to be announced.</p> | |
| <p>9. Date of next meeting</p> <p>Next meeting arranged for 11th April at The London Stadium</p> | |

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