

QUEENS PARK RANGERS FC
SAFETY ADVISORY GROUP MEETING End of Season 2023/24 (Part 1)
1000 hours – 1230 hours 5th August 2024 – via Teams

MINUTES

PRESENT

Neil Thurlow H&F – Director of Protection for Fulham Council - Chair
Stephanie Needham – Head of Environmental Health - H&S
Alex Fish – Safety Officer QPR
Geoff Galilee – Inspector for Sportsground Safety Authority
Lawrence Turton H&F – H&S Practitioner, Lead Office for QPR, H&F
Dan Gorelov – Head of Risk & Operations - QPR
Farid Mustafa – Deputy Safety Officer - QPR
Daniel King – Assistant Operations Manager - QPR
Paul Sutton – Team Manager - QPR
Finbar King – Inspector for MET and Regular Low Risk Match Commander
Paul Weekly – Safeguarding Manager - QPR
Rachel Green – Counter Terrorism Security Advisor for MET
James Crawley – Dedicated Football Officer for QPR with MET Policy
Carol – Community Safety Officer covering North of the Borough
Jim Berry – Station Commander Hammersmith Fire Station LFB
Natalie Manning - Counter Terrorism Security Advisor for MET covering Westminster & FH
Valerie Simpson – Assistant Director for Environment Health and Regulatory Services
Dom Stark – Emergency Planning – LAS
Simon Turner – Counter Terrorism Protect Officer for H&F - MET

1.	Welcome from Chairperson	CP
	<p>NT welcomed everyone, Matt Hooper has left, and NT will now be the chair going forwards. NT confirmed the meeting was being recorded. Introductions took place around the table.</p> <p>Reason for the meeting is to review last season and discuss the season ahead. Good to make sure all aware of what is going on, what worked well last year and any changes for this year and ask any key questions. NT thanked the club for hosting at the Spurs pre-season friendly, really helped MH.</p>	
2.	Apologies	CP
	<p>Dawn SJA Trevor TFL Mark BTP (sent summary) Christina - Licensing Patrick - LAS</p>	
3.	Confirmation of previous minutes, outstanding actions and matters arriving	LBHF
	<p>Agreed minutes from the previous meeting.</p> <ul style="list-style-type: none"> Steve Hollingsworth was to write with QPR Board regarding more being in favour of implementing more safe standing rails – still outstanding, will have a conversation offline. GG to discuss club communications in regard to spectator behaviour and gather feedback. GG mentioned safety officer's getting info from other safety officers. It has been discussed at the safety committee. GG mentioned it was common to get little feedback. Doesn't seem to be any move to change this. Finbar to provide the clubs TMO map – completed 	

