

Attendees:

NAME	INITIALS	ORGANISATION
Stephen Hollingworth – SAG Chair – AD Leisure, Sports & Culture	SH	LBHF
Joshua Scott – Head of Operations	JS	QPR
Alex Fish - Safety Officer	AF	QPR
Lee Hoos – Chief Executive Officer	LH	QPR
Paul Sutton - Grounds	PS	QPR
Paul Moran – Operations Manager	PM	QPR
Farid Mostafa - Controller	FM	QPR
Geoff Galilee – Regional Inspector	GG	SGSA
Ramesh Kerai - MPS	RK	MPS
Abi Mayer – MPS DFO	AM	MPS
Shaz Shah – CI	SS	MPS
Mark Ashley	MA	BTP
Jack Bromley – LAS	JB	NHS
Katy John – NHS	KJ	NHS
Pat Hickey – LAS	PH	LAS
Laurence Turton – Licensing Enforcement Officer	LT	LBHF
Graham Souster – Lead Health & Safety Officer	GS	LBHF
Shaafiek Christian - Health & Safety Officer	SC	LBHF
Valerie Simpson - Strategic Lead Environmental Health and Regulatory Services	VS	LBHF
Neil Morrison - LET	NM	LBHF
Cristina Perez-Trillo – Licensing Enforcement	CPT	LBHF
Stephanie Needham – Head of Environmental Health	SN	LBHF
Shriya Koosyial – Health and Safety Officer	SK	LBHF
Christiaan Uys – Principal Traffic Officer	CU	LBHF

Apologies:

Finbar King (MPS), James Berry (LFB), Kevin Morgan (LFB), Thiru Moolan (LBHF), Kristina Ashenden (LBHF), Ahmed Rafique (LBHF), Dawn Rabin (SJA)

ITEM	MINUTES	ACTION
1	Welcome from the Chairman	Chair
	SH opened the meeting and introduced himself.	
2	Apologies received	Chair
	As above	
3	Confirmation of previous minutes and matters arising	Chair
	<ul style="list-style-type: none"> • Self audit on H&S – JS explained that this had been impacted by changes in the department. Expectation for it to be completed by the end of season. • Fire extinguisher testing – JS confirmed that this has been reviewed • Electrical testing in switch room – 25% are tested every year on a rolling program. Everything is tested over five years. • Rail seating – sight line assessments undertaken by AFL. JS will share the report following this meeting. • P&S factors • Further stewarding reports – LT explained that there would be an update later in meeting, with more later this season. 	JS
4	Medical Provisions Update	LAS
	<p>A meeting will be scheduled for around March or April depending on dates from medical providers. Now new operations manage is in place this can be organised. Only other change to medical provisions is the departure of the longstanding crowd doctor. New crowd doctors have been in place. No real issues other than making sure they turn up on time. Otherwise settling in well.</p> <p>PH expressed thanks to the club as had no real problems at all.</p> <p>Nothing to flag up in terms of concerns.</p> <p>KJ confirmed she had nothing to add. She needs to understanding output of the meeting once it has taken place. Happy to assist with any input needed.</p> <p>JB confirmed he had nothing to add.</p> <p>GG made a query on the injury stats that had recently been sent. Could these be identified as to whether these were home or away, as well as whether they resulted in hospital visits. JS agreed that this could be updated.</p> <p>JS gave a summary of the fairly low number of medical incidents. Normal slips, trips and falls, tow cardiac issues, neither level of heart attack. Awaiting update from 21st Jan.</p> <p>GG highlighted the injury stats for last year. Measured against 18/19 due to Covid. Number is slightly lower, although rate per 100k attended is about the same. Most referrals to hospitals came about form championship clubs. Slight increase to injuries related to assaults. Links to police updates.</p> <p>AF mentioned that stopping the game seems to have stopped. Play continues and medical response deal with the issue. Incidence of matches being stopped was giving</p>	JS

