

Safety of Sports Grounds Act 1975
QPF Football Club Safety Advisory Group (SAG)
28th February 2022
Minutes of Meeting (part 1)
Via MS TEAMS

Attendees:

NAME	INITIALS	ORGANISATION
Stephen Hollingworth – SAG Chair – SD Leisure, Sports & Culture	SH	LBHF
Stephanie Needham – Head of Environmental Health	SN	LBHF
Joshua Scott – Head of Operations Manager	JS	QPR
Daniel Spilsbury - Operations Manager	DS	QPR
Alex Fish – Deputy Safety Officer	AF	QPR
Anna Pater– Health & Safety Officer	AP	LBHF
Matt Shute – Emergency Planning and Resilience Officer	MS	LAS
Graham Souster – Lead Health & Safety officer EHO	GS	LBHF
John Gerard – Met Police DFO QPF	JG	MPS
Geoff Galilee – Regional Inspector	GG	SGSA
Ian Baron – Senior Law Enforcement Officer	IB	LBHF
Brett Loft – Station Manager	BL	LFB
Simon Boniface – Noise and Nuisance Team Leader	SB	LBHF
Thiru Moolan – Head of Building Control	TM	LBHF
Lee Hoos – CEO of Queens Park Rangers	LH	QPR
Jack Bromley – Emergency Planning and Resilience Officer	JB	LAS

Apologies:

Jim McNeill – Safety Officer (QPR)
 Pat Hickey – London Ambulance Service (LAS)
 Neal King – Transport for London (TFL)
 Nicola Lang – Director of Public Health (LBHF)
 Sophie Walmsley – NHS England and NHS Improvement (NHS)
 Mark Ashley – DFO, British Transport Police (BTP)
 Mohammed Basith – Law Enforcement Manager (LBHF)
 Paul Sutton – Facilities Manager (QPR)
 Christiaan Uys – Principal Traffic Orders Officer Highways (LHBF)

Ramesh Kerai – CTSA (MET)
 David Graham – St John’s Ambulance
 James Dismore – Senior law Enforcement Officer (LBHF)
 Dawn Rabin – St John’s Ambulance Service
 James Burgess – Sgt Metropolitan Police (MET)
 Cristina Perez-Trillo -Licensing Compliance Officer (LBHF)
 Graham Younger – Insp. Metropolitan Police (MET)
 Adrian Overton – Licensing Team Manager (LBHF)
 Neil Morrison – Senior Law Enforcement Manager (LBHF)

ITEM	MINUTES	ACTION
1	Welcome from Chairman	
	SH welcomed everyone. The current meeting will cover the time since the last SAG (November 2021) until the present. SH confirmed we will get on back on track for 2022 with the next SAG in July 2022. Meeting is being recorded.	
2	Apologies received (Chairman)	
	See above.	
3	Confirmation of previous minutes and matters arising (Chairman)	

