

**QUEENS PARK RANGERS FC**  
**SAFETY ADVISORY GROUP MEETING Mid-Season 2023/24 (Part 1)**  
**0930 hours – 1200 hours 3<sup>rd</sup> February 2025 – via Teams**

**MINUTES**

**PRESENT**

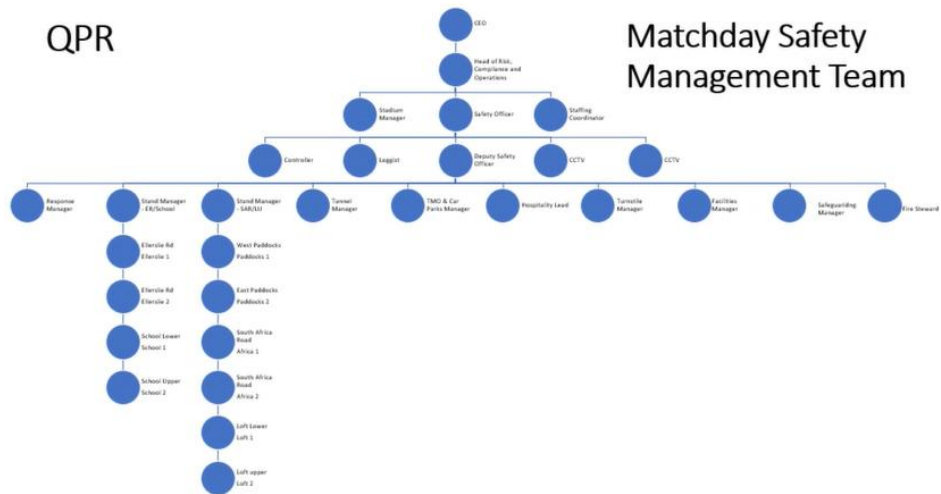
Valerie Simpson H&F - Chair  
Stephanie Needham – H&F - Head of Environmental Health  
Graham Souster – H&F - Health and Safety Team Manager  
Keith Stevenson H&F – Parking Services  
Lawrence Turton H&F – H&S Practitioner and Lead Officer, H&F  
Anthony Oloyede H&F – Assistant Director for Building Control Service  
Jessica Twomey – H&F – Community Safety Officer  
Neil Thurlow – H&F  
Lamin Tamba – H&F  
Anthony Maragh L&F  
Carol Fregiste-Thomas H&F – Community Safety Officer, cover North of the Borough  
Geoff Galilee – Regional Inspector - Sportsground Safety Authority  
Alex Fish – Safety Officer at QPR  
Paul Weekly – Club Safeguarding Management for QPR  
Mark McLeavery – Chief Inspector at AW, SLT Lead for QPR and Match Commander  
Albie Tew-Gunner – QPR – Stadium Manager and Safety Officer  
Dan Gorolov – Head of Risk & Operations QPR  
Darren Bathews – QPR  
Pat Hickey – LAS Operational Lead for QPR  
Dominic Stark – LAS Emergency Planning Team  
Alan Timson – Customer Service Manager of London Underground, Ladbroke Road Area, Shepherds Bush Station  
Natalie Manning – MET  
James Crawley – Dedicated Football officer for MET

|           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |             |
|-----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|
| <b>1.</b> | <b>Welcome from Chairperson</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <b>CP</b>   |
|           | VS welcomed all to the meeting. Meeting will be recorded. Review and discuss the safety arrangements and plans for the next few months for this season. Introductions around the table.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |             |
| <b>2.</b> | <b>Apologies</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | <b>CP</b>   |
|           | Dawn Rabin from SJA<br>Peter Hollely from SJA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |             |
| <b>3.</b> | <b>Confirmation of previous minutes, outstanding actions and matters arriving</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <b>LBHF</b> |
|           | <p>No feedback.</p> <p>Action:</p> <ul style="list-style-type: none"> <li>Paul Sutton to provide the structural survey.</li> <li>LFB to provide further info re; Chelsea crowd control/toilets. Nobody wants the toilets near their property, can't find a suitable place. Message/text service directed to residents.</li> <li>Club to provide a fire inspection report – still some outstanding fire alarm faults.</li> <li>Query from Dominic re; HEMS, HEMS have spoken to pilots, unlikely to land on pitch, but depends on pilots on the day, but unlikely.</li> <li>School upper tier 30% steep. Club to continue to have conversations of safe standing. Discuss today.</li> <li>GG to send the club, the report from Chelsea on medical training extraction. GG unsure if sent, GG will resend.</li> </ul> |             |