	<p>people a false idea of medical issues increasing. Grounds are actually quite safe places to visit.</p> <p>AF confirmed that part of the regular brief he gives to officials covers the point about not stopping the match. Referee does not stop the game unless it's an absolute emergency. If any member of crowd attracts their attention, need to direct them to a steward.</p> <p>JS explained that following AF's briefing to officials they also give similar briefing with medical staff. If people near dugouts try to get attention of club doctors or physio then they should be directed to a nearby steward.</p>	
5.	QPR – 2022/23 mid season review update	JS
	<p>➤ Safety Management Team – operational arrangements and changes to personnel</p> <p>One of the major changes since end of last season was a change of Deputy Safety Officer. Jim Driscoll is chief steward and deputy safety officer predominately every game. He's been focused on safety matters rather than admin. Chris Wilson and Jeff Bulpitt have both stood up to deputy safety officer, with good feedback. Club training has been given to those staff covering these positions.</p> <p>As mentioned at last SAG, JS, FM, Chris and Jeff all undertook level four training. Majority now awarded with certificates.</p> <p>Chris remaining as match day controller for us, but secured a full time role following training from us.</p> <p>Dan has moved to Grimsby as safety officer. Had a lot of applications, brought in Paul Moran who was previously at Wimbledon for many years. Will be taking narrower focus on match day operations. PM is familiar with SAG, SSA requirements and match day operations.</p> <p>➤ Challenging Fixtures</p> <p>Three identified at start of season were Luton, Millwall and Birmingham. These were due to historic incidents.</p> <p>Surprisingly Reading has been the most challenging fixture so far this season. There were ten refusals, nine ejections and two arrests. Majority were due to drinking in view. Made a move towards a warning system for drinking issues, however some fans were quite abusive towards staff. People refusing to comply with requests. Highest ticket sales to date. All dealt with, no significant disorder.</p> <p>QPR vs Luton was first high risk fixture on 29th Dec. Met with police and agreed on actions. The fixture went with far less issues. Pro-active police assistance at away entry point. Really well managed. Five refusals, five ejections. Again due to drinking in view and non-compliance. No major spontaneous disorder.</p> <p>SG asked about Swansea. JS confirmed large number of ejections. Due to drinking in view. Warning system has normally led to people handing over alcohol, but in this</p>	

instance they were abusive and rude so ejected. Pyro thrown on pitch, but identified and arrested individual. Second time in a row for Swansea.

GG gave some detail on a drinking in view suggestion to undertake a pilot in league 2. Home Office feel it's not right time. Some suggestion to review alcohol on the terraces again. Can create problems not having it. Suggestion is that there should be a national law, with local grounds dealing with as necessary. Lots of issues that go with it.

JS explained that there have been questions from EFL on views on allowing fans to have alcohol on stands. A lot of caution. Head of security for EFL has been discussing this in public.

➤ Stewarding and clubs QA feedback

Still struggling with training and qualifications, especially with agency staff. Normal fight back is the cost. Part of SGSA requirements, we will continue to have it as part of SLA with agencies. Supply of stewards has been steady. Recent games have had lack of numbers, but always overbooked. JS will be reviewing with AF and PM in terms of agencies used last year.

- Rail Seating
- Persistent standing

Rail seating was implemented at start of season in the loft, lower R block and school upper. Those areas have had fantastic feedback in terms of fans enjoyment. Wider spaces. Behaviour has been excellent, no ejections. Not been particularly tested with e.g. penalty shoot out. A discussion was had about extending rail seating, including cost implications. Expensive cost, but looking for 2024 at latest. Couple of times where locking pin has fallen out, company has been and replaced all of them. Fans been good at leaving seats up. No broken seats, no issues with rails. Occasional children standing on seat – come down on any adults jumping up on rails or seats.

- Crowd Behaviour
- Mid Season Stats: Arrests / Ejections / Refusals / Club Bans

Spreadsheet was sent out prior to the meeting with relevant stats. Trending on normal numbers compared to previous seasons. Had far more ejections at similar point last year, but in part due to fixtures. Majority are for drinking in view (40/52). Couple of major incidents of racial/homophobic/xenophobic language. Both are QPR fans. Small number of pyro incidents. Control team have identified individuals which has led to arrests. Need to marry up club bans with court cases. Advice is to await court date before deciding on bans.