	<ul style="list-style-type: none"> • Where there is a change to the standard TMO it is shared in advance – completed • QPR to organise a Medical Advisory Group – this will be covered later as waiting for club crowd doctor rota for the season. Spoken to the full-time club doctor to check he can attend so there is a medical professional in attendance. Looking to schedule for August. • LFB to provide further info to QPR on what measures Chelsea is implementing regarding portable toilets/crowd control/resident messaging features. JB to speak with Kevin Morgan as he covers Fulham/Chelsea. • Club to share the full structural survey as soon as received. Still outstanding. • Club to provide LBHF Satisfactory Fire Inspection report since July 23 inspection. A new fire inspection report from July has been conducted, with some fault zones noted and an FRA has been conducted on 29th July, still awaiting a copy. • QPR to put in timely TMO requests – completed so far this season <p>NT mentioned it would be great to get all open actions closed down by the end of August. Action: LT to confirm open actions in an email.</p>	LT
4.	QPR – 2023/24 End of Season update	QPR
	<p>DG shared a presentation. SAG documents folder available online – access details shared.</p> <ul style="list-style-type: none"> ➤ Safety Management Team – operational arrangements and changes to personnel Farid Mostafa is now full time Deputy Safety officer as part of the Safety and Security Management role. James El Deiry and Darren Bathews into the control room this season, as part of operation to increase the number of people that can work on the cameras and add some control room resiliency. James completed shadowing Chris. Two along with Dan King will be supported by the Club with acquiring the experience needed to gain level 4 qualification. Safety Management standards at the club are good. 4 x level 4 NVQ; Alex Fish, Chris Wilson, Far Mostafa and Geoff Bulpitt <p>Organisation chart was shared.</p> <ul style="list-style-type: none"> ➤ Stewarding agency and inhouse and the Clubs QA feedback The club has moved to an agency resourced model in order to streamline the approach to focus on the specific detail of instructions given to the stewarding team. Will allow QPR to work with Achilles to level approach to processes and procedures such as their online CPD platform. Plans to have continual meetings with them throughout the season. Benefits of working with Achilles is they can justify spending more time with QPR and we become a priority. <p>Currently drafting more training material for the Upper Achilles School Stand in case of distressed individuals in the staff.</p> <p>Achilles will be supported by Responsec this season on Additional response stewarding with inhouse teams being disbanded, there are a number of individuals who caused some issues with away fans as they arrived at the ticketing checks. Sought to reduce friction, club will still include 4 stand managers QA roles, so we have own in partial feedback on stewarding.</p> <ul style="list-style-type: none"> ➤ Stadium Changes Reduced the capacity of the stadium to 17,600 for league games. Allowed QPR to take out seating that is less visible for vans, so can reduce risk of standing, the safety certificate has been developed in a way that allows 1,760 fans in upper Achilles so we can comply with the 10% for away fans <p>Home fans will be located in the lower stands with the first 4 rows blocked out. Will be opened for the Cup games where we need to allow 15% of capacity.</p> <p>It gives more consistency for the season.</p> <ul style="list-style-type: none"> ➤ Medical Advisory Meeting 	

