

**Safety of Sports Grounds Act 1975
QPR Football Club Safety Advisory Group (SAG)**

**Friday 5 July 2019 at 1330hrs
Hammersmith Town Hall, King Street London, W6 9JU**

Minutes of Meeting (Part 1)

Name	Initials	Organisation
Ann Ramage (Chair), Head of Environmental Health	AR	RBKC
Stephen Hollingworth, Leisure, Sport & Culture	SH	LBHF
Stephanie Needham, Safer Neighbourhood & Reg Services	SN	LHBF
Jim McNeill, Safety Officer	JM	QPR
Joshua Scott, Facilities Manager	JS	QPR
Ben Green, Head of Operations	BG	QPR
Lee Hoos, CEO	LH	QPR
Richard Acholowino, Waste Enforcement	RA	LBHF
Geoff Galilee	GG	SGSA
Graham Younger, Inspector	GY	MPS
James Brockway, Chief Inspector	JB	MPS
Michael Allen, Transport & Technical Services	MA	LBHF
Tracey Chin, Committee Services	TC	LBHF
Geraldine O'Grady, Commercial Services	GO	LBHF
Matt Shute, Emergency Planning and Resilience Officer	MS	LAS
Pat Hickey, Venue Commander	PHi	LAS
Paul Humphreys	PHu	LFB

ITEM	ACTION
<p>1. Welcome from the Chair</p> <p>1.1 The Chair opened the meeting and welcomed everyone.</p>	
<p>2. Apologies/Introductions</p> <p>2.1 Apologies were received from Alex Fish (QPR), Paul Sutton (QPR), John Gerard (MET), Dawn Rabin (SJA), Michele McHugh (LFB), Dermot Casey (Building Control), Stephen Waspe (NHS England).</p> <p>2.2 The Chair introduced SH, who would be the new Chair and welcomed BG to the group.</p>	
<p>3. Confirmation of previous minutes and matters arising</p> <p>3.1 The minutes of the meeting held on 24 January 2019 were confirmed as an accurate record. The Chair identified the following actions from the minutes that were outstanding:</p> <p>3.2 Parking signage on Match days. Highways are developing new designs and will arrange to meet with the club.</p> <p>Refuse/fly-tipping - A meeting would be needed to confirm the removal of wastage. The Chair confirmed that fly tipping consisted mostly of construction material in congested areas and needed to be incorporated in match day checks. GO confirmed that an email is sent to the street scene enforcement team requesting enhanced inspections prior to high risk matches, and that meeting have been held between the club, LA and Housing Associations managing Imre Close to find resolution to the fly tipping at the entrance to the estate.</p>	MA
<p>4. Notable Fixtures</p> <p>4.1 No notable fixtures were reported in the last half of the 2018/2019 season.</p> <p>4.2 Potential Notable Fixtures for the 2019/20 season:</p> <ul style="list-style-type: none"> • Luton Town • Charlton Athletic • Fulham • Brentford • Leeds United • Cardiff City 	

<ul style="list-style-type: none"> • Millwall <p>4.2 MPS reported that Luton and Millwall needed careful and detailed planning work. JM and GY will engage in partnership with the club.</p>	
<p>5. <u>QPR Safety</u></p> <p>5.1 MG's departure with the club was acknowledged and BG was welcomed into the role.</p> <p>5.2 Security It was confirmed that Carlisle Support Services was no longer working with QPR due to their increased work at the new Tottenham Hotspur Stadium. QPR would continue work with the other 4 agencies for the forthcoming season. The club has held in-depth debriefs with all relevant providers and were looking at new ways of working with them all and continuing to have strong working partnerships.</p> <p>5.3 JMcN commentated that the Portsmouth match had the potential to be problematic but was handled well; most fans were kept off the pitch and this was down to the work of dedicated staff. The end of season, QPR v Nottingham Forest match went well with only 3 fans getting on the pitch and again this was down to detailed planning and the use of a clear matchday plan</p> <p>5.4 It was acknowledged that there would be challenges ahead although strong working relationships would help ensure future success.</p> <p>5.5 Discussion arose on away supporters. JM reported that he had been liaising with John Gerard to ensure supporters were aware of the consequences of any 'bad' behaviour</p> <p>5.6 Credit was given to John Gerard by all partners for all his hard work over the season, particularly his engagement with fans. JG has spoken with members in the high-risk youth group to reinforce the level of behaviour expected.</p> <p>Match Day incidents</p> <p>Smoking</p> <p>5.7 Issues were reported to have improved.</p> <p>Pitch incursion</p> <p>5.8 The Chair reported that there had only been three occurrences last year. The Club hope to improve on this in the next year.</p>	