|    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |     |
|----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|
|    | <ul style="list-style-type: none"> <li>• Match day fixtures parking, included on email distribution.</li> <li>• CCTV to look at risk/resilience of weblink. Not a viable long-term solution – can discuss further later.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |     |
| 4. | <b>QPR – 2024/25 Mid-Season Update</b> <ul style="list-style-type: none"> <li>➤ Safety Management Team – operational arrangements and changes to personnel</li> <li>➤ Challenging Fixtures</li> <li>➤ Mid-Season Stats: Arrests / Ejections / Refusals /Club Bans</li> <li>➤ Stewarding update, training, qualifications and the Clubs QA feedback</li> <li>➤ Persistent standing / Crowd Behaviour</li> <li>➤ Flares, Smoke Bombs and pyrotechnics at matches</li> <li>➤ Medical accident and injury statistics</li> <li>➤ Safeguarding</li> <li>➤ CCTV link to LBHF cameras update</li> <li>➤ Customer Feedback / QPR Supporters Trust- Complaints/Praise; statistics/trends</li> </ul> <p>Dan gave an update/presentation.</p> <p>Albie Tew-gunner joined from Leyton Orient as Stadium Manager &amp; Safety Officer, will take over from Alex Fish at the end of the season. Shadowing currently.</p> <p>Dan King departed, covered from Connor Quirke.</p> <p>Darren Bathews operated the control room on match day, going to start operating in stand on occasion, training for Level 4, also he is NEBOSH certified.</p> <p><b>In house Stewarding Update:</b><br/>We are currently recruiting more senior staff – Including QA staff and stand managers</p> <p><b>Agency Stewarding Update:</b><br/>Achilleus – After moving to using them more this season, they are providing a good service, which is on numbers every game.<br/>Responses – They continue to provide good response staff that help in all situations.</p> <p>In order to ensure that each company is supplying staff in line with the Green Guide, we are applying a 5% check on staff's portals and certificates after each match. A QA process is also in place to check what we need to focus more on when briefing staff.</p> <p><b>General updates to paperwork</b></p> <ul style="list-style-type: none"> <li>• Changes to matchday paperwork, including a new EMP layout.</li> <li>• Produced an up-to-date dot plan, that will help filling out the paperwork for supervisors.</li> <li>• Looking to review the operations manual throughout the season ready for the 25-26 season.</li> <li>• Producing a new sanctioning policy in line with the EFL Guidance.</li> <li>• Updated medical plan, which has been reviewed by all medical personnel and is subject to approval.</li> </ul> <p><b>Medical Plan Update:</b></p> <ul style="list-style-type: none"> <li>• Medical equipment serviced every year</li> <li>• Paper trail of checks for medical equipment</li> <li>• Lanyards for all medical staff with a map with defibs etc.</li> <li>• Hi viz requirements</li> <li>• Updated Major incident response</li> <li>• Bleed Kits, Bandages and Ten Second Triage kits installed at the stadium.</li> </ul> <p><b>Medical Advisory Group –</b> After having discussions with various other clubs of our size and the SGSA, it has been suggested that a MAG may not be required as they are meant for larger stadia where you would have a large number of medical resources. I think we should still have medical meetings to arrange testing contingency plans, live scenarios and discuss the medical plan when necessary.</p> <p>SJA are volunteers so don't always attend the SAG. Would be more of an information MAG.</p> | QPR |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| <p>Dan said there would be a section in the SAG with a Quorum of people, added into the medical plan an inventory which should be there from a medical point of view.</p> <p>DS said SJA needs to provide representation. Need to have oversight.</p> <p>ATG has spoken with Dawn to see if there is someone that can attend from SJA. They are looking for someone to attend the Strategic Act also.</p> <p>GG is unsure why SJA isn't attending. GG agrees with the MAG. The intention was that they were intended for larger capacity grounds. As long as it's meeting to discuss the relevant things and the meeting was recorded, so should be sufficient as well as feeding into the SAG. Bring to the SAG twice a year with concerns/updates.</p> <p><b>Action: LT to take away with an action point and speak to SJA. He will try and get a rep for the summer meeting.</b></p> <p>ATG said SJA did get involved in the MAG but obviously depends on timings. ATG happy to put together.</p> <p><b>General operations updates</b></p> <ul style="list-style-type: none"> <li>• Update of Safety certificate numbers – Away ambulant disabled (28 Seats allocated in the school lower).</li> <li>• Fire Alarm – We are reviewing the fire alarm arrangements.</li> <li>• HVM – We are discussing with different companies regarding quotes.</li> <li>• Property H&amp;S update – fire doors and fire stopping, audits and review compliance.</li> <li>• Deployment of stewards around Wood Lane estate – Has been effective and will continue for now.</li> <li>• Persistent standing – Collecting quotes for additional safe standing and reviewing plans.</li> <li>• Signage around the away stand – Looking to increase the directional signage around this area.</li> <li>• Installing the wheels for the emergency pitch side gates.</li> <li>• Ongoing conversations with Ticketmaster regarding the Ticketmaster system.</li> <li>• Capex (CCTV upgrades, structural remedials, step coverings).</li> </ul> <p>Two faults that remain on the fire alarm, error in the system, doesn't stop the alarm working. The other alarm is very close to another alarm, can manage the risks whilst this is sorted.</p> <p>HVM – discussing costings/implementations, will be a couple of months before an update, awaiting on quotes.</p> <p>Darren – H&amp;S – looking at the property H&amp;S, fire marshals inside. Gone back to fundamentals. Everyone has been really engaging.</p> <p>Deployment of stewards – operation in place, has been effective. Will continue to put staff in place.</p> <p>Persistent standing – will be collecting additional quotes, reviewing plans. Haven't been any medical issues in school upper with regarding persistent standing.</p> <p>Installing wheels – installed in the next few weeks.</p> <p>Getting a quote for standalone ticket system.</p> <p>Capex – looking at in Summer.</p> <p>Dan updated;</p> <p>Albie been specific with stewards at the away upper stand and clearing the vomitories, will continue to look at.</p> <p>Stewarding around the estate by White City Station, discussed with various venues in London to find out how they deal with this.</p> |  |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|

## QPR



Trying to improve, adding CCTV match day operators, looking to get into place next season.

Also adding in QA. Will have a pool of stand managers who can assist with QA.