	<p>Waiting to bring the crowd doctors together, the club doctor moved on this season. Josh Corlis has stepped into a full-time role with the club is the club's lead medical practitioner. Looking to get this scheduled in August before the 2nd/3rd match of the season.</p> <p>➤ Challenging Fixtures & Season Stats: Arrests / Ejections / Refusals / Club Bans 3 high and medium risk which were more challenging due to Birmingham and Sheffield Wed was meaningful games for the club, due to relegation.</p> <p>Higher than normal away arrests, some drug use noticed on the CCTV. Sheffield/Leeds the refusals were higher than usual. 4/5 ejections also in each fixture, above the norm.</p> <p>Stats sheet shared for all match of season.</p> <p>Ejections – most common reason for ejection was smoking/vaping. Thorough match day control spends lots of time checking through the drinking in view aspect. The number worth noting is the away fans in the home area, we had a few extra compared to normal due to Leeds.</p> <p>Refusals – generally a high number of intoxicated away fans. 108 refusals, 94 were for intoxication of away fans.</p> <p>Arrests – 59 during the season. 19 for drug use.</p> <p>➤ Persistent standing / Crowd Behaviour</p> <p>➤ Flares, Smoke Bombs and pyrotechnics at matches 4 arrests for pyros. Mainly over the winter months when people were in bigger jackets and were able to hide things. Will be looking at this season to see how we can adjust for the searches.</p> <p>➤ High & Medium 24/25 Shared the risk levels for matches for the season ahead. Looking at Millwall/Luton/potential for Leeds.</p> <p>Luton game in Jan moved to Monday at 8 pm. Agreed to revisit 5/6 weeks before the fixture to check if appropriate.</p> <p>AF discussed the EFL not having a formalised process for the exchange of information between safety officers, this means that almost every game AF is trying to find the correct information to contact the correct person and to try and get a response from them. Reliant on the information from the Police Intelligence Process. The Partnership meetings are effective.</p> <p>➤ Medical accident and injury statistics 61 incidents in total. No consistent theme.</p> <p>➤ Safeguarding Paul Weekly forms a key part of match day as Safeguarding response with follow ups and working with parents/families. Numerous occasions of 13-year-olds attempting to attend without supervision. (Club's Policy is 14 or over, if younger you need to be assisted by an adult). Meet regularly to discuss improvements regularly. Working with new data team/website teams to highlight age restrictions when purchasing tickets.</p> <p>➤ Customer Feedback / QPR Supporters Trust- Complaints/Praise; statistics/trends Dan King mentioned QR reporting. Will be reapplying the stickers. Good feedback.</p> <p>DK updated. Had QR code, went slowly, couple of QR codes have come off, so will be reappplied, so looking for people to help reapply the stickers on the seats. Received Gold Family excellence from the EFL and in part of everyone at the stadium including the Trust.</p> <p>Good feedback on the availability of our audio commentary. Don't provide the headphones, they are aware of this and notify before they arrive, and we provide</p>	
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	<p>where they can get these. Some fans requested extra support to access some of the toilets with stairs, so added some railings to help with this.</p> <p>Away fans continue to be a challenge.</p> <p>➤ CCTV and LBHF downlink update</p> <p>GD thanked the website for the Spurs team – it was really useful as could access extra cameras and it was a great resource.</p> <p>MH mentioned stewards and the need for level 2 spectator safety qualifications needed to be in place as now you haven't got your own in-house staff.</p> <p>LT mentioned the club's commitment of checking the qualification of the security. Need to check the stewards appropriately.</p> <p>MH confirmed it is put in the SLAs, requested a list of stewards with their qualifications. We are looking at checking once a month. Building in a process, will talk about their qualifications with them also.</p> <p>FK offered help with the QR code stickers; cadets could help with this. Find out contacts for last time, there were 25/30 police cadets with structures. Their role is to do community-based tasks. Free labour offered if required. They were previously involved in a briefing and got to stay for the match.</p> <p>Major Incident Card – FK requested the latest club ground map.</p> <p>MH discussed mentioning the QR codes with the fan forum, they didn't feed anything back regarding not being able to scan the QR codes.</p> <p>MH queried the safeguarding policy for 14+ - how is the age verified?</p> <p>GD confirmed we employ a challenge 18 policy, we ask for evidence and look for ID. PW confirmed this is done by consent and do everything we can to get the ID, check with parents to get the ID. We are powerless to demand documents, so do as consent. It works quite well.</p>	
5.	Police – End of Season Update	MPS/BT P
	<p>James Crawley updated. Shared a PowerPoint presentation.</p> <p>25 fixtures, 3 OFO only, 15 low risk, 5 medium, 2 high.</p> <p>Fixtures to Note Leicester 28/10 – cardiac arrest which was fatal. Communication issues around HEMS and the location of the incident. Issue around history and landing the helicopter on the pitch. Preston 20/4 – pre match 1 minute applause for John Gerard.</p> <p>Arrests 53 – more than season before, but less than previous to that. Possession of drugs is now an offence, have to be entering the ground/in the ground. You would receive a football ban. MPS priority is intelligence around drugs with locations/venues of drug issues. Can be the reason for increase arrests. 27 inside arrests/26 outside arrests. The more arrests done in the golden hour increases convictions, need details/statements taken whilst fresh in the mind. 17 were home fans</p> <p>Risk supporter 2 risk groups Identify supports as; no risk at all, low risk supporter who will engage in anti-social behaviour through drinking. A medium risk supporter could progress to violence and a high risk will actively seek disorder. Categorisation is flexible – depends on match circumstances. Trying not to be too rigid as changes each match.</p> <p>QPR Adult Risk Group – C Mob – age range 40 – 60</p>	

QPR Youth Risk (aka Bush Babies) aged 15 – 30 – more active last season, more anti-social than seeking disorder.
 18 current football banning orders, 6-8 some coming off bans shortly.
 Offences – 53 arrests. 17 football act offences, 5 racial, 18 drugs. Majority were away supporters.
 4 possession of flares, 7 missile throwers, 6 pitch evasion, 12 drug – cocaine.

