

# Manchester United Fans' Forum – Minutes

## Wednesday 8<sup>th</sup> December 2021

### Forum Members Present

Chas Banks	MUDSA Secretary
Luca Black	U21 STH Rep.
Alan Harvey	STH Rep.
Deborah Henry	Women's Team Rep.
Janine Rose	Local Rep.
Fiona Lynch	UK Membership Rep.
John Massey	Executive Club Rep.
Rick McGagh	STH Rep.
John-Paul Monck	Overseas Members Rep.
Demetris Nathanael	Overseas MUSC Rep.
Chris Ruffitt	MUST Rep.
Anthony Sewart	Family Stand Rep.
Ian Stirling	Independent Supporter Liaison Rep.
Mick Thorne	MUSC Rep.

### Club and Foundation Officials Present

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

Topic	Speaker	Topic Notes
<b>Introductions / Apologies</b>	CR	<p><b>Apologies</b></p> <ul style="list-style-type: none"> <li>Keith Coutts – Keith has been very poorly / hospitalised with COVID, but we're pleased to confirm he is much improved overall and starting the road to recovery</li> <li>James Coatsworth</li> </ul> <p><b>Introductions</b></p> <ul style="list-style-type: none"> <li>John-Paul joined us all the way from Australia</li> <li>Fiona, new UK Member Rep joins us for the first time and Chris, MUST Rep joins us in person for the first time</li> </ul>
<b>Minutes of Last Meeting</b>	CR	Approved.
<b>Introduction</b>	CR	<ul style="list-style-type: none"> <li>Welcome to our second Fans' Forum of the season and thanks everyone for joining us.</li> <li>We're meeting at an exciting time on the pitch as we head into the busy Christmas period, and I'm pleased to say that Football Director John Murtough is here again to discuss football matters.</li> <li>There's also been lots going on off the pitch so let me start with an update on the key developments since we last met.</li> </ul>

Topic	Speaker	Topic Notes
		<p><b>Fans' Advisory Board</b></p> <ul style="list-style-type: none"> <li>• We're delighted to have completed recruitment to the Fans' Advisory Board and congratulations to Ian Stirling and Rick McGagh who have been elected as representatives of the Fans' Forum, and to Deborah Henry, who has been appointed as an independent member.</li> <li>• The purpose of the FAB is to create a new channel for board-level dialogue on strategic issues to ensure the fans' perspective is always understood at the highest levels of the club and factored into decision-making.</li> <li>• Some people have asked how the creation of the FAB will affect this Forum and the answer is that the two bodies will complement each other.</li> <li>• Fan's Forum will continue to be the main fan representative body on matchday and operational matters, while the FAB will focus on longer-term issues such as stadium development and football governance.</li> <li>• FAB will also allow for that means fans to be consulted on important topics before they become public.</li> <li>• Three people from this Forum are on the FAB to ensure a strong connection between the two bodies.</li> <li>• There will also be two representatives from MUST, Duncan Drasdo and JD Deitch, and another independent member in Oli Winton, plus Dave Pennington as Special Adviser to the Board.</li> <li>• We have appointed an experienced barrister, Chris Saad, as Fan Co-Chair. Thanks go to James Coatsworth from this Forum for his role in the selection panel, together with MUST, to ensure that this was a consultative process.</li> <li>• First meeting scheduled for January and four times a year thereafter, with Joel Glazer attending the inaugural meeting and he or Avie Glazer joining on a regular basis.</li> <li>• Overall, creation of the FAB is an historic step that will establish a new model for fan engagement in English football and, ultimately, improve the club's decision-making.</li> </ul> <p><b>Fans' Share Scheme</b></p> <ul style="list-style-type: none"> <li>• Another key project regarding fan engagement initiatives. Complex piece of work because of the many legal and regulatory factors which have to be considered in its design and implementation.</li> <li>• Nonetheless, we have made good progress together with MUST, and in conjunction with independent legal advisors, in developing a proposal and the talks are at an advanced stage.</li> <li>• The aim is to create a path for fans to acquire a meaningful ownership stake in the club over time.</li> <li>• We remain committed to this objective, as set out by Joel in June and again in September, and hopefully we'll be able to reach agreement with MUST.</li> <li>• You may have seen a story from Sky News recently which purported to have inside information on the talks. This was speculative, and not instigated by the club.</li> <li>• We issued a public update on the Share scheme via club media on 15 November. See link here: <a href="https://www.manutd.com/en/news/detail/man-utd-updates-on-fans-shares-scheme-nov-2021">https://www.manutd.com/en/news/detail/man-utd-updates-on-fans-shares-scheme-nov-2021</a></li> <li>• As soon as there's final information to share, we will communicate that with this Forum and the wider fan base.</li> </ul>

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		<p>Rick McG – I would encourage more regular and transparent updates to give fans confidence progress is happening.</p> <p>RA – progress is being made, but the share scheme is subject to significant regulatory and disclosure rules which means we have to be careful what we say about the process. The FAB and Stadium updates, in contrast, don't have the same regulatory sensitivities or disclosure requirements.</p> <p><b>Stadium Development</b></p> <ul style="list-style-type: none"> <li>• More work has taken place since the last Forum on our planning for major work to modernise Old Trafford, with the ultimate aim of improving the fan experience.</li> <li>• Initial meetings have taken place with a number of architectural and engineering companies to present their credentials as key partners in the project.</li> <li>• These meetings have produced exciting potential ideas, although important to note that we're still at an early stage and it's premature to talk about timetables.</li> <li>• We have an open mind about the best approach and scope of work. The next step will be for us to appoint Master Planners.</li> <li>• We intend to involve the FAB in the process and we will also keep this Forum briefed.</li> <li>• <i>Answers in response to FF Q's:</i> <ul style="list-style-type: none"> <li>➤ Intention is to stay at same site</li> <li>➤ Intention is for phased build to allow team to remain playing at OT (limited other options in terms of temp venues)</li> <li>➤ No pre-decision made on budget or increased capacity. Potential space constraints with railway and want a stadium to be consistently full</li> <li>➤ Final plan will be based on analysis and on consultation, not preconceived ideas or limits</li> </ul> </li> </ul> <p>RMcG – Accessibility should be one of the key areas of focus both in terms of disabled fans but also how accessible, including how affordable, Old Trafford is to young (youth) fans and those from the local community. OT should be very accessible to all.</p> <p>CR – re Carrington, we are further down the track. Master planners are in place. Our goal is a fully integrated, three-group facility (Men's Women's, Academy) and we are scoping out plans.</p> <p><b>Conclusion</b></p> <ul style="list-style-type: none"> <li>• There's still lots of work to do, but hopefully you can see that we are making good progress on the commitments Joel made last June to strengthen dialogue with fans and embark on a new phase of investment in the stadium. We'll be pushing to keep that going in the months ahead.</li> </ul>
<p><b>John Murtough</b></p>		<ul style="list-style-type: none"> <li>• It's certainly been a turbulent period since we last met in September.</li> <li>• We were all feeling optimistic at that time about the strong start to the season. There were grounds for confidence that we were going to continue building on the progress we saw in the prior two seasons.</li> <li>• After the promising early-season results, things went off plan.</li> <li>• As a club, we felt Ole had earned the right to be given the chance to turn things round, but didn't get a reaction after the international break, and the Watford game made it clear change was needed.</li> <li>• We're all disappointed at Ole's departure, but he deserves to be judged on his record over the past three years, not his last few weeks - secured</li> </ul>