<p>6.3 The Chair asked if there were any increases across all the statistics provided. JB didn't think there were although the Watford match was reported to be challenging.</p> <p>Behaviour</p> <p>6.4 Nothing of note.</p> <p>Crowd behaviour away from home</p> <p>6.5 JB was complementary of the behaviour of QPR fans at away games, there had been one supporter arrested for Class A drugs.</p> <p>Internal</p> <p>6.6 There was an alleged case of racist chanting at the QPR v Ipswich game. A steward claimed to have heard a home fan call an away support an "illegal immigrant" - Police took details from the steward but with no known victim so no further action was taken.</p> <p>Leeds fixture</p> <p>6.7 Nothing of concern to highlight.</p> <p>Ingress/egress</p> <p>6.8 JM had taken the issues on board.</p> <p>Banning Orders</p> <p>6.9 There have been a few banning orders JG to provide further details.</p> <p>MPS/ CPS</p> <p>6.10 There were no issues of concern to report.</p> <p>6.11 The Chair concluded that there had been no change to the MPS agreement.</p> <p>6.12 The Chair queried the removal of a fence box/cage. It was explained that justification was needed for its use. The club are comfortable with the move away from the box cage system previously used for entrance to the School Upper Stand.</p> <p>6.13 It was suggested that refinement was needed on the various interventions raised by the Chair and that customer engagement should be considered.</p>	
<p>7. Medical Provision</p> <p>7.1 BG suggested that a separate meeting should be conducted to explore issues around medical provision in more detail. Outcomes would be reported at the SAG.</p>	<p>NHS/QPR /SJS</p>

<p>7.2 SJA has no significant issues to feed back.</p> <p>Accident and Injury stats/trends</p> <p>7.3 The Chair confirmed numbers were low and that there was nothing in the stats that would highlight any concerns.</p> <p>7.3 Slips and trips were reported, but there had been nothing major of note, although quick trips to First Aid might not give accurate results. The Chair thought it might be helpful if more in-depth analysis could be given to medical stats.</p> <p>7.3 The Chair reported that Imperial College had requested to look at data across different stadia on accidents and concluded that the stats did not accurately report accidents. The Chair requested further investigation and discussion on near misses, e.g. tripping hazards.</p> <p>7.4 It was confirmed that staff were already trained on reporting near-misses and any actions would be completed throughout the week.</p> <p>7.5 BG queried the usefulness of all these stats and multiple requests for data however the reported data highlighted the importance of emphasising near-miss reporting and the need for practical common-sense management</p> <p>7.6 The Chair confirmed that Imperial College couldn't validate the data and a definite conclusion couldn't be made. It was suggested that the club should look at the staff who come in on match days. BG agreed.</p> <p>7.7 MS commented on the number of medical staff available. LH questioned the definition on near misses as this could be subjective.</p> <p>7.8 The Chair raised concerns about away supporters not reporting incidents and the use of "invisible" data. GG concurred that some do go unreported as some fans refused to report injuries.</p> <p>7.9 The Chair summarised the need for being proportionate and hoped this could be further reflected on.</p>	<p>QPR</p>
<p>8. Local authority</p> <p>8.1 GO confirmed the LA had attended 13 matches during the 2018/2019 season</p>	

<p>8.2 GO advised that the club had received a complaint of anti-social behaviour by fans walking through the Wood Lane Estate. Monitoring was conducted and a meeting held between the club, the LA Housing Manager and GO. The residents group representative would like the gate to the estate closed on match days. It was agreed that housing team would lead on changes to access to the estate. BG informed housing that he is always happy to meet with residents to discuss concerns they may have.</p> <p>8.2 Entry/exit procedures the Millwall style of barriers appears to be working well. When not in use the barriers need to be stored in in a manner which ensure emergency exit routes are not blocked.</p> <p>8.3 The stewards were commended on their attitude whilst dealing with bad behaviour from fans and were also praised for their politeness to the public, especially where a road closure complaint had been received.</p> <p>8.4 GG reported issues with the barriers at Ellerslie Rd, which forced pedestrians to use the road. This would need to be looked at.</p> <p>8.5 The Chair asked about safety certificates. It was confirmed that these would be looked at after SAG and revised in due course.</p> <p>8.6 It was reported that a complaint had been received from a resident which raised concerns over appropriate signage. Highways are developing new designs. But no reply had been received from enquiries made. The Chair requested GO, JS and MA to liaise.</p> <p>8.7 The Chair advised about meeting with BG to discuss more involvement from supporters e.g. giving them a chance to comment on the agenda.</p> <p>8.8 Apologies were received from Building Control, although there was nothing of note to report.</p> <p>8.9 Officers from LBHF Licencing Team and MPS Licencing team attended the QPR v Millwall match and found no non-compliances with the Premises Licence.</p>	<p>QPR</p> <p>GO/BG</p>
<p>9. Outside the Stadium</p> <p>9.1 TMO and improvements were discussed. There had been complaints from residents of the White City estate on the egress.</p> <p>9.2 MA reported the following:</p> <ul style="list-style-type: none"> • Major roadworks on the CS10, which would be on Wood Lane. Further updates forthcoming. 	