| Date            | Opposition                   | Category | Published Home Attendance | Published Away Attendance | Actual Home attendance | Actual Away attendance | Total Attend-ance | Home Refus-als | Away Refusals | Total Refusals | Home Eject-ions | Away Eject-ions | Total Eject-ions | Home Arrest | Away Arrest | Total Arrest | Medical Incidents | Major | Minor | Hospit-al | Retur-ned to go event | Advis-ed to go home |
|-----------------|------------------------------|----------|---------------------------|---------------------------|------------------------|------------------------|-------------------|----------------|---------------|----------------|-----------------|-----------------|------------------|-------------|-------------|--------------|-------------------|-------|-------|-----------|-----------------------|---------------------|
| 10.08.24        | West Brom                    |          | 15,900                    | 1,745                     | 13,016                 | 1,718                  | 14,734            | 0              | 0             | 0              | 1               | 0               | 1                | 0           | 0           | 0            | 4                 | 1     | 3     | 1         | 3                     | 0                   |
| 24.08.24        | Plymouth                     |          | 15,285                    | 1,750                     | 11,101                 | 1,310                  | 12,411            | 0              | 0             | 0              | 0               | 0               | 0                | 0           | 1           | 1            | 5                 | 0     | 5     | 0         | 5                     | 0                   |
| 27.08.24        | Luton (Carabao Cup)          |          | 7,132                     | 1,045                     | 6,305                  | 944                    | 7,249             | 0              | 0             | 0              | 0               | 0               | 0                | 0           | 2           | 2            | 0                 | 0     | 0     | 0         | 0                     | 0                   |
| 17.09.24        | Crystal Palace (Carabao Cup) |          | 13,945                    | 2,981                     | 12,899                 | 2,820                  | 15,719            | 0              | 0             | 0              | 0               | 2               | 2                | 0           | 0           | 0            | 3                 | 0     | 3     | 0         | 3                     | 0                   |
| 21.09.24        | Millwall                     |          | 15,350                    | 1,744                     | 10,596                 | 1,568                  | 12,164            | 0              | 1             | 1              | 3               | 0               | 3                | 0           | 0           | 0            | 4                 | 1     | 3     | 1         | 3                     | 0                   |
| 31.10.24        | Hull City                    |          | 13,407                    | 678                       | 9,106                  | 649                    | 9755              | 0              | 0             | 0              | 1               | 0               | 1                | 1           | 0           | 0            | 2                 | 0     | 2     | 0         | 2                     | 0                   |
| 19.10.24        | Portsmouth                   |          | 17,438                    | 1,744                     | 14,819                 | 1,743                  | 16,562            | 0              | 2             | 2              | 0               | 17              | 17               | 0           | 2           | 2            | 2                 | 0     | 2     | 1         | 1                     | 0                   |
| 22.10.24        | Coventry                     |          | 14,173                    | 1,748                     | 9,729                  | 1,617                  | 11,346            | 0              | 2             | 2              | 2               | 0               | 2                | 2           | 0           | 2            | 2                 | 0     | 2     | 0         | 2                     | 0                   |
| 32.11.24        | Sunderland                   |          | 14,460                    | 1,752                     | 14,460                 | 1,742                  | 14,460            | 0              | 2             | 2              | 0               | 5               | 5                | 0           | 0           | 0            | 4                 | 3     | 1     | 0         | 2                     | 3                   |
| 35.11.24        | Middlesbrough                |          | 14,054                    | 1,719                     | 9,690                  | 1,629                  | 11,319            | 2              | 0             | 2              | 0               | 3               | 3                | 0           | 0           | 0            | 0                 | 0     | 0     | 0         | 0                     | 0                   |
| 23.11.24        | Stoke City                   |          | 15,688                    | 1,740                     | 11,327                 | 1,724                  | 13,051            | 0              | 0             | 0              | 0               | 1               | 1                | 0           | 5           | 5            | 0                 | 0     | 1     | 0         | 1                     | 0                   |
| 27.12.24        | Norwich                      |          | 16,218                    | 1,748                     | 12,070                 | 1,662                  | 13,732            | 0              | 0             | 0              | 1               | 1               | 2                | 0           | 0           | 0            | 3                 | 1     | 2     | 1         | 2                     | 1                   |
| 11.12.24        | Oxford                       |          | 14,440                    | 1,749                     | 10,174                 | 1,690                  | 11,864            | 0              | 0             | 0              | 1               | 2               | 3                | 0           | 0           | 0            | 1                 | 0     | 1     | 0         | 0                     | 1                   |
| 21.12.24        | Preston                      |          | 15,323                    | 952                       | 12,165                 | 877                    | 13,042            | 0              | 0             | 0              | 1               | 0               | 1                | 0           | 0           | 0            | 2                 | 1     | 1     | 1         | 1                     | 0                   |
| 31.01.25        | Watford                      |          | 17,268                    | 1,741                     | 14,499                 | 1,638                  | 16,137            | 0              | 0             | 0              | 0               | 0               | 0                | 0           | 0           | 0            | 6                 | 0     | 6     | 0         | 4                     | 2                   |
| 30.01.25        | Luton                        |          | 14,025                    | 1,010                     | 10,686                 | 942                    | 11,628            | 6              | 2             | 8              | 8               | 3               | 11               | 1           | 0           | 1            | 4                 | 0     | 4     | 2         | 1                     | 1                   |
| 25.01.25        | Sheffield Wednesday          |          | 17,352                    | 1,755                     | 14,801                 | 1,740                  | 16,541            | 0              | 3             | 3              | 2               | 1               | 3                | 0           | 0           | 0            | 2                 | 0     | 2     | 0         | 1                     | 1                   |
| Average/Totals: |                              |          | 14,792                    | 1,624                     | 11,614                 | 1,530                  | 13,042            | 8              | 12            | 20             | 20              | 35              | 55               | 4           | 10          | 13           | 44                | 7     | 38    | 7         | 31                    | 9                   |

Busy games this season. Lots of ejections from Portsmouth. Had away stands in hospitality.

Sunderland – few arrests outside by the Police.

Luton was a high risk, dropped from medium. Dog operation in place, people with drugs on them. Had community resolution orders.

Portsmouth game – had a group of hospitality fans. Caused some animosity, they were ejected. Nothing hugely drastic.

Upcoming matches:

| Ejections             | Home | Away |
|-----------------------|------|------|
| Drinking in View      | 9    | 4    |
| Assault               |      |      |
| Disorder              | 4    | 16   |
| Racist                |      |      |
| Missile Throwing      |      |      |
| Affray                |      |      |
| Pyro                  | 1    |      |
| Abuse                 | 3    | 8    |
| Intoxicated           |      |      |
| Jumping Turnstile     |      | 1    |
| Smoking/Vaping        | 1    |      |
| Misc (Social Media)   |      |      |
| Drugs                 | 1    |      |
| Non Compliant         |      | 3    |
| Away Fan in Home Area | 1    | 3    |
| Minor Criminal Damage |      |      |
| Total                 | 20   | 35   |

Mostly drinking in view. Some abuse that's quite regular, stewards being abused, training them to report at the game so can be followed up.

### Refusals

| Refusals         | Home | Away |
|------------------|------|------|
| Intoxicated      | 0    | 1    |
| Safeguarding     | 5    | 0    |
| Incorrect Ticket | 0    | 0    |
| Abuse            | 0    | 2    |
| Other            | 3    | 9    |
| Total            | 8    | 12   |

### Arrests

| Arrests                 | Home | Away |
|-------------------------|------|------|
| Assault                 | 0    | 0    |
| Tragedy/Hate Crime      | 0    | 0    |
| Missile                 | 0    | 3    |
| Pyro                    | 0    | 0    |
| Public Order            | 1    | 4    |
| Safeguarding            | 0    | 0    |
| Intoxicated             | 0    | 0    |
| Drugs                   | 2    | 1    |
| Pitch Incurison         | 0    | 0    |
| Racially Aggravated T/B | 0    | 1    |
| Affray                  | 0    | 0    |
| Sexual Assault          | 0    | 0    |
| Stadium Damage          | 0    | 1    |
| Bringing in Alcohol     | 1    | 0    |
| Total                   | 4    | 10   |

### Inappropriate Chanting

In recently months, we have been informed that QPR fans are starting to chant about Chelsea fans at away matches. Although this has not occurred at home, we have been speaking with away teams and attempting to identify individuals as these are likely to form parts of our emerging risk group.

