

QPR Supporter Advisory Board Meeting: 18th November 2025

Date: Tuesday 18th November 2025

Location: MATRADE Loftus Road

Attendees:

Queens Park Rangers FC	Chloe Tong (CT), Christian Nourry (CN), Euan Ingles (EI), Christian Willis (CW)
Supporter Advisory Board	Ruby Polatin (RP), Jack Jones (JJ), Declan Finnegan (DF), Julie Hampton (JH), Spencer Swartz (SS), Richard Young (RY), Dave Thomas (DT), Charlie Oakley (CO), Neil Jackson (NJ)
Apologies	George Bradley (GB), Gobi Ranganathan (GR),

1. Welcome & Opening Remarks

CT opened the meeting by welcoming the members and acknowledging the rescheduled date. She reminded attendees that workspace can be provided before meetings. She also confirmed that future meetings will offer multiple date options after feedback that one option was too restrictive.

2. Chair / Vice Chair Update

There were no formal applications received.

Discussion then followed about the responsibilities and structure of the Supporter Advisory Board:

RP showed a willingness to stand as Chair, with DT then offering interest for the vice-chair role if none of the elected representatives came forward.

3. Advisory Board Email / Website Profiles

CT proposed using advisoryboard@qpr.co.uk with either:

1. A shared mailbox
2. Auto-forwarding to selected board members.

CT also confirmed the club is completing a backend website upgrade with SAB profiles then ready to go live as soon as it's complete.

4. Reporting Back & Confidentiality Guidelines

A discussion regarding confidentiality of agenda items within the meetings happened.

RP asked for clearer guidance: "We might need clearer guidelines in terms of what can be reported and what can't."

CN agreed to explore sending out an alternative set of official guidance for review.

5. Club Agenda Item: Rail Seating

EI confirmed consultation planning around potentially expanding rail seating into:

- Y Block
- PU & QU (GO-OUT Upper Loft)

EI: “We all agree it has been a success. We are looking at potentially extending to other areas”.
CT described the consultation timeline, highlighting that impacted supporters will be surveyed and location will be decided from this, it was also mentioned that education is less needed now that supporters are familiar with rail seating.

6. Stadium Operations & Supporter Experience

The QPR 1st Supporters Trust raised issues surrounding matchday experience feedback they have received.

EI responded with updates for future games:

- Fast-pouring installed and now active in The Stanley Bowles Stand alongside the already increased amount of pre-pouring.
- Mobile beer units coming into effect from now in The Stanley Bowles Stand.
- Existing issues with card machines around the stadium have now been resolved.

EI: “You should notice the queues will be a lot quicker.”

Supporters also reported difficulty finding programme sellers pre-match.

EI confirmed that there will be change from now on: “There’s been one less seller, from Saturday it’ll be parity with last season, with the same number of programme sellers”.

7. Stewarding Standards & Incidents

Supporters shared reports of inappropriate steward behaviour and poor guidance.

JH expressed frustration, “The standard is absolutely appalling, they need some sort of formal training.”

CT responded urgently, “I’ll speak with our matchday coordination team, please message me on a matchday when things happen so we can resolve immediately”. The offer of messaging on a matchday was extended to all members and stressed by CT.

8. Crowd Dispersal Plan

DF raised issues after the Millwall match regarding the lack of Westbound access.

10. Kit Supplier (Errea) (CONFIDENTIAL)

DF mentioned whether fans will have a role in future kit design

CN suggested the club could start by collecting feedback on previous kits.

11. Other Matters

This included:

- QPR in the Community Trust – RP asked if the SAB could discuss how they can have more involvement if they wished.
- Boxing Day travel concerns were raised; with trains not running for the Boxing Day fixture against Portsmouth, the club will explore supporting travelling supporters
- Congratulations to CT on FSA award nomination

12. Conclusions

Next meeting dates will be proposed for March 2026.