

# MANCHESTER UNITED FANS' FORUM – AGENDA NOTES

FRIDAY 11<sup>TH</sup> MAY 2018, ATC

## FORUM MEMBERS PRESENT

Chas	Banks	MUDSA Secretary
Seb	Chowdhury	Official Member Rep.
James	Coatsworth	Season Ticket Holder Rep.
Ben	Cooper	Official Member Rep.
Craig	Dilley	MUSC Rep.
Alan	Harvey	Family Stand Rep.
Mark	Heaton	Executive Club Rep.
Darryl	Hewlett	Season Ticket Holder Rep.
Terry	Holland	MUSC Rep.
Ian	Stirling	Fan Group Rep.
Paul	Warlow	MUSC Rep.
David	Young	Season Ticket Holder Rep.

## CLUB AND FOUNDATION OFFICIALS PRESENT

Rebecca	Britain	Club Secretary
David	French	Director of Venue
Sam	Kelleher	Head of Ticketing & Membership
Jim	Liggett	Head of Security
Andrew	Lisgo	Corporate Media Relations Manager
Claire	Mulroy	T&MS Office Manager
Collette	Roche	Chief Operating Officer
Dan	Schofield	Head of Venue Operations
John	Shiels	Chief Executive, MU Foundation
Phil	Townsend	Director of Communications

Topic	Speaker	Topic Notes
1. <b>Introductions / Apologies</b>	DF	<p><b>Apologies</b></p> <ul style="list-style-type: none"> <li>Richard Arnold (Group Managing Director)</li> <li>Phil Cowper (65+ STH Rep.)</li> <li>Janine Kasmir (Local Rep.)</li> <li>Josephine Loughrane (Official Member Rep.)</li> <li>Harry Sutcliffe (16-21 STH Rep.)</li> </ul> <p><b>Introductions</b></p> <ul style="list-style-type: none"> <li>Rebecca Britain (Club Secretary)</li> <li>Jim Liggett (Head of Security)</li> <li>Collette Roche (Chief Operating Officer)</li> </ul>
2. <b>Minutes (last meeting)</b>	DF	<ul style="list-style-type: none"> <li>Minutes approved.</li> </ul>
3. <b>Update on Actions from last Meeting</b>	PT	<ul style="list-style-type: none"> <li>All actions from the last Forum were covered within the various updates below, with the exception of:</li> </ul> <p><b>Women's Team Update</b></p> <ul style="list-style-type: none"> <li>An application has been submitted to the FA for the club to have a women's team in the second tier of women's football (WSL 2); decision regarding the application likely in May, so we will communicate this as soon as we hear anything</li> </ul>

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		<p><b>Rates of Pay</b></p> <ul style="list-style-type: none"> <li>It is the company's policy not to make information regarding rates of pay public</li> </ul>
<p><b>4. Security Update</b></p>	<p>JL</p>	<p><b>Security</b></p> <ul style="list-style-type: none"> <li>The safety and security of all supporters and visitors is a matter that we take very seriously and we are constantly reviewing our processes to keep everyone safe</li> <li>Amendments to the existing Bag Policy, together with additional bag drop arrangements, were in place for the West Brom fixture</li> <li>This appears to have worked well and feedback on the whole was very positive; as you know, bags larger than around A5 size are not permitted in the stadium, and going forward this restricted bag policy applies to Old Trafford grounds as well as the stadium itself</li> <li>This has been implemented for safety &amp; security reasons to ensure that no medium/large bags come onto the forecourts, into the tunnel areas, or anywhere in close proximity to the stadium, what we refer to as the stadium 'footprint'</li> <li>All supporters and visitors can significantly assist the safety and security operation by not bringing any bags to the stadium, however, we know this isn't always possible so kindly ask that only bags of the permitted size are brought to the stadium (there are exceptions for medical or baby care equipment)</li> <li>We have introduced additional Bag Drop facilities around the site to make it convenient for supporters to safely deposit any bags before approaching the stadium</li> <li>After many discussions both internally and with relevant authorities in relation to supporter safety and security issues, it was recommended to suspend the train service to Old Trafford on a match day; a trial suspension period took place between December and February during which time supporters who use the rail service were encouraged to use the alternative stop at Trafford Park</li> <li>Following the end of the trial, Northern Rail decided to continue to support the suspension through to the end of the season</li> </ul>
<p><b>5. Operations Update</b></p>	<p>DS</p>	<p><b>Atmosphere</b></p> <ul style="list-style-type: none"> <li>The club is continuing to look at ways we can further support fan-driven atmosphere initiatives</li> <li>We will continue to support these fan-led initiatives, such as the L-Stand trial at the Brighton game, when the opportunity permits (e.g. some cup games)</li> <li>Therefore, please let me have any ideas, and we'll review/discuss along with all other proposed initiatives</li> <li>However, just to note that we do have a few 'Atmosphere' related questions coming up later on</li> </ul>