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		<p>our first back-to-back top-three finishes since SAF retired and came so close to winning silverware in the Europa League Final last May.</p> <ul style="list-style-type: none"> <li>• He re-set the club's culture and reshaped the squad, leaving us in a stronger position today than when he returned in 2018.</li> <li>• Michael Carrick came in and did a very good job during the three games he was in charge. Thanks to him from everyone at the club</li> <li>• We wanted him to stay but understood Michael's reasons for wanting to step away. Important to note that he made his decision before Ralf arrived as interim manager.</li> <li>• Both Michael and Ole will always be United legends and we're hugely grateful for the work they put in over the past three years.</li> <li>• Out of respect for Ole, we did not approach other managers before he left. Our plan then was to appoint an experienced interim manager and Ralf was our clear first choice.</li> <li>• He's someone I have admired for a long time, and we're delighted he's here.</li> <li>• It's early days but there were positive signs in the Palace game and there's still lots to play for this season in the Premier League, FA Cup and Champions League.</li> <li>• By bringing in Ralf, we can now take time to run a thorough process for our next permanent manager.</li> <li>• Recruiting a manager is one of the most important decisions a football club makes so we want to do it in a careful and considered fashion.</li> <li>• We have agreement with Ralf to stay on for a further two years in a consultancy role – allowing us to continue drawing on his expertise and advice to support our longer-term goals.</li> <li>• As I referenced in September, strong foundations remain in place.</li> <li>• We have a football structure in place now, with my role and Darren's as Technical Director, which provides stability through times of transition.</li> <li>• Our recruitment process has been overhauled and the Academy strengthened, and our investments in these areas are going to bring long-term benefits.</li> <li>• The past eight years have been turbulent at times but replacing SAF was never going to be easy.</li> <li>• Ole got us heading in the right direction and now we're looking to take the next steps on the journey back to success.</li> <li>• We believe the first team squad is the strongest it has been since SAF retired, and we have some fantastic young talent coming through.</li> <li>• We're also continuing to build our presence in the Women's game under Marc Skinner. We have new facilities coming online at Carrington and have recently had two of our promising young talent sign new deals with the club.</li> <li>• Carrie Jones has signed her first professional contract with the club. She has been playing senior football with Wales since she was 15 and we are delighted she is beginning her senior career with us.</li> <li>• Another highly rated midfielder who is now a regular starter for England, Ella Toone has signed with the club until 2025 which shows the ambition both her and the club have over the next few years.</li> <li>• We see the game v Everton, which will be the first held in front of fans at Old Trafford in March, as a real milestone moment for us, the team and the club as a whole; as well as for the women's game overall.</li> </ul>

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		<ul style="list-style-type: none"> <li>• We want to mobilise not just the fans of the women's team, but all our fans to make this a moment to remember, and one that creates a legacy for the women's team.</li> <li>• Across the First Team, Academy and Women's Team, we have a clear long-term vision for football success and no one at this club will rest until we achieve it.</li> <li>• <i>Answers in response to FF member Q's:</i> <ul style="list-style-type: none"> <li>➢ In process of recruiting new Women's Football GM – will sit on JM line of direct reports</li> <li>➢ Key part of Darren Fletcher (Tech Dir) role is support to Manager and coaching staff, includes helping RR get his views across. He has combination of on-field expertise with understanding of the club. Also involved in long-term planning, eg around Academy and player transition to senior squads</li> </ul> </li> </ul> <p>Janine – Thanks and respect to Ole. Departure was respectfully handled and good that he wanted to talk direct to fans around his departure.</p>
Ticketing Update	SK	<p><b>Staffing and Customer Service Levels</b></p> <ul style="list-style-type: none"> <li>• In the last meeting we discussed a number of issues we were facing in terms of customer service and in relation to the return of fans and move to digital ticketing.</li> <li>• We received extensive feedback regarding the amount of time people were spending trying to contact us, and we advised that we had identified a number of cycles that could/would present a surge in demand to contact us, and that we were entering the last of those cycles.</li> <li>• Since last Forum, confirm that we have not had any notable queues to contact us via telephone and have had no significant turnstile entry or ticket forwarding issues.</li> <li>• We have also started to roll-out a number of improvements to the online ticketing system.</li> <li>• We are still receiving isolated incidents, as will always be the case, but as discussed in the last meeting these are now being quickly handled and resolved.</li> <li>• In terms of next steps with the ticketing system, we will shortly be amending the ticket forwarding process to combine forwarding and upgrading a concessionary ticket in the same transaction and enabling the upgrading of tickets for cup games.</li> <li>• We're also looking to deploy functionality to enable people to download their ticket from their online account.</li> </ul> <p>Multiple – recognise progress on solving initial problems with digital ticketing and credit to club for the efforts  Janine – E-tickets have improved fan experience; still potential for improvements to the process – eg encouraging stewards giving more info outside turnstiles to ensure fans are ready with QR code on screen</p> <p><b>European Away Game Changes</b></p> <ul style="list-style-type: none"> <li>• We changed the way in which European away tickets are allocated at the start of this season, moving to a process where fans were allocated specific slots to purchase tickets based on the number of credits held.</li> <li>• This has worked well, but to-date, we have adopted a conservative approach to timings, allowing multiple days for people in each bracket to purchase their tickets. As we progress to knock-out rounds, we will look to expedite this process, whilst ensuring we provide ample notice with pre-communications.</li> <li>• Part of this process change has been to include the travel report into the booking flow; however this has presented some challenges specifically</li> </ul>

