

# MANCHESTER UNITED FANS' FORUM – MINUTES

## FRIDAY 31<sup>ST</sup> JANUARY 2020, OLD TRAFFORD

### FORUM MEMBERS PRESENT

Chas	Banks	MUDSA Secretary
Keith	Coutts	65+ STH Rep.
Alan	Harvey	Season Ticket Holder Rep.
Janine	Kasmir	Local Rep.
John	Massey	Executive Club Rep.
Rick	McGagh	Season Ticket Holder Rep.
Anthony	Stewart	Family Stand Rep.
Ian	Stirling	Fans' Group Rep.
Mick	Thorne	MUSC Rep.

### CLUB AND FOUNDATION OFFICIALS PRESENT

Richard	Arnold	Group Managing Director
Charlie	Brooks	Director of Communications
Nolan	Hough	Commercial Director – Venue
Sam	Kelleher	Head of Ticketing & Membership
Claire	Mulroy	Ticketing & Membership Services Manager
Collette	Roche	Chief Operating Officer
John	Shiels	Chief Executive – MU Foundation
Jim	Liggett	Operations Director – Venue

Topic	Speaker	Topic Notes
<b>Introductions / Apologies</b>	CR	<p><b>Apologies</b></p> <ul style="list-style-type: none"> <li>Rebecca Britain (Club Secretary), Kieran Stockton, James Coatsworth &amp; Peter Wood</li> </ul> <p><b>Introductions</b></p> <ul style="list-style-type: none"> <li>Nolan Hough – Commercial Director, Venue</li> <li>A record number of questions came in for this meeting. As a result we have grouped some by topic and provided answers in the updates. All questions are reproduced in full in the minutes</li> </ul>
<b>Forum Introduction</b>	CB (On behalf of EW)	<p><u><i>Introductory Remarks</i></u></p> <p><i>“Welcome to the first quarterly Fans’ Forum of 2020. This forum has become an important channel for communication between supporters and the football club and we are looking forward to further constructive engagement in this new decade.</i></p> <p><i>Since our last meeting on September 13, we have experienced many positives, such as Marcus Rashford’s stunning winner in the Carabao Cup at Stamford Bridge and away wins at Manchester City. The signing this week of Bruno Fernandes and return of key players from injury will be a boost to Ole and the squad as we head into the second half of the season. We remain in contention in the Europa League and the FA Cup, as well as for Champions League qualification, so there is still lots to play for.</i></p> <p><i>However, as a club and a board, we do recognise that we are not yet where we want to be. It is the overwhelming priority of everyone at the club to get us back to regularly challenging for Premier League and Champions League titles. Although progress may not always be</i></p>

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		<p><i>smooth, everyone across the club is focused and committed on playing their part in helping achieve those aims.</i></p> <p><i>Significant work has already been done – and investments made – to strengthen the Academy and we're pleased with the progress being made behind-the-scenes to ensure we have the right players, the right infrastructure, and the right culture to sustain long-term success.</i></p> <p><i>Similarly, there has been extensive work on our recruitment process, with considerable investment in scouting, data and analytics. The Recruitment Department is working to a clear plan and philosophy, along with Ole and his coaching staff. Our focus is on bringing in a combination of experience and the best young players with potential to develop further, fusing graduates from our Academy with high-quality acquisitions.</i></p> <p><i>Our recruitment process focuses on analysis and selection of players over the course of a season, with a view to the following summer transfer window. As part of the rebuild we see this coming summer as an important opportunity.</i></p> <p><i>We had consistently taken the view that - because January is not an optimal time in terms of availability of players - we would only buy in January if players we had already targeted for the summer became available and we were pleased that this strategy played out with the signing of Bruno Fernandes this week.</i></p> <p><i>Bruno Fernandes and the players we brought last summer are evidence that our process is the right one. There has been no shortage of investment in players over the past few years, with over 200 million pounds spent since Ole became manager; our aim is to ensure that we continue to achieve consistency in quality of recruitment.</i></p> <p><i>Off the pitch, it is important to note that the commercial elements of the club are geared to ensuring we have a self-sustaining model which supports investment in the playing side.</i></p> <p><i>Meanwhile we continuously look for ways to improve the experience of fans – from the £11m investment to transform facilities for disabled supporters at Old Trafford, improvements in security, engagement with fan groups around stadium atmosphere or a potential rail seating trial, to ongoing reviews of match day catering and beverage provision.</i></p> <p><i>We value the contributions of this Forum on these and other fan issues, and look forward to a productive discussion this afternoon.”</i></p> <ul style="list-style-type: none"> <li>• These introductory remarks prompted discussion from Forum reps on the recruitment process and overall aims and ambition of the club. Points were reiterated that it is acknowledged that our current league position is not where it should be and everyone - owners, board, manager, players, staff - is focused on getting the club where it needs to be</li> <li>• Forum reps also raised the point that the club would benefit from more consistent communication and transparency around areas including the recruitment process and the commitment of owners and board to see the club consistently achieve the levels of performance required to consistently challenge for major trophies</li> </ul>

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Minutes of Last Meeting	CR	<ul style="list-style-type: none"> <li>Minutes of the previous meeting were approved</li> </ul>
Safety & Security Update		<p><b>Manchester City Carabao Cup Tie</b></p> <ul style="list-style-type: none"> <li>An important topic of conversation since we last met was the decision to cap away allocations for the Manchester City Carabao Cup Tie. We recognise this caused some controversy and we wanted to highlight the decision making process</li> <li>This was a collective decision between us and Manchester City after input, consultation and careful consideration by the Safety &amp; Security teams and other key stakeholders at both clubs and GMP were notified of this decision making process</li> <li>Manchester City have not consistently provided our full allocation of Tickets at the Etihad in recent seasons. While we have managed to increase this to nearer the full allocation (4% uplift), it is still short of the full 3,000</li> <li>We are - unfairly in our opinion-the only team in the Premier League categorised by Manchester City as high risk of disorder, resulting in increased segregation.</li> <li>This segregation is in our opinion incorrectly taken from the away team allocation. For the last cup game played at the Etihad in 2011/12 we received 1,500 less tickets than we were entitled to, and expected this segregation to be increased further for Wednesday's match, despite the problems at the recent derby being caused by home fans. We believe this will have resulted in further segregation, and an allocation of around 3k to 4k (i.e. significantly lower than the 10% entitlement)</li> <li>In addition to the safety considerations, we wanted to be proactive and ensure parity between this anticipated reduced allocation at the Etihad, and what we would be obliged to give MCFC at OT, and the agreed cap was a way of doing this</li> <li>We have successfully delivered numerous fixtures here at Old Trafford that have involved away allocations in excess of 3,000 and we remain confident in our ability to do so in the future. A bespoke assessment and plan is developed for each fixture. On this occasion, the circumstances of the fixture – a two-legged semi-final – allowed for a mutual agreement between the competing clubs and both believed that the safety and security risks justified a cap on allocations. However, we've listened to fans feedback and in future we will endeavour to ensure that away clubs (including MCFC) are offered the full entitlement of tickets for future matches at Old Trafford</li> <li>With regard to away allocations, we will continue our efforts to maximise ticket allocations for our supporters through discussion with clubs we are drawn against and competition organisers</li> <li>Please note that reducing the number of tickets available to away fans does not increase, for example, the hospitality allocation (as this is separated from the standard ticket allocation prior to the start of the season)</li> <li>Forum reps raised concerns about the decision-making process and lack of advance consultation with supporters. RA advised that this process had been compounded due to the tight</li> </ul>