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		<p><b>Special Events</b></p> <ul style="list-style-type: none"> <li>• Since the last Forum we announced that The Rolling Stones will be playing at Old Trafford on Tuesday 5<sup>th</sup> June (supported by Richard Ashcroft)</li> <li>• The Stones will be the first concert we've staged at Old Trafford in 10 years and will be followed shortly afterwards by the Billy Joel Concert on Saturday 16<sup>th</sup> June</li> <li>• The move back in to the concert market has been very well received across the industry and as a result we have fielded a number of enquiries from promoters looking at available dates for concerts in the summer of 2019</li> </ul> <p><b>Family Stand Entertainment</b></p> <ul style="list-style-type: none"> <li>• Following feedback at previous Fans' Forums we have made some changes to the Family Stand pre-match entertainment for the remainder of the season: <ul style="list-style-type: none"> <li>- Introduced competitions instead of a raffle for prize (word search, spot the ball, spot the difference, etc.)</li> <li>- Trialled alternative entertainment including a DJ and a professional fan photo (with hard copy photo given immediately)</li> </ul> </li> <li>• Next season, we will have a full programme, including: <ul style="list-style-type: none"> <li>- Competition and entertainment every match</li> <li>- Music in concourse and noise-makers in the stand</li> <li>- Additional entertainment and souvenirs at 'Big five' matches</li> </ul> </li> </ul>
<p><b>6. Ticketing Update</b></p>	<p>SK</p>	<p><b>European Away Game Credits</b></p> <ul style="list-style-type: none"> <li>• In order to reduce the number of people applying for European away matches in order to gain credits, but who have no real intention of going, we have previously presented a number of potential solutions, i.e.: <ul style="list-style-type: none"> <li>- Stop issuing credits</li> <li>- Place sanctions on those supporters who apply, but cancel or do not collect their ticket</li> <li>- Stop issuing credits to those who are unsuccessful</li> </ul> </li> <li>• None of these were (overly) well received, and given that we want to avoid placing sanctions wherever possible, so following the last Fans' Forum, we have undertaken further consultation</li> <li>• We believe that we have found a solution that will mitigate the issue of people 'tactically' applying for tickets, without placing sanctions on any supporters who require to cancel tickets in advance of the game: <ul style="list-style-type: none"> <li>- Freeze credits as they stand at the end of the season, i.e. a maximum of 34 (3-seasons)</li> <li>- Until the first game of 2018/19 is played we use these credits</li> <li>- As agreed previously in this Forum, after the first game of next season, we will change this to two full seasons of credits plus 2018/19 credits (i.e. the 'three-year' rolling credit system)</li> <li>- We will bring forward the application period for each game to 2 days (minimum) immediately after the draw, which should mitigate against increasing flight costs; although please note that we wouldn't necessarily have pricing and allocations during the application period</li> <li>- We will conduct the ballot based on credits as normal, 3-days after the draw; note that this may have to be done with 'default' pricing should the details not have been agreed with the home team</li> </ul> </li> </ul>