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		<p>for those with lower credits who may not be guaranteed a ticket – this is unlikely to present issues for the remainder of the season due to the popularity of matches, but will be reviewed ahead of next season.</p> <ul style="list-style-type: none"> <li>In terms of people who currently have zero European away credits, it was agreed previously that we would look to hold off tickets for certain matches to enable people to build a credit base. For group stage matches in this year’s campaign, 1,300 tickets were allocated to people with 0 credits (439 for Young Boys, 158 for Atalanta and 695 for Villarreal).</li> </ul> <p><b>Official Member Ticket Access</b></p> <ul style="list-style-type: none"> <li>During forums in 2019, we discussed the topic of home game tickets for Official Members and these discussions led to breakout meetings where proposals were made to slightly adjust the process of allocating tickets.</li> <li>Attendees at the meeting believed, providing communication is clear, continuing to release tickets as they become available is the best and fairest approach - for the majority of games.</li> <li>However, for high profile matches, we would take prior attendance in the current season into consideration for the initial ballot.</li> <li>Any tickets subsequently 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>These plans haven’t been rolled out because of the break in fan attendance, but we have the opportunity to test this process for the Chelsea game in May, unless anyone objects with this approach, we will plan to conduct the ballot with priority being given to those who have purchased or applied for the most games this season.</li> </ul> <p>Chas B – Would like to place on record thanks for the new Accessibility phone line. The club recognised that disabled supporters sometimes need more support and this service has helped them.</p>
<p><b>Operations Update</b></p>	<p>JL</p>	<p><b>COVID-19: Current Situation</b></p> <ul style="list-style-type: none"> <li>We’re delighted to have been able to keep Old Trafford full so far this season, and we’re hoping that will continue, while remaining vigilant to any changes in government policy regarding the pandemic.</li> <li>Our approach will always be to do everything possible to keep fans coming through the turnstiles, while complying with whatever regulations are in place to keep people safe and minimise the risk of infection.</li> <li>As things stand, a range of measures have been put in place to reduce the risks of COVID-19 at our matches. The following key points should be noted:</li> <li>Our Supporters’ Code of Conduct remains in place for everyone attending our matches – we encourage fans to regularly check this on the website to ensure that they understand the latest regulations.</li> <li>It is everyone’s responsibility to protect themselves and others. Remember to always act in ways which reduce the risk of exposure and transmission of the virus.</li> <li>We remind all supporters that they should not attend matches being played at Old Trafford if applicable government guidance prevents them doing so, for example, because they have been asked to self-isolate by NHS Test and Trace; are required to isolate after travel; or because they are displaying any COVID-19 symptoms.</li> <li>COVID-certification checks - All adult supporters (18+) must be prepared to demonstrate their COVID-19 status upon request to confirm they are</li> </ul>

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		<p>either fully vaccinated or have received a negative COVID-19 test result within 48 hours of kick-off. Exemptions apply.</p> <ul style="list-style-type: none"> <li>All fans over 18 must be prepared to show their NHS COVID Pass or international equivalent before entering the stadium.</li> <li>Exemptions - For those who may be exempt, the Government has allowed those with a valid exemption to register their status with the NHS. Registering will allow you to generate an NHS COVID Pass in the same way as if they had completed full vaccination or negative test. All supporters who are exempt will be required to demonstrate their status in this way from mid-December. For further information on Government COVID Certification exemption policy please click <a href="https://www.gov.uk/guidance/covid-19-medical-exemptions-proving-you-are-unable-to-get-vaccinated">https://www.gov.uk/guidance/covid-19-medical-exemptions-proving-you-are-unable-to-get-vaccinated</a> We strongly recommend that supporters declare their exemption with the NHS before this requirement comes into force in mid-December as it takes a few weeks to process.</li> <li>Face masks – We remind fans that new rules are in place in response to the Omicron variant – fans must wear a face covering in the Megastore and on public transport going to/from the game. The government also recommends that people continue to wear a face covering in crowded and enclosed spaces. Exemptions apply.</li> <li>Fans travelling to the games from outside of England – supporters who may be coming from overseas or other parts of the UK must always check local and international travel restrictions and conditions.</li> <li>All of the latest rules and guidance can be found at <a href="http://www.manutd.com/reunited">www.manutd.com/reunited</a>.</li> </ul> <p><b>Plan B</b></p> <ul style="list-style-type: none"> <li>As you have likely seen in the media, there has been lots of speculation about the potential introduction of tougher 'Plan B' measures against COVID transmission - Makes sense for us to prepare in case it is implemented at short notice.</li> <li>Under 'Plan B', anyone attending events with crowds of over 10,000 people will need to demonstrate via the NHS COVID pass that they have been double vaccinated or cannot be vaccinated for medical reasons.</li> <li>This means that the demonstration of a negative test result would no longer be enough to allow someone to attend a match.</li> <li>As we've discovered throughout the pandemic, a lot can change after policies are proposed. However, it is prudent to prepare, so we are working on plans that would aim to make the process of checking COVID passes as efficient as possible on match days.</li> <li>Fans may be required to self-declare that they have a valid NHS COVID pass (or international equivalent) in advance of every match. This would be an online process.</li> <li>Increased checks would then be carried out outside the stadium on matchday and anyone without a pass would be declined entry.</li> <li>The Government would seek to give one week's notice before mandatory vaccine certification came into force.</li> <li>Fans need to be aware of the possibility that these measures may be necessary. We will, of course, keep fans informed of any changes from the current protocols.</li> </ul> <p><b>Barrier Seating / Safe Standing</b></p> <ul style="list-style-type: none"> <li>Our application as an early adopter trial for safe standing has been approved by the Sports Ground Safety Authority.</li> <li>One of the conditions of the trial is that there are designated safe-standing areas in both the home and away sections.</li> </ul>

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		<ul style="list-style-type: none"> <li>• The club had 1,519 barrier seats installed in the North-East quadrant during the summer and around 500 more will be added to the away section (S229) and this work will be completed in late December.</li> <li>• The early adopter trial commences in January 2022 and our first game to take place under the new arrangements will be MUFC vs. Wolverhampton Wanderers.</li> <li>• The licensed standing areas will be independently evaluated from their introduction in January for the remainder of the 2021/22 season.</li> <li>• In conjunction with any feedback from the independent evaluation, we will also be undertaking a review of other areas of the ground that may be suitable for barrier seats.</li> <li>• <i>Answers in response to FF Q's</i> <ul style="list-style-type: none"> <li>➢ Seat density remains same (space per person) with barrier seats or ordinary seats</li> <li>➢ Won't be installed in whole away section, just one area of it (Mandated by SGSA and Govt to be part of the Safe Standing trial)</li> </ul> </li> </ul> <p>Rick McG - Important there is an element of choice for fans.</p> <p>Ian S – This is about choice for fans. Shouldn't be any assumption about fan behaviour in barrier seating area. Experience in current section shows it is safer and stewarding has been very good. Sense of pride and community in the area, aided by good stewarding.</p> <p><b>Catering</b></p> <ul style="list-style-type: none"> <li>• We recently convened a sub-group meeting to explore ideas around the development of a future fanzone. Lots of ideas were discussed including; locations, opening times, look &amp; feel, food &amp; beverage requirements, entertainment options, opportunity to have different zones for different groups, undercover options etc.</li> <li>• We will continue to work as a sub-group to explore the feasibility of all the potential opportunities with a view to organising a small scale trial.</li> </ul>
<p><b>MU Foundation Update</b></p>	<p>JS</p>	<ul style="list-style-type: none"> <li>• Firstly, I will start by expressing how fantastic it has been to have a period where our operations have been uninterrupted by Covid – hopefully this can be maintained during the next few months. Having said that, if we are presented with further challenges, we have the right team in place, and I have been so proud of the way our staff adapted to maintain the high quality of delivery we provide.</li> <li>• I was delighted to see this effort rewarded at the North West Football Awards recently, when Manchester United Foundation were recognised as the Premier League Community Club of the Season for 2020/21. It is important to note that the success of our work could not have been achieved without the support of the club, which is why it was nice to be able to share in this wider acknowledgement with club chef James Tagg, who picked up the Unsung Hero award. Chef Tagg was instrumental in organising the preparation of 80,000 meals for us to distribute among our young people and their families last winter. A truly united effort.</li> <li>• The past few months have been really exciting for the Foundation: through a collaboration with Kick It Out, we continued to amplify the important message of anti-racism with a referee workshop delivered by the Manchester FA at our partner school, Levenshulme High. The funding for this course was raised by Manchester United fans, through sales of the Black Lives Matter-branded home shirts. Levenshulme High School was chosen for the referee workshop as one of Greater Manchester's most diverse communities, allowing the Foundation to support young people to achieve equality outcomes.</li> <li>• Our work in the inclusion space continued as we hosted a careers networking event at Old Trafford for over 70 partner school students in November. As a follow-up to Black History Month, artists, YouTubers,</li> </ul>