<p>3.1. New style parking signage JS was expecting an update from CU but nothing received – CU's team has been short-staffed and he has been working solo for a period of time hence the delay. JS had another compliant from the Chair of the Residents' Association on Loftus.</p>	
<p>Action Point - AP to follow up with CU.</p>	AP/CU
<p>3.2 Fly tipping in Imre Close and other roads adjacent to stadium Law enforcement team are engaged. It's an ongoing issue but progress being made.</p>	
<p>3.3 Self-Audit by the Club JS confirmed it is ongoing. 2 team members are completing NEBOSH qualification. We are reviewing the audit currently as part of the NEBOSH. Will be able to present a copy of the audit at July SAG.</p>	JS
<p>3.3 Review of P&S factors – on agenda</p>	
<p>3.4 Complete manual documents review - on agenda</p>	
<p>3.5 Texting fans JS followed up with Chris Baker from Chelsea FC. QPR currently using own system, but using more often, there is a sign on the big screen about reporting match day issues. No valuable texts received so far.</p>	
<p>3.6 Stewarding/quality of stewards On agenda.</p>	
<p>3.7 Follow up work with certificates – utilities etc. JS has provided some information. What is outstanding is the emergency phones works update. JS advised that Paul has been working with the contractor, still have same number of phones out of action. System is out of date and needs an overhaul. JS to ask Paul to update the Lead Officer AP.</p>	JS
<p>3.8. Persistent standing – ongoing. GG was going to supply footage of fans being injured on a collapse. Action Point - GG to provide.</p>	GG
<p>3.8 New bays for charging vehicles JS confirmed it's been reviewed; it doesn't affect any parking restrictions in place. Need to work on match days to not advertise as a charging bays when the road is closed - CU taking forward.</p>	CU
<p>3.9 Deterioration of fan behaviour Is there any recategorization methodology by the police? JG looked at all restrictions, due to spike in football related issues, have been granted extra resources for the foreseeable future.</p>	
<p>3.10 COVID in hospitality boxes/ventilation JS updated, investigated an engineering solution (6 figure cost, so not affordable), but installed CO2 monitors and taking action whenever readings exceeded (opening doors etc). Have the stats and can forward to AP. Although we have started to reduce COVID restrictions now. AP – JS to share figures with AP.</p>	JS

	<p>3.11 Local Authority to provide a written summary of last annual inspection – AP completed</p> <p>3.12 Partnership meetings – making sure follow up actions from AP’s reports discussed at meetings. Reminder that all meetings should be minuted.</p> <p>3.13 Training with Fire Brigade BL updated, not much progress made due to the pandemic. Hopefully by next SAG will have more information. BL to update by the next SAG</p> <p>3.14 Wood Lane Estate JS/LET Team have been working on this to put redirections in place. Will nominate a couple of games in this area to redirect, they cannot enforce and the gate cannot be closed, it will be customer service directional role. It is on a voluntary basis for a couple of games. Doing this as a gesture of goodwill to the residents. Club does not want to set a precedence for stewarding this area on a regular basis as then would also be expected to steward other housing estates.</p> <p>SH - this is the end of the minutes unless these is anything else outstanding?</p> <p>JS - still looking at reviving the Medical Advisory Group. Dr Lane will retire after many years. We’ve had people coming in to shadow Dr Lane at the last several matches. These people will form part of the Medical Advisory Group.</p>	<p>JS</p> <p>BL</p>
<p>4</p>	<p>QPR Safety review for the period 19.11.2021 – Present</p>	
	<p>JS updated from start of season to now. Small increase in crowd numbers, 315k from 309k. Ejections slightly down 98 down to 94. Refusals down 36 to 34. Arrests up from 20 to 51 arrests. Majority of arrest are home fans (31).</p> <p>AF gave update from Luton game to Blackpool. Hardly any games when Police have been brought into the stadium before the match or police self-deployed into the ground because of a problem which we were unable to manage, this is a positive sign. Evidence at recent game of fan racially abusing a member of staff, we had to take him out and hand him to the police. Had the odd safeguarding incident to manage. 17-year-old fan intoxicated, should have been ejected, JS was the safeguarding officer, got hold of the mum to collect him. Items thrown onto pitch are still an issue e.g., bottles, coins/smoke bombs/hot dogs. Fans attitude to staff - there are some issues. Stewards assaulted/abused – happens rarely, where we can evidence, we do so. Stewards told not to put up with it and will try and get the fan arrested. Special emphasis on how to react to racial abuse and how to report it/describe it when giving witness statements. Had one game where we switched safety roles around. Have 4 people who regularly work to cover various roles in the Control Room – they are qualified</p>	