- QPR Supporter behaviour at away fixtures

Nothing reported recently for Millwall – reportedly only one game with disorder away from home.

- Safeguarding Issues and Safeguarding Officer update

	<p>Had full time safeguarding manager at start of season, unfortunately left club. Been given permission to give training to senior managers. One incident where a QPR steward was arrested. Not charged, but no longer works for club.</p> <p>➤ Customer Feedback - Complaints/Praise; statistics/trends</p> <p>No significant issues. Tends to be around person being ejected. Good examples of praise towards stewards this season.</p> <p>AF mentioned that there's been a change in how we deal with CT issues. Will cover in part two.</p> <p>AF then discussed that they are now looking at clubs in three categories. Group 1 – will want to influence allocation, Group 2 – may want to influence, Group 3 – will just offer set allocation. Some examples were given.</p> <p>Too early for police to give a good view of what's happening in relation to this as yet.</p> <p>GG expressed that it was a good idea extending risk assessment. Trade off having more fans, but will need more stewards. Narrow concourse on school upper doesn't work with number out on terrace. Might be occasions where it's a good idea to use lower, but have more security.</p> <p>JS confirmed that they can reduce capacity to make concourse and entrance more comfortable. Gives more allocation, but has an impact on costs.</p>	
6.	Police – 2022/23 mid Season review update	
	<p>➤ Operational arrangements updates</p> <p>15 so far compared to 19 last year due to World Cup. Luton fixture is the only fixture of note. Only one arrest, happened away from stadium. Next will be QPR vs Millwall followed by Birmingham next month.</p> <p>An issue was raised around police tactics being released online. This can cause confusion if tactics are changed. Debrief has been completed and arrangements made moving forwards.</p> <p>➤ Notable fixtures</p> <p>Next fixture of note will be QPR vs Millwall followed by QPR vs Birmingham as previously mentioned.</p> <p>➤ Crowd behaviour (Home and Away supporters)</p> <p>QPR had great start to season in terms of behaviour. As season goes on and drop down table, behaviour may deteriorate.</p> <p>➤ Arrests, banning orders and outcome statistics</p> <p>So far 11 arrests compared to 37 last season. Less fixtures at home. 15 pitch incursions during QPR vs Everton last year. Not had a big league or cup fixture at home.</p>	

	<p>Six inside stadium, five outside. Six positive outcomes; conviction in court, fines or cautions.</p> <p>Majority have been low level assaults.</p> <p>18 away fixtures so far – rise in drug possession, more stringent searching due to drug possession becoming a schedule one offence. Six positive charges at Charlton. Two at Norwich, one at Reading.</p> <p>SH asked for confirmation that there have been no arrests for drug offences at QPR. AM explained there have not been as many dogs at turnstiles this season. Been going around pubs and swabbing toilets. Drugs being used, just not had detection. JS confirmed lack of dogs has had an impact on this. Looking to implement at Blackburn game.</p> <p>Year on year trends – less arrests this season. Might see a spike following Millwall game.</p> <p>Older risk group – no issues Younger risk group – one just returned from a ban, will be looking out for him at Millwall. Small group of 16-year olds been causing some concern at a couple of games. Did respond well to stewards.</p> <p>Older male came off six-year ban in December, will be keeping an eye on him.</p> <p>JS explained that AM has taken over from John. Difficult to take over with no handover. Thanked AM for her support. He explained that QPR releasing policing strategy before game was discussed with match commander – need to review language ahead of next release. Will share with police before published.</p> <p>AM spoke about news and press coverage around Chelsea hate chants. Since beginning of season there have been several prosecutions related to this. Potential for QR codes on backs of seats which may increase reports of incidents.</p> <p>MA – British Transport Police. No incidents reported in relation to QPR fans. Continue to monitor relevant stations.</p>	
7.	Local Authority update	LT
	<p>Lead Officer update</p> <ul style="list-style-type: none"> ➤ Observations following Matchday inspections <p>Conducted nine inspections. Great to see update from JS. Focus has been on various observations. Attended tactical meeting for Luton game – worked really well.</p> <p>Only feedback related to lighting – lighting rig could be higher. JS is taking that on board.</p> <ul style="list-style-type: none"> ➤ Operations Manual, pre match checks and associated documentation 	

Noticeable improvement from last season. Visits always given to JS, required documentation sent.