- The club put out social media posts regarding the matter
- We are looking to adopt a new sanctioning policy
- We are also going to review our processes to deal with potential changing that contributes towards a hate crime. This includes ensuring it is included with the safety briefing.

Currently doing an operation with the Police, social media posts. Looking to adopt a new sanctioning policy. Include in briefing with supervisors.

Medicals – nothing major. Fell sick or possibly tripped over (followed up after).

| Medical             | No. |
|---------------------|-----|
| Cuts                | 5   |
| Headaches           | 3   |
| Bruise/Graze        | 3   |
| Pre-existing        | 3   |
| Dizzy/Faint         | 9   |
| Slips/Trips/Falls   | 6   |
| Hot Spill           | 1   |
| Cardiac             | 0   |
| Intoxicated         | 1   |
| Musculoskeletal     | 0   |
| Chest Pain          | 3   |
| Vomiting            | 0   |
| Seizure             | 3   |
| Allergic            | 0   |
| Assault             | 1   |
| Dislocation         | 0   |
| Shortness of Breath | 1   |
| Burn                | 1   |
| Other               | 4   |
| Total               | 44  |

Rundown of fixtures for the rest of the season

## Rundown of fixtures for the rest of the season

| DATE            | FIXTURE | OPPONENTS        | TIME  | Club Risk   | Police RISK |
|-----------------|---------|------------------|-------|-------------|-------------|
| FEBRUARY        |         |                  |       |             |             |
| Tues 04/02/2025 | League  | Blackburn Rovers | 19.45 | Low         | OFO         |
| Fri 14/02/2025  | League  | Derby County     | 20.00 | Low         | Low         |
| MARCH           |         |                  |       |             |             |
| Sat 01/03/2025  | League  | Sheffield Utd    | 15.00 | Low         | Low         |
| Sat 15/03/2025  | League  | Leeds Utd        | 15.00 | Medium      | Medium      |
| APRIL           |         |                  |       |             |             |
| Sat 05/04/2025  | League  | Cardiff City     | 15.00 | Low         | Low         |
| Sat 12/04/2025  | League  | Bristol City     | 15.00 | Low         | Low         |
| Mon 21/04/2025  | League  | Swansea          | 15.00 | Low         | Low         |
| Sat 26/04/2025  | League  | Burnley          | 15.00 | Medium/High | Low         |

Last game of season, med/high from QPR perspective.

### Safeguarding

Paul Weekly and Rebecca Chapman (Trust) are overseeing safeguarding on matches.

The common trends we have been facing:

- Unaccompanied U14s attempting to gain access.
- A few underage supporters drinking in view of the pitch.
- Emerging threat group in R block – Under 18 – have been racially abused at 2 away matches.

We will be looking to revised the safeguarding approach to matchdays going forward – seeing how best policies can be implemented. A piece is going in the matchday programme soon as well as promoting Safeguarding with the new 'Urrrs' Safe project.

Looking for engagement with parents.

Continuing to monitor racial abuse. Policies are implemented and always looking to improve, also improving signage with policies included. Striving to improve. Overall, not too bad.

### Customer Feedback.

- QPR reporting seems not to happen that often, however the text service has been used occasionally recently. The QR barcodes are now located on bag tags, which means that spectators have more of a variety to send concerns in.
- Mixed reviews of stewarding, some fans have commended about attitude/friendliness and 'common sense approach' of stewards (mentioned by both home and away supporters)
- Supporters not being able to sit in their own seats, and therefore being asked to sit in alternative blocks rather than where they purchased (mentioned by away supporters)
- Excessive language in certain areas of the ground (mentioned by home supporters)

|    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |         |
|----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
|    | <ul style="list-style-type: none"> <li>Some positive feedback around the disabled stewards in the lower school.</li> </ul> <p>Working with both agencies for stewarding comments.<br/>Opened up areas where we haven't sold seats, so we can relocate people if needed.</p> <p>NT queried slide 9 the evictions and support for stewards. What kind of abuse and are they being processed by the police and do the stewards get the support they need? Albie confirmed any hate crime is reported to the Police immediately. It was abuse in general, given signposting where needed.</p> <p>NT queried the gate in the estate. A CCTV camera has moved, to show an alleyway which goes under the flats. We can now see this if anything happens. The gate was installed, then it was vandalised, fixed this and it's been broken again. The council are working with the manufacturers to prevent the damage. Will keep updated on the gate issues.</p> <p>Dan updated re, CCTV. Had some feedback. It would be helpful to understand the breakdown of costs.</p> <p>NT said the CCTV costs have increased since the original quote for the weblink. Allows zone x can be seen by the club. The weblink isn't sufficient/appropriate for long term use. It was shared to show what could be done. The weblink is unstable and not secure if we could link remotely. It's unsupported. With governance being followed, the weblink automatically turn on/off – this means they know at no point will the club have access outside for the purposes with which they are governed. Brings in human risk for things not working properly.</p> <p>Investment is £17-£20k and needs to be made by the club, or we can't reach the solution.</p> <p>AF said it was in use for every game, then the link disappeared. We thought it was a fault at our end. On an event day, it wasn't used by us, only the Police. NT said the Council have changed all CCTV and has a different system, so the old fault is a moot point.</p> <p>GS mentioned Fulham now has access to cameras. GS mentioned the cameras are good for the walk ups etc. It's always useful to have eyes outside of the stadium. Also helpful for high-risk games.</p> <p>Albie discussed the Police/cost – it won't change the operation inside the stadium, we have minimal staff outside. It doesn't impact an ASB outside. The Police will benefit from this also, it's a big cost to find.</p> <p>Dan needs to prioritise improvement costs each year. Would like a breakdown would be good to see what is there.<br/><b>Action: NT will get a breakdown of the costs and have a separate meeting to discuss.</b></p> |         |
| 5. | <b>Police - Mid Season update</b> <ul style="list-style-type: none"> <li>➤ Operational arrangements updates</li> <li>➤ Notable fixtures</li> <li>➤ Crowd behaviour (Home and Away supporters)</li> <li>➤ Arrests, banning orders and outcome statistics</li> <li>➤ Anti-social behaviour, Racist/homophobic behaviour</li> <li>➤ QPR Supporter behaviour at away fixtures</li> <li>➤ Policing of the wider area on matchdays, including licensed premises</li> <li>➤ British Transport Police feedback</li> </ul> <p>JC gave an update/presentation.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | MPS/BTP |