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		<p>turnaround between the draw, Christmas, and home leg, but confirmed that in the future the Club would ensure supporters are involved prior to reaching a decision (as opposed to briefing key groups ahead of an announcement)</p> <p><b>Other</b></p> <ul style="list-style-type: none"> <li>Overall, we are seeing a reduction in the number of large bags that are being brought to the stadium that exceed bag size restrictions and therefore require placing in the dedicated bag drops. We would like to thank everyone who is supporting this request and passing on information to other visitors. However, we do need to continue to remind all supporters and visitors that not bringing any bags to the stadium will significantly assist the safety and security operation. We know this is not always possible so kindly ask that only bags of the permitted size are brought (there are exceptions for essential medical or baby care equipment). All information is available on the MUFC website</li> </ul>
<p><b>Transportation &amp; Travel Update</b></p>	<p>JL &amp; SK</p>	<p><b>Transportation (JL)</b></p> <p><b>Bus services</b></p> <ul style="list-style-type: none"> <li>The bus services from Chester Road (near the Ford garage) to the City Centre post-match are organised by a commercial operator independently of the club. In November last year, the operator decided to withdraw the service following increased levels of anti-social behaviour towards its staff linked to the queueing and loading of the buses</li> <li>As a result, the operator made a decision to withdraw the service from that location at short notice in preference for an alternative location nearby</li> <li>However, given the importance of this service to many supporters, the club decided to provide a financial contribution towards the bus loading operation to ensure that the service remained in place. As a result of this, together with collaborative working with other stakeholders, the service was re-instated in December</li> </ul> <p><b>OT Train station</b></p> <ul style="list-style-type: none"> <li>Despite providing regular updates in this Forum, We still receive a lot of queries in relation to the rail service to and from the Ground Halt at the stadium. This has been suspended for safety and security reasons and we do not anticipate it changing</li> <li>The close proximity of the stop next to the stadium and the fact that passengers disembark from the platform immediately into the Munich Tunnel are among a number of key factors. The decision came about as a result of joint working between the club and Northern Rail. Additional information about alternative options is available from the club website and the TfGM website or telephone line. We would also be happy to discuss any individual circumstances</li> </ul> <p><b>Metro/other</b></p> <ul style="list-style-type: none"> <li>On a more positive note, in April, there will be Metrolink services commencing operation on the new Trafford Park line, and a new Park and Ride location at Parkway Circle. Service patterns are to be confirmed but will be updated on <a href="https://tfgm.com/major-works-and-events/">https://tfgm.com/major-works-and-events/</a></li> </ul>

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		<p><b>Road Transport</b></p> <ul style="list-style-type: none"> <li>Major road investment schemes have started in Manchester that once completed will bring additional capacity to the road network alongside greatly improved walking and cycling provision</li> <li>One of these schemes started on Monday 13<sup>th</sup> January on A5063 Trafford Road – The key link between Regent Road and White City Circle and one of the key routes for supporters travelling to Old Trafford. The first stages of these works will include off peak lane closures in various locations until March 2020 – this may impact your journey to Old Trafford if you travel to the match early. Latest travel information will be available at <a href="https://tfgm.com/major-works-and-events/highways/trafford-road">https://tfgm.com/major-works-and-events/highways/trafford-road</a></li> <li>Commencing in <b>summer 2020</b> will be full time lane closures for a period of up to <b>18</b> months. This <b>will</b> impact on journey times to and from matches at Old Trafford for the <b>2020/2021</b> season. Again, all information including expected delay times, best periods to travel and alternative travel options will be available at <a href="https://tfgm.com/major-works-and-events/highways/trafford-road">https://tfgm.com/major-works-and-events/highways/trafford-road</a> for supporters to make an informed decision on their journey</li> <li>There is a park and ride at Ladywell on the Eccles Metrolink line that can be used to avoid the upcoming disruption</li> </ul> <p><b>Travel Partner (SK)</b></p> <ul style="list-style-type: none"> <li>Following the insolvency of Thomas Cook we are continuing to investigate the options of selecting an alternative travel partner or operating an in-house solution</li> <li>This is a very complex process and we do not want to make a rushed decision, and we would like any new partner to address concerns that were raised in this Forum about the previous partner (e.g. guaranteed % of allocations and ballot process)</li> <li>In the short-term, we provided the club-trip to Kazakhstan and received generally very positive feedback (as well as some constructive feedback)</li> <li>We remain committed to providing a club-trip when there is demand and a need to do so, and should we be drawn against a club located in a difficult to reach location, and a decision has not yet been made, we will engage a third party to assist with that individual game</li> <li>IS requested and it was agreed that that a Sub-Group would be set up to discuss the requirements of a travel partner</li> <li>AH wished to place on record the fans thanks for organising the trip to Astana and commented on how much the fans had enjoyed it.</li> </ul>
<b>Catering Update</b>	JL	<ul style="list-style-type: none"> <li>We are reviewing the food and beverage provision across the stadium with the aim of improving the match day offering for supporters within the physical constraints of the stadium</li> <li>This includes piloting some new options (including draft lager) in some areas to assess demand before we consider wider implementation</li> <li>We consider all ideas that are submitted and will feed them into the overall review, in the meantime, prices will not be increased in areas not included in the trial</li> </ul>