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		<ul style="list-style-type: none"> <li>- We will then conduct the first ballot based on credit history, and to ensure that people without a credit history have a chance of receiving tickets, the 2nd/subsequent ballots and/or outbound calls will be random (and not credit history based)</li> <li>- We will also offer a cancellation period after each ballot (as opposed to just the 1st ballot), and once each cancellation window has passed, we'll continue to allow cancellations subject to resale</li> <li>- We will also give people who have been unsuccessful in the 2nd ballot, the opportunity to subscribe to a 'last-minute' returns list (i.e. for those who will be able to travel at short notice)</li> <li>- Finally, and perhaps most importantly, we will only issue a credit to those people who collect tickets (which is what we believe will reduce the number of false applications currently received)</li> </ul> <ul style="list-style-type: none"> <li>• In the Forum it was clarified that Thomas Cook Sport will continue to accept applications in the normal manner and then send a list of applicants to MUFC to advise who has the highest number of credits, before Thomas Cook Sport allocates tickets</li> <li>• Forum members expressed appreciation to the Ticket Office for their open dialogue on this subject</li> </ul> <p><b>FA Cup Final</b></p> <ul style="list-style-type: none"> <li>• Our objective is to get as many fans that have seasonal facilities, and in the case of Season Ticket holders, who have purchased all cup games, tickets for the final; however, demand from qualifying applicants far exceeds the amount of tickets we are allocated</li> <li>• This year, there are c40,000 'qualifying' ticket holders but we originally received less than 28,000 tickets from the FA</li> <li>• Therefore, while we were aware that many Season Ticket holders would be disappointed, we felt it was only fair to provide fans advance notice (i.e. ahead of apps opening) that we would need to prioritise our most regular away applicants in the ballot</li> <li>• In-line with other finals, we have done everything we can to make as many tickets available as possible for fans, including sourcing extra tickets wherever possible, and trying to minimise the take-up of any contractual allocations (for example we negotiated a further 1.4k tickets from the FA yesterday ahead of the second ballot)</li> <li>• In the first ballot, we were able to allocate tickets to all Season Ticket holders that had applied for two or more away games (as well as c50% of those that had applied for one)</li> <li>• In the second ballot we managed to allocate a ticket to all other Season Ticket holders with one away game application</li> <li>• All Executive Club members who applied have been allocated at least one ticket (with applications for more than two tickets reduced by no more than 50%)</li> <li>• Following the great atmosphere at the semi-final, we have done everything we can to sit like-minded supporters together, and quadrupled the number of large flags that will be handed out</li> <li>• Forum members expressed appreciation to the Ticket Office for their efforts to sit like-minded supporters together for both the Semi-Final and Final as well as the organisation around ballots / fulfilment of tickets for each game</li> </ul>

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		<ul style="list-style-type: none"> <li>The Fan Group rep expressed frustration over the 30% ticket price rise from last year's FA Cup Final and requested that the Club made representations to the FA</li> </ul> <p><b>Official Club Sanctions</b></p> <ul style="list-style-type: none"> <li>In 2013/14 we committed via the Fans' Forum that a primary objective was to increase the club's away allocations; at that time bad behaviour was cited as the main reason for our allocations being reduced – this led to stricter policies being implemented to those fans arrested or ejected at away games</li> <li>Simultaneously, we also advised the Fans' Forum that we would clamp down on ticket touting after lots of (very passionate) feedback that we weren't taking the matter seriously enough</li> <li>We also regularly received negative feedback from supporters about the lack of transparency in regards to sanctions we imposed (for example we had a lot of people banned indefinitely, and we wanted to move away from life-time bans wherever possible)</li> <li>Working with the Fans' Forum, Supporter Groups and FSF, we produced &amp; published our 'Official Club Sanctions' document with effect from the 2016/17 season</li> <li>Now that two seasons have passed since the introduction, we want to undertake a further round of consultation to ensure that the agreed sanctions are achieving the initial objectives</li> <li>Therefore, I would like to separately email you all with a copy of the Official Club Sanctions document, along with some proposed changes for 2018/19, and it would be appreciated if you could review and provide feedback</li> <li>Also, over the next few weeks, we plan to review all cases that have been heard in the Appeals Panel, primarily looking out for cases where perhaps there were 'mitigating circumstances or reasonable doubt', with a view to potentially converting some sanctions to a 'caution' (but not where there was unacceptable behaviour or clear intent, e.g. with regards to touting)</li> </ul>
<p><b>7. Accessible Stadia Update</b></p>	<p>DF</p>	<ul style="list-style-type: none"> <li>To recap, we constructed all of the new wheelchair platforms as planned ahead of the 2017/18 season, and will continue to undertake necessary assessments of new platforms from both a safety and customer service perspective</li> <li>This season we have completed 7 tests and as a result will be implementing the new South Stand wheelchair platform and the new platform in the East Stand in front of existing for all games next season, having received the 'green light' from our Safety Officer and SAG; these two new platforms provide 40 additional wheelchair positions, plus 18 additional amenity &amp; easy access seats (all affected supporters have been advised as part of the renewals communications)</li> <li>The club would again like to thank those Season Ticket holders who have or will need to relocate, as well as all disabled supporters for their patience while we test and roll-out the new facilities</li> </ul>