Disposal

29 charged, 10 convictions so far. 19 still to go to court.
 3 youth offender referrals – trying not to be harsh and give them a first step of a youth offender referral with education/advice.
 2 fixed penalty notice – 1 on bail, 5 no further action.
 3rd highest positive outcomes in all clubs in the MET area.

Away

QPR played 25 away fixtures last season. 8 QPR arrests

- Leeds 04/10/23 - 1 x Section 4 Public Order
- Rotherham 04/11/23 - 1 x Possession of Flare
- Norwich City 25/11/23 - 1 x Missile Thrower & 1 x Criminal Damage
- Millwall 26/12/23 - 1 x Missile Thrower
- Leicester 02/03/2024 – 1 x Section 5 Public Order
- Swansea 01/04/2024 – 1 x Pitch Incursion
- Hull 13/04/2024 – 1 x Possession of Class A

Comparing arrests from previous seasons.

QPR Arrests comparisons					
AWAY					
	Total Arrests	Inside	Outside	Positive Outcomes	FBO
2019-2020	5	0	5	3	0
2020-2021	N/A	N/A	N/A	N/A	N/A
2021-2022	8	3	5	6	3
2022-2023	14	1	13	11	0
2023-2024	8	7	1	?	2

Good news Update

Court Result – QPR vs Luton 19/11/2021

Post match, during spontaneous disorder a Luton supporter was punched by a QPR fan on the Uxbridge Road. The assault and subsequent fall left the Luton supporter with serious and life changing injuries.

After a lengthy investigation by detectives Jack Ellicott was taken to trial and on the 18/09/2023 he was found guilty of Inflicting Grievous Bodily Harm. He was sentenced to 2yr's imprisonment and was given a 6yr Football Banning Order, which starts when he is released from Prison.

FK seeing some excellent figures with outcomes and the charge ratio. The relationship helps with this have 3 officers in the command room and has become key. Allowing the briefs at the ground, have space for 30 mins before the match – so grateful for QPR.

FK queried the drugs arrests, haven't done a huge amount with drugs dogs. It's a substantial outlay and can provide them if needed. Can't supply MET Police dogs, can get SIA related search dogs if the club could find the money.

FK also mentioned the body worn video footage to help capture evidence which would increase positive outcomes. Would like the club to really push the body worn cameras.

