

MANCHESTER UNITED FANS' FORUM – MINUTES

FRIDAY 29TH APRIL 2016
AON TRAINING COMPLEX

FORUM MEMBERS

Peter	Rickard	Over 65s Representative
David	Blackledge	Season Ticket Holder
Phil	Downs	MUDSA Representative
Peter	Evans	MUSC Representative (Cardiff & South Vale Branch)
Keith	Udale	MUSC Representative (High Peak Branch)
Josh	Llewellyn	Season Ticket Holder
Jared	Winder	Manchester/Salford/Trafford resident ST Holder
Ruairi	McMenamin	16-21 Representative
Roger	Muckle	Executive Club Member
Adrian	Short	Official Member
Matthew	Harris	Official Member
Gaynor	Bagnall	Season Ticket Holder
Lindsay	Roe	MUSC Representative (Nottingham Branch)
Alan	Thomas	Official Member
Andy	Whitehead	Family Stand Representative

CLUB AND FOUNDATION OFFICIALS

John	Alexander	Club Secretary
Richard	Arnold	Group Managing Director
David	French	Director of Venue
Sam	Kelleher	Head of Ticketing and Membership Operations
John	Shiels	Chief Executive, Manchester United Foundation
Guy	Smith	Director of Venue Operations
Chelsea	Mould	T&MS Comms & Admin Team Leader
Philip	Townsend	Director of Communications

Topic	Speaker	Topic Notes
1. Introductions / Apologies	RA	<p>Apologies</p> <ul style="list-style-type: none">Phil Townsend (Director of Communications)John Shiels (Chief Executive, Manchester United Foundation)Phil Downs (MUDSA)Lindsay Roe (MUSC Rep)Josh Llewellyn (Season Ticket Holder) <p>Introductions</p> <ul style="list-style-type: none">Rebecca Newton (Communications Manager, Manchester United Foundation) attending in John Shiels' absenceAndrew Lisgo (Corporate Media Relations Manager) attending in Phil Townsend's absenceChristoffer Komen (Commercial Manager, Tour & Friendly Matches)
2. Minutes (last meeting)	RA	<ul style="list-style-type: none">Minutes were approved
3. FA Cup Final	SK	<ul style="list-style-type: none">Following the thrilling semi-final against Everton, hopefully you are all aware we will participate in the FA Cup Final against Crystal Palace on May 21st.We will receive an allocation of c28,000 tickets, priced between £45 and £115.

Topic	Speaker	Topic Notes
		<ul style="list-style-type: none"> • Applications will be open until 8am on Monday morning, and the ballot will commence immediately, but unfortunately will take 2 days to complete. • We are doing everything possible to ensure that Season Ticket holders who have purchased all home cup games will be successful in the ballot. • Like the QF and SF, I'm pleased to confirm that we will be arranging free coach travel for any supporters who are interested (supporters will have until the end of the week of the ballot to book via Thomas Cooks' website, and this process will be highlighted in the communications to those successful. There is a deadline of 6th May for supporters to register for free coach travel. • It was confirmed that the Club had requested a 3.00pm kick-off for the game, although the previous four FA Cup finals have kicked off between 5.00pm-5.30pm. • SK confirmed the Club would look to try and allocate seats in areas together for families with small children and seniors who want to sit down. <hr/> <p><u>Important Updates Following the Fans' Forum Meeting</u></p> <ul style="list-style-type: none"> • We had over 30,000 Executive Club Members and Season Ticket holders (with the full 10 home cup game credits) eligible for tickets. • For this game we received the highest number of applications for <u>any</u> final since records began. • However, Season Ticket holders received the highest % of tickets for <u>any</u> final, and the number of tickets allocated to Season Ticket holders who had purchased all home cup games in the season was at its highest for <u>any</u> final since records began; all applications from Season Ticket holders with 10 credits were successful by the time we had completed the 2nd ballot
<p>4. Ticketing Update</p>	<p>SK</p>	<p>Validation Exercises</p> <ul style="list-style-type: none"> • As discussed in the last Forum, the number of supporters cancelling or not collecting their away match ticket was at a surprisingly high level of c35%. • This hasn't improved, in fact for Tottenham away out of 200 collections, 80 people cancelled before the game and 10 didn't collect on the day. • For such a big game, it has only reiterated the need to impose much stronger sanctions, when 45% of applications appear to be from supporters with no intention of attending the game. • A number of options were sent to reps in advance of the Forum, all with the aim of drastically reducing this percentage for next season; the following were discussed & agreed in the Forum: <p>Agreed Changes</p> <ul style="list-style-type: none"> • Ad-hoc full ticket collections (similar to European away games) to be introduced where supporters collect individually from a location close to the away ground • Any supporter who is allocated an away ticket and then cancels in advance of a matchday collection, will automatically have to collect all future away tickets for the rest of the season; if they cancel again, they