## FIXTURES OVERVIEW

01/02/2025  
P229115

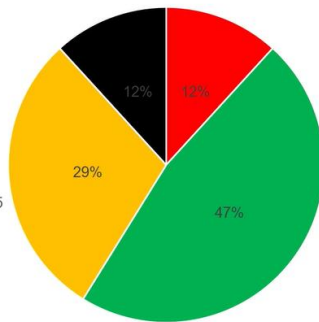
• Data recorded for all home league and cup fixtures from 10/08/2024 until 01/02/2025

### Fixture categories

OFO = 2  
LOW = 2  
MEDIUM = 5  
HIGH = 2

### Fixture Type

League Cup = 2  
FA Cup = 0  
EFL Championship = 15  
(Total 17)



### High

Luton Town (28/08/2024) – League Cup  
Millwall 21/09/2024 – Championship

### Medium

Crystal Palace – 17/09/2024 – League Cup  
Portsmouth – 19/10/2024 – Championship  
Coventry City – 22/10/2024 – Championship  
Stoke City – 23/11/2024 – Championship  
Luton Town – 06/01/2025 - Championship

### Low

West Bromwich Albion – 10/08/2024 – Championship  
Plymouth Argyle – 24/08/2024 – League Cup  
Sunderland – 02/11/2024 – Championship  
Middlesbrough – 05/11/2024 – Championship  
Norwich City – 07/12/2024 – Championship  
Oxford United – 11/12/2024 – Championship  
Watford – 01/01/2025 - Championship  
Sheffield Wednesday – 25/01/2025 – Championship

### OFO

Hull City – 01/10/2024 – Championship  
Preston North End – 21/12/2024 - Championship

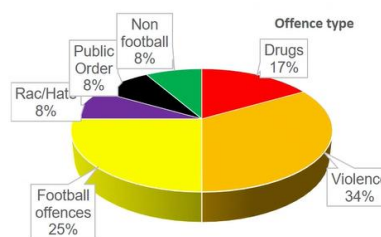
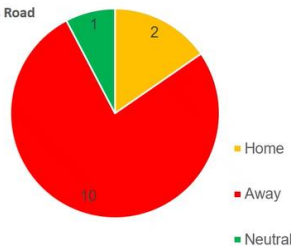
Two fixtures saw category lowered owing after review

- 1) Hull City (01/10/2024) – Low → OFO
- 2) Luton Town (06/01/2025) – High → Medium

Resourcing goes in accordance with attendance of fans/intelligence received.  
See 2 categories change, Hull – Low to OFO, lack of sales.  
Luton – poor sales, lack of issues from fans.

## Arrests

### Arrests at Loftus Road

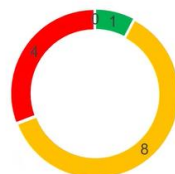


### OFO only

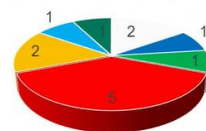
### LOW risk

### MEDIUM risk

### HIGH risk



### Arrests by match category



### Arrests by Club

QPR  
Stoke City  
Neutral

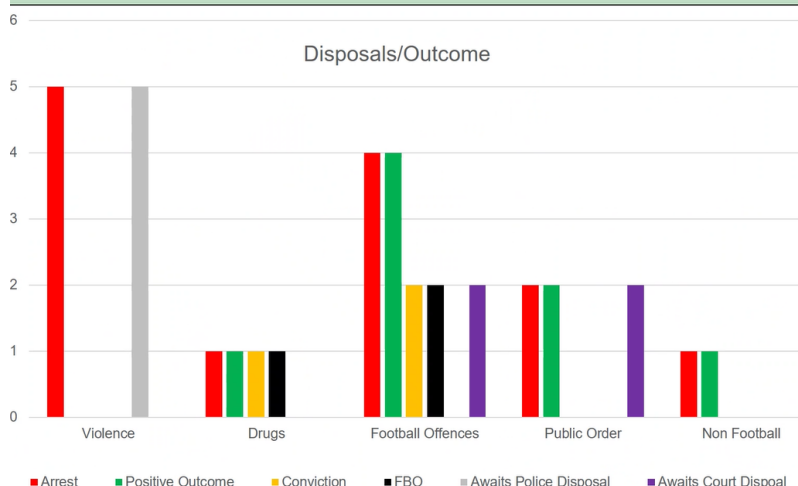
Portsmouth  
Luton Town

Plymouth Argyle  
Millwall

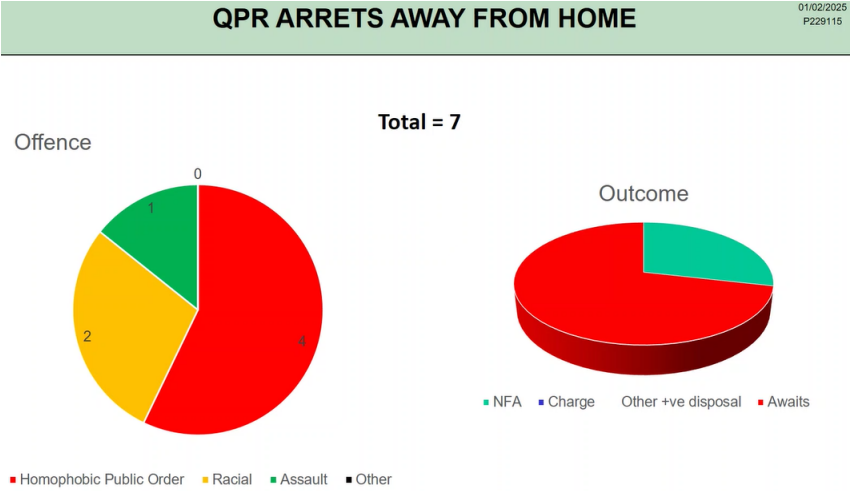
12 arrests in total, from medium to high.  
Offences – violence was a large percentage.  
Drugs 17%, Football offences (throwing missiles 25%).  
Stoke City – 5 arrests – high risk.  
No large trends

## ARRESTS AT HOME FIXTURES

01/02/2025  
P229115



Lot of statements taken, so not much progression from Court Disposals.  
Drugs are quick to deal with as can test at the time, paperwork completed there and then. Luton Town fan already has FBO.  
Football Offences one FBO issued.