	<p>NT queried the arrests were possession/dealing?</p> <p>FK stated it was possession and not dealing of drugs. Doesn't think any of them were juveniles, probably over 30 years +. Great searching on the way in/CCTV/spotters outside/targeted stop and search.</p> <p>DS queried the communication around HEMS and can follow up if needed if any further information. The pilot makes the decision of where to land.</p> <p>Action: JC will find out the details of the event and get in touch with DS.</p> <p>GG was at the match with the cardiac arrest, a HEMS aircraft has landed on a pitch – with no great outcome due to downdraft. GG thinks it would be unlikely they would want to land in the middle of a pitch as safety concerns already.</p> <p>FK stated it had happened at QPR on a non-match day, on this particular day the debrief was the SJA comms with LAS and LAS upwards, putting through comms on all the control rooms. Multiple people trying to get the best possible outcome. Pat LAS commander who did the debrief who will know all the info.</p> <p>MH mentioned the 18 banning orders due to end. What does it mean for all?</p> <p>JC stated there were 6 – 8 due back. They are allowed back after their banning order. We know who they are, if they are found to commit offences, they will get another ban and will be easy to convict. The CPS are onboard with bans, the Courts also behind them.</p> <p>➤ British Transport Police feedback</p> <p>Mark Ashly sent apologies, sent an update.</p> <p>Last season from BTP there were no significant issues from QPR fans either at home or away. BTP made only 4 arrests nationally, all for lower-level public orders. Only a handful of on train incidents reported.</p> <p>Did notice (thanks to Abby and team), a small group of males, aged between 16 – 19 got themselves noticed towards the back end of the season. They were more exuberant than disorderly/violent. Hoping don't move into an at-risk group.</p> <p>No change in resources planning for next season. Expecting a risk/change is Luton/Millwall/Leeds/Portsmouth.</p> <p>If you have any questions, LT can get a response if required.</p>	JC
6.	Sports Ground Safety Authority update	SGSA
	<p>➤ Observations</p> <p>3 visits last year. All high risk; Leeds/Birmingham/Leicester.</p> <p>Persistent standing, the club has licenced staff standing. Need to see the club consider their high-risk areas.</p> <p>Upper school capacity with regards the concourse area – some matches get congested, and GG doesn't seem safe. The Local Authority have mentioned.</p> <p>➤ Other matters</p> <ul style="list-style-type: none"> ○ Signage – trialled a new approach with the barrier arrangement – wider mouth. What may help is some elevated signage. ○ OB Compound in a public road it is starting to get congested and the gap in the road is restricted. The road is not the club's responsibility, so not sure who would deal with this – needs to be looked at as more live TV over the coming seasons. ○ Match day communication with management/safety team regarding capacities in school end sale of tickets. Ensure good communication between all involved. ○ GG to send links to LT to share. NPSA security control room course – it's free. Not designed solely for football, it's a really good course. Its basic safety officers/members in a control room making decisions. <p>NPSA issues new guidance for mitigation of terrorist threats through ingress and egress as most vulnerable time.</p> <p>Near misses – reminding people about, new process for recording near misses. Near miss defined as per the H&S Work Act. Large incidents.</p> <p>Near misses should be recorded and investigated and reported to the local authority.</p>	

	<p>Reminding clubs crowd/event doctor/practitioner qualification. Ensuring people such as crowd doctor have the pre-hospital care course and have gone through the training. Only 2 organisations that provide this. Should also have the MIMS course.</p> <p>Martyn's Law – mentioned in King's Speech.</p> <p>Pyrotechnics – have a tool kit training document which explains the process of dealing with them.</p> <p>Resuscitation on the field of play – guidance sent out</p> <p>Scan training which have been issued and designed by line managers</p> <ul style="list-style-type: none"> ○ Should have had licence now. ○ Still have guidance on stewarding – free to all – 8 documents in pack. ○ The SGSA Website has been revamped and is a lot easier to use. <p>AF mentioned reviewing the arrangements for entry and school upper. At the Spurs/Brighton matches got rid of paper tickets, most likely will go digital for the away fans for the season and will need to revisit the away end entry and how to sort this. May have to go back to the drawing board and relook.</p> <p>GG mentioned this usually slows down entry as well as systems going down and need a fall-back measure.</p> <p>JC mentioned digital tickets for away fans and having contingencies. Had youths photoshopping tickets to a different stand. Will require good/thorough checks from stewards.</p> <p>DG mentioned adding the bar, have looked at the seating reconfiguration, 127 seats no longer being used, this will help better segregation and will hopefully help reduce the fans to stand.</p> <p>DG mentioned trying beer hawkers further down in the stand to reduce the congregation at the bars, hard to reconfigure the structure. Introduced areas to have a shelf where you can put your beer on in certain areas.</p> <p>GG discussed the rake at 30% being steep. It is not a safe place to stand in an upper tier at 30% rake.</p> <p>Action: club to continue to have these conversations about safe standing and review at the February SAG to review the season of what has been issues/viewed.</p>	
7.	Local Authority Update	LBHF
	<p>LT completed</p> <ul style="list-style-type: none"> ➤ Annual Inspection feedback Initial visual Annual inspection feedback that was conducted on the 2nd of July. The full report is yet to be sent out as awaiting various documentation from the Club including an updated 2024/25 Operational manual as well as 7 out of 16 report inspections including an intrusive structural survey. <p>A red flag was identified in one report in relation to the manual electric fire alarm and automatic fire detection report, where 50% was tested with numerous faults as per previous years.</p> <p>Initial feedback was given at the time of the Inspection regarding emergency lighting which failed in various parts having been tested on the day in the C Club, W12, Loftus Road Upper concourse and Switch/electrical room South Africa Road. The majority of first aid boxes in kitchens/concessionaries were also out of date and the anti-bacterial disposable curtains in the first aid room were last changed/cleaned in August 2021, 3 years ago.</p> <p>Stairs leading from/ to some vomitories required making good in parts, but it was positive to see various remedial works having taken place including player changing rooms</p>	