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<p><b>8. MUDSA Update</b></p>	<p>CB</p>	<ul style="list-style-type: none"> <li>• MUDSA are happy to see the permanent deployment of the new wheelchair platforms in the South Stand and Lower East stand for the 2018/19 season – this will provide an extra 40 wheelchair spaces plus there will be a number of Easy Access seats added</li> <li>• This will mean an increased likelihood of accessing tickets in the ballot, due to the overall increase in numbers; also some members who at the moment apply on a match by match basis will become season ticket holders and we hope this too will increase the likelihood of success in the ballot</li> <li>• And, we have agreed a solution to the issue of access to the Ability Suite, bearing in mind the expansion of facilities will eventually mean it would be physically impossible for everyone to use it – we have conveyed the relevant information to the members explaining that safety on the concourses is paramount</li> <li>• It should also be noted that the club have made significant improvements to the now mixed area concourses to improve the circumstances for disabled fans, these include: <ul style="list-style-type: none"> <li>- Dedicated Stewards</li> <li>- Lowered kiosks with bespoke payment methods</li> <li>- Lowered shelving</li> <li>- Braille / handheld Menus</li> <li>- Straws (they aren't available at other outlets)</li> <li>- Adjusted condiment stations</li> <li>- New signage to accessible seats</li> <li>- Accessible toilets with radar keys</li> <li>- Configurable TVs (these were amended during the season to stop crowds of people blocking facilities/disabled fans views)</li> <li>- Seating added to the concourses (reserved for disabled fans only)</li> <li>- Ability to make specific queues at kiosks for disabled fans</li> <li>- Ensuring heating in the concourses is consistent with the rest of the stadium</li> </ul> </li> <li>• Nathaniel's first visit as Junior MUDSA representative happened on May 3<sup>rd</sup>; he went along to the Powered Wheelchair football with Alex Wilson from the Foundation (wearing his new MUDSA hoodie!) and made a short speech</li> <li>• He also handed out one of these biodegradable bags with leaflets to everyone, explaining how to join the club and how to join MUDSA</li> <li>• Nathaniel's next gig will be at the Pan Disability football training at the cliff on 11th May</li> </ul>
<p><b>9. MU Foundation Update</b></p>	<p>JS</p>	<ul style="list-style-type: none"> <li>• The Foundation hosted a Premier League 'Primary Stars' football tournament for over 1,600 local children at the Cliff Training Ground; winning schools will represent Manchester United at the national final in May at Leicester City's King Power Stadium</li> <li>• Michael Carrick's 'Street Reds' project was launched on 13th April at Old Trafford Sports Barn; this project has full funding for 3 years from the Michael Carrick Foundation from funds raised at Michael's testimonial</li> <li>• The first Unified Football tournament took place at the Aon Training Complex, joining together young people with, and without, learning disabilities on the same team</li> </ul>