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<p><b>Away Game Update</b></p>	<p>SK</p>	<p><b>Away Game Update</b></p> <ul style="list-style-type: none"> <li>• We regularly receive requests to review the methodology applied to away game ballots. Tickets are currently allocated to: <ul style="list-style-type: none"> <li>- Roughly 23k eligible Season Ticket holders (of which 575 supporters remain in the Loyalty Pot who have a c85% success rate for each game, as agreed in this Forum)</li> <li>- 2,100 Executive Club members (who are allocated 11% of each away allocation as agreed in this Forum)</li> </ul> </li> <li>• Whilst we have revised some aspects relating to away games in this Forum, we have previously advised that a review of methodology needed to be delayed until we had completed validation exercises and had a clearer picture of who was applying for and attending away games</li> <li>• We have taken a break from the compulsory collection of tickets over the last couple of seasons, and adopted a more targeted approach to ticket checks</li> <li>• These checks continue to be 'successful', but whilst this trend continues, and until we have significantly reduced the number of people applying for tickets who do not actually attend the match, we will not recommence discussions around methodology</li> <li>• To accelerate this process, we will look to combine the current ticket checks process, and previous collections policy, over the course of the next 18 months. We are also happy to take any suggestions from this Forum in relation to accelerating checks</li> </ul> <p><b>Other General Away Game Updates</b></p> <ul style="list-style-type: none"> <li>• Further to the last Forum, please note that we are now sending text messages to notify of domestic away ticket returns, which are subsequently sold online (sales are restricted to people unsuccessful in the ballot)</li> <li>• We are working with Ticketmaster to try and resolve the issue with domestic away ticket forwarding and will have this resolved as quickly as possible</li> <li>• We would like to advise all Season Ticket holders that we now have a dedicated away game webpage (<a href="http://www.manutd.com/away">www.manutd.com/away</a>) where we host all relevant information, including all allocation breakdown and success rates rather than include static information in the ballot result communications</li> <li>• For European away games, following the Ticketmaster Upgrade, we have switched from sending physical exchange vouchers and letters with key information, to sending e-vouchers and emails, which will make it much quicker to get people their information</li> <li>• Again following the Ticketmaster upgrade we now display fans' European away credits on their online account, which will prevent lots of people needing to call us before each draw/ballot!</li> <li>• We have received various requests to change the process applied to the 'last minute returns' list for European away games. Currently calls are made to people based on the date they joined; proposal is to call people in order of total credits held. This amendment can be made from the Brugge match unless anyone in the room objects. All forum members approved this proposal</li> </ul>

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<p><b>Ticketing &amp; Youth Policy Update</b></p>	<p>SK</p>	<p><b>Home Match Ticket Allocations</b></p> <ul style="list-style-type: none"> <li>Historically, up to the end of the 2010/11 season, ballots were conducted for every home Premier League game, however this process was changed as supporters didn't want to have to wait until very close to the game for confirmation as to whether they could attend</li> <li>This season, Premier League fixtures were announced on 13<sup>th</sup> June, and we went on sale to Official Members for all games other than those vs. Arsenal, Chelsea, Liverpool, Manchester City and Tottenham, on Monday 1<sup>st</sup> July <ul style="list-style-type: none"> <li>Subsequent all-game ticket releases were scheduled for 22<sup>nd</sup> July, 12<sup>th</sup> August, 1<sup>st</sup> October and 6<sup>th</sup> January (as well as a minimum of 70 individual 'match' releases, of which we have had 50)</li> <li>Ticket releases are timed based on anticipated hand-backs from contractual allocations e.g. visiting team allocations, players, supporters clubs etc.</li> </ul> </li> <li>The club is in a position now where it has the highest number of Official Members ever at this point, and ended last season with over 250k Official Members, all wanting to access a relatively small number of tickets</li> <li>Attendees at the last sub-group meeting believe, providing communication is clear, that releasing tickets as they become available is the fairest approach for the majority of games</li> <li>However, when demand is particularly high, the group recommended changing the ballot process – the random ballot is what drove the majority of complaints last season (with the main request being that supporters prior attendance, in that season is taken into consideration)</li> <li>The general feeling amongst the sub-group was that we need to <b>1)</b> provide a number of opportunities to obtain tickets, <b>2)</b> reward loyalty, and <b>3)</b> feed in to the match-going culture, as Official Members who regularly attend are more likely to retain this behaviour as Season Ticket holders</li> <li>Therefore the group's proposal was to initially ballot "big" games as we do now, however giving preference to supporters who have attended, or <u>attempted</u> to attend by applying for, the highest number of home games that season</li> <li>Any tickets released closer to the game would then be sold on a first-come, first-served basis in order to give e.g. those who travel for a "once in a lifetime" trip a chance of attending</li> <li>Therefore, our proposal, subject to approval from this Forum is to roll-out these changes for the 2020/21 season. Does anyone have any feedback? All forum members approved this proposal</li> </ul> <p><b>2019/20 Youth Tickets</b></p> <ul style="list-style-type: none"> <li>In previous Forums we have discussed making youth tickets more accessible, as a reminder; we are firmly committed to supporting fan initiatives to create a consistently vibrant atmosphere at Old Trafford, whilst also helping younger fans to watch live, affordable football</li> </ul>