	<p>There were various electrical boards that still require testing with some last tested 2013, 2016, 2018 that was highlighted in last year's report to the Club.</p> <p>It was noted by building control various gaps around fire doors in some generator/switch rooms as well as signage of fire doors was lacking and some grease baffles in the kitchens had not been cleaned/possibly missed despite the contractor attending two weeks prior.</p> <p>➤ Partnership meetings</p> <p>These have been very smooth and consistent since the last SAG with a strong attendance from the Club and the MPS. De-briefs around previous fixtures have taken place, before discussing the upcoming fixture and minutes from the Club compiled. Ticket sales are always discussed as well as the Safety Officer Alex proactively contacting the relevant opposing club asking for information surrounding risk and supporters' behaviour. Since the preseason friendlies the partnership minutes have been excellent from the Club.</p> <p>Since the last SAG, the Club's communication for sending the required event management plans has greatly improved documents received at least two days before the event which gives opportunity to review. Invariably prior to this, documents would be received the evening before or sometimes not at all which allowed very little time at all.</p> <p>➤ Observations following Matchday inspections since Feb 2024</p> <p>Since the last SAG attended fixtures against Birmingham City on 29th March and Leeds United on 26th April.</p> <p>This takes the total number of Inspections for the season to 7, which invariably are the medium or high-risk fixtures that I attend.</p> <p>Key soundbites from Birmingham, where attended with the Health and Safety Manager Graham Souster was notably that the fixture was a high risk and as per the previous safety certificate there was a 1754 spectators cap in the School Upper however the club oversold by 62 to the away team due to the initial medium risk fixture grading.</p> <p>Various meetings were held and the Club's plan to house these extra fans in the School Lower went well with appropriate segregation, separate toilets and concessions for these fans who were segregated from home fans also in the School Lower.</p> <p>It was a busy fixture with numerous arrests/refusals and ejections as well as 6 medical incidents as well as persistent standing that GG has raised.</p> <p>Other observations included vomitories were blocked and crowded in School Upper throughout the fixture, observed during both the first and second half.</p> <p>As per the Millwall fixture in January, the School Upper concourse prior to half time and half time was extremely busy, to the point we could not move towards the exit on the concourse. The concourse was completely impassible near Y5 due to the sheer number of supporters at the bar, had to re-enter the stand, cross the seating deck and come down to Y6 to exit the stand.</p> <p>It was noted from the MPS that the lack of CCTV coverage in the area was a concern for this fixture, the planned drone could not be deployed due to high winds.</p> <p>The second fixture vs Leeds on the last home match of the season went very well, considering the high risk of a pitch incursion. Again, there were numerous refusal/arrests and ejections, the majority being away fans.</p>	
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	<p>Post match fans in Loft Upper in PU and QU were observed climbing onto the roof above the Control Room not challenged by the Steward present. It was noted there is no barrier present except a T-bar and fans were also observed standing on the ledge with a potential fall from height.</p> <p>After every fixture a focussed report is sent to the Club, which contains recommended or required actions for the Club to undertake.</p> <p>Prior to October 2023, a report on an excel spreadsheet was composed and tabulated by the Club after each fixture (in essence a rolling log) and the comments/actions added with various comments so the Club can update on what action has been taken.</p> <p>It would be prudent for the Club to reintroduce this, starting from the new season also incorporating the Tottenham fixture report conducted last month as invariably there are no responses from the Club to the reports conducted with the various risk to safety actions highlighted.</p> <ul style="list-style-type: none"> ➤ Resident and Club feedback <p>No residents' complaints since the last SAG. Annual reviewing of the Club's CCTV sightlines blocked by trees has taken place and a request will be sent to the relevant department to cut back these shortly.</p> <p>The QPR safety certificate change that was completed last month as Dan has covered, that was as requested by the Club with various stand name and stadium name changes as well as a review and change of capacity for league fixtures.</p> <p>b) Law Enforcement Team update</p> <ul style="list-style-type: none"> ➤ Operational arrangements ➤ Summary of observations performed, and actions taken <p>Noone available.</p> <p>(c) Licensing update</p> <ul style="list-style-type: none"> ➤ Inside Stadia ➤ Outside and vicinity <p>Noone available.</p> <p>(d) Highways update / Network Management update</p> <ul style="list-style-type: none"> ➤ Traffic Management Order ➤ Network issues/ planned closures <p>Noone available.</p> <p>(e) Parking Services update</p> <p>Matchday parking restrictions</p> <p>Noone available.</p> <p>(f) Street Scene update</p> <ul style="list-style-type: none"> ➤ Highways enforcement/ Licensing (skips, building materials, scaffolding) ➤ Street Trading ➤ Fly tipping around the Stadium 	
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	<p>Noone available.</p> <p>(g) Building Control update</p> <p>➤ Observations/Comments</p> <p>Noone available.</p> <p>FK mentioned Policing relationship with Licencing works well. The match day licence conditions are regularly checked, always get intelligence when needed.</p>	
8.	Medical Provision Update	QPR/LA S/SJA/ NHS
	<p>➤ Medical Advisory Group update – QPR</p> <p>Nothing else to be added. Additional channel of communication this season. Medical supplies have been ordered in, so they are up to date including trauma packs.</p> <p>➤ London Ambulance Service update – LAS</p> <p>Pat Hickey email – questions who is going to be lead for crowd doctor this season. GD confirmed one of 3 doctors most of the time, based on availability. Building a schedule with them.</p> <p>Can the club please email medical providers when the fixture time/date changes? GD confirmed can do this.</p> <p>Does the club wish for LAS / SJA / crowd doctors to run any medical / extrication scenarios?</p> <p>GD confirmed it makes sense for a tabletop exercise – will schedule for August.</p> <p>Who is the operations lead this season</p> <p>This will be GD and Dan Freed. Can add to the WhatsApp conversations.</p> <p>GG mentioned extraction Chelsea did some actual training within the stands on a pre-match practicing extrication from stands. Jamie Maynard did a report, so could be good to look at this.</p> <p>Action: GG to send over the report to QPR (after checking with Jamie).</p> <p>➤ St John Ambulance update – SJA</p> <p>No rep today.</p> <p>➤ NHS update – NHS</p> <p>Nothing else to raise.</p>	
9.	London Fire Brigade Update	LFB
	<p>JB gave an update.</p> <p>Working closely with Chelsea/Fulham with ELO, attendance at QPR only have 3 high risk category games, so not needed. If the club get promoted would do this. Will try and get to a high-risk game to look at potential for next season if promoted.</p>	

