

**FINAL Minutes**  
**SSAG Meeting held on 9 January 2017 @ 2pm**  
**at London Stadium, Queen Elizabeth Olympic Park, E20**

<b>Attendees:</b>	Sheila Roberts (SRO)	LBN – Enforcement & Safety – Chair
		LBN – Enforcement & Safety - minutes
	Clive Treacher	LBN – Network Management
	John Newcombe	LBN – Enforcement & Safety
	Terry Harvey	LBN- Building Control
	Natalie Mahon	LBN - Comms
	Derek Worsfold	British Transport Police
	Alan Skewis	E20
	Gilbert Yule	Lendlease
	Narinder Dail	London Fire Brigade
	Mark Camley	LLDC
	Peter Tudor	LLDC
	Linda Lennon	LS185
	Peter Smith	LS185
	Steve Riley (SRI)	LS185
	John Chislett	LBN - Licensing
	Ian Larnder	MPS
	Will Durden	Momentum
	Angus Kinnear	West Ham United
	Ben Illingworth	West Ham United
	David Moorhead	MPS
	Richard Hallow	London Ambulance
	Steve Ford	London Ambulance
	Lou Elliston	SGSA
	Mark Squirrel	St. Johns Ambulance
	Tom Bell	Westfield
	Chris Mitchell	Westfield

**1. Introductions and Apologies**

Sheila Roberts (SRO) welcomed the group and opened the meeting.

**2. Minutes from the last meeting held on 8<sup>th</sup> December 2016, checked and approved for accuracy.**

Ref	Actions from last meeting held on 8 <sup>th</sup> December 2016	Owner	Due Date	Status
<b>Page 2 Actions</b>	<b>Signage</b> On the public highway particularly from Carpenters Road to Southern ticket hall, delegated to Clive Treacher	<b>SRO moved to CT</b>	<b>ASAP</b>	<b>OPEN</b>
<b>Page 3 Point 5.1</b>	Lendlease have informed residents of road closures and CT informed GY that vehicles parked there will be towed away, this was mutually agreed and accepted. Further discussion to be had offline.	<b>GY</b>	<b>ASAP</b>	<b>CLOSED</b>
<b>Page 3 Point 5.1</b>	WF to ensure delivery vehicles and minibuses parked on Cherry Park do not drive on closed roads. TB confirmed this had been dealt with, however, M&S vehicles still driving on closed roads and WF will apply pressure to ensure rules are adhered to.	<b>TB</b>	<b>ASAP</b>	<b>OPEN</b>
<b>Page 3 Point 5.1</b>	Concerns about DLR SIS DLR wrote in expressing concerns and JN still to review egress operations at location and set up meeting to identify and work on resolving the issues.	<b>JN</b>	<b>ASAP</b>	<b>OPEN</b>
<b>Page 3 Point 5.1</b>	Ingress/Egress Review to be discussed and dealt with further in the meeting	<b>JN / SRO</b>	<b>ASAP</b>	<b>OPEN</b>

<b>Page 3</b> <b>Point 6.1</b>	PA System (Stadium) – LL confirmed that they are still working with E20 to source and formalise it and have a suitable contingency plan in place.	<b>LS185 E20</b>	<b>ASAP</b>	<b>OPEN</b>
<b>Page 3</b> <b>Point 6.2</b>	Gold Call has improved with increased numbers of partners calling in.	<b>All Members</b>	<b>ASAP</b>	<b>CLOSED</b>
<b>Page 4</b> <b>Point 9</b>	Medical Plan Review - SJA confirmed they are still reviewing and it's ongoing.	<b>SJA</b>	<b>ASAP</b>	<b>OPEN</b>

<b>AGENDA ITEMS</b>				<b>Actions</b>
<b>3. Progress Update on Airwaves</b>  <b>LL chairing a steering group meeting this month which will be able to give a firm date of installation.</b> Also reviewing additional scope coverage for the 24/7 security room on ground floor. MPS have been involved in the testing.				<b>LS185</b>
<b>4. Banning Orders Update</b>  Total stadium bans issued to date is 110 - of these there are: 10 indefinite bans 36 season bans 16 others for various reasons 32 people banned pending criminal proceedings 3 outstanding appeals 13 bans receding  MPS confirmed operation "Stow" is ongoing with regards to the arrests, there have been 63 arrests since the premiership started this season; of these: <ul style="list-style-type: none"> <li>- 19 had a positive outcome either a police notice of disorder/caution or being charged and gone to court.</li> <li>- 5 of these people have received a banning order ranging from 3 to 5 years.</li> <li>- 5 have been bailed to court awaiting trial.</li> <li>- 27 currently on police bail.</li> <li>- 10 people been identified from the still and waiting interview/arrests.</li> <li>- A further 35 still to be identified.</li> </ul> WHU advised the members that issues in and around the stadium had significantly improved. A banning list is shared with LS185 and all members including MPS are working hard to identify the 35 published images and will continue to pursue all 35.  <b>WHU are still working on the banning protocol which is required by SGSA and changes are still being made before it's published.</b> They are fully supportive for the need of transparency and AK confirmed that they did announce the independent appeals process and fans who receive bans are given a copy of how they can appeal.				<b>WHU</b>
<b>5. Progress update on Egress Review</b>  Ingress/egress plans are being reviewed by Chris Allison who is in touch with some of the members. One-way system on egress to be implemented on a match by match basis; risk based depending on background traffic, number of shoppers in the centre and numbers attending the venue. [REDACTED] [REDACTED] [REDACTED] JN advised AK that he will get Chris Allison to include them in the conversations to get their input.				<b>JN</b>