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		<p>fashion designers and representatives of other industries from the Black community, passed on their advice and words of wisdom to the young people present – a really inspiring event which left a considerable impression on the students.</p> <ul style="list-style-type: none"> <li>• Elsewhere, it has been really nice to resume Legend and player engagement in person rather than virtually. Denis Irwin visited our first partner school outside of Greater Manchester, in Carlisle, and we also had a very special visit from Harry Maguire and Tom Heaton to our partner special school, Brentwood, in Sale. Harry and Tom were on brilliant form, chatting with the kids and taking part in a PE session which the young people absolutely loved. Their visit was featured on Match of the Day, as part of their regular 'In The Community' feature, shining further light on our work.</li> <li>• Our participants have also continued to gain real benefit from our partnership with the Michael Carrick Foundation. Early in November, Michael and his team visited his Street Reds project in Old Trafford to deliver football boots to the young players.</li> <li>• Over in Northern Ireland, we are continuing to work hard on expanding and developing our partnership with Ulster University. Working with the university and their associated schools, the programme is designed to provide enrichment to prepare students for higher-level learning. It's something we're very excited about and will be able to update you more in the coming months.</li> <li>• Even further afield, it has been great to see the £33,000 we donated to the Sir Bobby Charlton Foundation's 'Safe Play' project in Cambodia put to excellent use. The donation went towards funding a safe environment for children to receive mine risk education, and to be able to play safely without the fear of being injured or killed by landmines or unexploded munitions that continue to threaten the lives of communities in Cambodia.</li> <li>• And finally, during the Christmas period we will be continuing to ensure our young people are well supported and are able to enjoy some fun and positive experiences through a number of festive activities that we have planned for them. The first-team players have also recorded some really nice messages to accompany gifts that we will be sending to children in local hospitals, with Covid protocols still unfortunately preventing us from visiting in person. Christmas is, of course, a very exciting time, but for many in our community it can be extremely difficult, but we will be there to support them.</li> </ul>
<p><b>MUDSA Update</b></p>	<p>CBa</p>	<p><b>Disabled Facilities Expansion</b></p> <ul style="list-style-type: none"> <li>• All the new viewing platforms are now up and running at 100% capacity and have already had a measurable impact (less complaints!) on the ability of fans to be able to see more matches. Either as ST holders, or as members entering the ballot.</li> <li>• The extra capacity has meant that wheelchair spaces have been available for most games, even including some of the traditionally more difficult games to access e.g. City &amp; Liverpool.</li> <li>• The success of the ticket exchange scheme, where ST holders unable to attend games are able to return them to the club for re-sale, has also proven to be a significant part of the improvement of disabled fans success rate in getting match tickets.</li> <li>• I should also mention that via the PL DAG's "Whats App" group, I've received glowing reports from away disabled fans of the clubs we've hosted regarding the new wheelchair facility the club has built for them.</li> <li>• Particularly, the view and being able to be with their own supporters. But as a club, our offer to visiting disabled supporters in terms of numbers and facilities is now one of the best (if not the best) in the country.</li> </ul> <p><b>MUDSA Events</b></p>

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		<ul style="list-style-type: none"> <li>Unfortunately, all our usual social events are still cancelled due to Covid, for the foreseeable future. We felt the future was just too uncertain to take the risk. Like everyone, we're hoping for a better situation next year.</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 and I attended the last meeting of the DAG on October 6th at Villa Park representing United.</li> <li>We're working together sharing information in preparation to give our joint input into the next revision of the Accessible guide. This is being compiled now and is expected to be published in the near future.</li> <li>As United are now 100% compliant with the current guidelines, it was a comfortable conversation for me!</li> </ul> <p><b>The Foundation</b></p> <ul style="list-style-type: none"> <li>The project we are enabling the Foundation to deliver, "Ability Counts", is back in full swing and producing some great results. The focus is on "mixed ability football". This features disabled kids and non-disabled playing games together, as part of one team. It's a brilliant concept and allows siblings to play together.</li> </ul>
<p><b>Members' Questions</b></p> <p><i>We received 6 questions which have been answered, or we have referenced that we cannot answer, within the updates so far. These will not be read / answered individually now but will be published in the minutes.</i></p>		
<ol style="list-style-type: none"> <li>My generation don't tend to use email with the same regularity as most of the workers at United, and with most of us being on a small screen we also don't use websites in the same way to access information, therefore the way we need to speak to the club is by phone as we always have our phones with us. There are a number of people who have had great difficulty with issues being resolved by telephone. Are the club aware of the difficulties and is there anything being done to address it? (The context of this is, I had an email from a student who didn't have the money for the Villarreal game at the time it was due to be taken, when they did have the money, they tried to ring up to purchase either any ticket or pay for one even if they couldn't go because they'd been sanctioned to miss the Liverpool game but they couldn't get through and therefore missed potentially one of the top fixtures of the season due to being a poor student)</li> <li>It was great to hear United are being allowed to take part in the safe standing pilot; this seems an ideal opportunity for some additional U21 season tickets as we could find places to stand together as mates as a lot of fans used to be able to do before all seater stadiums. With the success of TRA, could this section be directly behind the goal where the Execs are now and they be moved elsewhere in the stadium? As it is clear the team have enjoyed having a vocal backing from the Stretford end.</li> <li>Increasing the stadium capacity. Mention has been made about the development of the South (Sir Bobby Charlton ) stand. Previously this was considered as too difficult and/or too expensive because of the closeness of the railway line and the possible need to purchase houses on the far side of the railway. With developments in building techniques since then will it now be possible to build the stand higher. rather than doing any of that?</li> <li>Is it true that plans are underway to extend the South Stand by 5,000 seats?</li> <li>At the September Fans' Forum, Joel Glazer committed to providing timescales for the key work he committed to, including the redevelopment of Old Trafford. We have heard nothing. Why?</li> <li>What is the roadmap for extending the rail seating / safe standing following the trial?</li> </ol>		
a.	JL	<p><b>Following the dreadful experience of United fans in Spain due to the overzealous and indiscriminately violent Policing, what can be done by the club to ensure this doesn't happen again? The level of Policing was totally disproportionate to the risk. What is discussed in the pre-match visit in terms of the Policing style and what is the involvement of GMP in these meetings? Supporters following their team in Europe must never be subjected to this violence from the Police again.</b></p> <ul style="list-style-type: none"> <li>We are aware and were sorry to hear of multiple complaints around the Spanish Police/ Villarreal Security handling within the stadium, surrounding area</li> <li>We raised concerns immediately after the game and are in the process of compiling our own report relating this issue and other ticketing issues, which will be documented to both UEFA and Villarreal in the coming weeks. Finally, we are working to support M.U.S.T. as well as the Football Supporters Association (FSA) and Football Supporters Europe (FSE) with their investigations, and have encouraged match attendees to report their experiences to both the club and M.U.S.T.</li> <li>The pre-visits enable us to identify issues that may affect our supporters. A wide range of topics are considered during such visits and includes the following (non-exhaustive list) – airport location in proximity to city/stadium and associated travel options, stadium configuration and facilities (refreshments, accessibility facilities, seating locations etc),</li> </ul>