Pre-match checks – didn't appear to be recorded. Pleased to see updates to this including named, dedicated safeguarding officer.

➤ Rail Seating

Safer standing areas positively received. Supporters have moved to rail seating. Pretty much sold out. Seen children standing on seats. Recommendation that rail seating isn't sold to under 18s. Are club considering this?

JS explained that the complexity is that it's been installed in a family stand. Consulted with them, and concerns about then withdrawing this from them.

➤ Persistent Standing Monitoring

Hope was that rail seating would reduce this. However, still a large proportion continuing to stand. Generally not challenged, in part due to numbers. Burnley have issued two game bans to persistent offenders.

JS explained that the club's view is that Burnley's actions had a lot of negative feedback on the club. Considering moving to warning system, in line with EFL guidance recently issued. Look to manage this with more rail seating, budget pending.

SH confirmed SAG would certainly welcome that.

➤ Stewarding

Clear to see that everyone is engaging and friendly. Figures show that stewards overbooked, good to see. Some concern about lack of basic knowledge from some stewards. Steward focus report in November. 13 stewards questioned. Six not qualified or enrolled on course. Reasons given include age and number of matches completed.

SH asked if the emergency phone issue was resolved. JS confirmed that this has been resolved.

➤ Smoke Free compliance

Partly smoking ground provides challenges. Well managed.

➤ Searching

Bags are searched and tagged. Some issues with staff refusing to have bags searched. Good to re-introduce drugs dog.

➤ Resident Feedback – complaints / praise

	<p>Two complaints since last SAG. Centred around fans using cut through. Also some concerns about road closures, misunderstanding on part of residents.</p> <p>JS mentioned that some complaints came through councillors. Could we liaise and perhaps invite them to the match? Club tries to make provisions for local residents, but doesn't always seem to get through. SH will pick this up with local members.</p> <p>Street drinking has not been much of an issues this season.</p> <ul style="list-style-type: none"> ➤ Safety Certificate wider definition <p>Will be taking this forward working with QPR. Look at club operating procedures around this.</p> <p>b) Law Enforcement Team update given by NM</p> <ul style="list-style-type: none"> ➤ Operational arrangements ➤ Summary of observations performed/actions taken ➤ Wood Lane Estate and White City Estate <p>One persistent complainer – claiming to be spokesperson of everyone on estate. Not just complaints about QPR being received from this person. Checking local area for any issues that could impact on match day. Being present to try and discuss with people not using cut throughs. Open road as quickly as possible, but has to be safe for them to do so. Will continue to convey message. No major issues with unlicensed traders – one to monitor at next fixture.</p> <ul style="list-style-type: none"> ➤ Imre Close flytipping <p>Now installed quite large gates, so this should cease.</p> <p>(c) Licensing update</p> <p>CPT explained that they had received update from LT with regard to premises on South Africa Road – premises in question is prohibited to sell alcohol within certain timeframe under match day conditions. CCTV condition breached. Looking for evidence of sales. Proactive monitoring will be undertaken. Review of license and restrictions if necessary.</p> <p>Full licensing inspection will be undertaken in next couple of months.</p> <p>(d) Highways update / Network Management update</p> <p>No attendees present</p> <p>Trying to find suitable signs to convey information needed. Hoping to get designs across to JS soon.</p> <p>(e) Parking Services update</p>	SH
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	<p>No attendees present</p> <p>(f) Street Scene update</p> <p>No attendees present</p> <p>(g) Building Control update</p> <p>No attendees present</p>	
8.	London Fire Brigade update	LFB
	<p>No attendees present</p> <p>Borough Commander looking to book a date to visit to arrange multi-agency exercise.</p>	
9.	Transport for London / London Underground update	TfL/LUL
	No attendees present	
10.	Update from the Sports Ground Safety Authority	SGSA
	<p>➤ Rail Seating and Safer Standing Licence update</p> <p>GG said he welcomes the move to extend rail seating. Meeting with JS to discuss further. Hope to get licence very soon. JS explained that unless there was a specific request, wouldn't want to implement rail seating in X block. Concerns this would cause migration to that area. GG accepted that this was an issue to look at and discuss with local authority going forward.</p> <p>➤ Observations following Match day Inspections</p> <p>Only two matches this season – Rotherham and Luton. Luton match was well managed, no issues. Great improvement on previous Luton match. Lighting around ticket checking area. Concern with crowding/congestion in upper school at half-time. By bars it was really packed. Needs to be looked at and managed.</p> <p>➤ Other matters</p> <p>Martin's law – GG circulated Home Office fact sheet. In contact with HO about impact of Martin's law on sports grounds. Will circulate information as they get it. Hope to communicate before legislation comes into effect. Shouldn't have to do an awful lot additional.</p> <p>JS raised that protect plan covered prior to Martin's Law. Discussion is planned in a few weeks time with board.</p> <p>GG has recently circulated protocol where joint visits will take place.</p> <p>SIA exemption for sports ground – issued policy guidance and Q&A paper. Another webinar on 27th Feb – update on this exemption. Been law since 2006. People have moved away from actions that are needed. Local authority will have enforcement role once grace period ends. SIA will also be taking a more active role. One club recently had to get rid of stewarding agency due a number of stewards having</p>	