	<p>to do a Safety Officer role. QPR also have 4 or 5 people that are currently undertaking level 4 NVQ diploma. Good working relationship with LAS/SJA/Match Day doctor.</p> <p>JS - 11 home fixtures, 1 high risk (Luton), 2 Spotters only and 8 low risks. DS doing great CCTV footage work, leading to arrests. Low risk fixtures in general. Some issues around stewarding which has been 5% down on requested numbers which is not too bad. A big current concern around the quality of stewards. There are a number of significantly underqualified stewards, and we have to address this with our agencies.</p> <p><i>SH - Have you already had any discussions with the agencies around the SLAs?</i></p> <p>JS - That's not the next step. We have used the last 4 games to assess stewards working for all the agencies. After this, we will present the results to the agencies and get their feedback. We will then analyse the situation over the following two months (5-6 remaining fixtures) and see if there is any improvement at the end of the season.</p> <p>Action: The Club to engage with the agencies to ensure better qualifications of stewards supplied.</p> <p>Smoke bombs/flares and missiles- we have improved at capturing these and charging the culprits.</p> <p><i>SH - Any potential challenging fixtures?</i></p> <p>Future challenging fixtures – Fulham. Local Derby – could present issues. Sat 30/4 – Sheffield United, could present spontaneous disorder. Also may be a playoff fixture.</p>	
5	Police review for the period 19.11.2021 – Present	
	<p>John Gerard updated on Crowd Behaviour etc.</p> <p>Gave update from Luton to Blackpool game. 18 games. Just one high risk fixture- the Luton Game.</p> <p>21 arrests in total. 11 being home fans. 10 away. Just under 1 per game but still more than in previous seasons. Still have post-match investigation in progress regarding Peterborough game where 15 QPR fans have been charged. One of them received a 3-year banning order and a 150 hrs community service. Word is getting about that the fans won't get away with it.</p> <p>We have close links with the Club and getting the problems sorted.</p> <p>Blackpool/Blackburn away – no issues at all with QPR fans. Only one high risk fixture – Luton.</p> <p>Resource level has still been still 1/3/18. This was to ensure sufficient resources to deal with the present higher risk of disorder.</p> <p><i>SH – any other ongoing prosecutions apart from the follow-up from the Peterborough game?</i></p>	

	<p>JG – yes, several, but these mostly concern the fixtures pre-ceding the Luton game. The total of 51 games and we cover just 18 at this meeting. For the total of 51 games there were issues with pitch incursions - followed by fines/bans/youth referrals/conditional discharge. Court hearings upcoming on 24th and 30th of March for Peterborough game. Some Luton fans penalised as well – football banning order, electronic tag, fan on remand, a youth referral etc. There is a whole list of people who are still outstanding.</p> <p><i>SH queried how this is being promoted</i></p> <p>JG confirmed fans are aware as they have a WhatsApp group and share the information.</p> <p>There will be a joint press release after the Peterborough court case, so it's out on social media/press, it will be publicised.</p> <p>Will also prepare a statement with JS regarding pitch incursions.</p> <p>The above-mentioned arrests figures don't take into account arrests completed by the British Transport Police. A handful of QPR fans arrested by British Transport Police, once charged will be putting bans in place. 4 fans currently in the process of being charged with Mark Ashley (will be requesting football banning orders between 3-5 years).</p> <p><i>AF commented on what JG has done for the club. Best DFO AF has worked with. Positive attitude and support given has provided a great working relationship. There has been a press release saying that West Ham and QPR fans are the worst behaved fans in the country. AF would like to counter this – the reason why we are high in the figures is because we are proactive and effective at identifying the offenders and handing them over to the police. In the main, the QPR fans are very well-behaved. JS is great with the cameras and has a great skill level to find people throwing items towards the pitch. This effective work in tandem with the police has led to high figures.</i></p> <p><i>JS – confirmed that high figures are because of being proactive. The start of the season – we have seen very challenging groups but thanks to hard proactive work this has now improved markedly.</i></p>	
6	<p>Medical Provisions update</p>	
	<p>JS gave an update comparing to 18/19 season. 41 medical incidents this year V 37 previously. 3 'major' – requiring hospital attendance but turned out not to require any serious treatment, just a check over at A&E. Slip/trip/fall type of incidents or people feeling unwell.</p> <p>JS to share stats after the meeting for all.</p> <p><i>SH - Can you elaborate on the earlier topic of the medical advisory group and replacing Dr Lane?</i></p> <p>JS - Apologies for a delay in update on this subject. We have now had 3 crowd doctors come in and shadow Dr Lane on one or 2 occasions. The aim is to have a pool of crowd doctors (minimum of 3) to have enough to call upon on matchdays. This will form a big part of our Medical Plan which will also be updated in due course. There's been a long overdue meeting with medical stakeholders to review the medical plan.</p>	JS