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		<ul style="list-style-type: none"> <li>- Standard discounts for young fans for every game include £10 per game Season Ticket price in dedicated areas (as well as a 50% discount in other areas), £13 fixed price tickets for all under 16 Official Members, 50% discount for other Under 18s and a 25% discount for 18-20 year olds</li> <li>• Unlike most other clubs, there is no limit on the number of under 16 Season Tickets which can be sold and tickets are available for £190 in dedicated 'family' areas (the capacity of these two areas alone is over 6,500)</li> <li>• Under 16 Season Tickets are also available at 50% in Sir Alex Ferguson Stand Tier 2, North East Quadrant Tier 2, North West Quadrant Tier 2 and East Tier 2</li> <li>• We provide dedicated complimentary allocations of tickets (e.g. via the Foundation) to groups of young supporters, additionally, as John will shortly mention, this 'pot' of tickets has significantly increased following the change this summer where we now allow Season Ticket holders to donate their ticket – again, these seats are allocated exclusively to young, local supporters</li> <li>• In addition, we have been delighted to be able to offer free tickets to schools and grassroots clubs for cup matches this season, which has given the opportunity to over 35,000 young supporters to attend matches free of charge (many of who would not otherwise be able to experience)</li> <li>• We will look to continue this wherever possible for future cup games, but understandably cannot commit, to offering for every match, as this would reduce the number of tickets available for our Official Members by the same number. Please note that all existing allocations will continue, i.e. the set allocation of tickets for the MU Foundation and the ticket donation</li> </ul>
<b>Stadium Development</b>	CR	<ul style="list-style-type: none"> <li>• Further to our update / video in the opening Forum this season, our vision is to rejuvenate the stadium on an ongoing basis while preserving what makes Old Trafford special. Part of the allure of Old Trafford is the fact that it is a stadium built in 1910 and continuously modernised since then, while maintaining the soul and history which sets it apart from newly-built stadia</li> <li>• We are also conducting a major review of the training ground, The Cliff and Littleton Road</li> <li>• Since 2005, over £100m has been invested in Old Trafford, including a £20m investment this season:               <ul style="list-style-type: none"> <li>- Improvements to our accessible facilities (circa £11m)</li> <li>- Security upgrades (circa £4m)</li> <li>- Hospitality refurbishment (circa £4m)</li> <li>- Improved media facilities</li> <li>- Upgraded ticketing system to improve supporter service</li> <li>- Upgrades to the kiosks / concourse environment for SERS</li> <li>- New VAR production room</li> </ul> </li> </ul> <p><b>Accessible facilities</b></p> <ul style="list-style-type: none"> <li>• We have worked closely with Manchester United Disabled Supporters' Association (MUDSA) to develop plans and bring them to fruition</li> <li>• A total of 118 new wheelchair positions are being created along with 158 new amenity seats across four locations in the ground to offer a much greater choice of vantage points for disabled</li> </ul>



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		<p>fans, at different levels and price points. This includes a new purpose-built concourse at the back of the Stretford End</p> <ul style="list-style-type: none"> <li>The new accessible facilities will take the total to 278 wheelchair positions and 278 dedicated amenity seats across the stadium</li> </ul> <p><b>Security Upgrades</b></p> <ul style="list-style-type: none"> <li>As part of our ongoing commitment to security, there has been significant investment in additional security infrastructure in external areas around the stadium and internally, which have included upgrades to hostile vehicle mitigation barriers and the CCTV system</li> </ul> <p><b>Hospitality</b></p> <ul style="list-style-type: none"> <li>Six hospitality suites refurbished (important to note that revenue from hospitality helps our ability to freeze General Admission prices)</li> </ul> <p><b>Seating</b></p> <ul style="list-style-type: none"> <li>We continue to replace and refresh the stadium seats every season. Our in-house maintenance team replaced approximately 4,500 seats this summer with plans to replace 15,000 per year for the next five years</li> </ul> <p><b>Ticketing / Stadium Entry</b></p> <ul style="list-style-type: none"> <li>Having undertaken our first upgrade in recent years over the summer, we have spent the early part of this season fully implementing the new system</li> <li>We are now looking at options for investment to upgrade functionality in line with the latest technology</li> <li>We are also in the process of identifying the best partner for our access control solution</li> </ul>
<p><b>Atmosphere Update</b></p>	<p>SK</p>	<p><b>Stadium Atmosphere</b></p> <ul style="list-style-type: none"> <li>Given the significant and constant improvement with atmosphere this season, we will continue to expand / refine atmosphere trials next season (despite the relocation of the section from a metre away from the decibel measuring device, to an upper first tier location, noise levels have remained broadly similar. In reality this means that a lot more atmosphere is being generated, and we will have measuring devices in set locations to measure future growth accurately)</li> <li>Part of the process has involved relocating supporters within the Family Stand to test which area has the loudest impact. These tests / trials will continue until the end of the season where a final proposal will be presented to this Forum <ul style="list-style-type: none"> <li>I would like to thank all affected supporters for their patience during this process</li> <li>Following feedback, when family groups are required to relocate we always try to keep known groups together, but we will ensure that once moves are complete our communications include an offer to relocate e.g. different families who are friends to seats together</li> </ul> </li> <li>In terms of the long term plans for family groups, we want to remind everyone that we have committed through this Forum to providing a dedicated area for family groups once the implementation of 'SERS' is complete</li> </ul>

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		<ul style="list-style-type: none"> <li>- Throughout this process we have consulted with Family Stand reps, and advised in this Forum last season that the long term intention was to relocate the dedicated area to North Stand Tier 2 (given the excellent view of the pitch)</li> <li>- Additionally, following feedback (from both family groups and those participating in trials) throughout the course of this season, we are investigating how quickly this can happen, and will provide updates as quickly as possible</li> </ul> <ul style="list-style-type: none"> <li>• Another point we have been asked to consider is how we backfill seats in other vocal areas, that are left match-by-match from fans participating in atmosphere trials – we will continue to investigate this and revert back with options as soon as possible</li> <li>• The Family Stand rep highlighted concerns with the impact of persistent standing from SERS on families within the section, JL acknowledged that this would be reviewed and managed appropriately at forthcoming matches</li> <li>• CR advised that we had received a request to turn-off the music played (“This is The One”) as the team come out of the tunnel, enabling the crowd to build the atmosphere naturally. Forum members agreed that this was worth trialling providing it was what the players wanted, the club will now speak to the Management/Captain to gain player opinions and revert back to the Forum</li> <li>• Forum members also requested that as they come onto the pitch the players gather on the centre circle and applaud the fans. This will also be discussed with Management/Captain</li> </ul>
<b>Rail Seating Update</b>	CR	<ul style="list-style-type: none"> <li>• As previously communicated, the club are in favour of rail seating in parts of Old Trafford in principle</li> <li>• Following changes to the Sports Ground Stadium Authority Green Guide, we have recently conducted a study into the feasibility of a rail seating trial within the stadium.</li> <li>• A formal proposal was made to the local Safety Advisory Group in December 2019 to request a trial in a small section of the stadium (up to 1,500 seats in the North East Quadrant). Our belief is that the introduction of rail seating will enhance spectator safety in areas of the stadium where – as with other clubs – we have seen examples of persistent standing.</li> <li>• The SAG committee is reviewing the request. This is not an automatic approval process. We will discuss the proposal in detail with the relevant authorities and will work through their compliance and review processes.</li> <li>• We will provide an update as soon as we receive any further information or a decision.</li> </ul>
<b>MUDSA Update</b>	CBa	<p><b>Netting/Safety</b></p> <ul style="list-style-type: none"> <li>• As reported at the last forum, the club will be deploying the netting we saw for the first time last season on a game by game evaluation basis. The members seem to have got used to this situation and when it is deployed, it’s not a surprise and is now accepted by the great majority</li> </ul>