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		<p>will be banned from making away match ticket applications for 1 calendar year</p> <ul style="list-style-type: none"> - Before supporters are allowed to continue applying (i.e. after the 1 year suspension mentioned above) they must visit T&MS with valid photo ID; the supporter will not be able to apply for any further away games until this is done - Note: Any supporter who doesn't collect their away ticket when asked to (and doesn't cancel their ticket in advance) will continue to be banned from making away match ticket applications for 1 calendar year <ul style="list-style-type: none"> • We have also reviewed other areas of the away game ticket application process and will make the following changes for next season: <ul style="list-style-type: none"> - Register the full names and addresses of all supporters using away game tickets - From next season we will work with away clubs to try and have MUFC stewards present at every away game (there has been positive feedback from supporters for having MUFC stewards in the away ends at grounds this season) - Increase the number of permitted tickets per application to 6 and prevent multiple applications on the same payment card. <p>Other Away Validation Information</p> <ul style="list-style-type: none"> • SK to produce a roadmap to help determine when the away ticket validation process will be complete (once the process is complete, a review of who is allocated away tickets can commence) • RA said that the reduced allocations at away grounds have a huge effect but this season we have seen this situation improved; future collections will be targeted at allocations that have been reduced. No sponsors or staff are given tickets for away games and players is kept to a minimum, ensuring more supporters can receive tickets. <ul style="list-style-type: none"> - JA confirmed that there was a reduced allocation for the game against West Ham (final match at Upton Park) <p>Other Ticket News</p> <ul style="list-style-type: none"> • Other ticket news- the renewal date for 16/17 season cards has been put back to 1 June from 20th May due to the two trips to Wembley, allowing supporters more time to secure their ticket for next season.
<p>5. Security / Car Parking Update</p>	<p>GS</p>	<p>Security Update</p> <ul style="list-style-type: none"> • The additional security measures introduced in the aftermath of the attacks in Paris will continue until further notice. The overall national security level remains unchanged and recent events in Brussels and Istanbul reinforce the need for a heightened security regime. • Preliminary searches are made as supporters approach the stadium. On entry every supporter should be searched either by (i) pat-down or security wand or (ii) if circumstances dictate a visual check including the removal of outer coats. All bags are searched. • We have enhanced the capacity of our bag drop operation (located opposite Sir Alex Ferguson Stand) and at the recent Arsenal game we handled 600 items. However our advice remains for supporters to allow additional time for these measures and do not bring bags to the stadium. All staff conducting searches are SIA (Security Industry Authority) licensed and have received appropriate training on searching procedures. • RMc (16-21 rep) asked why Liverpool fans left Old Trafford at the same time as MUFC supporters as this caused trouble in certain areas.

