

Special Safety of Sports Grounds Act 1975
QPR Football Club Safety Advisory Group (SAG)
24th September 2020, 10:00
Online/Virtual

Minutes of Meeting

Name	Initials	Organisation
Stephen Hollingworth, Leisure, Sport & Culture (Chair)	SH	LBHF
Geraldine O'Grady, Environmental Health Officer	GO	LBHF
Joshua Scott, Head of Operations	JS	QPR
Alex Fish, Deputy Safety Officer	AF	QPR
Jim McNeill, Safety Officer	JM	QPR
Lee Hoos, CEO	LH	QPR
Geoff Galilee	GG	SGSA
Inspector Graham Younger	GY	MPS
Paul Sutton, Facilities Manager	PS	QPR
John Gerrard DFO QPR	JG	MET
Graham Souster, Environment Health Officer	GS	LBHF
Valerie Simpson Strategic Lead Env Health and Reg Services	VS	LBHF
Thiru Moolan, Building Control	MT	LBHF
Uys Christian, Network Management	UC	LBHF
Lee Currie, Network Management	LC	LBHF
Katy John	KJ	NHS
David Graham	DG	
Daniel Spilsbury	DS	QPR
Brett Loft	BL	LFB
Dawn Rabin	DR	SJA
Matt Shute	MA	LAS

ITEM	ACTION
<p>1. Welcome from the Chair</p> <p>The Chair opened the meeting and welcomed everyone.</p> <p>It was noted that the meeting would be recorded to facilitate the preparation of the minutes.</p>	
<p>2. Format and Purpose of the meeting</p> <p>The Chair outlined the format meeting. The purpose of this meeting is to discuss the return of fans to football stadia.</p>	
<p>3. Apologies/Introductions</p> <p>Apologies were received from Rima Rahman, Dr Nichola Lang, Stephanie Needham (LBHF)</p>	
<p>4. Update from the Sports Ground Safety Authority</p> <p>GG provided an update of the new guidance and noted the following key points and learnings from pilot events held so far:</p> <ul style="list-style-type: none"> - The recent increase in Covid-19 infection spikes required the temporary halt to future pilots. Following latest advice from the Government, all pilot events had been paused. - Provided an overview of the SG02 document. - Several test events went ahead on the weekend of the 19th September, feedback from these events was useful. - During test events people were generally good at wearing face coverings. Some people took off their masks when sat down but were prepared to wear them when entering the stadium and on the grounds. - Some grounds did not open merchandise or catering facilities. - Toilets worked well. There was a queuing system in place and signage was located visibly. Signage was used on the floor to indicate social distancing. The capacity for the toilets should be displayed at the entrance. Extra sanitising units were available in the toilets and on the way out. - Sanitisers were also available externally at the entrance points. Where turnstiles required hand contact sanitiser was provided outside and inside the stadium. - No ticket sales were permitted on the day and photo ID was required. - Non-invasive temperature checks were also carried out and many events. - Bag searches also took place. Many sports grounds had a no bag policy or were only allowing smaller (A4) sized bags. Some clubs also allowed people to bring their own food and drink in where catering facilities were not available. 	

<ul style="list-style-type: none"> - It was advised that seats in the stadium are clearly numbered. Stands/blocks and entry points were also signed and labelled as customers may be seated in areas, they are not familiar with. - Additional signage for social distancing was required, making sure it was visible at the right height level and clear for people to read. - It was advised to blank off unused seats, particularly seats beside gangways. - Many grounds did not open concessions as the concourses were not big enough. - Some grounds offered catering and bar facilities, but queue management was essential. It was important to ensure that these areas were managed appropriately due to congestion. - It was advised to regularly carry out PA announcements on social distancing. - Most grounds had managed egress well. Some had a staggered egress. - All football clubs were using a cashless payment system and were issuing letters outlining their current arrangements. - Some football clubs were providing staggered times to avoid peak hours of entry. - At some games ball retrieval staff reported they could feel spittle from people in the front row. It is recommended that where this could be an issue seats in the front row should not be sold. 	
<p>5. <u>Proposed social distancing plans and arrangements at Kiyan Prince Foundation Stadium</u></p> <p>Risk assessment and Mitigation plan for Social Distancing It was noted that a Covid-19 risk assessment was required of the stadium arrangements.</p> <p>Social distancing capacity calculation JS provided an overview of the socially distanced capacity for each area of the Kiyan Prince Foundation Stadium as outlined in the capacity calculation document.</p> <p>Based on the SG02, QPR would seek to achieve 33% capacity using Method One (1m diameter) and the front row removed to provide a walkway.</p> <p>For any test event this would be reduced using Method One and alternate rows being occupied to phase in the use of stands and areas.</p> <p>Due to concourse capacity being severely reduced from the holding capacity; the Club would implement strict measures on the concourse so that the proposed holding capacity for each stand could be used.</p> <p>After factoring in removal of rows and concourse closures, total max capacity was currently 5009 (27.5% capacity)</p> <p>It was noted that the concourse would specifically be for fan circulation only. i.e. when accessing seats or the toilets only. Fans would be asked to keep to the left.</p>	

There would be a system in place for food and drinks to be delivered directly to the seats via an App (no alcohol would be served). Click and collect was also being considered as an option.

A one-way flow system would be put in place throughout majority of the stadium. The stadium doesn't have enough space to implement a two-way flow.

Management Arrangements

If AFC Wimbledon were hosting fans, it would be using the same management group as QPR.

Ticketing

This would proceed via a ballet system.