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		<ul style="list-style-type: none"> <li>• This was attended by 65 children (36 disabled, 29 non-disabled); the event was also attended by U18 Academy players who have been coaching Foundation participants as part of their FA coaching qualifications</li> <li>• The Girls Grassroots Development team hosted an exciting calendar of activities that has been shown across Club and Foundation social media channels to mark Girls Football week (23rd April)</li> <li>• Our Regional Talent Club under 16s Girls team have also been busy this quarter; they met Chris Smalling at a special training session at the Aon Training Complex and completed their season as league champions for the 5th time in seven years; their exciting run-in has been captured by an MUTV documentary team and the programme will be aired in the coming weeks</li> </ul>
<b>10. Members' Questions</b>	PT	
a. Safe Standing	PT	<p><b>Q: In light of the Sports Minister's decision to reject West Bromwich Albion's application to install safe standing, what is the Club's approach to lobbying for a review of the Government's stance on this issue?</b></p> <ul style="list-style-type: none"> <li>• The Club's support of safe standing remains clear and has been communicated on a number of occasions, both in this Forum, and to the Premier League, who at present is undertaking work to assess demand and feasibility</li> </ul>
b. Away Fans Seat Location at Newcastle	DS	<p><b>Q: Is the club aware that Newcastle have been given permission to continue to locate away fans in the top tier at St James' Park?</b></p> <ul style="list-style-type: none"> <li>• All stadiums have nuances bespoke to the layout of each Stadium; we are aware that Newcastle would have significant issues with the ability to segregate Home &amp; Away fans if the PL were to enforce the rule around offering Away supporter's pitchside seating; we don't have that issue at OT so cannot put a case forward on similar grounds</li> </ul>
c. Away Fans Seat Location at OT	SK	<p><b>Q: What is the minimum obligation we have regarding location of away supporters at OT? I'm aware a certain number must be "pitchside" but what percentage? Are the club willing to explore moving away fans from the South East corner?</b></p> <ul style="list-style-type: none"> <li>• Premier League Rules state that "<i>one Seating Block</i>" must be "<i>situated 'pitch-side' (i.e., the front row of such Seating Block is the row closest to the pitch)</i>", therefore, there is no set number or percentage</li> <li>• It would be extremely difficult to relocate the visiting supporters without forcing our own Season Ticket holders out of their seats, which is something we want to avoid wherever possible (note: there were fan protests when we trialled relocating away fans to Tier 3 a few seasons ago)</li> <li>• Therefore it is not currently on the club's agenda to relocate the away fans (although this will be reviewed as part of the 'Atmosphere' project)</li> </ul>

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d. 'Virtual Steward' Number	JL	<p><b>Q: Why was the virtual steward number promoted recently? My understanding is it has been in place for 12 years. How many incidents are reported each game? How many ejections take place? What is the level of proof needed to eject a supporter? What measures are in place to stop malicious complaints?</b></p> <ul style="list-style-type: none"> <li>• Correct, this isn't a new initiative – we have had the 'virtual steward' in place for a number of years now – the reason the service was recently promoted was due to a change in the text service provider, and so we needed a new number and therefore wanted to promote that new number</li> <li>• The number of ejections from the stadium on a match day can vary significantly, and all information received via text is investigated and whether or not to eject someone will be based on all available info, including details from witnesses, CCTV, etc. and in line with club policies; for example any breaches of the Ground Regulations</li> <li>• While the 'virtual steward' is an anonymous service, we see very little malicious reports, and as mentioned, all reports get investigated and no-one would be ejected solely on the basis of an anonymous text – we look to corroborate all information received</li> </ul>
e. Old Trafford Expansion	PT	<p><b>Q: Following Richard Arnold's comments in the Media please can we receive an update regarding the expansion plans for Old Trafford? In particular expansion of the South Stand.</b></p> <ul style="list-style-type: none"> <li>• As Richard made clear in the UWS interview, "we haven't finalised the plans. Even if we knew today what the plan would be, it takes 3-5 years before you're in a position to start and a further period of years to deliver. We're constantly working though the plans and that has been going on for a number of years."</li> </ul>
f. Club Crest	PT	<p><b>Q: Are there any plans for the reintroduction of 'Football Club' on the badge? Supportive comments were made by Ed Woodward in 2013 but there has been no progress reported?</b></p> <ul style="list-style-type: none"> <li>• When you look at the complexities of doing it, there are huge problems; there are questions about the IPs we own around the world; as a romantic idea it's something that the club would like to do, but from a practical perspective, it's very complex</li> </ul>
g. Renewal Date	SK	<p><b>Q: Can the club give an explanation for the early renewal date and will the renewal date revert to the end of the season once the disabled section is completed?</b></p> <ul style="list-style-type: none"> <li>• The renewal deadline is in line with the 17/18 season deadline, which was brought forward to provide more time for the club to find suitable seats for those Season Ticket holders who had to relocate due to the new accessible facilities being tested and implemented</li> <li>• More Season Ticket holders will also need to be relocated ahead of the upcoming, and subsequent seasons, and after that we have committed to allow general move requests again</li> <li>• This means the deadline will remain at the beginning of May, allowing a suitable period of time to administer such moves before match tickets go on sale in June</li> </ul>