Topic	Speaker	Topic Notes
		<ul style="list-style-type: none"> Guy Smith advised that this was a police decision but we have put recommendations over to them for future reference. <p>Car Park Update</p> <ul style="list-style-type: none"> The exit arrangements from car parks W1/ W2 and N1 as outlined at the last forum have been implemented and adapted on a game by game basis. This involves staff managing competing traffic flows, speed bumps have been installed in order to slow vehicles down, instructions are given to pedestrians to try and separate them from vehicle flows and part of the roadway is coned to allow pedestrians to overflow from the pavements. These have been in place for all games since the Stoke City game on the 1st February. We have been monitoring the operation and feedback on a game by game basis. The consensus seems to be that the system achieves an acceptable balance between pedestrian safety and efficient vehicular egress. Any further feedback is welcomed.
<p>6. Pre-Season Tour Update</p>	<p>CK</p>	<ul style="list-style-type: none"> Tour 2016, Presented by Aon launched in Beijing MU to take part in ICC China MU to play Dortmund at the Shanghai Stadium on 22nd of July, kick-off yet to be confirmed MU to play City in Beijing at the Bird's Nest Stadium on 25th of July, kick-off yet to be confirmed Tickets not yet for sale No prices shared yet, but ICC China is suggesting to have 8 different categories ICC China needs to appoint an official ticketing agency first, expected very soon ICC China needs to get approval from the government around ticketing strategy, pricing, allocations etc. ICC China plan to go on public sale during the 2nd week of June Follow our website for more information on tickets
<p>7. Disability Provisions / Ticketing Changes</p>	<p>DF</p>	<ul style="list-style-type: none"> As mentioned in previous forums, the Club has made good progress this season in improving the provision for disabled supporters at Old Trafford, including the installation of Friends & Family seating, opening a Changing Places Accessible Toilet Facility, as well as putting in place a specialist Access Stewarding Team. We have also recently supported Level Playing Field's annual 'Weeks of Action' campaign by funding promotional banners for all Premier League & Championship clubs to display at home matches between Saturday 2nd April and Sunday 17th April 2016. <ul style="list-style-type: none"> Level Playing Field are a registered charity, acting as the voice for disabled sports fans and campaign to promote an inclusive agenda at stadiums across England and Wales. A huge amount of work has also been put into evaluating options to develop the stadium to increase the number of wheelchair spaces and amenity / easy access seats, including commissioning external

Topic	Speaker	Topic Notes
		<p>architects and quantity surveyors to provide detailed reports and recommendations.</p> <ul style="list-style-type: none"> Options have now been received and are being considered by the Board. We have also looked at all policies impacting disabled supporters, including running a comprehensive consultation program with key stakeholders, and policy reform recommendations have also been presented to the Board for consideration.
<p>8. Official Club Sanctions Document Update</p>	<p>DF</p>	<ul style="list-style-type: none"> Thank you all for your feedback from the last Forum on the proposed Official Club Sanctions document. We incorporated these comments and I know Sam personally responded to each of you to confirm. The document is now in the final stages of being approved, and will be sent to all Season Ticket holders ahead of the next season, and also available to view on manutd.com.
<p>9. MU Foundation Update</p>	<p>RN</p>	<ul style="list-style-type: none"> We have new projects starting all the time; 3 new projects starting in June, spreading the work of the Foundation within Greater Manchester. We are now signed up to work in Oldham and Stockport and are just about to start a 3 year partnership with two of the biggest 'girls only schools' in the area, Levenshulme and Whalley Range, 2.5K girls attend these schools. We host a Beacon Centre of Excellence for girls in association with the FA. Due to reorganisation of the system all centres have been asked to resubmit applications, it is anticipated that we will be given Tier 1 status. There will only be 12 of those centres awarded throughout the country. On top of this I am pleased to say that our U17 Girls team will compete with Arsenal in the Youth Cup Final held at St George's Park on 16th April. April saw the start of a collaborative Street Reds programme with Manchester University based at their Fallowfield premises. This project will work in a number of different ways – it will create an activity for local young people where presently there is little to do. It will enable us to create volunteering opportunities for University students and it is making a start on a more strategic relationship with the University. The Foundation had a team representing us that went on to win the National Enterprise Challenge, organised by the Premier League. Working with a concept of 'Transfer Foods' (which involved unique food dishes being created in honour of the club's new signings), the team from Swinton High School beat teams from around the country in a keenly competed final. One of the major elements that won it for the team was how they had encouraged and gained the support of other Club departments other than just the Foundation. This project demonstrated how a collaborative approach from the Club can work to stimulate and motivate all concerned. I know through talking to work colleagues, how inspired they were by the attitude of the young people involved. Each year we send a cohort of our volunteers over to the USA to continue their growth and development, by working with a sports provider in a coaching capacity. For many of these people this is the first time they will have travelled outside of the country, particularly independently. I am so pleased to report that one of our 'volunteers' won the 'Female