2 racial. 1 assault on a police order.  
One homophobic public order.  
1 NFA, rest still waiting (last Saturday)

One away at Burnley was voluntary interviewed with possession of Class A, ended up being B, and small amount so NFA.

Football Banning orders

24/25 season has seen 3 FBOs issued for fixtures involving QPR.

QPR Supporters  
1 x QPR supporter (possession alcohol in view and entering).

Away supporter:  
1 x Luton Town (possession Class A)  
1 x Portsmouth (thrown missile).

Racial and homophobic have to be charged by CPS. As not in custody and not high risk, it could take a few months for a decision, then court date. By the end of the season, it should go up to double figures.

HATE CRIME/TRENDS

01/02/2025  
P229115

Late December '24 and into January 2025 we have seen a return of homophobic chanting in the form of 'Chelsea Rent Boy' (CRB) chants from some sections of the QPR support when away from home

- 29/12/2024 – Norwich City vs Queens Park Rangers**  
Some QPR supporters began chanting "Chelsea are rent boys everywhere they go" during the second half. This chant was predominantly sung by an emerging QPR ASB youth group and was not sung by the whole stand although could be heard across the stand. This was then reciprocated by some Norwich supporters who sang it back to QPR. No suspects identified
- 11/01/2025 – Leicester City vs Queens Park Rangers**  
Some sections of the crowd began "Chelsea Rent Boy" chants. One male was arrested
- 18/01/2025 – Plymouth Argyle vs Queens Park Rangers**  
Approx 200 supporters chanting. Unable to identify any suspects
- 01/02/2025 – Millwall vs Queens Park Rangers**  
CRB chants at the Bunch of Grapes PH where QPR supporters congregated before making their way to South Bermondsey. One male arrested for CRB chanting outside the pub and another was arrested a short time later at London Bridge station. A 3<sup>rd</sup> male has since been identified and police action will be taken. One juvenile refused entry at turnstile for CRB chanting. To be subject to a voluntary interview. No incidents during the match. Whilst queuing for the trains at South Bermondsey for the return to London Bridge one male juvenile arrested for CRB chanting. Total of 3 arrests

Great comms prior to Leicester game, regarding the Chelsea Rent Boy chant being a criminal offence.

Millwall only took place last week. The only way to stop these arrests/charging.

Fixtures included above 15,000 attendances. Bigger crowds, people are braver. Police approach is zero tolerance.

## Fixtures

|            |                      |       |      |     |
|------------|----------------------|-------|------|-----|
| 01/02/2025 | Millwall             | 15.00 | Away | -   |
| 04/02/2025 | Blackburn Rovers     | 12:30 | Home | OFO |
| 11/02/2025 | Coventry City        | 19.45 | Away | -   |
| 14/02/2025 | Derby County         | 20:00 | Home | LOW |
| 22/02/2025 | Portsmouth           | 15.00 | Away | -   |
|            |                      |       |      |     |
| 01/03/2025 | Sheffield Utd        | 15.00 | Home | LOW |
| 08/03/2025 | West Bromwich Albion | 15.00 | Away | -   |
| 11/03/2025 | Middlesbrough        | 19.45 | Away | -   |
| 15/03/2025 | Leeds Utd            | 15.00 | Home | MED |
| 29/03/2025 | Stoke City           | 15.00 | Away | -   |
|            |                      |       |      |     |
| 05/04/2025 | Cardiff City         | 15.00 | Home | LOW |
| 09/04/2025 | Oxford Utd           | 19.45 | Away | -   |
| 12/04/2025 | Bristol City         | 15.00 | Home | LOW |
| 18/04/2025 | Preston North End    | 15.00 | Away | -   |
| 21/04/2025 | Swansea City         | 15.00 | Home | LOW |
| 26/04/2025 | Burnley              | 15.00 | Home | -   |
|            |                      |       |      |     |
| 03/05/2025 | Sunderland           | 0.63  | Away | -   |

1 medium risk on 15/3, everything else being low. May change if any big intelligence comes in. End of season should see continued good behaviour.

### The Future

- Increased VAWG engagement and work (Violence Against Women/Girls).
- Increased youth diversion and education.
- Increased work and engagement with QPR women's team, men's first team and men's development team
- Match day reporting – ease, publicity and communication

Education with under 18s, away from criminality. Try and educate them, especially with Chelsea Rent Boy chant.

Trying to personalise experience with QPR women's team.

Trying to improve match day reporting.

LT queried whether BTP provided updates. JC send updates to BTP, doesn't get anything formal back, but get relevant updates verbally.

## 6. Sports Ground Safety Authority update

QPR

- Observations
- Other matters

1 visit this season taken place.

GG monitors the local authority and has seen focus reviews from LT. Earlier in the season there was a stewarding meeting.

5 issues with visit – mentioned in the follow up. Not new issues.

Persistent standing and extension of rail for safe standing in highest risk area – upper school. Real risk there, has numerous examples with crowd collapses with injuries. GG pleased you have some action here.

|    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |
|----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
|    | <p>Storage in Achilles end – smoking – access point through there for maintenance workers, it is right where away supporters stand pre-match/half time, people taking liberties with smoking.</p> <p>Electronic pitch screen board/emergency access – QPR on to this. System for showing what the ingress is (particularly away side) in control room in real time. Would like a screen visible on the wall showing that data.</p> <p>Stewarding – pleased QPR are moving on this. Would be happy to see the numbers of the steward's level 2 qualified rather than training for it increased.</p> <p>GG may attend the Leeds fixture.<br/>GG mentioned outside broadcast trip hazards, this comes problems with hazards.</p> <p>GG mentioned the Union representing outside broadcasts about concerns for their staff. There are H&amp;S issues being facing. They should discuss with the club (they aren't doing) and safety of spectators – QPR just need to be aware of. GG said some briefing may come out in the future.</p> <p><b>Topics/Issues</b></p> <p>Near Misses – have revised this process/looking into. Don't get masses reported. Use same definition as the H&amp;S, systems have been revised. Had 20 near misses, 5 this season. 15 last season, progressive crowd collapses. Barrier failure, large use of pyros.</p> <p>3 from this year are crowd collapses in upper tiers. This is only those that are reported.</p> <p>Event Healthcare standards review, the government are running consultation of healthcare standards at events. Outcome is medical professionals at sporting events will be regulated by CQC, was an exemption previously. Will need to change the regulations, not a big change.</p> <p>Green guide is a good document, but maybe revised.</p> <p>Discussed looking at the minimum requirement for an event first aider. Looking at terminology for hospital competency framework.</p> <p><b>Martyn's Law</b><br/>Not much of an update. New bill includes amended details. Standard tier threshold increased to 200,000 people in the venue.</p> <p>Pyros – guidance online.<br/>Licenced safe standing – 25 grounds licenced, more installing them.<br/>QPR should have receiving online licencing application, due back by end of the month.<br/>Conference – 20<sup>th</sup> May at Aintree, currently taking bookings.</p> <p>GG queried the CQC implementation. GG confirmation the standards won't be in place until 2026. CQC could become the regular during this year, could be visits. Would be doing that without the new standards in place.</p> <p>Dan mentioned the Ticketmaster system, the system shows us who comes in/out of stadium. Do have it on a screen on the game day but looking at an additional screen also.<br/>Albie said the live info is being researched; we can see who is inside the stadium but just need to do a few calculations.</p> |  |
| 7. | <b>Local Authority update</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  |
|    | <p>(a) <b>Lead Officer update</b></p> <p>➤ Further Annual Inspection feedback<br/>Following on from our August Safety advisory group the Club's periodic inspection certificates were reviewed in accordance with their safety certificate over the period of July-September.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |

