

Safety of Sports Grounds Act 1975
QPR Football Club Safety Advisory Group End of Season (SAG)
QPR End of Season 2021/2022
13th July 2022 @ 10.30 am – 12.25
Minutes of Meeting (part 1)
Via MS TEAMS

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
Daniel Spilsbury - Operations Manager	DS	QPR
Anna Pater – Health & Safety Officer	AP	LBHF
Laurence Turton – Licensing Enforcement Officer	LT	LBHF
Graham Souster – Lead Health & Safety Officer EHO	GS	LBHF
Shaafiek Christian - Health & Safety Officer	SC	LBHF
John Gerard – Met Police DFO QPR	JG	MET
Graham Younger – Met Police Match Commander	GY	MET
Geoff Galilee – Regional Inspector	GG	SGSA
Ian Hawthorne – AD Env. Special Projects and Highways	IH	LBHF
Mark Ashley	MA	BTP
Jack Bromley	JB	LAS
Michael Simms Davis	MSD	LBHF
Simon Boniface	SB	LBHF
Illesha Campbell	ICS	LBHF

Apologies:

Wilk Kpikpitse (MET), Brett Loft (LFB), James Berry (LFB), Dawn Rabin (SJA), David Graham (SJA), James Burgess (MET), Thiru Moolan (LBHF), Janet Nairne (LBHF), Ahmad Rafique (LBHF, LET), Neil Morrison (LBHF, LET), Neil Thurlow (LBHF), James Burgess - Sgt Metropolitan Police (MET), Lee Hoos – CEO (QPR),

ITEM	MINUTES	ACTION
1	Welcome from the Chairman	Chair
	SH introduced the meeting and introduced himself.	
2	Apologies received	Chair
	Wilk Kpikpitse (MET) ,Brett Loft and James Berry (LFB), SJA (Dawn Rabin David Graham), James Burgess – MET, Thiru Moolan, Janet Nairne Neil Morrison, Neil Thurlow (LBHF). Stephanie Needham LBHF, Lee Hoos QPR	
3	Confirmation of previous minutes and matters arising	Chair
	<ul style="list-style-type: none"> • New style parking signs – not progressed AP still chasing. QPR are keen for this to be resolved and residents have noted it's been a standing item for a few years. • Self-Audit – to be completed. Just enrolled on a new H&S software, allows to take a full audit with policies/certifications. JS confirmed it will be completed by the next SAG and the software is standard software used by other clubs. • P&S factors – JS updated, uploaded to SAG portal. JS has revamped the SGSA template. The team have redone the calculations, remeasured stands/gates and uploaded to the portal. • Operations manual – JS confirmed it's been revamped and updated. • Certified Inspections – documents are uploaded but need to be reviewed. There is a full list of certifications undertaken. The outstanding item is the emergency phones. Several site visits had a company that proposed a system which didn't mean the green guide guidelines. Paul has gone back to the drawing board, awaiting on some information to go forward. JS has requested this is done by the first league match. • Persistent standing footage – GG to forward on. • CO2 monitoring – JS shared the results in Feb/March. Hasn't continued to share the results due to the Covid restrictions being dropped. • Luton debrief (lighting & capacity) – JS updated, separate debrief included and a number of actions for the Luton fixture will take place. QPR scheduled to play Luton Thursday 29/12, 7.45 pm kick off. A large proportion of fans will be on holiday due to timing. Think this will lead to all day drinking, proposing the fixture is moved to mid-week in January. John is going back to seniors in MET to get this fixture moved. Actions; better lighting and reduction in capacity. GG discussed a recent match with Luton where there was all day drinking and bad behaviour. AF queried if GG could put this in writing to help? Action Point – GG to request from superiors if this is possible. • Club training exercise with LFB – JS has met with local Red Watch, and explained they are welcome to attend and would like to do a multi-agency training exercise. • Match day Event management Plan – JS has this in the control room. This is part of the control room documents. • Room repairs- JS confirmed it has all been repaired since the storm damage. A survey takes place during off season events. 	<p>AP</p> <p>JS</p> <p>AP</p> <p>GG</p> <p>GG</p>
4	QPR Safety Management – end of season review	QPR
	➤ Safety Management Team – operational arrangements JS gave an update.	

