

Safety of Sports Grounds Act 1975
QPR Football Club
Loftus Road Stadium,
Safety Advisory Group (SAG) Meeting
Thursday 4th July 2013 @ 10.00am
MINUTES

PRESENT:

London Borough of Hammersmith and Fulham (LBHF)

Ann Ramage	Head of Environmental Health Commercial(AR) -	
Chairman		
Stephanie Needham	Commercial Services Manager	(SN)
Kieran McKenna	Environmental Health Officer	(KM)
Ian Hawthorn	Head Of Network Management & Enforcement	(IM)
Michael Allen	Network Co-ordination	(MA)
Coral Spencer Hayes	Business Support	(CSH) - Minutes

QPR Football Club (QPR)

Jenny Winstanley-Griston	Operations Manager	(JWG)
Jim McNeill	Safety Officer	(JMc)
Alex Fish	Deputy Safety Officer	(AF)
Mark Gibson	Operation & Security Manager	(MG)

SPORTS GROUNDS SAFETY AUTHORITY (SGSA)

Lou Elliston		(LE)
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Metropolitan Police Service (MPS)

Rod Charles	Chief Inspector	(RC)
Gary Jupp	Inspector	(GJ)
Paul Todd	Football Intelligence Officer	(PT)

London Fire and Emergency Planning Authority (LFEPA)

Suhail Dadabhoy		(SD)
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LONDON AMBULANCE SERVICE (LAS)


Josh Ryan		(JR)
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ST JOHN'S AMBULANCE

Pat Halpin		(PH)
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Item No.	ITEM	ACTION
1.	<p>Welcome from Chair</p> <p>1.1 AR welcomed the group.</p>	
2.	<p>Apologies / Introductions</p> <p>2.1 AR welcomed the following new members:</p> <p>Jim McNeill, QPR's Safety Officer. Alex Fish, QPR's Deputy Safety Officer.</p> <p>AR also received apologies from the following members:</p> <p>2.2 Adrian Overton, Licensing Officer, LBHF. David Nimmo, Means of Escape, Building Control, LBHF. Nicholas Osborne, Building Control, LBHF. Bob Dobson, LAS. Nicholas Comery, LFEPA.</p>	
3.	<p>Matters arising and confirmation of minutes 16 January 2013</p> <p>3.1 AR invited any comments about smarter emergency exercises from the new safety personnel before her discussion with RC.</p> <p>3.2 The minutes were AGREED and AR confirmed that they will be posted onto the LBHF website.</p>	
4.	<p>Safety Management season review</p> <p>4.1 Persistent Standing – JWG confirmed that the Club would continue to monitor this issue.</p> <p>4.2 AR informed the group that Cardiff City FC has produced a document and would circulate for information. It was clearly not a subject where one approach would fit all but it was good practice to see how others dealt with this issue.</p> <p>4.3 LE added that the SGSA guidance papers have been updated and were with the FA for their comments.</p> <p>4.4 AR will discuss persistent standing further with the QPR new Safety Team. She also asked the Club to report back at the next SAG, after looking at their current policy and arrangements in place to deal with this. It would be helpful to note any particular challenges</p>	<p>AR / QPR</p>

	and report back to the next SAG.	
4.5	<p>Accidents & injuries & Ejections – Please see the attached spreadsheet for the information.</p>  <p>\\LBHF.GOV.UK\ Root1\PPS-CENTRAL\</p>	
4.6	<p>Smoking – People appear to continue to smoke in the designated areas. Outside of these areas the Club continue to deal with this and confirmed that they have also banned electronic cigarettes within the Stands.</p>	
4.7	<p>Complaints – There are 2 outstanding complaints which are currently going through the Ombudsman process. They do not relate to the 2012/13 season.</p>	
4.8	<p>Emergency exercise – JMc invited the rest of the SAG to the next exercise.</p>	
4.9	<p>JMc also suggested that the Club does an emergency evacuation during a match day. They will get the security companies to do a table-top exercise as well. The Club will appoint an additional team of four supervisors and two will be doing quality control.</p>	
4.10	<p>JMc confirmed that a new risk assessment has been completed for the School End Stand Upper . From next season it is proposed that the Upper Stand will be the only location for away supporters for the majority of matches unless there is a request for a larger allocation of tickets.</p>	
4.11	<p>The Club has been reviewing the stewards management arrangements so as to take on board all the positive feedback from the end of season debrief given by all agencies.</p>	
4.12	<p>AR said that she feels this is very positive and added that the Club may need to bolster their management in the early days of the new changes so as to manage them well through the transition.</p>	
4.13	<p>RC commented that the debrief meeting at the end of last season was excellent</p>	
4.14	<p>AR suggested that to ensure robustness of procedures that between JMc and AF they regularly swapped roles on match days. This would allow AF to be Safety Officer, enabling JMc to go out of the Control Room into the stadium and to see the operation taking place for himself when he is not acting as the Safety Officer.</p>	


