



5 October 2022

**INFORMATION REQUEST REFERENCE 22-027**

Thank you for your information request, received on 8 August 2022. You asked the London Legacy Development Corporation (Legacy Corporation) to provide the following information under the Freedom of Information Act 2000 (FOIA):

*"I am writing to you under the Freedom of Information Act 2000 to request the following information from E20, LS185 and or the Legacy Corporation if information requested is held by them, please may you provide me with the following:*

*Regarding the supporter barrier at the London Stadium lower West Stand:*

- *all paper and electronic copies of minutes relevant to the decision to install the barrier between, Newham SAG and West Ham United football club, and E20;*
- *all plans held by E20/LS185 Legacy Corporation showing the supporter barrier lower West Stand London Stadium;*
- *all visual images held by E20/LS185/Legacy Corporation showing the supporter barrier in the lower West Stand London Stadium;*
- *all paper/electronic discussions showing the rationale for installing the supporter barrier between E20/LS18/Legacy Corporation and West Ham United football club;*
- *the cost for the supporter barrier including how much is being paid for by taxpayers;*
- *all paper/electronic minutes and/or surveys where supporters were questioned as to their thoughts on the supporter barrier;*
- *all mapping activities undertaken by E20/LS185/Legacy Corporation to ensure supporter views of the pitch aren't impacted by installation of supporter barrier;*
- *all paper/electronic discussions relevant to when or if this supporter barrier will be removed for events not football related and who will pay for this; and*
- *Confirmation from E20/LS185/Legacy Corporation that the safety certificate sign-off for the West Stand was contingent on the supporter barrier being in place."*

I can confirm that the Legacy Corporation, E20 Stadium LLP (E20) and London Stadium 185 (LS185) hold information which falls within the scope of your request.

Please note, in relation to your requests Q1 to Q4 and Q6 to Q8, given their broad nature, we are refusing to respond to the detail of the request as the cost of compliance would exceed the appropriate limit as defined by FOIA section 12.

Section 12 - Exemption where cost of compliance exceeds appropriate limit.

(1) *Section 1(1) does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit.*

The Legacy Corporation, E20 and LS185 have estimated that the resources that would be required to identify, locate, retrieve and extract this information would far exceed the appropriate limit.

The appropriate limit is £450, calculated as 18 hours at the rate of £25 per hour, however, only the time taken to;

- a. establishing if the information is held;
- b. locating the information;
- c. retrieving the information; and
- d. extracting the information;

can be taken into consideration when calculating the estimated costs of answering the request.

In order to identify all the information requested, searches would need to be conducted across all email and fileservers. Given the broad nature of your requests, running these searches and reviewing them in order to identify if the information is relevant to your request would take a considerable time, far beyond the appropriate limit established by the FOIA.

The Legacy Corporation, E20 and LS185 cannot justify the cost or the use of resources that would be required to answer these specific requests, consequently, the Legacy Corporation and E20 are not obliged under Section 12 of the FOIA to respond to your requests.

However, under FOIA section 16 we recognise our ability to advise you. In relation to this we have identified information that is relevant to your requests and included this as the response.

Section 16 - Duty to provide advice and assistance.

(1) *It shall be the duty of a public authority to provide advice and assistance, so far as it would be reasonable to expect the authority to do so, to persons who propose to make, or have made, requests for information to it.*

Information has been identified that is relevant to your requests and this has been included below, with redactions where appropriate.

You may wish to refine these specific requests by narrowing their scopes by being more specific about what information you particularly wish to obtain, including any dates or period of time relevant to the information required, we would then be able to ascertain whether we would be able to respond within the appropriate limit. Any reformulated request will be treated as a new information request.

The information relevant to your requests is below and our response follows your order:

Q1. All paper and electronic copies of minutes relevant to the decision to install the barrier between Newham SAG and West Ham United football club, and E20;

While there have been meetings where the West Stand was discussed, we have no record of any meetings where the barrier was specifically mentioned.

Q2. All plans held by E20/LS185 Legacy Corporation showing the supporter barrier lower West Stand London Stadium;

Please find attached in **Annex A** the most relevant Design Stage 3 plan and in **Annex B** the most relevant Design Stage 4 plan showing the area.

Q3. All visual images held by E20/LS185/Legacy Corporation showing the supporter barrier in the lower West Stand London Stadium;

Please find attached in **Annex C**, images from the v6 Design layout.

Please note that a c.2m screen was installed on the old West Stand in January 2022 and was in place for the second half of the 21/22 football season.

Q4. All paper/electronic discussions showing the rationale for installing the supporter barrier between E20/LS18/Legacy Corporation and West Ham United football club;

Please see attached in **Annex D** email correspondence dated 22 February 2022, between LS185 and WHU relating to the Barrier.

The rationale for installing the barrier was:

- To address concerns raised by the licensing authority
- To address previous incidents of anti-social behaviour and disorder, including verbal abuse, missile / coin throwing, threatening gestures, and goading of away/ home supporters standing on the scrimmed surface previously in place
- To build on the partial success of a 2m barrier that reduced but did not eradicate incidents between away and home supporters
- To reduce the potential for sanction from UEFA/ Premier League and the FA
- To reduce the costs of stewarding in this area, and
- To form part of the overall design of the West Stand, adding a claret border to the stand similar in design to the north and south stands.

Q5. The cost for the supporter barrier including how much is being paid for by taxpayers;

The capital cost of the whole screen (floor to top) is £117,000. There is not a stand-alone specific cost for the top section of the screen, as it formed part of an overall contractor price.

Q6. All paper/electronic minutes and/or surveys where supporters were questioned as to their thoughts on the supporter barrier;

E20, LLDC and LS185 do not directly consult with WHU supporters and this is a matter for the football club.

Q7. All mapping activities undertaken by E20/LS185/Legacy Corporation to ensure supporter views of the pitch aren't impacted by installation of supporter barrier;

Please find attached in **Annex E**, a sightline email provided to London Stadium (Screen Height Check"). It confirms there are no restrictions on pitch views, and all supporters in Block 113 (home) and Block 117 (away) can see at least one digital screen in the stadium. This is reflected in reality now the stands are in place.

Q8. All paper/electronic discussions relevant to when or if this supporter barrier will be removed for events not football related and who will pay for this; and

Please find attached in **Annex F**, Design Stage 4 plans showing the venue in concert / athletics mode. The barrier is removed as part of the removal of the end section of the stand, to create access through the south-west tunnel for concerts, and to ensure sightlines of the athletics track. A revised configuration is yet to be finalised for baseball.

Q9. Confirmation from E20/LS185/Legacy Corporation that the safety certificate sign-off for the West Stand was contingent on the supporter barrier being in place.

It was one of several changes implemented to address concerns raised by the Licencing Authority. We have no record of West Stand sign off as conditional on this specific feature.

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

Deputy Chief Executive  
London Legacy Development Corporation  
Level 9  
5 Endeavour Square  
Stratford  
E20 1JN

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

Please note: requests for internal reviews received more than forty workings days 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