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1 Stratford Place  
Montfichet Road  
London  
E20 1EJ

[REDACTED]  
[REDACTED]

17 December 2018

**INFORMATION REQUEST REFERENCE 18-083**

Dear [REDACTED]

Thank you for your information request, received on 19 November 2018. You asked the London Legacy Development Corporation (Legacy Corporation) and E20 Stadium LLP (E20) to provide the following information under the Freedom of Information Act 2000 (FOIA):

*"I am reliably informed that there have been instances of LS185 "overcharging" E20 for the number of stewards that are on duty. That is to say they are invoicing for a higher number of people than actually report for duty.*

*My request is as follows:*

- 1. How many stewards (broken down by grade) were claimed by LS185 to be on duty for the West Ham v Burnley game in early 2018?*
- 2. How many stewards (broken down by grade) actually reported for duty for this same game.*
- 3. How many stewards (broken down by grade) did E20 pay for, for this same game.*
- 4. How much money, if any, was refunded by LS185 to E20 owing to any discrepancy between 1,2 and 3.*
- 5. How many individual games have you had reports of these "ghost stewards" being claimed for. "*

I can confirm that the Legacy Corporation holds information which falls within the scope of your request. The information relevant to your request is below. Our response follows your order:

Q1 How many stewards (broken down by grade) were claimed by LS185 to be on duty for the West Ham v Burnley game in early 2018?

Please note that while the request refers to “stewards”, the event planning documentation does not distinguish between stewards and the overall Safety and Security team. All figures in this response refer to the latter.

The pre-event plan set out a stewarding plan deploying 962 safety and security staff for the Burnley match on the 10 March 2018. In addition, 17 traffic management staff were employed.

We cannot give a breakdown by grade as we have not yet received this information from LS185.

Q2 How many stewards (broken down by grade) actually reported for duty for this same game.

LS185 records show the total number of safety and security staff attended as per the Stadium Event Management plan.

Q3 How many stewards (broken down by grade) did E20 pay for, for this same game.

E20 did not directly pay for any stewards for this game or any specific game. E20’s operator (LS185) contracts and pays the stewarding companies. All attending safety and security staff were paid by LS185.

Q4 How much money, if any, was refunded by LS185 to E20 owing to any discrepancy between 1,2 and 3.

No discrepancy has been identified in relation to stewarding at the West Ham v Burnley match held on 10 March 2018, as referenced in questions 1, 2 and 3.

Q5 How many individual games have you had reports of these “ghost stewards” being claimed for.

The Legacy Corporation and E20 have not received any reports of “ghost stewards” at individual West Ham United matches.

An anonymous allegation about stewarding practice in general was received. Our internal auditors carried out an investigative review relating to the claims. No evidence of fraud was found.

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If you are unhappy with our response to your request and wish to make a complaint or request an internal review of our decision, you should write to:

Deputy Chief Executive

London Legacy Development Corporation  
Level 10, 1 Stratford Place  
Montfichet Road  
London, E20 1EJ

Email: [FOI@londonlegacy.co.uk](mailto:FOI@londonlegacy.co.uk)

Please note: complaints and requests for internal review received more than two months after the initial response will not be handled.

If you are not content with the outcome of the internal review, you may appeal directly to the Information Commissioner at the address given below. You should do this within two months of our final decision. There is no charge for making an appeal.

Further information on the Freedom of Information Act 2000 is available from the Information Commissioner's Office:

Wycliffe House  
Water Lane  
Wilmslow  
SK9 5AF

Telephone 08456 30 60 60 or 01625 54 57 45

Website [www.ico.gov.uk](http://www.ico.gov.uk)

Yours sincerely

FOI / EIR Co-ordinator  
London Legacy Development Corporation