Topic	Speaker	Topic Notes
		<p><b>MUDSA Dinner</b></p> <ul style="list-style-type: none"> <li>MUDSA would like to thank the manager, who agreed to be our special guest at our Annual dinner, held in the Manchester Suite on November 8th. Bearing in mind we had a Europa league game the night before and a match on the Sunday, it was a heck of a commitment for him to make and we'd like to place on record our thanks to him.</li> <li>It's a tremendous event and one of the highlights of the season for our members, but it was made even more special by Ole taking part. We achieved an attendance of 630 people which is a new MUDSA record. If you'd ever like to join us one year, go to <a href="http://www.mudsa.org.uk">www.mudsa.org.uk</a></li> </ul> <p><b>PL Disability Advisory Group</b></p> <ul style="list-style-type: none"> <li>As the secretary of MUDSA, I represent our DSA within the DAG.</li> <li>The third DAG meeting, held at Watford's ground, went really well and we had people attending from all over the country. I spoke briefly about the new facilities which were due to come on line this season and in general about the relationship between the club and it's disabled supporters.</li> <li>It's only really when you mix with disabled supporters from other clubs that you realise how much more support we get from our club compared to the rest.</li> <li>These meetings have really helped to put pressure on underperforming clubs though. When 13 different clubs get together and make a joint complaint to the SGSA (The Sports Ground Safety Authority) citing similar safety issues, it tends to make people wake up and take notice. Hence two or three of the worst offenders have now given undertaking to raise their game.</li> </ul> <p><b>The Foundation</b></p> <ul style="list-style-type: none"> <li>After the success of the joint effort with The Foundation of establishing the MUDSA Cup, we are due to hold talks shortly to see what else we can achieve together. I'll report back as soon as we've established the best way for us to work together on other issues.</li> </ul> <p><b>Social Media</b></p> <ul style="list-style-type: none"> <li>I'd like to give a plug (again) to our social media guy Rick Clement who has now set up our official Twitter account MUDSA-Official @MudsaO So if all you guys can all follow us and re-tweet us or whatever it is you do with these things, we'd be eternally grateful</li> </ul> <p><b>Disabled Facilities Expansion</b></p> <ul style="list-style-type: none"> <li>MUDSA is very pleased to see the expansion in facilities for disabled supporters currently taking place at Old Trafford. With 58 brand new Wheelchair spaces, all with carer seats by their side being provided in the new facility at the back of the Stretford End alone</li> <li>Testing has taken place and is ongoing in the new North West Quadrant facility (with good feedback so far) and the work is moving ahead at a pace in the other locations</li> </ul>

Topic	Speaker	Topic Notes
		<ul style="list-style-type: none"> <li>We are confident that we will reach the end of what has been a long journey by the end of the season and the club will be fully compliant with the Accessible Stadia Guide in every way. Including operationally, not just numbers of spaces provided</li> <li>Finally, I'd like to thank the club for taking on-board our suggestions and comments throughout this process. Especially embracing the idea of flexible seating to provide friends and family positions</li> </ul>
<b>MU Foundation Update</b>	JS	<ul style="list-style-type: none"> <li>Firstly - In November, Manchester United hosted a Gala Dinner to raise funds for club charity partners, Unicef and Manchester United Foundation. Ole Gunnar Solskjaer and his first-team squad attended the event, which raised a record-breaking £266,000. The funds will go towards helping some of the world's most vulnerable children affected by disasters and those living in the most disadvantaged areas of Greater Manchester</li> <li>Over the past few months, Manchester United Foundation has continued to support the local community, including a visit to Manchester and Cheshire Dogs Home, to donate footballs and scarves for dogs waiting to be rehomed. We support the dogs home twice a year and will always reference it in this meeting as the idea came from this Fans Forum</li> <li>As discussed at our last meeting, this season we are working alongside the club on a scheme in which Season Ticket holders can donate their match tickets to the Foundation. The tickets are given to young supporters who otherwise wouldn't have the opportunity to attend a game. So far, around 3,000 tickets have been donated to young people in the local community</li> <li>Over the past few months we have also been working in partnership with the Michael Carrick Foundation on their 'Carrick Boot Drop' in which Manchester United Foundation collected and cleaned all boots donated. Over 400 pairs of boots were then given out to children across Greater Manchester who needed them most. Michael Carrick attended our annual year seven Christmas party in December to hand these out</li> <li>Elsewhere on our Employability and Skills Programme we have created a short film to highlight the different roles the Foundation provide to young people on a match day. If you haven't seen it already, we would highly recommend heading to our YouTube channel as the film is presented by Lucy, a long standing Foundation participant from our Street Reds, Employability and Skills and BTEC programmes. We currently have 35 young people in paid match day roles from our Foundation projects</li> <li>Another highlight over the past few months included Axel Tuanzebe returning to his old school, St Cuthbert's High School in Rochdale, officially launching their partnership with Manchester United Foundation. During the visit Axel dropped in to Maths, Geography and PE lessons, as well as inspiring an assembly of 200 students, taking part in a Q&amp;A, and sharing stories of his journey with Manchester United</li> <li>And finally, towards the end of 2019 we held a number of charitable activations that are managed on behalf of club. The Foundation hosted the bi-annual Dream Day, for fans living with life-limiting illnesses. Supporters travelled from across the world to spend quality time with the manager and players, as well as</li> </ul>

Topic	Speaker	Topic Notes
		<p>watching a full first team training session. Also during the festive period the first-team squad and MU women visited hospitals across Greater Manchester to deliver presents and spread Christmas joy. Both teams visited Royal Manchester Children's Hospital, gifting a number of United-themed presents such as hats and scarves. A number of the men's team also visited patients at The Christie's Palatine Centre and Francis House</p>

### Members' Questions

*We received 32 questions that have been answered within the updates so far, these will not be read / answered individually now, but will be published in the minutes.*