Movement and Circulation

JS provided an overview of how a one-way flow system would work at the stadium, outlining which blocks would be used for entry and exits. He showed slides which included drawings of the one-way flow system, noting that some areas of the stadium were more challenging to manage than others.

All concourses would have a two-way flow system. However, a two-way flow system cannot be used in the stairways and vomitories.

Concourses would be used for access to seats, use of toilet facilities and exit. Screens in the concourse will not be used to screen the match but may be used to display messaging.

The purchase of food and drink (non-alcoholic) to be available via an app and delivered to seat. Alcohol will only be served in hospitality areas.

Spectators would be asked to walk or cycle to the venue where possible.

The one-way system would be reversed at the end of the match.

Seats would only be available to purchase within one household. Road closures would apply as normal when all stands were being used.

It was noted that face coverings would be worn at all times expect when seated outdoors in allocated seats.

Sanitisers would be placed in the outside entrances (all entrances include electronic turnstiles), all concourses and additional units in toilets to assist with flow if areas were busy.

GO asked how the Club would ensure that members of staff would successfully reverse the one-way system at the end of the match. In response JS explained that staff briefings would be carried out and clear instructions would be provided to stewards and supervisors. In addition, PA announcements would take place throughout the match, so that the system could be reversed effectively. Clear signage would be put up and a video explaining the entry and exit processes would also be shown at the end of the match.

GO asked how the Club would maintain social distancing for entry and exit purpose. JS noted that people were generally understanding and adhered to social distancing measures. Staggered exits would be introduced, and PA announcements would be made to direct this. Handheld scanners would be placed in all entry areas to scan people through in case the turnstiles became busy and overloaded and social distancing was unmanageable.

GO noted that the feedback received from the Director of Public Health advised that face coverings should be worn throughout the match, expect when eating and drinking to offer extra protection. QPR welcomed the feedback and said that they would take this on board if necessary.

DR asked for further clarification to be provided in relation to the one-way system in case of a medical emergency. It was noted that any health and safety incidents would override the need to follow a one-way system for medical staff.

It was noted that full road closures with the usual hours would be enforced on South Africa Road for a match of 5000 people.

Safety and security management arrangements

JS noted that response staff would be reduced as alcohol would not be served and away fans would not attend this season.

It was noted that stewarding numbers would remain the same. Stewards would be placed in all the key positions to assist with the measures put in place by the Club.

The Chair asked if a test event would take place before the Club allowed a capacity of 5000 people. In response JS said that a test event of 1000 people would have taken place on 26th September and for a second wave of 2500-3000 people on 3rd October for an AFC Wimbledon fixture. The Club would then hold a match for a reduced capacity of 5000 people. The same arrangements would be followed in the future, subject to Government guidelines.

The Chair requested that further guidelines for ingress and egress be added to the QPR plans and circulated to the SAG.

Action - Joshua Scott

GO asked for consideration to be placed on how spectators walk through the narrow walkway when entering Wood Lane estate. JS said that signage could be placed to direct people down South Africa Road advising people not to use this walkway.

MS asked whether the current version of the test event management plan document was up to date as there were some concerns regarding medical staffing based on the figures provided in the document. JS said that the medical staffing numbers in the document were based on a capacity of 1000 people and only one stand being in use. A medical Advisory Group meeting would be held if all stands should open.

<p>MS advised that in accordance with the Green Guide a registered medical practitioner and some first aiders were required for a capacity of less than 2000 people.</p> <p>MS noted that the PPE guidance in the document also needed to be updated inline with the current guidance.</p> <p style="text-align: right;">Action - Joshua Scott</p> <p>JS noted that Doctor Meng had retired from being a crowd doctor for QPR. His hard work and efforts over the years with QPR were praised.</p> <p>GS advised that QPR updated stewards on the track and trace App as part of their training arrangements.</p> <p style="text-align: right;">Action: Joshua Scott</p>	
<p>6. COVID-19/Health protection – Advice from the NHS Dr.Nichola Lang and NHS colleagues were not in attendance.</p> <p>Feedback received from the Director of Public Health advised that face coverings should be worn throughout the match, expect when eating and drinking to offer extra protection.</p>	
<p>7. Advice from the emergency services</p> <p>LAS Comments made by MS above.</p> <p>MPS There were no issues of concern to report</p> <p>LFB There were no issues of concern to report</p>	
<p>8. Feedback from other members No feedback received</p>	
<p>9. Feedback from the LA/Safety certification and licensing It was noted that the amended Safety Certificate needed to be issued.</p>	
<p>10. AOB GO to speak to JS outside of the meeting in relation to matters relating to ventilation and other Covid-19 controls. Action: Geraldine O’Grady</p> <p>LH Thanked all in the SAG group for a quick response to such a short time scale. Currently there are 5062 season ticket holders, though this may go down. Resulting in a 27-28% capacity. Feedback has been received from 1700 supporters, it is anticipated there will be a few groups of 5 or 6, but the</p>	

majority will be 2 or 3. When fans are permitted to return the club will have an idea of spacing. In relation to communications, there is confidence in the communication team who have done a great job providing information to fans.

JS gave thanks to the group and enquired as to the possibility of agreeing a baseline for a test event.

The Chair said that the SAG approved that a test event of 1000 people could take place in line with Government guidelines in the future. When looking at an increase of capacity would need a partnership meeting or SAG, any learnings from the test match can be reviewed.

The Chair thanked QPR for all their work and requested that an updated version of the document be circulated to the SAG.