Topic	Speaker	Topic Notes
		<p>Coach of the Year' award at a recent presentation evening with the partner company, Challenger Sports.</p> <ul style="list-style-type: none"> Winning is the icing on the cake. This experience for this young woman has been transformational, she is a totally changed person to one that first joined our programmes 6 years ago. She is now ready to become a highly contributing adult who will possess the skills set to break her own cycle of poverty, exciting times are ahead for her. We utilise her experiences to emphasise to all the young people we engage with, what can be achieved. Also, the Foundation enjoyed a successful day at the Aon Training Complex with 13 schools attending an event with the first team.
10. MUDSA Update	DF	<ul style="list-style-type: none"> MUDSA concluded a series of events celebrating its 25th anniversary prior to the match against Watford on Wednesday 2nd March. Richard Arnold unveiled a large brass '25 years' plaque in our internationally renowned Ability Suite; the plaque itself had been forged by the makers of many well-known plaques of the past including the name plate for The Flying Scotsman. MUDSA have also been heavily involved in the previously mentioned Level Playing Field 'Weeks of Action' campaign, including producing co-branded t-shirts for all ball boys & girls (and Fred the Red) to wear before the home match vs. Aston Villa on Saturday 16th April. MUDSA have also been working with the Club to look at the best options going forward for assistance & guide dogs 'spend areas' (or 'relieving stations' as they are called in the Accessible Stadia guide). Finally, the previously mentioned specialist Access Stewarding Team now compliments our 'buggy service' which help supporters with walking difficulties get from the furthest on-site car parks to the stadium itself. GS added that there are also dedicated stewards in place throughout Old Trafford, who have received specialist training on mobility and accessibility.
11. Members' Questions		
a. West Ham FAC fixture date	JA	<p>Q: FA Cup replay - why should UEFA challenge the date that was set and advertised on the West Ham web site, which was then subsequently removed, a lot of people saw the date and booked their travel accordingly. (fixed non changeable, non-refundable) Why didn't UEFA interfere with the Hull v Arsenal replay, that was also a CL night</p> <ul style="list-style-type: none"> Potential dates for a replay were always going to be difficult to predict due to the pending UEL game v Liverpool. The date advertised on West Ham's website was never confirmed and West Ham shouldn't have published it, that date was just one of several options. Manchester United will only publicise a fixture when it is confirmed, and that's what we did in this case. We cannot comment on UEFAs decision not to interfere (if that is the case) in the Arsenal v Hull fixture.