|  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |  |
|--|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
|  | <p>On the 2<sup>nd</sup> of October a letter was sent to the Club outlining their obligations and legal requirements for adherence to their safety certificate.</p> <p>8 inspection certificates were missing / and / or had not been completed or uploaded to the online portal. Feedback was also given on the operations manual where 12 sections were missing in their entirety. Numerous other remedials were also identified from the stadium visual inspection.</p> <p>LT pleased that the majority of the Operations manual was then shortly uploaded to the online portal however the Security and Counter Terrorism Plan and the Medical needs assessment and Medical Plan are still outstanding, LT is aware the Club are working towards updating these documents as cited earlier.</p> <p><i>An Intrusive</i> Structural appraisal was received to this authority in October having been completed in August. As noted in the report of greater immediate concern is the condition of the Ellerslie Road stand with corrugated asbestos sheet roofing.</p> <p>There is a local failure that ought to be dealt with immediately in terms of a weathering repair and to minimise the opportunity for fibre release and also mitigate water leakage into the stand below. This would appear to be one of the more urgent health and safety requirements recorded by the Inspector.</p> <p>The external edges of the Loftus Road stand and the front corner stair of the School Road stand also showed more advanced signs of corrosion and deterioration.</p> <p>As Paul has cited, there were two recent localised fire alarm faults. LT is pleased that staff on matchdays are briefed around this and the risk.</p> <p>LT says this every SAG and in covering letters to the Club, as have my predecessors, but the Club must ensure that the periodic inspection certifications and the operations manual are updated well in advance of a new season starting and it positive to note Albie's comments earlier about reviewing this.</p> <p>➤ Partnership meetings<br/>These again have been very smooth and consistent since the last SAG with a strong attendance from the Club and the MPS.</p> <p>De-briefs around previous fixtures have taken place, before discussing the upcoming fixture and minutes from the Club are compiled and sent out.</p> <p>Up to date ticket sales are not always available where they should be, and LT would encourage the Club to provide a ticketing representative for these meetings that would also encompass hospitality to ascertain whether any away fans (from home addresses provided) are in these areas as has been seen this season and/or any identified trends.</p> <p>Invariably from LT observations the safety team are only told as the event commences that there are away fans in hospitality.</p> <p>Recent partnership meetings have been a week before the event, LT feels it would be far beneficial to conduct these 4 to 5 days before the event as it provides a far better intelligence picture around all aspects of ticketing, away fans, Police information, Safety Officer updates and risk management.</p> <p>➤ Observations following Matchday inspections since August 2024<br/>LT has attended the Club for four inspections thus far since August. A quick breakdown of observations following attendance and the subsequent reports and feedback sent to the Club.</p> <p><b>27<sup>th</sup> August against Luton Town</b><br/>A high-risk fixture where the weblink for the LBHF cameras was provided to the Club with excellent feedback received from the Police and the Club.</p> |  |
|--|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| <p>The Interactive briefing from Deputy Safety Officer Farid Mustafa was well received. Staircases on South Africa roadside were visibly corroded, and remedial work was strongly recommended to prevent slips, trips and falls.</p> <p>Personal staff vehicles were parked on the outside concourse of The Stanley Bowles stand that was not in use for this fixture and these vehicles were blocking exit gate 2. This should be kept clear at all times in the event of an emergency evacuation where other stands are not accessible and for emergency vehicle access. There is also an increased risk of vehicle fire where it would be difficult for LFB to put out.</p> <p>The lack of accuracy and clear discrepancy in the event counting system of the ticket master system is of a major concern having been first identified and highlighted to the Club in July and Geoff has mentioned this just now – LT pleased that Albie has taken this action to Ticketmaster to get an accurate and live figure going forward.</p> <p><b>23<sup>rd</sup> November against Stoke City</b><br/> A medium risk fixture where there was some pre-event disorder witnessed by the away fans. Excellent CCTV work from the Club's controller Chris Wilson, in conjunction with the away supporters DFO knowledge of the risk fans. Chris located all four persons involved with meticulous CCTV investigations throughout the whole fixture and all persons were arrested.</p> <p>During this fixture there was a considerable number of away fans in the home area on the Achellis Security stand lower, the majority of which were clearly visible in Stoke City colours. There was no mention of this in the Event management plan and the associated risk assessment as well as the actions taken by the Club to reduce and mitigate any risk of disorder.</p> <p>There was no segregation, and both sets of supporters were also sharing the concourse. LT pleased that the Club have now reviewed this and the risk it posed to put measures in place to prevent this occurring again.</p> <p>LT was advised that the Emergency phones faults were fixed prior to the fixture however on review in the control room, one phone was not working, and two phones would only work if the handsets were picked up by a certain method. Drinking in view on the Loft Lower concourse was also observed that is a common trend for the last two seasons, unchallenged by Stewards from my observations.</p> <p><b>1<sup>st</sup> January against Watford</b><br/> A low-risk fixture for New Years Day and a near sell out. Deputy Safety Officer Albie Tew Gunner introduced a debrief from the previous fixture as a new addition and this was well received, the briefing was interactive and engaging.</p> <p>Combustible materials were observed in the under croft at Achilleus Security Stand Lower. Although this area no longer forms part of a designated evacuation route, the Club must consider the safety of this area including trip hazards should it be required to be used in an event of an emergency.</p> <p>The Club once again provided staff and signage to ensure that fans did not enter the Wood Lane estate whilst the newly installed gates are broken, as mentioned this was well received by local residents.</p> <p>This match was live on Sky TV and pre checks LT conducted showed that there were numerous loose and insecure broadcasting cabling that was a trip hazard. This would in turn significantly impede an invacuation onto the pitch should fans trip.</p> <p>Contact was made with the Cub's facility manager Paul Sutton at the time who immediately made contact with the broadcasters where the cabling was rerouted. Safety Officer Alex Fish and Controller Farid Mustafa were extremely proactive in the control room observing and reacting to away fans on the vomitories. These were strictly enforced and monitored which was positive to see.</p> <p><b>6<sup>th</sup> January against Luton Town</b></p> |  |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|