10.	Transport for London / London Underground update	TfL/LU
	No one available.	
11.	Looking forward to the 24/25 Season	QPR
	<p>GD gave an update. Everything covered previously, no planned stadium works that is significant. Operational changes, looking into adding an apprentice and intern for this season TBC. NT mentioned Sky advertising and the impact around the stadium, how many games are expected and how far in advance are you are aware. GD confirmed we have the fixtures up to December. After that will have a month notice as will monitor the season/matches. The number of games has gone up, but it will be remotely so shouldn't be in the street taking up the space. Would still use the toe truck outside. There will be no pre-event build. Action: LT to make sure parking are aware of games on TV and effect this may have.</p> <p>NT queried the CCTV connection, since having the weblink/quotes to provide a more permanent connection – has the club got a decision on this? GD said it was still being discussed, the much more sustainable way of doing things would be to use the weblink. Its of value, there is no final conclusion, but we want to be sustainable in every aspect.</p> <p>CCTV - We could not get the link to work on MPS computers. This was an MPS IT security issue. Our IT helpdesk have started work on a fix; in the event the link is shared again. QPR FC had no issues with the link. The CCTV was utilised by QPR FC Control Room staff, and we were able to view via the large monitors in the control room. This would be my preferred option going forward as our smaller screens are being utilised for logging and use of command-and-control system. Also, hugely beneficial from an event safety perspective.</p> <p>The CCTV was utilised during the pre- and post-match phases and was hugely beneficial in terms of shared situational awareness and deployment decisions. The link appeared to be stable and the image quality excellent. From an MPS perspective a most welcome return of this tactical option. Action: NT to work with LT and CCTV colleagues to look at risk/resilience of weblink.</p>	<p>LT</p> <p>NT</p>
12.	Chairperson's Update	Chair
	<p>MH mentioned ASB. Sexual Harassment Public Space Protection Order Officer, it is borough wide and in force now, it's another tool in the box. NT can share the details if required so you know the additional opportunities that are available. MH said he'd seen this. Queried if it was RBKC or just H&F. NT confirmed it was just H&F. RBKC do have PSPOs but not for harassment. Craig Knight signed this off on the MET side. Suggestion was made to do a joint operation, do a bit of education, this is being progressed with Chelsea for their first home game. MH asked if could do something similar at QPR. GD/JC would be happy to get involved with this.</p>	
13.	AOB	All
	No questions raised.	
14.	Date of next meeting	
	TBC Feb 2025	