	<p><i>SH commented that it would be good to have this plan updated and in place ASAP.</i></p> <p>Action point – The Club to update their medical plan.</p> <p><i>SH asked for LAS to give an update.</i></p> <p>MS/Jack (Jack Bromley) new Emergency Planning and Resilience Officer working in Northwest, it's his first introduction to the Club. No particular issues flagged up to us, content with first part of season.</p> <p>Nobody available from SJA or NHS.</p>	JS
7	London Fire Brigade update	
	BL - No issues/updates.	
8	Local Authority Update	
	<p>a) Lead Officer Update</p> <p>AP gave update, starting with matchday inspections</p> <p>Home Games attended (6)</p> <p>Luton 19.11.2021 Rotherham 08.01.2022 Reading 29.01.2022 Middlesbrough 09.02.2022 Hull City 19.02.2022 Blackpool 23.02.2022</p> <p>Control Room organisation: Very well working team. Good CCTV coverage and, again, quick reactions of the CCTV operators to any incidents of note. Good rapport between the Control Room and key safety staff on the ground such as stand managers and supervisors, with efficient radio communication. The Rotherham game was used for a resilience exercise with most regular safety staff replaced by others and the key staff just supervising their less experienced colleagues. The outcome was very positive and more frequent exercises are recommended during quieter games. This will allow the cover staff to gain more confidence in their roles. The Control Room is tight for space, often becoming overcrowded and stuffy. Not enough seats across the Control Room and the adjacent break/out/interview room for supervisory staff to have their breaks in comfort – welfare issue.</p> <p>Overall staffing levels on matchdays- these were generally satisfactory, and the stewarding numbers were hit for most games.</p> <p>Crowd Management– was generally quite efficient but some issues were witnessed by AP and GS during our inspection of the Luton game.</p> <p>AP gave a summary of her observations during the Luton game 19.11.2021</p>	

This game was categorised as high risk (former Cat C) and this type of games are usually a good test of the efficiency of the existing crowd management measures.

There was heavy police presence outside the stadium and cordons were created both pre- and post-match. This was done to prevent from mixing and clashes between the home and away supporters.

The main problems arose from the away supporters arrived late – with the largest influx between 19:30 and 20:10 for a 19:45 kick off. This late arrival has led to a crowd build up at entry points. Particularly challenging crowd behaviours were observed at School Upper entrance in Ellerslie Road, with the fans trying to physically push through stewards and some jumping through the barriers to skip the queue. The crowd density in the queuing lane was such that minor injuries such as bruising could easily occur. This has caused the crowd to become even more volatile as they did not like the fact of being stuck in small space (queuing lane was quite narrow). AP and GS noted that some of the fans had been asked to go back and leave the queue due to having wrong tickets on them, despite these having already been checked at the entrance to the queuing lane. The lighting where the initial ticket checks took place was poor which might have caused stewards' issues with reading content of some of the tickets.

As far as post-match dispersal of supporters is concerned, the police had to deal with the stand-off from the away fans. It took a while to disperse the crowd and the police had to use their horses to do this effectively.

Sadly, after the match one of the away supporters was attacked by a QPR fan in Uxbridge Road area and suffered serious head injuries.