<ul style="list-style-type: none"> • Gulley works on S. Africa Rd and Wood Lane – expected completion by 9th July. • BBC development – works were ongoing. Updates around fixtures. <p>9.3 RA also reported that Saturday matches would need inspecting beforehand as minimal staff were available. He confirmed that an officer would check on Saturday morning.</p> <p>9.5 BG had been contacted by Peter Keen about works on the carriageway around South Africa Rd but subsequently these works had been postponed due to other linked projects in the borough.</p> <p>Parking Issues</p> <p>9.6 JS raised concerns on changes in parking zones in Loftus Rd. A consultation leaflet had been circulated, but no additional communication or information was available. The Chair asked GO and SH to follow-this up with transport / Chris Bainbridge.</p> <p>Street Trading</p> <p>9.7 GO reported that all mobile food traders outside of the stadium obtained food hygiene rating of 3 or above. No illegal street trading was noted during match day monitoring.</p>	LBHF
<p>10. LFB</p> <p>10.1 One crew visited on match day for familiarisation. BG added that crews are always welcome where required.</p>	
<p>11. TFL</p> <p>11.1 The Chair asked MA to liaise with GO on the signage issues mentioned earlier.</p>	LBHF
<p>12. Forthcoming Fixtures</p> <p>12.1 Annual inspection date – 30 July.</p>	
<p>13. <u>Sports Grounds</u></p> <p>Inspections</p> <p>13.1 GO reported on the TMO barrier arrangements on the school end. One car was reported as driving quickly when permitted to access the road closure in Ellerslie Road. Safety issues around this area needs to be resolved.</p>	BG

<p>13.4 GG raised concerns with regards to the School Upper Stand, which could be an issue in the event of a crowd collapse. A new approach should be investigated, with the suggestion of using alternative engineering solutions if necessary. This was a requirement for all clubs, but it was not expected that there would be a change in the law at the current time</p> <p>13.5 The approach the SGSA would like taken would be to collect more data, with independently appointed research work to follow, resulting in more information to feed back to government. Further discussions with the club could be necessary.</p>	GO/BG
<p>14. Wider Understanding of Safety Progress</p> <p>14.1 It was emphasised that clubs needed to comply with safety legislation. This included identifying additional steps for more availability for standing.</p> <p>14.2 It was also acknowledged that enforcing spectators to sit down was challenging for all venues with all seater policies, although adequate risk assessments should reduce that potential safety risk. LH proposed that designated standing areas could help, and GG agreed that rail seating could be implemented.</p> <p>14.3 GG confirmed that a CT and anti-social behaviour plan had been done in consultation with CTSA, which would be forwarded to BG.</p> <p>14.4 GG requested to see the clubs CT and ASB/disorder plan.</p> <p>14.4 The date for the next annual SGSA conference was confirmed for 4 September at the new Tottenham stadium.</p>	GG BG
<p>15. Chair's Update</p> <p>15.1 The Chair discussed the need for the group to have supporter representation and taking into account the current climate that this was an idea that should be taken forward and also based on the conversation that had been had with BG. Having a supporter representative in the SAG forum was discussed.</p> <p>15.2 It was suggested that candidates would undergo a selection process based on possessing the right attributes and who the</p>	BG

<p>members felt confident having in the SAG. BG agreed that this would be a good way to engage with supporters.</p> <p>15.3 The Chair stressed the importance that the potential representative should be action-oriented: getting feedback from supporters and feeding that back to the SAG. They needed to possess the enthusiasm as well as the right background.</p> <p>15.4 JB pointed out other factors to consider were intelligence handling and balancing this out with openness and transparency.</p> <p>15.5 LH suggested SH attend a quarterly meeting to form new relationships through networking. The Chair confirmed this had been under discussion in SAG and could be a positive for the club. She suggested SH meet with members on an individual basis.</p>	
<p>16. AOB</p> <p>16.1 GO reported that an application for a special safety certificate would be required for large non match events.</p> <p>16.2 MA announced his departure and a replacement would be appointed by October. The Chair thanked MA for his work and asked that he liaise with GO with regards to who will be covering his work.</p> <p>16.3 The Chair thanked JB for his work and wished him all the best in the next chapter of his MPS career.</p> <p>16.4 It was reported that there was racist chanting from away fans at the Leeds match in February, which had been reported to MPS. Further investigations took place, but no suspects had been found.</p>	
<p>17. Date and venue of next meeting:</p> <p>9th of January 2010 10.00 -12.00 Kiyan Prince Foundation Stadium, South Africa Road, London W12 7PJ</p>	<p>GO</p>