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h. Executive Tickets	SK	<p><b>Q: Will executive clients be able to receive a forwarded ticket in the future? They can forward a ticket but not receive one.</b></p> <ul style="list-style-type: none"> <li>• Yes, we confirmed in last April's Forum that we would: <ul style="list-style-type: none"> <li>- "Implement a trial 'ticket transfer system' for away games in 2017/18 for Season Ticket holders, and if successful expand to Executive Club Members in 2018/19</li> <li>- The facility will be available from when ballot results are confirmed, right up to the day of the game</li> <li>- Supporters who do not wish to use this service will still be able to cancel their ticket through the club, and receive a full refund</li> <li>- Transfers will only be available to 'adult' supporters as we are unable to reprint / reissue tickets for away games (once a ticket is allocated and sent to an under 16 supporter, it will either have had a stub removed or have been stamped and therefore cannot be used by an adult)</li> <li>- 'Qualifying' supporters would be Season Ticket holders who are Silver Level (3 years tenure) and have purchased all home cup games; and for future seasons, Executive Club Members"</li> </ul> </li> <li>• Despite, in our view, being underutilised this season, the exchange has worked well, and we will therefore roll-out to Executive Club Clients next season</li> </ul>
i. Accessibility Stadia	DF	<p><b>Q: Why have the club decided to wait until April to announce the relocation of East Lower supporters will be brought forward by 1-2 years to May this year?</b></p> <ul style="list-style-type: none"> <li>• We communicated plans as soon as practicable, i.e. we first needed to get sign-off from a safety perspective for sufficiently tested facilities, and then review the roll-out plan/communicate ahead of Season Tickets going on-sale, which was late due to this reason</li> </ul>
j. Official Members – Cup Final Tickets	SK	<p><b>Q: Why can Official Members attend European away games, but the rules change if we reach a final? Could members be allowed to apply for a ticket and have their credits taken into account?</b></p> <ul style="list-style-type: none"> <li>• No, we prioritise Season Ticket holders in all cup final ballots, as they commit to attending all home fixtures, many of which also attend away fixtures</li> </ul>
k. Automatic Cup Scheme	SK	<p><b>Q: Given the lower importance of match day income (due to increases in commercial/TV income) why do the Club persist with the compulsory automatic cup scheme?</b></p> <ul style="list-style-type: none"> <li>• There are no plans to review the scheme, as we consider cup matches to form part of a Season Ticket – but don't charge upfront as the number of cup matches can vary considerably from season to season</li> <li>• However, we have made exceptions in relation to the English Football League and Europa League Cup matches (if applicable), whereby Season Ticket holders can to opt-out if they wish to</li> </ul>