Topic	Speaker	Topic Notes
		<p>stadium entry and ticket process, ticket collection points, local health arrangements (e.g., Covid), any relevant local customs and legislation etc.</p> <ul style="list-style-type: none"> <li>• Whilst we do conduct these visits and are present on match day, the responsibility for the safety and security operation is with the local club, local authorities and local police service.</li> <li>• During match days MUFC staff can observe the local operation and offer support to our spectators but cannot take any active role in the local operation. For GMP to attend, they have to be 'invited' by the local force, who have jurisdiction. Whilst GMP do send officers to many match days in European competitions, for this match, the local Spanish police did not extend an invitation to them to attend so they were not present. Going forward we will work with UEFA and the Club to promote the benefits of having GMP representatives attend and do what we can to secure this invitation.</li> </ul>
b.	JL	<p><b>The closure of Wharfside way after the Manchester City game was a bad decision, leaving thousands of fans angry and forced to walk a longer way back to the cars. people were arguing with police, swearing, fighting each other all because of this. No one from the club informed fans, and no one can confirm if this is now every game or a one off, or if it's before and after each game.</b></p> <ul style="list-style-type: none"> <li>• We are sorry to hear people were inconvenienced by this situation. Whilst the match day traffic management plan is the responsibility of the Local Authority, an independent traffic management company is responsible for the actual delivery of that plan.</li> <li>• Any changes to the plan require approval by the Local Authority. On this occasion, there was a misunderstanding by the traffic management company resulting in this change of process on Wharfside Way – something that MUFC and the Local Authority was not aware was going to take place.</li> <li>• We apologise for any inconvenience this caused. The arrangements reverted back to the previous plan immediately for subsequent matches and will remain the same for forthcoming matches. We have also requested that should there be any future changes, these are communicated well in advance.</li> </ul>
c.	JL	<p><b>Can the club update on discussions about restoring bus services back into town after games?</b></p> <ul style="list-style-type: none"> <li>• At the last meeting I updated that the post-match shuttle service is operated independently by Stagecoach for commercial purposes. During the 2019 football season, following concerns raised by Stagecoach, this service operated with additional security resources that were part-funded by MUFC and other stakeholders. The plan was that this arrangement was to last for the whole season but was cut short due to the Covid pandemic and the initial cessation of matches and then the return of games without supporters.</li> <li>• We have been liaising closely with TfGM and the current position is that Stagecoach is still not in a position to resume the service. A number of factors, Brexit and Covid, have seen a national shortage of bus drivers. This has been further compounded by staff shortage in retail and haulage, with drivers leaving the industry for jobs offering a better work life balance or more pay. As a result, Stagecoach is not able to provide the post-match shuttle currently. An additional factor is that the security provider who previously helped to manage bus loading, cannot commit to all fixtures, with similar issues of staff availability. We will continue to work with TfGM to identify alternative solutions and boost public transport availability.</li> </ul>
d.	JL	<p><b>At an earlier Fans Forum we were told that a new Wi-Fi supplier/system was to be installed. Has any progress been made with this? What is the timescale for the new system to be rolled out to all the supporter suites throughout the stadium?</b></p> <ul style="list-style-type: none"> <li>• We are close to finalising a contract with the WI-FI provider I referred to in the last meeting. This project will involve complex construction work e.g., we are required to lay cabling under the concrete in seating areas, which needs to be managed around a congested fixture window.</li> <li>• Once a contract is finalised which we hope will be by 31 December, we would be looking at a 9-month window to complete installation.</li> </ul>
e.	JL	