<p>5</p> <p>5.1</p> <p>5.2</p> <p>5.3</p> <p>5.4</p> <p>5.5</p> <p>5.6</p> <p>5.7</p> <p>5.8</p> <p>5.9</p> <p>5.10</p>	<p>Metropolitan Police Service Review</p> <p>Public order - Please see the embedded spreadsheet, kindly provided by GJ.</p>  <p>\\LBHF.GOV.UK\ Root1\PPS-CENTRAL\</p> <p>AR requested that going forward, an extra column which will include summary figures from the previous season be added. GJ agreed.</p> <p>AR asked about the Away fans crimes, as she is trying to persuade clubs around the country to take formal action against the fans who commit these crimes within LBHF.</p> <p>JWG has asked her team to ensure that any incidents are recorded and a dossier prepared after match day and on her desk within 2 days to support/evidence any case needed at a later date.</p> <p>RC confirmed that on reviewing the last season public order offences, he is not aware of any particular issues at this Club. He added that the MPS has to be careful about what constitutes a public disorder incident and in his view no incidents have amounted to this.</p> <p>He went on to say that outside the football world, there are significant changes within the MPS. Paul Todd has taken over from Steve Davies. There will be fewer officers across London, and they will be doing more duties assisting the Central Team. He asked the SAG to inform him if they feel there are any changes to the service they are given, he did not expect the Club to notice anything on a day to day basis.</p> <p>RC made an undertaking that the match commander would, so far as possible attend any high risk match partnership meetings. AR encouraged regular liaison between the MPS and other SAG members to improve communication.</p> <p>JMc commented that he looks forward to working with RC, GJ and PT. He confirmed that Safety Officers website is a very comprehensive forum where information is shared around the country.</p> <p>PT confirmed that close liaison with the Club, with regards to intelligence will continue.</p> <p>AR commented that she is comforted that PT's arrangements will continue to provide guidance and support for the Club, especially on match days.</p>	<p>GJ</p> <p>ALL</p>
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	<p>She then asked that any new key people who may need to stand in such as the match commander role, are in attendance at partnership meetings and where possible attend the Club regularly to familiarise themselves with the set up and layout.</p>	
6.	<p>Local Authority review of the season</p> <p>Monitoring by LA</p> <p>6.1 KMc confirmed that he had carried out 6 DPI's over the last season Chelsea, Southampton, Aston Villa, West Bromwich Albion, MK Dons and Newcastle United.</p> <p>6.2 The MK Dons was the first match to be categorized as a Club Security Match and the planning and match day went well with no major incidents.</p> <p>6.3 The first full season of the change in operation of the School End has worked well. There are no items of concern.</p> <p>6.4 The annual Inspection has been completed with thanks to Suhail Dadabhoy. LEFB</p> <p>6.5 KM attended the end of season debrief and emergency training exercise which was extremely well run and informative.</p> <p>6.6 Licensing</p> <p>KMc confirmed that no licensing issues had been raised from AO.</p> <p>6.7 Stewarding and Security Audit</p> <p>The Stewarding Audit has now been completed, and no major issues were found. The recommendations have been shared with the Club to take an improvement plan forward. The Club are in a good position to deal with changes.</p> <p>6.8 Highways</p> <p>IH informed the group the Transport and Highways is now a Bi-borough service. Tony Pegrum will be attending these SAGs alongside IH, as he has taken over IH's old duties and will also cover the Bi-borough. IH will hand over to Tony over the next 12 months.</p> <p>6.9 IH confirmed that the MOU, was drafted and is currently with JWG awaiting the Clubs signature. Once it is signed, the new TMO will take effect. AR invited IH to feed back to the group and the SAG in July 2014.</p> <p>IH confirmed that he has received no complaints at the Council.</p>	

	<p>IH informed the group that Ride London will be going through part of the Borough on 4th August 2013. This means that most of the Borough will be closed. As the new football season starts on 3rd August, it may be disruptive. Fortunately, there are no games on 4th August.</p> <p>IH also felt that it would be a good idea to invite somebody from the Local Authority Parking Services to the SAG going forward as he is often asked questions which are not in his remit. He suggested that Vanessa Junkere and Angela Lythcott would be good representatives.</p>	
<p>7.</p> <p>7.1</p> <p>7.2</p> <p>7.3</p> <p>7.4</p> <p>7.5</p>	<p>Operation of the School End</p> <p>The first full season with the variation to the safety certificate for the School Upper and Lower being used in split mode. There were no recorded complaints received by the Council.</p> <p>AR asked whether the Club and the Police could confirm whether they have received any complaints?</p> <p>Both reported that there had been no incidents with this new mode of operation,</p> <p>The largest task on a match day is keeping the front row of the School Upper clear of fans and stopping them leaning over the edge. The front row is netted off with 5 stewards in seats along row A to manage this.</p> <p>MG proposed a change to the ticket allocation for away supporters in the forthcoming season. It is suggested that for the majority of home games away supporters will only be offered the School Upper. As part of the new risk assessment there will be extra stewards in the front row of the stand for the low risk matches and 50 of the front row seats will be given complementary to the away team for family and staff. There will also be a fixed CCTV camera pointing to the area.</p> <p>MG added that when high risk matches are played and only the Upper School End used the Club will not sell the front row for safety reasons. All the new procedures have been added to the Safety Manual.</p> <p>GJ added that he had discussed this situation with the Club the day before this meeting and said that if it works the way it worked last year, the MPS could see no problems, although it's all to be re-viewed on a match to match basis.</p> <p>KMc confirmed that a Variation to the Safety Certificate will need to be drawn up and formal notification under section 8 needed to be submitted along with the risk assessments.</p>	<p>QPR</p> <p>QPR</p> <p>QPR</p>