1. Can you please confirm if more hospitality packages / tickets are available when there are 3,000 away fans compared to 7,500? (Covered in Safety & Security update)
2. Following the recent offer of complimentary tickets to local clubs and schools for the League Cup and Europa league games, I would like to propose that the club commit to making 1% of tickets (c750) available to local clubs, schools and the MU Foundation for all games from the 2020-21 season. This would serve to connect with our next generation of United fans and to help support young fans who cannot afford to attend games. Doing this for the full season, including games against Liverpool and Manchester City, would be a great statement of intent and would be well received by the local community. Will the club commit to this? The Red Army (TRA) are in full support of this and happy to work with the club to include some within the TRA areas. (Covered in Ticketing and Youth Policy update)
3. When will the ticket forwarding functionality be back available on the website? (Covered in Away Game update)
4. Why have you stopped texting the ballot results and the breakdown of tickets / applications for away games? This transparency was appreciated and should return. (Covered in Away Game update)
5. Can you confirm how many fans are still in the loyalty pot and what the % of available away match tickets is for the 2019-20 season that go to LP? (Covered in Away Game update)
6. Can you please clarify how many STs are available to junior fans, in which stands and at what cost? (Covered in Ticketing and Youth Policy update)
7. What is the latest position re European away travel? Will the club be bringing this in-house or re-tendering the contract? If the latter can you please confirm that a better deal will be made re the entitlement of tickets made available to the travel partner. (Covered in Travel & Transport update)
8. I am one of a number of supporters who thoroughly enjoyed the "day trip" organised by Thomas Cook, whereby early on match day you would fly to the destination city (or as near as possible to it) then after the game return to Manchester in the early hours of the following morning. When the club announced that they were not organising any supporter travel for the Europa League game in Bruges this has set alarm bells ringing in my mind. Does this mean the club are giving up on the idea of organised trips to Euro Aways? I accept that Bruges isn't that far away and it is easily possible to organise your own travel and accommodation, but lots of us really enjoy the "day trip" format. I'd be interested to hear the clubs response. (Covered in Travel & Transport update)
9. Can outbound calls to those registered on the last minute returns list for European games be based on credits to bring it in line with the 1st and 2nd ballots? (Covered in Away Game update)
10. I would like to know how fans are selected when tickets are returned for sale for away games. I have not been offered a ticket in the last five seasons (Covered in Away Game update)
11. Since the validation procedure stopped fans are applying for tickets for games they don't intend to go to if they are not local to where they live. Tickets are being swapped on Twitter between people who only want to attend away games local to where they live. As a result fewer genuine away fans are being allocated tickets due to the increase in the numbers of people applying. Can validation be re-introduced? (Covered in Away Game update)
12. The question I'd like raised via the forum concerns the number of supporters who are eligible to apply for premier league away games. Whilst there is a diminishing loyalty pot, a pot containing a group of people who in effect got rewarded at one moment in time, I feel there should be a system that rewards

Topic	Speaker	Topic Notes
		the ongoing commitment of the wider supporter base. The simplest way to improve the success rate for longer standing season ticket holders would be to increase the number of years a season ticket needs to be held before applications are possible. Could we get Sam to run some numbers on how the size of the eligibility pot would decrease depending on the period of time season tickets were held for to see what sort of impact this might have on success rates and if the number of years to make that gain seems reasonable? (Covered in Away Game update)
		13. Would the club be willing to set up a small sub-group of regular away match-going fans (including loyalty pot, season tickets and exec holders) to review the criteria and selling arrangements for domestic away matches? (Covered in Away Game update)
		14. Who at the club provided the safety advice which led to the decision to cap away ticket allocations at 3k for the league cup semi-final games vs City? (Covered in Safety & Security update)
		15. Who at the club made the decision to cap away ticket allocations at 3k for the league cup semi-final games vs City? (Covered in Safety & Security update)
		16. What are the exact details of the safety concerns which led to such a draconian cut to the minimum allocations (10%) set out in the competition rules? Will you please provide the supporting evidence? (Covered in Safety & Security update)
		17. What consideration was given to the 2,500 Manchester United fans who will now be unable to attend the away leg of the semi-final due to the cut? (Covered in Safety & Security update)
		18. If the safety and security team cannot guarantee the safety of 7,500 visiting fans to Old Trafford they are clearly not the right people for the job and should be replaced. Can you confirm this will take place before any future cup fixtures? (Covered in Safety & Security update)
		19. As Manchester United are incapable of safely housing more than 3,000 away fans at Old Trafford will you therefore confirm that you are no longer seeking to hold European finals as the ground would end up with a reduced capacity of 6,000 if (god forbid) City and Liverpool were both to make the final? Can you confirm what precedent this decision has set in terms of future cup ties against opposition such as City, Liverpool, Chelsea, Spurs etc.? (Covered in Safety & Security update)
		20. Will the club provide a list of clubs they do not feel they can safely house in the numbers set out in competition rules (10% league cup, 15% FA Cup). Can this be made available in full and done at the start of every season. (Covered in Safety & Security update)
		21. I see that the reason the train no longer runs to old Trafford is for safety concerns that train station has been used since before the second world war what is the real reason. I am over 65 and find it difficult to walk from the tram station even the new tram stop will be difficult it was a great service and we need it back I am sure this day and age we can make it safe again thank you. (Covered in Travel & Transport update)
		22. Why have the buses from the ground been withdrawn and why was there no prior communication sent via text/email? (Covered in Travel & Transport update)
		23. We are receiving continuous criticism about our ageing lopsided stadium that seemingly cannot be redeveloped, our training facilities at Carrington which are now being bettered by mid table clubs, a strategic business model that is inferior to City and Liverpool, a £200m debt still to be paid off since the Glazers took over in 2005 (although it must be said transfer funds have always been made available) what can United do to communicate to fans and reassure them that the future remains positive and the Club will not be left behind? (Covered in Stadium Development update)
		24. What refurbishments are planned during the forthcoming close season aside from the ongoing disabled facilities? Last close season the changing rooms were transformed at both OT and Carrington and look fantastic; some of the seating at OT looks worn and tired, any plans to replace with cushioned seating, for example. I know it's been raised and discussed many times but the fans want the south stand developed to match the rest of the stadium; the Spurs new stadium and others planned will leave us behind. (Covered in Stadium Development update)
		25. When the club don't invest in modern technology (turnstiles that work, ticketing systems, catering facilities etc.) and in polite and well-trained security staff and stewards, how are we supposed to believe the club has the best interests of the fans at heart? (Covered in Stadium Development update)
		26. There has been a notable improvement in the atmosphere this season with the introduction of the Atmosphere section in the Stretford End. The work done by the club in cooperation with supporters