<p>SRO suggested that a “briefing note/guide” be written up for all the members confirming and clarifying plans, showing expected completion dates and what’s outstanding. Process is complex and will require several amendments prior to finalisation.</p> <p>Members agreed a Wednesday 11<sup>th</sup> deadline confirming which egress route will be used for the game on Saturday WHU v Crystal Palace.</p> <p><b>Going forward a definitive and clear communications plan on egress needs to be agreed with regards to the message conveyed to fans about the new one-way system.</b></p> <p>Issues raised regarding problems on South Eastern at the last match, which they take full responsibility for and are dealing with it. Danny Hawkins will update JN and DW of the outcome of their internal investigations.</p> <p>Egress control will still be from POC. Pending WF cameras and laptop build. LS185 scoped out numbers of seating etc. and what was required by members. <b>DW to confirm their requirements to LS185.</b></p>	<p><b>LBN / CA</b></p> <p><b>LBN / CA</b></p> <p><b>DW</b></p>
<p><b>6. Event Update – Strategic Actions &amp; Learnings</b></p> <p>Outline of events:</p> <p><u>WHU v Burnley on 14 Dec 16</u> Cat B game [REDACTED] 2 arrests; 12 ejections and 9 medical incidences which were not serious. Well managed event with no major issues.</p> <p><u>WHU v Hull on 17 Dec 16</u> Cat B game [REDACTED] 1 arrest; 4 ejections 9 non serious medical incidences. Match passed off with no security issues, however, small persistent standing and minor migration in block 113 &amp; 114 which was handled well by stewards and also captured on CCTV and will be reviewed.</p> <p><u>WHU v Man Utd on 2Jan 17</u> Cat C game. [REDACTED] 12 ejections; no arrests; 4 refused entry due to intoxication. Several minor medical issues and 1 major coronary case which resulted in loss of life at the hospital. Medical care and aid was first class.</p> <p><u>WHU v Man City on 6 Jan 17 (FA Cup 3<sup>rd</sup> Round)</u> Cat C game with [REDACTED] 6 ejections; 3 arrests; 8 medical incidences non significant or hospitalised.</p>	
<p>No change to the safety management regime in place and fans segregated on egress for each event.</p> <p>Number of PSU's reviewed on a game by game basis until airwaves firmly installed and then will look at SPS for the rest of the season.</p> <p>WHU v Crystal Palace confirmed as a Cat A fixture.</p> <p>Issue with smoking in the stadium has improved dramatically and catering staff have been briefed.</p> <p>Drinking in view is minimal; LS185 replaced the scaffold with the green netting with fixed screens to combat this.</p> <p>LBN report on stewarding shows that management has improved with high ex staff been em with crowd m ent knowl from Wem and Twickenham</p>	

They are working closely with WHU and getting good support.

<p>WHU have deployed 10 support liaison officers working closely with stewards and are hoping to increase to 40 officers. This has proved very successful.</p> <p>WHU also confirmed they plan on issuing selected items of WHUFC uniform for stewards to improve their appearance.</p>	
<p><b>7. Athletics London 2017 update</b></p> <p><b>LS185 confirmed that WAC have planning meetings taking place regularly and there are a number of SAG meetings to be scheduled and will arrange these.</b></p> <p>Full list of requirements for egress given to WAC.</p> <ul style="list-style-type: none"> <li>- Security</li> <li>- Crowd management</li> <li>- C3</li> <li>- Public communications</li> <li>- Testing and readiness – table top dates need to be circulated to partners urgently.</li> </ul> <p>JN confirmed they will be attending TAG on 7<sup>th</sup> February which will be dealing with transport issues.</p>	SRI
<p><b>8. Any other Business</b></p> <p><b>JN to send CT the transport plan and maps to review and comeback with any feedback.</b></p> <p><u>London Fire</u> Narinda Dail (ND) attended and advised the group that she will encourage a local station commander with fire safety background to attend these meetings as it will be more appropriate. LBN informed her that attendance wasn't mandatory but would be very useful to have someone there.</p> <p><u>First Aid App</u> LE pointed out that the Counter Terrorism office had produced a free app called "Citizen Aid" about giving first aid following a terrorist incident which could be good practice.</p> <p><u>Breach of STITCH</u> WF raised issues they had with the closure of Stratford International and S&amp;H at the STITCH which caused a breach. <b>A set of contingency plans need to be formalised to cover set scenarios e.g. in the event of station closure on SIS and the impact of the STITCH being breached. JN advised work had started and was ongoing.</b></p> <p><b>MC informed LBN that once a final egress plan was agreed then Tony Tolley to arrange a table top to test.</b></p> <p><b>GY raised concerns about residents not been able to access glasshouse gardens during mass egress and need a definite plan to communicate the route they should use during football matches, PS to discuss further with GY.</b></p> <p><u>Network Rail Vehicle</u> DW confirmed that the Network Rail vehicle that was parked on site has been dealt with by Tony Richards.</p> <p><u>Park Coordination Group</u> PT informed the group that the Park coordination group meeting looked at dates of events on the Park and there are not many serious clashes.</p>	<p>JN</p> <p>All members</p> <p>TT / MC</p> <p>PS</p>
<p><b>9. Date of next meeting</b></p> <p>Next meeting arranged for 13<sup>th</sup> February 2017 at The London Stadium</p>	