The Club promptly called a Debrief Meeting after the Luton game to discuss various aspects of crowd management. The meeting was attended by the Club, the Council, Sports Ground Safety Authority and police. The meeting was very productive and several actions were recorded:

- QPR to explore options for better lighting at ticket check locations
- QPR to investigate whether a pulsing system would improve operations for away queues
- QPR to implement capacity reduction for the next time when QPR and Luton play at the Kiyon Prince Foundation Stadium
- LBHF to check whether QPR can have access to local authority cameras in the control room on matchdays (AP believes this has already been facilitated by GS and JS was put in touch with relevant LBHF staff to progress this).
- QPR/Met Police to recommend Club do not play Luton on a Friday night if requested again

Persistent standing– this discussed in detail at the previous SAG.

No change in the management of this aspect and persistent standing is still an issue.

SH asked the Club to respond to some of the earlier points, starting with the Control Room arrangements – are only authorised people allowed in there?

SJ - It's a reasonably-sized control room compared to other venues. Only the necessary staff are there. We would not like any more or less people there.

<p><i>However, need to reduce the numbers who access the areas outside of the control room – should be supervisors only and we sometimes find different people wondering in.</i></p> <p><i>The annex area had chairs added recently. JS doesn't think they need additional seating as staff should be on their feet.</i></p> <p><i>AF confirmed they have the ability to lock the door to exclude some of the visitors (for example police Spotters who sometimes come into the control room while we could ask the match commander to go out and speak to them in the annex). Tactical police briefings during half time always take place in the annex. Can't reduce the numbers, but don't want to increase.</i></p> <p><i>SH picked up on some action points from the Luton debrief and asked for an update on these – especially the lighting and CCTV issues.</i></p> <p><i>JS confirmed that he was working with the LBHF contractors to get the access to the council's CCTV, still some technical challenges to overcome. As for lighting, it has been agreed that additional lighting would be provided for any medium or high-risk fixtures played in the evening. We haven't had any of these since the Luton game, but we had some low risk evening matches during which we have increased a number of torches used by staff.</i></p> <p><i>SH queried what influence the Club has on whether or not they play a specific fixture on Friday night. Is it up to the police to make that request?</i></p> <p><i>JS Yes, essentially it is up to the police to make that decision unless LH can perhaps use his influence?</i></p> <p><i>LH said that his influence was very little. The Sky television has the most influence in scheduling of fixtures. It takes a strong Health and Safety message from the police to justify why we cannot fulfil a fixture.</i></p> <p><i>AF - historically the police used to object to high risk fixture times chosen by Sky. Nowadays the police they have to deliver written intelligence to support their objections. This is why this is very difficult to achieve.</i></p> <p><i>GG There is evidence now from the previous match so you would have a good argument to reduce the away team's capacity. You now have a strong argument to put forward to the EFL.</i></p> <p><i>Action point: The Club to take forward the action points from the Luton game debrief, especially regarding the lighting, capacity reduction for the away section and objection to the match being scheduled on Friday evening again</i></p> <p><i>AP continued her update with staffing levels - overall staff levels on match days – good.</i></p> <p><i>Stewarding survey: The Sports Ground Safety Authority, has recently recommended that we focus on the checks of stewards' qualifications and competence.</i></p> <p><i>According to the Green Guide all ordinary safety stewards working at a match should have a Level2 NQV qualification in Spectator Safety. To be</i></p>	<p>JS/JM</p>
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<p>allowed to work unsupervised, they should also have attended at least four events as a steward.</p> <p>AP's questionnaires were conducted during the last four games. She interviewed stewards across all the stands. A total of 71 stewards were questioned so far (project is still ongoing). This included stewards employed by agencies such as Servoca, Achilles, Forward, LKR and Ars Recruit, and also stewards directly employed by QPR.</p> <p>The findings were that out of the 71 stewards, 31 claimed to hold the required NVQ2 qualification. This is 44% of the sample drawn. This is a large proportion of unqualified stewards working.</p> <p>Findings regarding competence & experience: The stewards' competence level varied, ranging from very low to excellent. The majority were experienced and worked at multiple games; however, some were new to the role. AP noted at least a few stewards questioned by her at each of the games have worked at fewer than 4 games and that some of these inexperienced stewards were still working alone in their designated positions, despite having informed their supervisors of their lack of experience. Often, these stewards had very poor orientation in the stadium's layout as well as low level of the relevant safety knowledge. Based on this, AP believes they would not have been able to effectively direct people or follow the correct safety procedures in emergency.