Topic	Speaker	Topic Notes
		<p><b>Is there anything further the club can do about clashes in fixtures between the men, women and U21 teams?</b></p> <ul style="list-style-type: none"> <li>We are aware of this issue and regularly review all fixture scheduling. The reality is that the Premier League fixture scheduling is very much out of our control.</li> <li>As the Women's game continues to gather increasing interest and popularity, those fixtures too are being picked up for broadcast so again we won't have influence over those kick-off times. The Premier League rule is that we can no longer show U23 games if they clash with ANY Premier League fixture (not just ours). Therefore, as U23 games almost exclusively happen on the weekend, we've not been able to show very many on our channels.</li> <li>The Women's team and the Academy are both integral parts of the club and ensuring that fans are able to engage with all aspects of Manchester United is a key aim of our media outlets.</li> <li>Under-23s and Under-18s games will continue to be shown live and in-full on MUTV wherever possible with unique analysis and insight provided by former Academy graduates.</li> <li>We have recently launched a weekly Academy round-up on our media channels that provides updates on everything going on in United's youth development system. The aim is to enable fans to get closer to the Academy than previously, providing insight into the inner workings, showcasing our talented players and giving greater visibility to the younger age groups.</li> </ul>
f.	JL	<p><b>A number of improvements have been made to Old Trafford. When will the roof be fixed?</b></p> <ul style="list-style-type: none"> <li>As with any stadium, we have a planned cyclical maintenance programme, and as Collette mentioned in her update, have commenced planning around major redevelopments of the stadium.</li> <li>As soon as an issue is reported, e.g. with a leak, we have a roofing contractor who undertake reactive repair work. It is not uncommon with a structure the size of Old Trafford to have issues reported, a number of examples could be seen in the international matches recently.</li> <li>It should be noted that the 'leak' in the SBC stand roof that was widely circulated on social media in 2019 was caused by the siphon system that drains surface water from the roof, not by a leak in the roof itself</li> <li>If supporters identify any issues, these can be logged with their nearest steward on the day of a game, or by emailing <a href="mailto:feedback@manutd.co.uk">feedback@manutd.co.uk</a> at any time.</li> </ul>
g.	JL	<p><b>Will half price drinks return? We used to be able to get a half price drink from when the turnstiles opened up to an hour before kick-off. This could encourage Covid-related need for early arrival?</b></p> <ul style="list-style-type: none"> <li>Further to ongoing discussions in this Forum, and with fan groups, we were delighted to reduce the price of key elements (beer &amp; cider) of the match day menu prior to the start of this season. To-date, feedback on these changes has been extremely positive.</li> <li>We will continue to review our pricing policy with key groups as per my update earlier.</li> </ul>
h.	JL	<p><b>Could we have a prayer room at Old Trafford?</b></p> <ul style="list-style-type: none"> <li>We currently have two quiet rooms in the stadium. We can make this quiet room available on non-match-days for visitors upon request. However, on match days, the ticketing of supporters to specific blocks means that access is restricted to different areas around the stadium.</li> <li>The Club is committed to ensuring it continuously drives inclusion at all levels, for colleagues, players and supporters. We are therefore committed to exploring additional avenues, in which further accessibility for faith-based facilities are reviewed, both now and in the future.</li> <li>It was agreed quiet rooms would be added to East and West Stand, meaning there will be a quiet room in each stand.</li> </ul>

Topic	Speaker	Topic Notes
i.	JL	<p><b>Would it be possible for there to be an area set aside for disabled supporters near the players exit (as there used to be before Covid) so they can see the players as they leave the stadium and maybe get a photo?</b></p> <ul style="list-style-type: none"> <li>Whilst it has become customary for supporters to congregate near to this area pre and post-match, due to the ongoing Covid situation we do not provide any dedicated autograph facilities near to the player entry and exit point to the stadium.</li> <li>Club will look into a small area for disabled fans, but cannot guarantee players will be able to stop given Covid guidelines</li> </ul>
j.	JL	<p><b>What has happened to having the local brewery beers on sale across the stadium? Have they only been put in certain areas?</b></p> <ul style="list-style-type: none"> <li>Following a successful 'beer tasting' at the last Fans Forum we have been trialling Honeycomb IPA brewed by Seven Brothers in one of our larger concourse areas - East Tier 2.</li> <li>This has been promoted using till talkers and good product placement, take up has been minimal to-date, but it is early days and we will increase promotions over the next few weeks, e.g. by sending communications to attendees in East Stand Tier 2 ahead of the festive fixtures, and provide updates in future meetings.</li> </ul>
k.	JL	<p><b>Will the club, as part of the stadium investment promised by the owners, look to invest in the concourse areas to bring them up to standard. Not having the ability to serve draught beer in 80% of ground is unbelievable.</b></p> <ul style="list-style-type: none"> <li>The transformation of our facilities and the whole matchday experience for our supporters will be key in our Stadium Master Planning exercise. We are aware that current concourse constraints prevent the availability of draught beer in all areas and this is something that we will aim to address as part of that plan.</li> </ul>
l.	SK	<p><b>People are finding it hard to get a TRA season ticket. Many fans love TRA but can't get in there every game and would find it much easier to have a Season Ticket in there. Is the TRA section going to be increased in the future? Will there be an opportunity for more U21 Season Tickets? Is there a way to make it easier to purchase a TRA U21 season ticket? (With the same discounts available)</b></p> <ul style="list-style-type: none"> <li>Reps overall acknowledged the improvement in atmosphere at games driven by the TRA section</li> <li>Within the TRA section we have a dedicated Youth ticket priced at £15 per game, with a capacity limitation of 1,000. This Youth ticket is applicable to fans between the ages of 18-25 rather than just those under 21.</li> <li>This price category was initially introduced in Stretford End Tier 1 Lower, expanded to this area, and more recently into the J Stand Barrier Seating, where we have worked closely with M.U.S.T to accommodate supporters in this area.</li> <li>The 1,000 Youth Season Tickets allocated by TRA did not sell out for this season.</li> <li>The allocation of all tickets in this area is managed by TRA; they advise which supporters will be allocated a Youth Season Ticket, and then which supporters will move into the area on a game-by-game basis, and what seat they will occupy. They want to ensure the integrity of the area is upheld and that all attendees actively participate in the generation of atmosphere.</li> <li>If fans have experienced problems obtaining tickets in this area, we advise to contact TRA directly to discuss this. If this is not an isolated issue, please let me know more information and we will discuss this with TRA on behalf of those affected.</li> <li>Elsewhere around the stadium we offer an 18-20 price category of ticket, which is available in all areas and there is no cap on the number that can be sold.</li> <li>Club will look into increased Communications to youth fans specifically</li> <li>Potential to use the remainder of TRA capacity for youth fans to be discussed</li> </ul>