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i. Returned Tickets	SK	<p><b>Q: Why can't return tickets be held for a small period of time when offered on OB calls? Tickets are non-transferable but you expect the lead applicant to know that the other applicants are available instantly.</b></p> <ul style="list-style-type: none"> <li>We understand this can be frustrating, but our objective is to sell-out all games and returned tickets are usually received very close to the game meaning that there is only a small time period to sell them, however our staff will be happy to hold on the phone whilst people try and call other attendees, but we cannot implement an option to reserve tickets</li> </ul>
m. Away Ticket Allocations at Man City	SK	<p><b>Q: What justification was given for the reduced allocation United received for away fans at Manchester City? What action do the club plan to take in response?</b></p> <ul style="list-style-type: none"> <li>We have previously advised in this Forum that the reduced allocation is a condition of Manchester City's Safety Certificate</li> <li>When we challenged the reduction this season, we received clarification that the reduction is for any match that is categorised as CIR, meaning 'Increased Risk', by the Police</li> <li>The only other clubs to be categorised as 'Increased Risk' when they've played at the Etihad, are Celtic and Feyenoord (which is why you do not see other Premier League teams facing these reduced allocations)</li> <li>We do not consider our supporters to be higher risk than any other club, and will continue to challenge this ahead of next season, highlighting the significantly improved behaviour since we commenced the validation processes</li> <li>The conditions of these Cat CIR matches are not reciprocated at Old Trafford, and will be speaking to our Safety Officer, the Police and our SAG, to review the allocations offered to high risk opponents</li> </ul>
n. Arsenal Fixture Categorisation	SK	<p><b>Q: Given the demise of Arsenal, why is it still considered to be an A game?</b></p> <ul style="list-style-type: none"> <li>The categorisation of matches is based purely on demand from supporters, e.g. if Leeds were in the Premier League, this would be considered an A game</li> </ul>
o. Fan Behaviour	DS	<p><b>Q: Can the club advise what provisions it has in place to deal with a) persistent standing, b) foul/abusive language and c) the Virtual Steward text service which isn't effective when supporters are unable to send texts during the match?</b></p> <ul style="list-style-type: none"> <li>Our priority is to ensure that we identify and address racist or homophobic language and behaviour, as well as dealing with anyone using threatening language; in terms of foul and abusive language, we need to be pragmatic</li> <li>Many of us would agree on what is considered foul or abusive however some people's views on use of words and acceptability are different – we therefore aim to get the balance right between letting supporters exercise the right to free speech, whilst trying to ensure that people's enjoyment is not tarnished by individuals engaging in the use of continuous foul or abusive language</li> </ul>

Topic	Speaker	Topic Notes
		<ul style="list-style-type: none"> <li>• We do have a zero tolerance approach to foul and abusive language in the Family Stand and this will continue; however, regardless of where you are in the stadium, a supporter can report foul and abusive language and a steward will investigate, monitor and take the appropriate actions</li> <li>• On the issue regarding the virtual steward service, I can assure you that we are looking at how we can improve the connectivity at Old Trafford</li> <li>• On persistent standing, this is a very complex issue that is experienced to varying degrees at many stadia across the country – a number of different tactics are utilised to help prevent it from happening, and also manage it as safely as possible if/where/when it does happen; we continue to work closely with the relevant authorities on this issue</li> </ul>
<p>p. Atmosphere (Multiple Questions)</p>	<p>SK</p>	<p><b>Q: Following the successful trial vs Brighton can home supporters be relocated to L-Stand?</b></p> <ul style="list-style-type: none"> <li>• We cannot make L-Stand available to home supporters for every fixture as this is where the away supporters are housed, however we have committed to review all opportunities to implement more fan-led trials similar to the one we supported at the Brighton FA Cup game as and when opportunities arise</li> <li>• That being said, whilst the trial was deemed a success from the perspective of making noise in the bowl, we did encounter some behavioural issues on the concourse and these would need to be addressed before any future trials are confirmed; we will work directly with fan groups to address when the next trial opportunity arises</li> </ul> <p><b>Q: Can away supporters be relocated to ET2 and ET1? If not, what are the obstacles to the move?</b></p> <ul style="list-style-type: none"> <li>• For a number of security and operational reasons we cannot at present relocate away supporters for every fixture as suggested</li> <li>• Whilst we are not saying the relocation of away fans will never happen, as you can appreciate, this is a hugely complex issue and we have a huge piece of work to undertake, both internally, and with external stakeholders including the Police and Local Authority to work out other viable options; however this work will be undertaken but will take time to consider all the implications</li> <li>• Additional considerations include that Premier League rules state that we should offer visiting supporters seats to purchase in pitch-side seating blocks</li> </ul> <p><b>Q: The biggest single change which would impact on atmosphere would be to reclaim the Stretford End as a traditional “popular end” with cheap tickets, a youthful age profile of highly vocal fans. To achieve this, and so doing reunify the Stretford End, would require relocation of the Executive International Suite and at least part of the Family Stand to a more suitable area of the stadium.</b></p> <ul style="list-style-type: none"> <li>• We will consider this along with all other fan-driven atmosphere initiatives and suggestions, however, first we would like to gauge your views here today, specifically Alan who represents the Family Stand, and Mark who represents Executive Club Members; are you supportive?</li> </ul>