Outstanding actions from August 2024

By – to whom	Details	By when
NT to DG	To consider writing to the Club's board in favour of additional rail seating	TBC
DG	To schedule a medical advisory meeting	August 2024 - outstanding
PS to LT	Club to complete and share structural survey	Completed and to be discharged
JB	LFB to provide further info to QPR on what measures Chelsea is implementing regarding portable toilets/crowd control/resident messaging features	<p>Completed and response received from CFC</p> <p>We trialled the use of portable toilets over a number of matches but due to the fact that no one wants them near their property , further suitable locations could not be found. They were well used though.</p> <p>Crowd control measures is a complex issue but in summary strong partnership with the police , supervision of licensed premises , road closures 1 hrs 30 mins to 1 hr after the match and partnership work around the external area are a part of the measures.</p> <p>We are building up active local relations with a text service where the club can respond to community concerns on match day 88777 and, for those who subscribe with their details, we can push messages out</p> <p>Completed</p>
PS to LT	Club to provide LBHF Satisfactory Fire Inspection report since July 23 inspection. A new fire inspection report from July has been conduction, with some fault zones noted and an FRA has been conducted on 29 th July, still awaiting a copy.	Received – fire alarm faults still outstanding
DS to LT	DS queried the communication around HEMS and can follow up if needed if any further information. The pilot makes the decision of where to land.	<p>HEMS response as follows <i>"I have spoken to one of the pilots and whilst it is extremely unlikely, it would be dependent on the pilot on the day and the availability of landing sites near to the patient. But I must re-iterate that it really is a highly unlikely event."</i></p> <p>Completed</p>
DG to SAG	GG discussed the rake of School Upper tier at 30% being steep. It is not a safe place to stand in an upper tier at 30% rake. Club to continue to have these conversations about safe standing and review at the February SAG to review the season of what has been issues/viewed.	The Club to comment
GG to the Club	GG to send over the report from CFC regarding medical training extraction	GG to update

LT to Parking Services	To ensure that parking services are updated on matchday fixtures	Parking services are included in the pre-advice email distribution list from the Club secretary. Completed
NT to work with LT and CCTV colleagues	To look at risk/resilience of LBHF CCTV weblink.	Club apprised the weblink is not viable long term and the Club have been written to outlining the position.