Topic	Speaker	Topic Notes
m.	SK	<p><b>Has there been an increase in the numbers entering the ballots for away games this season? Several Exec members who regularly go to away games have been unsuccessful in their applications in contrast to previous seasons.</b></p> <ul style="list-style-type: none"> <li>• Generally speaking, applications are now in-line with pre-Covid19 levels.</li> <li>• Looking specifically at Executive Club members, for the last 3 away games, applications have been around 300 per game higher than pre-Covid19 levels.</li> </ul>
n.	SK	<p><b>Will the club provide dates for when the initial tickets for home games go on sale to Official Members? Can the alert system for spare tickets be improved?</b></p> <ul style="list-style-type: none"> <li>• We publish a date that members' tickets are released each summer which is widely communicated, and all available tickets are released at this time. In this season's ticket release (held on 20<sup>th</sup> July) over 35,000 tickets were released and no matches sold out until the 2<sup>nd</sup> day of sales.</li> <li>• Since then, we have had over 100 other ticket releases, unfortunately these largely cannot be pre-planned or communicated in advance, because as soon as they are made available, tickets are released for sale. We have seen huge demand for all of these releases this season.</li> <li>• Unfortunately, this demand issue impacts all home and away games. Our ticketing system provider has advised that traffic on the ticketing section of our website is higher than any other club they have ever worked with; this is just fans on the site on an average day with no pre-planned activity, hoping there will be tickets on sale.</li> <li>• This means we have thousands of fans 'at the ready' whenever tickets are released.</li> <li>• This presents an issue with whichever way ticket releases are advertised; <ul style="list-style-type: none"> <li>– Push notifications result in the website being incredibly busy, this was tested for a recent ticket release, and despite outward communications being limited to 500 people, 12,000 people were recorded in the queue, for less than 200 tickets. This approach leads to lots of disappointed supporters and complaints.</li> <li>– We have trialled notifying a small sample of fans, and only making those fans eligible to purchase. Unfortunately, this information is generally posted immediately on social media, resulting in complaints from those who were not notified.</li> </ul> </li> <li>• On the occasions we have been able to group releases of tickets together, to make a significant number available, notifications have been sent to those who registered their interest in that event, this will continue wherever possible this season.</li> <li>• New ticketing system is more dynamic – allows us to trial new facilities/processes</li> </ul>
o.	SK	<p><b>Why does United Direct not ship worldwide?</b></p> <ul style="list-style-type: none"> <li>• United Direct does ship to the majority of countries in the world. However, there are a handful of countries which we cannot currently ship to due to either embargos or logistics partners not being able to service yet (e.g., Afghanistan).</li> </ul>
p.	SK	<p><b>Can we have an automatic cup scheme for the women's season ticket holders?</b></p> <ul style="list-style-type: none"> <li>• Yes, it is possible to have an automatic cup scheme for Women's Season Ticket holders, however, before we implement what would be a change to T&amp;C's, we will seek the input of MU Women Season Ticket holders and discuss those findings with representatives from the MU Women Supporters' Group ahead of the 2022/23 season.</li> </ul>
q.	SK	<p><b>There were issues with purchasing tickets after payments were declined for ECL games meaning a possible sanction of not having a ticket for the next EPL match. Can the non-payment message be sent by text as well as email to ensure the message is not missed. The emails go into spam sometimes. Also, would it be possible to automatically allocate returns for the missed payment games if the STH opted in as some were unable to buy a ticket on the site.</b></p> <ul style="list-style-type: none"> <li>• Following recent meetings, a lot of resource has been deployed to tracking user journeys through the website, and we are not aware of any widespread issues.</li> </ul>

Topic	Speaker	Topic Notes
		<ul style="list-style-type: none"> <li>• There will always be isolated incidents, but when we have reviewed queries of this nature to-date, the investigation has found that people did receive, and open emails, but then didn't purchase tickets.</li> <li>• We do try to issue significant communications to those whose payments were unsuccessful. Payments are taken 4 weeks before each match, any declined payments are held in reserve for at least 3 days, with two communications issued around that. Once that deadline has passed, we then release the seats, but keep the relevant match on sale to Season Ticket holders only for a further minimum period of 24 hours, which is again communicated to affected supporters.</li> <li>• We would also recommend people follow our @ManUtdMatchday Twitter account, which reiterates all key messages sent to fans.</li> <li>• We do send ad hoc messages via SMS but it was recently requested by a number of supporters that we communicate via a single channel wherever possible, and email addresses are the single item that we hold for all ticket holders.</li> </ul>
r.	SK	<p><b>Can supporters who wish to apply for European away matches be notified (either by text or a notification by the website or app) when tickets are available, especially when the number of credits required are reduced? Most supporters are unable to constantly monitor the site in the hope tickets will become available.</b></p> <ul style="list-style-type: none"> <li>• In line with previous seasons, we will continue to email key dates around each cup draw, for the initial European away games this season these were restricted to those with credits, but this information will be provided to all Season Ticket holders around forthcoming draws.</li> <li>• We would also recommend people follow our @ManUtdMatchday Twitter account as we look to increase and improve the content delivered via this channel over the coming months.</li> </ul>
s.	SK	<p><b>Will the club please publish application / success details for away game applications?</b></p> <ul style="list-style-type: none"> <li>• I'm pleased to confirm this is now live, supporters can view it at <a href="https://www.manutd.com/en/tickets-and-hospitality/match-tickets/away-games/domestic-away-games">https://www.manutd.com/en/tickets-and-hospitality/match-tickets/away-games/domestic-away-games</a> Thank you to all fans for their patience.</li> </ul>
t.	SK	<p><b>Everton accepted that fans wanted a season ticket card and produced one. Will the club look to do this for the 2022/23 season?</b></p> <ul style="list-style-type: none"> <li>• Digital ticketing was rolled out as part of the Premier League's COVID regulations, and the vast majority of fans are comfortable with its introduction.</li> <li>• Since we launched digital ticketing, we have not encountered any stadium entry issues that relate to the fact that tickets are digital vs. physical, albeit that we have worked through a number of unrelated issues with e.g. ticket forwarding and turnstiles.</li> <li>• All fans are currently using digital / contactless ticketing, and consistency of the types of tickets issued is key for our match day operations to be successful.</li> <li>• We are now starting to see the significant benefits of this change, with the number of duplicated tickets / collections on a match day being at an all-time low, and ability for fans to self-service which wasn't possible beforehand.</li> <li>• Whilst we understand a small number preferred a physical Season Ticket card, benefits of digital ticketing outweigh the introduction of two or more methods of stadium access. It is also important to note that the Premier League guidance remains in place.</li> <li>• We will look into the feasibility of issuing a souvenir card at the end of the season along with the cost to deliver if that is something this group of ticket holders would like us to do?</li> </ul> <p>Rick McG – At the end of the season could the club to publish the sustainability savings in no longer issuing paper tickets and plastic cards?</p>
u.	SK	<p><b>Will the club look to introduce a ticket re-sale option for Season Ticket Holders who cannot attend a game?</b></p>