7.6	LE suggested that the RAKE on the upper tier could be looked at. MG reiterated that if high risk games are played, no tickets will be sold in the front row anyway.	
7.7	AR suggested that a temporary variation to the Safety Certificate be made trialing the revised arrangements before a permanent variation is made.	
8.	Traffic Management Order (TMO)	
8.1	Please see Item 6.4 above for comments made.	
9.	Safety Officer Arrangements	
9.1	There will be a new Safety Management Team for next season. JMc confirmed that the way briefings are delivered will be changing and involving more staff and that a review of all the information exchange had been made with a view to improving communication.	JMc
10.	Season 2013 / 14	
10.1	General Safety Certificate & Club Operations Manual AR & KMc are to circulate LE notes from the SGSA. The notes include LE's suggestions as to improvements in wording that the Club needs to do.	AR / KMc
10.2	Safety management arrangements JMc outlined the plan for the season.	
10.3	Policing Matters - Statement of Intent PT informed the group that the Statement of Intent is being drafted this week and should be in place for the start of the new football season. It was being drafted by the Central Football Unit and being led by CI Stuart Cornish.	PT
10.4	Future & Planned Works The changing rooms are being switched back to what they were before i.e. Home will resort to being Away and vice versa.	QPR
10.5	Match Categories These are being worked on by the Police and the Club.	MPS / QPR
10.6	Pre-season certificates MG confirmed that the current certificates are to be put up on the	QPR

10.7	<p>portal next week.</p> <p>Date of the emergency exercise</p> <p>A table top exercise has been planned for Wednesday 17th July 2013.</p>	ALL
11.1	<p>11. Fire Safety Update</p> <p>SD checked that the risk assessments are due to be reviewed in August / September 2013, and he will update them when they are completed.</p> <p>Otherwise there are no overall issues.</p>	
12.1, 12.2, 12.3	<p>12. News / monitoring by SGSA</p> <p>12.1 LE gave news that the SGSA are currently running workshops around the country to explain their role.</p> <p>12.2 There is a current ongoing review regarding temporary demountable stands.</p> <p>12.3 Another guidance document on alternative uses for stadiums is due to be issued later this year as more and more non footballing events are being held at stadiums.</p> <p>The SGSA have had some changes to their arrangements but LE will be continuing with QPR next year.</p>	
13.1, 13.2, 13.3, 13.4	<p>13. London Ambulance Service (LAS)</p> <p>13.1 JR informed that ground that there may be the odd 'shadow shift' for training purposes in the control room next season.</p> <p>13.2 There appear to be minor issues with the radio signals in the Control Room, so a base set is to be installed. An update will come to the next SAG.</p> <p>13.3 JMc thanked the LAS for their help within the last year.</p> <p>13.4 PH said that the SJA is keen to meet with QPR before the start of the next season.</p>	LAS
14.1	<p>14. Chair's Update</p> <p>14.1 AR spoke about the double fixture within the Borough last season. She stated that she had received assurances from the SGSA and</p>	

	FA that this will not become a regular thing. She advised that should such a fixture be announced an emergency SAG would be convened.	
14.2	AR mentioned that the records of Partnership meetings is extremely important. She had reviewed the records of the last match of last season and observed that there was room for some improvement . JWG to check and liaise with the Chairman.	JWG
14.3	Flares and Pyrotechnics – Please see SGSA guidance document embedded within these minutes.  Adobe Acrobat Document	
14.4	LE confirmed the reasons for this guidance, was the absence of anything at all at the time. AR pointed out that she is not happy with the guidance as to follow it completely would be impractical in some situations for the clubs, but acknowledged that it was sensible in many parts.	
14.5	JMc confirmed that this issue is on the agenda for their meeting on 14 th July 2013. He also confirmed that their stewards do not handle the smoke bombs, they instead move people away and the Club's Fire Officers deal with the article.	
14.6	LE confirmed that the SGSA had gone back to the manufacturers for guidance on how to deal with different articles in certain scenarios and the FA is to put out a warning on not using pyrotechnics to all Football Clubs before the start of the season. It was acknowledged that this would be very helpful.	
14.7	JWG confirmed that any incidences of QPR fans bad behaviour with regards to pyrotechnics etc, anywhere in the country, which are reported to the Club are dealt with by QPR banning the offenders.	
14.8	PT felt that making legal examples of anybody caught is the way forward.	
14.9	AF added that the Club has added a specific section in the Safety Manual around pyrotechnics. LE also suggested chemical burns should be included in the Medical Plan.	
15.	A.O.B	
15.1	One item – JR asked for confirmation that there are no scheduled pre-season Home games.	
16.	Date of next meeting	

16.1	Date suggested is 14 th January 2014 at Hammersmith Town Hall	ALL
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To be confirmed