	<p>criminal history. Decent checking is important. Agency is responsible, but ground also have a responsibility for agency carrying out checks. SIA were pushing to have exemption removed if review not-undertaken.</p> <p>Licencing arrangements – details gone out to all clubs recently.</p> <p>Seen a lot less pyro in grounds. Pyro toolkit now online, including accepted standards.</p> <p>Conference can now be booked online.</p> <p>Women’s football – Karen Carney been appointed to lead review. White paper to look at bringing areas up to same level of regulation of main four leagues.</p>	
11.	Looking forward to rest of 2022/23 Season	QPR/All
	<ul style="list-style-type: none"> ➤ Fixture categories and any anticipated challenges <p>Millwall already discussed. Birmingham on 18th March. Only ever offered upper tier based on previous incidents. Unless promotion or relegation concern, then managed successfully in previous seasons with no pitch incursions.</p> <ul style="list-style-type: none"> ➤ Planned stadium works <p>May be looking at change to an entrance to stadium. Last time changed needing some building control update.</p> <ul style="list-style-type: none"> ➤ CCTV upgrades/link to LBHF for both Police and QPR <p>SH spoke to Gary Smith. There is a wireless link, but it is faulty and needs replacing. Needs access to corner of QPR roof, but access is unsafe. Cost to replace is £2k. JS will go back to Gary. On side of stand – roof contains significant areas of asbestos. Very difficult to get access with cherry picker or similar. View is to install alternative rather than replace existing.</p> <ul style="list-style-type: none"> ➤ Planned operational changes <p>No planned changes</p> <ul style="list-style-type: none"> ➤ Other issues / challenges / comments <p>No other comments</p>	
12.	Chairman’s update	Chair
	No update shared.	
13.	Any Other Business	All
	LT raised that QPR’s preference in July is for an in person meeting. Is that still the case? JS confirmed it would be preferred for at least one in person meeting per year. SH and GG agreed. Can be hosted at the club	

14.	Date of next meeting	TBC
	Will be in July	

Action List:

Number	Action	By whom?	By when?
1.	GG made a query on the injury stats that had recently been sent. Could these be identified as to whether these were home or away, as well as whether they resulted in hospital visits.	JS	Going forward
2.	Site Line assessments from the Safer Standing Areas	JS to share with all	Following the meeting
3.	JS mentioned that some complaints came through councillors. Could we liaise and perhaps invite them to the match? Club tries to make provisions for local residents, but doesn't always seem to get through.	SH	Going forward