There is a change in operational arrangements for next season, thanked Jim for all of his work over the years. Alex will be the safety officer for next season. Jim is retiring/moving on. Have arranged for former Jim Driscoll to stand up as an Operational DSO and Dan Spilsbury to stand in from time to time. Jim is fully briefed by Alex on the morning.

➤ Challenging Fixtures

2 noted, Fulham 2nd April, no incident to note, trialled detection dogs and Sheffield Utd.

Drugs discussed in the family stand. Utilised an amnesty bin. Drugs will now lead to an arrest. Dogs will be used at random fixtures.

Sheffield Utd – last game of the season on a Friday night. Club weren't in the play offs, so less risk. Saw a large number of ejections (6).

Discussed children on the pitch and how to deal in the future.

Mentioned pitch incursions going forward.

SH queried dog detection.

JS use dogs for drug detection. High number of suspected drug detection, 8 refusals. Dan/Alex/JS were outside of the ground, witnessing people on phones noting that dogs were outside of the ground.

➤ Stewarding

No change to the plans for stewarding with agencies used/staffing numbers used. Increased focus on qualification/training. SLA sent on online portal. Any staffing member working has to be qualified or working towards the qualification. Bringing on a QA manager to make sure this is working, and staff will be challenged.

➤ End of Season Stats: Arrests / Ejections / Refusals / Club Bans

JS will share the spreadsheet of figures.

Had more success with capturing pyros and leading to arrests, thanks to John and team for help with this.

Nothing of concern in the figures.

➤ Medical accident and injury statistics

Submitted to SJSA, will share details. 19 accidents/incidents since last SAG, majority are slips/trips/falls.

No RIDDOR incidents/hospital incidents.

➤ Supporter liaison and feedback

No supporter feedback. 2nd half of seasons communication with rail season/safe standing. QPR have done a lot of communication with supporters.

➤ Safeguarding Issues

Change of manager for Safeguarding, has a responsibility to be at every match day, will be fully qualified and experienced.

AF agreed with everything JS stated. The Football Safety Authority have undertaken to try and get an agenda with the Premier league/EFL re; pitch incursions, the main media focus was to blame stewarding.

	<p><i>Drugs dogs – we can't separate minor possessions will be intensive on staff and will need to negotiate with the Police. Thanked John and the Police for help. 19 QPR fans arrested and charged, this had a big impact on fans at home.</i></p> <p><i>AP queried the dogs on 2/4/22, and the queueing with dogs being narrow and seemed to work well on one entrance, but not on the other due to not having narrow queueing.</i></p> <p><i>AP discussed the Deputy Safety Officer and her doubts with planning with the DSO, re who is happy to take ownership of their decisions on the day. Also queried JS attention with all the roles has to complete on match days. AF has comments on the issues with queueing system with drugs dogs. School upper, there isn't much we can do about this due to the layout. Easier to use dogs at Ellerslie Road.</i></p> <p><i>AF will organise a dedicated radio channel in future for the dogs.</i></p> <p><i>DSO arrangements – Jim wouldn't be involved in a partnership meeting, but still involving in a planning meeting. JS/Dan are still responsible for staffing/resources of an event. JS still there on match days, but Jim is the DSO on match days.</i></p> <p><i>AF will put together the safety officer's briefing document, will need to be discussed with Jim, along with issues from the Partnership meeting. Any pre-event match issues will be discussed, and Jim's view will be considered and viewed. AP suggested that notes/minutes are taken as evidence.</i></p>	
5.	Police – end of season review	MPS/BTP
	<p>JG gave an update.</p> <p>52 games, 26 home. 63 arrests in total. 34 home fans, 29 away (doesn't include 19 in Peterborough as it was their investigation).</p> <ul style="list-style-type: none"> ➤ Operational arrangements ➤ Notable fixtures Peterborough/Luton Home and Away/Millwall. 16 low risk fixtures 5 medium ➤ Arrests, banning orders and outcome statistics 47 charges. Bulk came from 13 pitch runners from Everton game. 10 No further actions, great work from JS with links from CCTV and statements from stewards. 15 new football banning orders. Most were repeat offenders. Awaiting 6 results from 6 charges, court dates etc. Over the seasons 	