</p> <p>AP advised the Club that they should ensure that such stewards always work under supervision of a more experienced colleague. Currently, AP notes that the supervisors only tend to allocate supervision to first timers, whereas this should be done to every steward with less than 4 events' experience.</p> <p>Action point: Club to ensure that all stewards with less than 4 events experience work supervised</p> <p>What was positive is that the School End stand, being the highest-risk area, was manned with more qualified and experienced stewards (some kind of a risk assessment and logic to the stewards' distribution across the stadium).</p> <p>AP gave a summary of her observations of stewards' briefings – these were generally comprehensive and engaging. She found supervisors to be personable and enthusiastic and therefore easy to listen to. However, AP also picked up on some inconsistencies in briefings' content across various stands, especially in relation to the Suspicious Package and Safeguarding Procedures. This was then fed back to the QPR's Safety Team and prompt action was taken – during the last match inspection, AP observed that supervisors were asked to make corrections to their briefings to ensure that the up-to-date Safeguarding Procedure was consistently quoted across all the stands.</p> <p><i>SH - meeting with agencies is key to tackle them on their SLAs. They need to be taken to task to support the Club. Good to hear that more experienced stewards were in high risk areas but other stewards' competence needs to improve.</i></p>	<p>JS/JM</p>
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	<p><i>JS - We agree, we have concerns about stewards' competence and inexperienced stewards not being buddied up. We will work with the agencies to address issues. The positive thing is that we have very competent and experienced supervisors, many of whom have worked for us for a number of years.</i></p> <p>Next, AP discussed matchday documentation. Matchday Event Management Plan (EMP) – SGSA recommends that a specific EMP should be prepared for each game. Initially QPR did not have that. After asking for this to be introduced, a folder appeared in the Control Room. The presence of the folder is definitely a step in the right direction. However, the match-specific section is still quite basic and would benefit from being more comprehensive. AP also noticed that, during the last game with Blackpool, some of the information provided in the folder was incomplete or incorrect – there were changes to the usual composition of the key safety team in the Control room but this was not accurately reflected in the match-specific EMP.</p> <p>AP will schedule a meeting with Joshua Scott soon to discuss the Matchday EMP in more detail.</p> <p>Sharing of post-match statistics with the Lead Officer - this was sometimes a bit delayed. It would be extremely helpful if these statistics could be shared within a day or two of each match. This will allow AP to review the information and produce inspection reports in a timely manner. It would also be good if this was shared as a matter of routine, without having to make a new request after each match.</p> <p>AP gave an update on the Safety Certificate annual review. The next review due in July and will include SGSA advised revisions re: 'red line' drawings and revised SGSA wording on steward training.</p> <p>AP will work with the Club to review the certificate and a draft document will be presented to the SAG for a sign off at the meeting in July.</p> <p>P & S Factors annual review - last review of P&S factors by the Club took place in July 2021. The review, along with the rationale used, have been recently presented to the Council as part of the current Operations Manual.</p> <p>AP will work with the Club to produce new calculations and rationale behind them – these will be presented to the SAG in July.</p> <p>Current low level of stewards' qualifications may have a bearing on the new calculations for the 'S' factor, unless these issues are effectively and promptly remedied – really important for the Club to work on this.</p> <p>Operations Manual and associated documentation - Due to technical difficulties with files access on the QPR portal, the review has been delayed again and is still in progress.</p> <p>Based on the review conducted to date, AP confirmed that most of the documents listed by the Green Guide as the required components of the Operations Manual are present, however she was unable to locate a CT</p>	<p>AP/JS</p> <p>JS</p> <p>AP/JS</p> <p>AP/JS</p> <p>AP/JS</p>