|  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |
|--|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
|  | <p>This was a medium risk evening fixture, with numerous refusals and ejections. The issue of broadcaster cabling had not been resolved, and LT tripped on an insecure cable on the West Paddocks area, other cables were also noted in corner of West Paddocks.</p> <p>The LED boards on the Loftus Engineering stand currently prevent the pitch gates opening, this was highlighted by Geoff earlier this year. As they are, they currently provide a clear risk to the safety of fans/those present at the event should an invacuation be required, LT did note Albie's update in relation to this earlier which is really positive.</p> <p>The lighting on the away entrance on Ellerslie Road for evening fixtures was also discussed with QPR management as being far from sufficient.</p> <p>➤ Resident and Club feedback</p> <p>There is an excellent working relationship with the Club, and LT keen to work closely with the new Stadium manager so that public safety recommendations from annual inspections and match day reports can be swiftly actioned where possible, this has greatly improved since Albie as started in his role.</p> <p>As per previous years, annual tree cutting checks on CCTV sightlines have been requested by the Club. Some however are privately owned properties that the Club need to approach themselves so clear sightlines are possible. The council's cleaner greener team, waste management and the LET have been apprised of any actions such as street waste and dumping of rubbish reported to me by the Club.</p> <p>LT has also worked with the Club last week to provide feedback in relation to the Club's TMO and residents' complaints regarding Dorando close and alleged lack of access on a match day. A swift and very detailed response was provided by the Club's TMO supervisor Andreas Iona.</p> <p>Finally, to report, as Albie has mentioned, at the Club's request LT is in the process of amending the Club's safety certificate again to encompass the away ambulant disabled section in the Achiellius Security stand lower and include a more accurate appendix of other persons present on a match day that has been provided to me. This should hopefully be with the Club within the next seven days or so.</p> <p><b>b) Law Enforcement Team update</b></p> <p>➤ Operational arrangements<br/>➤ Summary of observations performed, and actions taken</p> <p>NT covered. LET have been working with the residents, linking back to cameras/gates to the estate. LET can't be present for every single match. Try and encourage fans to move smoothly. Would welcome the Police doing a joint operation. If we are seeing urination, may look to do an operation. Request/ask from club when we develop the future engagement, we link in, we have a public space protection order and engaging with fans.</p> <p>JC happy to do joint operations. Has a meeting with Police VWAG team in Feb. Has been slow as was new in position.</p> <p><b>(c) Licensing update</b></p> <p>➤ Inside Stadia<br/>➤ Outside and vicinity</p> <p>OA stated no specific updates.</p> <p><b>(d) Highways update / Network Management update</b></p> <p>➤ Traffic Management Order<br/>➤ Network issues/ planned closures</p> <p>No update.</p> |  |
|--|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|

|     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |        |
|-----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|
|     | <p>(e) <b>Parking Services update</b></p> <ul style="list-style-type: none"> <li>➤ Matchday parking restrictions</li> </ul> <p>KS received a problem receiving purchase orders, so this is resolved/up to date.</p> <p>(f) <b>Street Scene update</b></p> <ul style="list-style-type: none"> <li>➤ Highways enforcement/ Licensing (skips, building materials, scaffolding)</li> <li>➤ Street Trading</li> <li>➤ Fly tipping around the Stadium</li> </ul> <p>No issues raised.<br/>LT discussed no illegal street traders this season.</p> <p>(g) <b>Building Control update</b></p> <ul style="list-style-type: none"> <li>➤ Observations/Comments</li> </ul> <p>No update.</p> |        |
| 8.  | <b>Medical provisions update</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | All    |
|     | <ul style="list-style-type: none"> <li>➤ Medical Advisory Group and Medical plan update QPR</li> <li>➤ London Ambulance Service update LAS</li> <li>➤ St John Ambulance update SJA</li> <li>➤ NHS update NHS</li> </ul> <p>Discussed previously.</p>                                                                                                                                                                                                                                                                                                                                                                                                                              |        |
| 9.  | <b>London Fire Brigade update</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | LFB    |
|     | No representative.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |        |
| 10. | <b>Transport for London / London Underground update</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | TfL/LU |
|     | <p>Update from Alan Timson</p> <p>The Business are having a restructure in June and the Ladbroke Grove Area is to become the Edgware Road Area. The new Area Manager will be a gentleman by the name of Malcolm Bate, AT will update when he knows who the best contact is when the new Customer Service Management are announced for the area. AT moving to the Paddington Area from June 22<sup>nd</sup>.</p>                                                                                                                                                                                                                                                                   |        |
| 11. | <b>Looking forward to the remained of the 2024/2025 Season</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | QPR    |
|     | <ul style="list-style-type: none"> <li>➤ <b>Fixture categories and any anticipated challenges</b></li> <li>➤ <b>Planned stadium works</b></li> <li>➤ <b>Planned operational changes</b></li> <li>➤ <b>Other comments</b></li> </ul> <p>Not many issues of concerns.</p>                                                                                                                                                                                                                                                                                                                                                                                                           |        |
| 12. | <b>Chairperson's Update</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | CP     |
|     | No update shared.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |        |
| 13. | <b>AOB</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | All    |
|     | Nothing raised.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |        |
| 14. | <b>Date of next meeting</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |        |
|     | TBC July/Aug 2025                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |        |

---

Actions arising:

**Action: LT to take away with an action point and speak to SJA. He will try and get a rep for the summer meeting.**

Completed

**Action: NT will get a breakdown of the CCTV costs and have a separate meeting to discuss.**

Completed and sent to the Club