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		<ul style="list-style-type: none"> <li>The Family Stand representative was in favour of the proposals providing that the new seating location was on the touchline and not in the third tier of North Stand</li> <li>The Executive Club representative appreciated the broader views of other supporters when it comes to improving the atmosphere, and the Club agreed to investigate options during the close season, presenting their findings are the first Fans' Forum next season</li> </ul> <p><b>Q: Can the club consider adjusting ST prices for young adults tapering up to 25 so as to retain them long term in adulthood and to introduce an ST for 13-16 in the Stretford End</b></p> <ul style="list-style-type: none"> <li>We already offer concessions to U16s, 16-17 year olds, 18-20 year olds and we've just introduced the new 18-25 year old concession in the Lower Tier of the Stretford End for the 18/19 season</li> <li>We also already have the majority of our under 16s located in the Family Stand, which as MUST have mentioned in their 'open letter', is in the heart of the Stretford End</li> <li>If we were to consider e.g. the relocation of the Family Stand, then we would naturally review pricing in the Stretford End</li> </ul> <p><b>Q: What availability and uptake has there been for the new 18-25 ST for SE lower?</b></p> <ul style="list-style-type: none"> <li>We have sold around 10% of the capacity of Stretford End Lower to 18-25 year olds</li> </ul> <p><b>Q: Can the club look into introducing 'seat shuffles' to create blocks of seats to enable friends to move together (Friends Reunited) - so fans agree to be shuffled along rows to aggregate free seats together and/or create seats for a friend to join other friends?</b></p> <ul style="list-style-type: none"> <li>Yes, however we will not be able to look at this until we have completed the seat move process for those fans required to move due to the improved accessible seating facilities; once this work is completed, our next priority will be to allow seat moves from the wider Season Ticket holder fan base</li> <li>In the interim, we will do our absolute best to help supporters switch seats if mutually agreed</li> </ul>
<p><b>11. Any Other Business</b></p>	<p>DF</p>	<ul style="list-style-type: none"> <li>Janine Kasmir had requested the following points to be raised in her absence: <ul style="list-style-type: none"> <li>"Security this has been massively improved in the 'Bobby Charlton stand'. There are not fans waiting outside to go through security once the match has started and the staff have things running effectively and efficiently. Thank you for sorting it out" (DS advised that this would be continuously reviewed)</li> <li>"The kiosk issue has improved greatly and they are serving customers more efficiently. There are not the same lengths of queues during the interval. There is still a need to improve this as even after 1/2 time has finished some fans still have to wait 5-10 minutes to be served." (DS confirmed that we have refined how we operate the kiosk, this coupled with now offering card payments, and the introduction of 1/2 time facilities in the Programme kiosks, has contributed to improvements in terms of queue times"</li> </ul> </li> </ul>

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		<ul style="list-style-type: none"> <li>- "I was asked why home ticket sales start in June each season rather than releasing each game for its own individual sale?" (SK confirmed that roughly 20% of tickets are released for each game, with the balance being made available as soon as they are released to us, in the lead up to each game. Any supporters, who miss out on tickets in the initial release, are able to register their interest and we notify them as soon as tickets are available)</li> <li>• The first Fans' Forum next season will be attended by GMP who want to establish a closer dialog with match-going fans; please have a think about any questions you may want to raise, however we will issue a reminder next season</li> <li>• Presentations (to those Reps whose 2-year term is ending): <ul style="list-style-type: none"> <li>- Alan Harvey (Family Stand Rep)</li> <li>- Terry Holland (MUSC Rep)</li> <li>- Paul Warlow (MUSC Rep)</li> </ul> </li> <li>• Date of Next Meeting: TBA following 18/19 Champions League draw in August (will be at Old Trafford)</li> </ul>