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<p>Plan. Can JS please advise if this is being kept in another location – if this is the case AP would like a link to it.</p> <p>As for the documents' content, several of them will need certain revisions and additions to make them more comprehensive.</p> <p>AP will provide a full update on the Operations Manual review by July SAG.</p> <p>Customer Feedback – complaints / praise Two complaints were received: one regarding passage of football fans through Wood Lane estate and causing issues such as littering, shouting and urinating on the estate as well as overcrowding of White City station after matches. The same complainant also raised concerns regarding overcrowding of White City station after matches.</p> <p>These issues were discussed extensively at the recent pre-SAG meeting on 23.02.2022 between the Club, The Housing Estates' Management and the Council's Law Enforcement Team. Actions were agreed.</p> <p>The other complaint was received beginning of January 2022 From a QPR fan who had concerns about the low quality of COVID-19 passes' checks at the entrances.</p> <p>This has been immediately raised with the Club and AP had no significant concerns during a subsequent matchday inspection: each entry point had dedicated COVID-19 stewards who were carrying out COVID passes checks prior to all other checks taking place. Stewards were also thoroughly briefed by JS on the methods of checking passes and given a handout with visual examples of acceptable passes.</p> <p><i>AF confirmed the 3 most important documents on a match day. The first one is the Green File with all Contingency Plans. The second document is the Safety Officer's briefing document which does identify everyone's roles at the game and is issued to all supervisors. Finally, there is the trifold sheet distributed to all stewards – this now includes an update on HOTs procedure and all other information needed to answer any safety question asked by inspecting authorities. AF not sure why the other, orange folder is needed if the Club know exactly what they are doing?</i></p> <p><i>SH replied that is required because the Club should have an Events Management Plan in place. If something goes wrong that's what we look at to see if you follow what you said you were doing.</i></p> <p><i>GG - It is very good that you know your procedures by heart, but a written matchday-specific plan is also required. This should include a risk assessment for each match and a risk assessment specific to Persistent Standing for that match (this can be a section in the generic assessment or a separate document). That's what GG will be expecting to see on his next inspection.</i></p> <p>(b) Licensing Update No update from the Licensing Team. Adrian Overton sent apologies.</p> <p>(c) Network Management update</p>	<p>AP</p>
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	<p>No one in attendance - JS confirmed no issues have affected QPR.</p> <p>(d) Parking Services Update No one in attendance.</p> <p>(e) Law Enforcement Team No one in attendance – Ian Baron had to leave a bit earlier.</p>	
9	<p>Update from the Sports Ground Safety Authority (GG)</p> <p>GG spoke about pyrotechnics- there has been an increase in pyros, mainly smoke devices, also an increase in flares (marine flares as well – these are particularly dangerous). Increase in ASB in general too.</p> <p>We (SGSA, EFL and Premier League) have just updated a pyro-toolkit for the Clubs for training purposes. This was done after a consultation with the clubs’ Safety Officers and the LAs who should have received a draft version for comments. It is very important not to tackle a device until it has been fully discharged. Some of them may look like a smoke device but then explode. People have been injured when trying to pick these up. Pyros should be dealt with by an appropriate person and put in water, not in sand.</p> <p>Sports ground cardiac arrest responses There is a current trend by players/transferred to the fans, that when there is such medical incidents, they all start to whistle and get a response from the referee to stop the match. This has recently happened during Newcastle v Tottenham match – a medical team of the players got involved and that is the last thing we want to happen. These people aren’t trained on how to deal with the public in the stand. Question of liability as well – there are other teams designated to deal with medical incidents concerning the public, such as the Crowd Doctor, LAS and SJA. Privacy of the casualties is important too and their effective extraction from the stand.</p> <p>SGSA and partners are working on an Agreed Response document. This will be available soon.</p> <p>Will be talking to referees as they need educating on crowd medical facilities. Unless there is a good reason the match shouldn’t be stopped as it has a knock-on effect, especially for a late-night match when this results in difficulties with people getting home.</p> <p>During the Fulham match last week, there was a cardiac arrest incident and the person died on the way to hospital. This happened close to the front of the stand and the match was stopped. However, when an incident occurs in the back rows the match should normally continue unless there is a good reason for stopping it.</p> <p>It is also important to share information with the supporters (e.g. in programmes) regarding reporting of medical incidents to a steward and not the referee.</p> <p>The Club to disseminate on the information on crowd medical provisions to supporters.</p> <p><i>MS discussed this issue. LAS have direct radio link with the players medical team. The medical teams are out in the stands and visible e.g. SJA. This reduces the draw to getting the players’ medical team involved. The speed</i></p>	JS