Topic	Speaker	Topic Notes
		<ul style="list-style-type: none"> <li>• Currently people can forward their tickets to friends / family members, and we are looking to reintroduce the ability for fans to donate their ticket to the Foundation.</li> <li>• We have trialled a 'buy back scheme' for some overseas supporters' clubs which is working well so far, and will look into the feasibility of making this available for other groups of supporters e.g., those who live outside the UK, enabling them to return their ticket to the club if they were unable to travel.</li> <li>• We will continue monitoring this and considering a wider rollout, and more information will follow later in the season.</li> <li>• In the meantime, everyone wants Old Trafford to be as full as possible on a match day, so if fans cannot attend, we would actively encourage them to forward their ticket to a friend or family member.</li> </ul> <p>SK - We will provide an update on this at the next forum.</p>
v.	SK	<p><b>Can the option to donate tickets to the MU Foundation be reintroduced and integrated in new ticketing system?</b></p> <ul style="list-style-type: none"> <li>• We are currently developing a solution which we will look to roll-out in the new year. If this isn't live by the time we next meet, we will provide timings in that meeting.</li> </ul>
w.	SK	<p><b>Why are we still being asked to submit questions 3 weeks before the Fans' Forum meetings? A lot can change in 3 weeks. Surely 1 week is ample time. We don't need scripted answers.</b></p> <ul style="list-style-type: none"> <li>• As discussed previously, we receive a wide range of questions which require club-wide involvement to respond to e.g., the earlier question around delivery from United Direct.</li> <li>• Timescales are set with this in mind to ensure we provide the best, most informed response, possible.</li> <li>• Unfortunately, it does therefore take a few weeks to be able to gather responses (e.g. people may be on leave) and updates from relevant internal stakeholders so that we can honour our commitment to answer every question submitted.</li> </ul>
x.	SK	<p><b>Did the club ask Villareal for an allocation of tickets for Villareal away for wheelchair users? Villareal and CAFÉ (Centre for Access to Football in Europe) claim you did not. If not, why not?</b></p> <ul style="list-style-type: none"> <li>• The Club requested confirmation of our allocation on multiple occasions on the day of the draw, and subsequently.</li> <li>• Unfortunately, whilst there was generally confusion around how many fans were permitted to attend matches in Spain until October, it is not acceptable that information relating to wheelchair user tickets wasn't provided to us by Villarreal.</li> <li>• Eventually we were advised that all away supporters were required to climb 167 steps to reach the seating area and it was unsuitable for anyone that was unable to do this.</li> <li>• We have requested that this matter is escalated with UEFA, and as we progress through the competition will continue to request this information is made available immediately following the draw in line with previous seasons.</li> </ul>
y.	CB	<p><b>It sounds like the fan share scheme will involve the issue of shares for fans to buy. Surely that discriminates against young people who haven't much expendable income? Surely a fairer way would be to attribute voting shares to Season Ticket Holders and Official Members, so that match-going fans have a say, not just rich people looking for an investment?</b></p> <ul style="list-style-type: none"> <li>• Ensuring that the shares are accessible and affordable to ordinary fans is a key consideration of our ongoing talks with MUST about the proposed Fans' Share Scheme. Current share price is c \$14 US (c. 12 GBP)</li> <li>• Any Fans' Share Scheme would be designed especially for fans.</li> <li>• People seeking to buy Manchester United shares as an investment can already do so by buying our A shares on the New York Stock Exchange.</li> </ul>



Topic	Speaker	Topic Notes
z.	CB	<p><b>Despite numerous requests for an update on the ongoing discussions about a fan share scheme, and commitment at the September Fans' Forum to do so, why did fans have to read the update on Sky News – which contained quotes from the club – rather than directly from the club?</b></p> <ul style="list-style-type: none"> <li>We have provided several updates on progress in our fan engagement initiatives since last June, including the Fans' Share Scheme. Talks have progressed positively with MUST throughout this period, and are continuing, but it is a complex process and we do not yet have a firm proposal ready to make public.</li> <li>The Sky News story was not instigated by the club and was highly speculative. The club statement given to Sky News was also delivered direct to fans via our website and app and can be read here.</li> </ul>
aa.	CB	<p><b>Will the club please review their approach to social media postings and for relevant posts turn off comments. Having to read the disgusting, but very predictable, responses to tweets about things such as Remembrance Day and the passing of ex-players is not right. Sometimes there is more to life than gaining social media interactions</b></p> <ul style="list-style-type: none"> <li>We are aware of this issue and share the disappointment of many fans about the nature of some comments made beneath the club's social media posts to mark Remembrance Day and other similar occasions. So far, we have decided to keep comments open because many fans like to engage positively and respectfully with such posts. It would be unfair if fans were prevented from doing so by the behaviour of an abusive minority. However, we will keep this matter under review.</li> </ul>
bb.	CB	<p><b>Are the rumours about Ed Woodward's role being extended true? If so on what basis will it take and what has changed since his announcement to leave that justifies an extension?</b></p> <ul style="list-style-type: none"> <li>Ed is still planning to step down in the near future and plans for the succession to new leadership will be announced in due course.</li> </ul>
cc.	CB	<p><b>Did the club have a plan in place should this season turn out as it has? It doesn't appear they did. If not, why not?</b></p> <ul style="list-style-type: none"> <li>We entered this season with confidence and optimism after the progress under Ole in the prior two seasons and the investment made in the squad over the summer. Once it became clear that change was needed, we acted swiftly with the appointment of Ralf Rangnick as Interim Manager.</li> <li>Ralf is someone whose qualities we had been aware of for some time and was our number one choice. We will now take our time to find the right candidate to become permanent Manager next summer. John Murtough will play a key role in this process as Football Director and his appointment, together with Darren Fletcher as Technical Director, has created a stable, long-term structure which will provide continuity through this period of managerial transition.</li> </ul>
dd.	CB	<p><b>If fulfilling Ed Woodward's promise of putting the words 'football club' back on the badge is so problematic due to licensing agreements why can the club put it on the bar scarfs for sale in the club shop?</b></p> <ul style="list-style-type: none"> <li>As we have said in the past, the Manchester United crest has changed on numerous occasions through the club's history and the iteration including the words "football club" only came into use in the 1960s. The words were removed in 1998 to make the crest simpler.</li> <li>We believe that Manchester United is uniquely recognisable the world over as a football club without the need to spell this out. There may be places where the full MUFC name is used, such as on the bar scarf referred to, and these can exist in parallel with the existing crest.</li> </ul>
ee.	CB	<p><b>We heard from Darren and John about their roles yet at Watford Darren appeared to be giving tactical instructions from the bench? Is he a coach? And is giving in-game instructions to players part of his role?</b></p>

Topic	Speaker	Topic Notes
		<ul style="list-style-type: none"> <li>Darren's primary role is Technical Director across the whole football department. He has also provided support to the First Team coaching team, including on match days.</li> </ul>
ff.	CB	<p><b>Why doesn't the app allow you to choose a member of the women's team as your favourite player?</b></p> <ul style="list-style-type: none"> <li>We've constantly invested in our app and digital media since the launch of the Women's team to ensure there is a wealth of MUW content available, and the ability for MUW fans to personalise the app. We are always exploring new ways to better serve MUW fans on our digital channels, including the development of dedicated social channels, and we plan to launch a new one of these this season.</li> </ul>
gg.	CB	<p><b>Are the club looking at fan tokens / socios? Would this be something to go to the FAB before deciding to launch?</b></p> <ul style="list-style-type: none"> <li>We are aware of fan token schemes launched by other clubs and it is an area we are keeping under consideration. We will of course listen to any views expressed by the FAB on the issue.</li> </ul>
AOB		<p>Janine – Raised the topic of abusive chants from Manchester United Supporters. It was agreed additional training would be offered to stewards and additional communications to fans considered.</p>
Close	RA	<p>I would like to thank you for the time and commitment you have shown to this group. I am extremely proud of the group's achievements.</p>