Topic	Speaker	Topic Notes
b. West Ham FAC transport post-match	GS	<p>Q: Did the club speak to Virgin Trains about getting a late train back from London in the event of a late kick off or the game going into extra time and penalties for the FA Cup Replay, the provision of free coach travel was appreciated by a large number of members</p> <ul style="list-style-type: none"> • Yes the Club did enquire about running a charter train but Virgin Trains were unable make a train available.
c. Sir Bobby signed programmes	AL	<p>Q: 12 signed prints of Sir Bobby only available for people buying a program on the day at the ground, why are people who buy on subscription excluded from the chance to win one, surely based on the number of program sales at the ground and subscription numbers the same ratio could have been allocated and drawn from the data you have on subscription.</p> <ul style="list-style-type: none"> • As the unveiling of the stand was an experience being most intimately shared by those actually attending the game, the competition was conceived as a promotion for those fans who were attending and taking part in the stand unveiling. • There were a number of requests to get involved with the promotion – the MEN wanted to give one away to promote the campaign, our social media team wanted one for their platforms, but we decided to have it exclusively as a reward for match-going fans on this occasion.
d. Stadium expansion	DF	<p>Q: Are there any plans to extend the stadium further especially in light of the disabled section taking away a lot of seats?</p> <ul style="list-style-type: none"> • As we just discussed, a lot of work has gone into evaluating options to develop the stadium to increase the provision for disabled supporters, and we've left no stone unturned when looking at ways to increase the number of wheelchair spaces and amenity / easy access seats. • This includes looking at ways to increase the stadium's capacity to compensate for the inevitable seat loss, but this is just a couple of over 20 options that are currently being assessed. • No firm decisions have been made one way or the other, but we will keep you updated on any progress in future Forum's.
e. Large screens	GS	<p>Q: Are there plans to put large screens up inside the ground, like there is in most football stadiums? These could be placed in the same area where the scoreboard are!</p> <ul style="list-style-type: none"> • There are no current plans to install large screens in the stadium. However these would be factored into longer term master planning. The sites referred to are the East and West Stand roof areas- these are not visible from all seats.
f. Matchday security #1	GS	<p>Q: Security at Old Trafford yesterday on the face of it looked good for safety. Until that is you saw the searches going into the ground often let women go in without the search. My entrance has 4 turnstiles, and understandably only has 1 women guard. Now in the past any women had to move to that queue. Not on Sunday. I noticed many women, often wearing large baggy coats, were waved through. I was enraged and reported it to supervisor of security inside. Ok I see why the easy route was taken, but it's our safety at risk, and who is training them. Security told me it will stop immediately and would check it out on cameras, which made me think the tv monitoring was aware of this and turning a blind eye. Just imagine what could be hidden under a large ladies coat. There has been very strict security going on at football grounds because of the terrorist risk, but this lapse puts all our lives at risk.</p> <ul style="list-style-type: none"> • In respect of the incident cited- it appears something has gone awry and thank you for bringing this to our attention. The supervisor would have

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		<p>reported the incident to the control room who would then review the area via CCTV and take any corrective action necessary.</p> <ul style="list-style-type: none"> We cannot monitor every turnstile block simultaneously but if an issue is reported it obviously becomes an area of focus.
g. Matchday security #2	GS	<p>Q: West ham fa cup game - North Stand lower section Guy stood up one or two rows in throwing coins. He was easy to spot and will be on video. He should be banned this happened when west ham scored and nothing was done during the game.</p> <ul style="list-style-type: none"> In terms of the West Ham game- the only reported coin throwing incident came from the visitor section. We were not aware of the incident and hence why no action. If you are aware of incidents such as these please report it to the nearest steward or via the texting service. We will review the CCTV footage but if you can provide further specific block/ row/ seat detail and a description of the person this would be helpful.
12. Any Other Business	RA	<ul style="list-style-type: none"> AOB from Reps PE (MUSC rep) update on behaviour at Spurs? John Alexander said there has been no feedback on possible reductions due to below standard behaviour of some fans at the game that was a disappointing change on the previous 2/3 seasons JW (Trafford resident) asked if the singing section could be promoted during renewals? JW also asked if any plans for a mosaic at Wembley for the cup final. SK advised there was no final decision but the FA may have plans AT (Official Member) asked if there were any plans for a women's team? Richard Arnold said that there are teams in the Centre of Excellence doing well, in particular the U17s. Club also work with over 2,500 girls in the community each week, but there are no plans in place at present for a Ladies first team. Reps Presentations (to those whose two year term is ending): <ul style="list-style-type: none"> Alan Thomas (Official Member Rep) Ruairi McMennanin (16-21 Rep) David Blackledge (Season Ticket Holder) Peter Evans (MUSC Rep) Josh Llewellyn (Season Ticket Holder) not in attendance Lindsay Roe (MUSC Rep) not in attendance – Andrew Lisgo to read the following “I am sorry I cannot make today's meeting which is my last as part of the Forum. I have thoroughly enjoyed my time on the Forum and it has been a pleasure to meet you all. Keep up the excellent work and I hope the Forum has continued success for many years to come. Lindsay Date of Next Meeting: TBC (following 16/17 fixture confirmation)