	<p><i>of casualty's extraction from the stand will differ from one stadium to another. In Fulham, the location was tricky and difficult to conduct a quick extraction which is why the resuscitation took place in full view. MS thinks this would not happen at QPR because it is quite easy to get a person out.</i></p> <p><i>JS is catching up with Fulham on learnings from the recent cardiac arrest incident.</i></p> <p>GG confirmed some of the Clubs started putting together a specific procedure for dealing with cardiac arrest incidents. Fulham has done theirs a week prior to that incident taking place so this isn't the complete guarantee that this always will be followed. There may be occasions where the delays and stopping the game is appropriate, but the players medical team should not be getting involved in crowd response.</p> <p>Wembley disorder response – SGSA has been responding on the report. GG has been to Wembley stadium during the final the previous day and they have done an interesting experiment by introducing a non-drinking area across Zone Ex- some local shops like Sainsburys' and off-licences also took part in this project. GG was amazed at the difference it has made in the cleanliness of the areas outside the stadium and the atmosphere which was much less aggressive. This will probably be applied to other events at Wembley too. May be difficult to apply to the league matches though.</p> <p>Licenced Standing Areas – GG needs this returned ASAP to get the licence ready.</p> <p>Action point: JS to provide to GG.</p> <p>SGSA conference will take place at Etihad Stadium on 24th May – you can book/can send people, details on our website if interested.</p> <p>GG will e-mail JS to attend Saturday's match with Cardiff.</p>	JS
10	<p>Stadium Works</p>	
	<p>JS gave an update on rail seating – JS to share the plans for licence return which GS mentioned earlier. This will include some of the Club's plans for rail seating. JS will share the plans with this group for a group approval/site visit to run through them. Have presented a number of options to the Board for financial approval. JS may speak with GG to discuss these plans on Saturday, especially regarding management and ticketing of areas</p> <p>Roof damage by storm Eunice – contractors out last week and awaiting urgent response and get a date from them for repair. Two companies inspected the damaged area and confirmed that there was no risk of debris flying off, everything has been tied down safely.</p> <p><i>SH have you looked at the entire roof structure to check the condition of other parts – is it part of an annual inspection regime?</i></p> <p>JS - 2 options available – need to get a quote for a more detailed roof inspection.</p> <p>Look to get a major structure review – usually happens every 5-9 years years, JS trying to change this to annually to be in line with the updated Green Guide. Need to get finance sign off for this. So far, a visual inspection was conducted of all the areas which were accessible and we are happy that everything is secure.</p>	

	<p>JS also looking into potential works which would be needed if the Club enters the Premier League. However, no major structural works are likely to be required, just some visual ones like painting.</p> <p>Action point: The Club to arrange for a repair of the damaged section of the roof and update their major structural works schedule to ensure annual inspections.</p>	JS
11	Chairman's Update	
	Nothing new from SH.	
12	AOB	
	Nothing shared.	
13	Date of next meeting	
	TBC – July.	

Meeting finished 14:09 hrs