	<p>Varying lengths of banning, majority were 5 years. One fine received was near £2k.</p> <p>Behaviour on the road was better than the home behaviour, mostly loyal supporters. Great links with the club.</p> <p>Most of the structure, control room, spotters, mainly the same. Maybe some new staff. Approval for extra 1/6 at the game to deal with drug issues.</p> <p><i>GY mentioned it had been a challenging year with football supporter behaviour, John has done a great job. GY attended Luton/Fulham. GY to chat with John later and will share sentiments 7.45 kick off.</i></p>	
6.	Medical Provisions update	
	<ul style="list-style-type: none"> ➤ Medical Advisory Group Update – QPR Met on 21/4. Reviewed the medical plans, crowd doctor for 22/23 season, any trends and medical protocol for incidents in crowds. No significant changes to medical/incident plan. Everyone aware of protocol of incident in crowd. JS updating information which goes out to fans social media/website/programme – info to contact a steward, not a player etc. it is the responsibility of the steward to contact the crowd doctor. Will review these every 6 months. Crowd doctor changed; Dr Laing has retired. We have 3 (possible 4) Crowd Doctors on a rotational basis, have shadowed Dr Laing. Great relationship with LAS/SJA. ➤ Accident and injury statistics - LAS & SJA No known trends or hospital visits for the season. <p>No medical personnel in attendance.</p> <p><i>JB echoed JS. Happy with everything and staffing.</i></p>	
7.	London Fire Brigade update	LFB
	No attendees present	
8.	Transport for London/London Underground	TfL/LUL
	No attendees present	
9.	Local Authority Update	AP
	<p>AP gave an update.</p> <ul style="list-style-type: none"> ➤ Matchday inspections Quite a few carried out. AP completed 8 match day inspection. Everton, Luton, Rotherham, Reading, Fulham, Middlesbrough and Blackpool. Gave a good insight into match day operations. Was able to give feedback where needed. Discussed the Luton lessons learned. Completing a stewarding survey. Fulham game – very efficient police action especially with a group of away fans arriving late. Stewards did a great job. ➤ Annual Inspection 	