Topic	Speaker	Topic Notes
		<p>groups is to be applauded. One major drawback has been the impact it has had on those sections of the ground where season tickets holders have been moving from on a match-by-match basis. Rather than moving on a match by match basis can ST's be sold for the atmosphere section thus making ST's available in the other sections? This will help build community giving them a chance to join in improving the atmosphere. It's made far more difficult if tickets are sold game-by-game to members where a large number of supporters will only be in that part of the ground for a single game. (Covered in Atmosphere update)</p>
27.		<p>Could you please let me know what the club are doing to accommodate the family stand Season Ticket holders for cup games? It seems to me and the rest of our group (11 in totals) that the Atmosphere Section has been given the ability to move as one, yet we are not even asked or consulted as to where we would like to sit? (Covered in Atmosphere update)</p>
28.		<p>Please could you tell me the medium-long term housing plans for the family enclosure? With The Red Army due to encroach further into the Stretford End Right Side and presumably eventually take over it in its entirety, I'm concerned that there will not be a relocation of the facility and instead families will be dispersed across the ground. I'm fully supportive of the singing section for The Red Army; however, it should not come at the expense of a family stand within the ground. The club should maintain a family enclosure with its associated facilities in a similar capacity, ideally within the first tier dome. Children want to be close to the action and their heroes - not in the upper echelons, such as North Stand Tier 3. Also, the pricing structure should be similar to the current family stand, so that match and season tickets are affordable for both parents and their children. (Covered in Atmosphere update)</p>
29.		<p>Following the successful trial in SERS, when will the club be rolling out the £3 pints to other stands? TRA fully support this and believe it will help improve the atmosphere across the ground and also reduce fans trying to gain entry to TRA sections without having a ticket for that section. (Covered in Catering update)</p>
30.		<p>I have a season ticket in the East Stand and have been going to games for the last 2 seasons. A couple of weeks ago we got moved from the East Stand to the Stretford End, walked in and saw the refreshment selection was very different to the East Stand. The Stretford End has Estrella Beer, Guinness, luxury meat pies, the selection was unbelievable! All we get in the East Stand is Heineken and liquid pies and a good hot dog if we're lucky! Is there a plan to bring the Stretford End Luxuries to the East Stand?? (Covered in Catering update)</p>
31.		<p>Following the successful trail of draft beer at £3 a pint in the atmosphere section while increasing the price in the rest of the ground to £5 for a bottle a lot smaller in volume, when will the favourable facilities and pricing be available in the rest of the ground? (Covered in Catering update)</p>
32.		<p>What is the latest on the proposed implementation of safe standing areas at Old Trafford? I understand the plan is to pilot it in one section of the ground. If so, will the club agree to implement this in the TRA section as soon as they are satisfied the trial is successful. This is the area with the highest percentage of persistent standing and is therefore where it is most needed from a safety perspective, and in order to comply with the Green Guide. (Covered in Rail Seating Update)</p>

Topic		Speaker	Topic Notes
<b>Members' Questions (To be answered)</b>	CB		
a.	SK		<p><b>Can the limit of upgrading a junior ticket to an adult ticket be reviewed please? It is currently at two games and with an increasing number of midweek games this can mean there are more than two games when it isn't suitable to take a 5-year-old child</b></p> <ul style="list-style-type: none"> <li>Whilst the limits appear in the terms &amp; conditions, we have not taken any action during the course of this or last season, and will continue to review, along with input from this Forum</li> <li>However, please note that the terms &amp; conditions state that the limit is two weekend games (Friday to Sunday inclusive), and therefore midweek games do not count towards this limit</li> <li>An example was provided by a rep of a Season Ticket holder (65+) being advised they needed to upgrade their ticket permanently as they had reached the maximum – this was investigated by the Club and confirmation provided that this had not been forced, but discussed as an option given the volume of matches for which the ticket was upgraded</li> </ul>
b.	SK		<p><b>Seat of Dreams: How was the space found for this competition prize (e.g. how many regular seats have been lost)? Could the proposal have gone to Fans Forum or sub group before announcement?</b></p> <ul style="list-style-type: none"> <li>It is not designed as a competition prize: instead it is a mechanic whereby Marriott can 'upgrade' three loyal fans each match</li> <li>No 'regular' seats have been lost and the seats that were utilised were taken from pre-existing partner allocations</li> <li>Also, to confirm, this does not affect Official Member match ticket availability</li> </ul>
c.	SK		<p><b>With attendances for home cup games diminishing, at a time when the team need our support more than ever, will the club agree to implement a cap on ticket prices for all home cup games of £20 (for adults) for 2020/21 season?</b></p> <ul style="list-style-type: none"> <li>We believe that people pay to watch Manchester United and not the opposition, that is why we do not categorise our matches like many other clubs (charging more for ticket holders to see the more attractive matches)</li> <li>We have maintained our consistent pricing structure for a number of years and are not looking to move away from that model, as it inevitably results in more being charged for the more attractive fixtures</li> <li>Having said that, and as mentioned earlier, we remain committed to enabling younger supporters to watch live affordable football, and we do discount our tickets for Europa League and English Football League Cup fixtures</li> </ul>
d.	SK		<p><b>If Executive tickets are passed onto away supporters. Is there any reference back to the ticket holder? At the Liverpool game in the 100 club suite two Liverpool supporters were swearing and causing problems. How and why did they get tickets? Which season ticket holder gave them their tickets?</b></p> <ul style="list-style-type: none"> <li>All Executive Club members are aware of the Club policy regarding away fans in home areas (as stated in our Seasonal Hospitality terms and conditions) and this policy should be passed onto their guests</li> <li>If there are any concerns regarding supporter behaviour, this should be highlighted on the day of the game so we can take action. In the instance of complaint, and/or ejection from the stadium, the Executive Club team will be notified so that they can pick up directly with the Ticket Account Holder</li> </ul>