	<p>Conducted 11/7. Laurence/AP attended the inspection. LFB weren't present, no physical inspection (they have been invited to attend and give feedback)</p> <p>A lot of preparation with cleaning/tidying and a lot of refurbishments taking place. Progress is being made on the lighting system, customer toilets being refurbished, the management on waste storage has improved, but more improvement still needed. Discussed fire system.</p> <p>Some items outstanding which need following up; the emergency phone system, checks on all fire extinguishers not completed as yet and some have been missed from the schedule.</p> <p>Some leaks in some areas.</p> <p>JS confirmed the fire extinguishers has been raised with contractors has it includes review dates etc. JS to self-audit.</p> <p>Electrical testing in the switch rooms were out of date on the distribution board – some due in 18/19.</p> <p>JS confirmed 33% of fixed wire testing is completed each year, with long standing electrician. JS will look into this.</p> <p>➤ Stewarding survey summary Issue with stewards training. 67% of ordinary stewards didn't have level 2 certificate. Limited sample of supervisors didn't have level 3. Pleased to hear the club have committed themselves to work with the agency to work on this. Experience of stewards – large proportion of less experienced stewards. The new QA Manager will be great to get this sorted.</p> <p>➤ Safety Certificate annual review 13/7/21, so due now. Asked GSA for an extension. The plan is to re-issue the current certificate with some minor amendments. Need the new safety certificate ready for the next SAG. Main points – present an updated operations manual. A lot of work.</p> <p>SH suggested having a review meeting before the next SAG.</p> <p>➤ Customer Feedback – complaints / praise Ongoing complaint about the Wood Lane Estate. Zone X management, another meeting on 4/5, issues the alleged ASB from fans. Fly tipping discussed. Discussed the fans cutting through the estate and options available and evidence of the ASB. Resourcing is an issue. Need to get the LET out on certain matches to reinforce the issue. JS mentioned having a great meeting with LET and speaking with supporters and issues with South Africa Road footpath which has hampered progress.</p>	<p>JS</p> <p>JS</p>
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	<p>b) Law Enforcement Team Update</p> <ul style="list-style-type: none"> ➤ Operational arrangements ➤ Summary of observations performed/actions taken ➤ Wood Lane Estate - update ➤ Progress on fly-tipping issue in Imre Close <p>Discussed Ahmad and community protection order. Securing communal bin areas, increasing the number of collections. Installation of estate gates and CCTV.</p> <p>AP from September will be going on parental leave. Laurence will be taking over. JS thanked AP for all the help in the past and wished the best.</p> <p>Nobody from Licencing/Networking/Parking services attended.</p> <p>JS mentioned Licencing. Noted a few new establishments within 1 mile radius. Be worthy for Licencing staff, no visible presence on the doors. JG has contacted the premises and will be looking int.</p>	
10.	Update from the Sports Ground Safety Authority	SGSA
	<p>Licenced Standing 4/7 the Government made its announcement, it is now legal to issue a licence to all seater grounds for safe licenced standing as long as cover 16 criteria.</p> <p>Licences for standing – a club can at any time (not just the renewal period) have their licence amended as long as meet the criteria.</p> <p>All should have received a letter from Chief Exec, slightly revised SG01, picked up on some points, not too significant.</p> <p>GG happy QPR are messaging staff/spectators with messaging re, protocols on medical emergencies.</p> <p>Pyrotechnics</p> <p>Great to see QPR are positive with the work being done. A tool kit will be issued with a video (approved by UEFA), GG suggests watching the video. Can do training sessions with marshalls.</p> <p>Resilience of safety teams after/during Covid hopefully the new structure will work.</p>	
11.	New season planning and arrangements	QPR/All
	<ul style="list-style-type: none"> ➤ Fixtures <ul style="list-style-type: none"> Only fixture of concern is Luton in December. Cardiff city in November, medium risk. Millwall Feb 2023 Birmingham end of season. ➤ Management arrangements – new Safety Officer and Deputy ➤ Safe standing proposal <ul style="list-style-type: none"> Little bit of delay with the seats, being delivered 27th and will be working for installation, Thursday 4th August. Independent load testing arranged on 1/8. Automatic seat fold back mechanism – designed space due to narrow clearway. 	JS/GG

	<p>GG confirmed the green guide doesn't state it has to automatically close and the square meterage available when the seat is closed.</p> <p>GG discussed the seating and the 16 criteria and getting this signed off.</p> <p>JS queried technical sight line assessments and getting GG's help as not had involvement with this.</p> <p>School upper will be sorted after that match.</p> <p>GG/JS to discuss sight line assessments.</p> <p>set up a separate meeting to discuss the rail seating sign off.</p> <p>Wednesday 20th – 9 am.</p> <p>JS queried testing and getting sign off for 1/8 and 2/8 ready for 6/8.</p> <p>GG agreed this was all good and as long as everything else is in place before the load testing.</p> <p>➤ Planned stadium works/repairs and maintenance</p> <p>Looking to replace the big screen, plans would be submitted, and undertaken in December. No other works planned.</p>	<p>SH/GG/JS</p> <p>JS</p>
12.	Chairman's update	Chair
	No update shared.	
13.	Any Other Business	All
	No items raised.	
14.	Date of next meeting	TBC

Action List:

Number	Action	By whom?	By when?
1.	Self-Audit new H&S software	JS	By Mid season SAG 2023
2.	Update P&S factors	AP	August 2022
3.	Mid Season Steward survey / Focus report	LT	March 2023
4.	Fire extinguishers reviewed	JS	By Mid season SAG 2023
5.	Electrical testing in the switch rooms were out of date on the distribution board – some due in 18/19.	JS	By Mid season SAG 2023
6	To discuss sight line assessments Rail seating meeting Wednesday 20 th July – 9 am	GG/JS/LBHF	July 20 th 2022
7	JS to contact Thiru re loadtesting	JS	Prior to rail seat use