Topic	Speaker	Topic Notes
		<p>afterwards to investigate and, where necessary, apply the relevant sanction</p> <ul style="list-style-type: none"> <li>We will look into the specific incident referenced and reply directly</li> <li>Generally, any incidents of away fans being in home areas will be treated in-line with our Official Club Sanctions document. These sanctions are in place for all visitors to the stadium</li> </ul>
e.	SK	<p><b>I believe discounts are given on the cost of Season Tickets in different parts of the stadium to supporters aged 65 and over. This currently does not apply to Executive Season ticket holders. Why are they treated differently?</b></p> <ul style="list-style-type: none"> <li>The Executive Club are unable to offer concessions in line with Season Tickets. This is because hospitality package content (food, drink, suite access), service and experience does not change despite someone's age (tickets are also regularly used by different clients)</li> </ul>
f.	JL	<p><b>Are there any plans to add toilets (temporary or permanent) to the areas around the forecourt and the kiosks behind North Stand as currently there are no facilities for fans there?</b></p> <ul style="list-style-type: none"> <li>On match-day, temporary toilets (5 x GA portaloos and 1x accessible portaloos) are currently in place on N1 car park area adjacent to the Apollo Pitch, in addition to the six toilets in place on E2 for away fans. We will review the current provision and assess whether there is need for an increase to the north of the stadium</li> </ul>
g.	JL	<p><b>Following the tragic death of United fan Richard John Whale at Old Trafford in December 2017, can the club please confirm what additional training has been given to match stewards and what safety enhancements have been made?</b></p> <ul style="list-style-type: none"> <li>Everyone at Manchester United was deeply saddened by the death of Mr Whale and the club continues to extend its sincere condolences to his family</li> <li>The health and safety of all supporters and visitors at Old Trafford is of utmost importance and we go to great lengths to ensure procedures are monitored and adhered to at all times.</li> <li>We work with independent safety inspectors from the local council, as well as national stadium safety inspectors, to ensure the correct procedures are administered</li> <li>It is important to note that the coroner's investigation resulted in a conclusion of accidental death. We were fully compliant with all applicable regulations at the time of this tragic accident. However, we constantly seek to learn and improve on our procedures and we welcomed the observations in the coroner's report on opportunities for further risk reduction, which we have now implemented. These measures include: <ul style="list-style-type: none"> <li>Independent validation of our match-day slips/trips/falls risk assessment</li> <li>Delivery of specific steward positioning guidance to all stewards who are responsible for vomitory areas</li> <li>Regular proactive checks have been put in place to ensure that no more than two stewards are present in the vomitory space</li> <li>Introduction of new quality assurance compliance check sheets</li> </ul> </li> </ul>
h.	JL	<p><b>Can the club confirm that they are confident they know the identity of every steward working on a match day, that they are adequately trained and more importantly have themselves been security cleared?</b></p> <ul style="list-style-type: none"> <li>Yes. All stewards are subject to a DBS check during the recruitment process and at regular intervals thereafter. That DBS check includes identification, criminality and immigration status checks. All stewards have photo</li> </ul>

Topic	Speaker	Topic Notes
		<p>identification that is checked when they enter the stadium. All stewards undertake NVQ Spectator Safety training</p>
i.	JL	<p><b>Have the club any plans for redevelopment of the approach to Old Trafford as part of the work to create the new Civic Quarter?</b></p> <ul style="list-style-type: none"> <li>The Club are fully supportive of Trafford Council's intention to develop both the Civic Quarter and Wharfside including the idea to create a processional route between Old Trafford Metrolink stop and the stadium. We will continue discussions with them as and when it relates to the stadium</li> </ul>
j.	JL	<p><b>Can a designated smoking area be created at the outside bar in SERS. This would significantly reduce the current issues of fans smoking in the toilets and also help reduce numbers on the concourse.</b></p> <ul style="list-style-type: none"> <li>The stadium is a no smoking venue. For safety &amp; security reasons we have not permitted individuals to leave the venue to smoke outside and to re-enter – to do so would require opening of exit gates and additional management of access/entry doors and search processes. If we were to make an exception and permit this at the SERS section then others across the stadium would also request the same. We believe that the level of disruption and additional checks would undermine safety and security processes</li> </ul>
k.	CB	<p><b>Ed Woodward committed to looking into putting the words 'football club' back on to the Manchester United badge back in 2013 (interview with United We Stand). What has happened since then? Fans would very much like this to happen and to show where our priority is.</b></p> <ul style="list-style-type: none"> <li>This was addressed in a Forum meeting in 2018. When you look at the complexities of doing it, there are significant practical issues in terms of the IP (Intellectual Property) we own around the world.</li> <li>This does not change that our priority is, and will always be, football. The crest has evolved through several iterations over the course of our history. The words "football club" were first used on the crest in the 1960s and remained there until 1998. Unlike some clubs, our name is unique to us and instantly recognisable to people around the world as a football club regardless of whether those words are on the crest or not</li> </ul>
l.		<p><b>Why has the kit manufacturer started to use monochrome badges on our shirts? They deviate from the traditional colour of the club badge and Do you feel it is acceptable to have three new kits each year? Is this not just exploiting parents. Can we not go back to alternating new kits every other year?</b></p> <ul style="list-style-type: none"> <li>The official crest guidelines have always included options of full colour, single colour, mono and gold/silver. Generally we preserve the full colour crest on the home shirt. This season's is a one off celebration of the treble winning crest of 1999. We have used mono or single-colour crests on away and third shirts for at least 20 years across different manufacturers as they can improve the overall look and aesthetic</li> <li>It is standard industry practice to release three kits each season, with almost every top club operating in this way</li> <li>We produce three kits to provide fans with choice and to allow us to tailor the designs to appeal to different types of fans, rather than with the expectation of selling all three kits to each fan. Retail analysis backs this up. This year the home kit is very traditional, referencing the treble achievement, whilst the away and third are more progressive in their design</li> </ul>

Topic	Speaker	Topic Notes
m.	CB	<p>Can I ask that we make the website more reflective of its facts? Here are some suggestions I would like the club to consider: On the fan page with the picture of supporters, can we have a mixture of everybody and not just young men? United is more than a club of young male supporters. <b>And</b> Rather than first team for the men, can we just have them named "Men?" We know they've existed before the women but, the women also have a first team. <b>And</b> Can we see more fan interviews on the website?</p> <ul style="list-style-type: none"> <li>• Manchester United welcomes supporters of all backgrounds and we are proud of this diversity and inclusivity. We have passed on these comments to our Media team who will update the site to showcase a broader group of supporters</li> <li>• The current naming conventions have been used to reflect the fact that the club has multiple men's teams at different age levels. Nevertheless, we will review our approach ahead of the start of next season in recognition of the growing interest in our successful women's team</li> <li>• The home page content reflects the traffic from our global fan base to content focused on the men's first team, but we do provide extensive coverage of our women's team and men's youth teams on the home page and across the website as a whole</li> <li>• We are looking to increase the volume of fan interviews and stories about their dedication and experiences across our platforms throughout 2020</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Any Other Business</b></li> </ul>	CR	<p><b>Any other business</b></p> <ul style="list-style-type: none"> <li>• Next Meeting: <ul style="list-style-type: none"> <li>• Friday 24 April, AON, Training Complex</li> <li>• Forum members asked if the Manager could attend, this will be looked into</li> </ul> </li> </ul>