

MANCHESTER UNITED FANS' FORUM – MINUTES

FRIDAY 17TH NOVEMBER 2017

FORUM MEMBERS PRESENT

Chas	Banks	MUDSA Secretary
Seb	Chowdhury	Official Member Rep.
James	Coatsworth	Season Ticket Holder Rep.
Phil	Cowper	65+ Rep.
Craig	Dilley	MUSC Rep.
Alan	Harvey	Family Stand Rep.
Mark	Heaton	Executive Club Rep.
Darryl	Hewlett	Season Ticket Holder Rep.
Terry	Holland	MUSC Rep.
Janine	Kasmir	Local Resident Rep.
Josephine	Loughnane	Official Member Rep.
Ian	Stirling	Fans' Group Rep.
Paul	Warlow	MUSC Rep.
David	Young	Season Ticket Holder Rep.

CLUB AND FOUNDATION OFFICIALS PRESENT

Steve	Deaville	Director of Football Finance & Group Risk, and Interim Football Secretary
David	French	Director of Venue
Andrew	Lisgo	Corporate Media Relations Manager
Chris	Moss	T&MS Operations Manager
Claire	Mulroy	T&MS Office Manager
Rebecca	Newton	Head of Communications, MU Foundation
Phil	Townsend	Director of Communications

Topic	Speaker	Topic Notes
1. Introductions / Apologies	PT	<p>Apologies</p> <ul style="list-style-type: none"> • Richard Arnold (Group Managing Director) • John Shiels (Chief Executive, MU Foundation) • Dan Schofield (Head of Venue Operations) • Sam Kelleher (Head of Ticketing & Membership) • Ben Cooper (Official Member Rep.) • Harry Sutcliffe (16 - 21 Rep.) <p>Introductions</p> <ul style="list-style-type: none"> • Jon Darch (Operator of the Safe Standing Roadshow)
2. Safe Standing Demo	Jon Darch	<ul style="list-style-type: none"> • Jon Darch had been asked to attend the forum by a representative in the September 2017 meeting. • Jon brought an example of rail seating to demonstrate/discuss how this could be incorporated into stadia, and how the lock mechanisms work on seats so they can stay up (enabling standing), or be placed down (for games that require all-seater stadia). • Jon also demonstrated how this seating works in Germany and at Celtic Park. • Forum members were reminded that ground regulations remain, and that clubs in the top two divisions must be all seater. • Whilst the club is supportive of the campaign, members were reminded that the Sports Minister said in an interview to the Sunday Telegraph on 28th October 2017 that the Government has “no current plans” to change legislation requiring any club that has spent three or more years in the Premier League or Championship to play in an all-seater stadium.

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3. Minutes (last meeting)	PT	<ul style="list-style-type: none"> Minutes approved.
4. Security & Operations Update	DF	<p>Security</p> <ul style="list-style-type: none"> We have a specific question raised that will be covered later on, but by way of a general update, the club is working closely with Greater Manchester Police to continually review the deployment of resources to ensure that we are delivering effective security arrangements. Additionally, the bag drop operation has been scaled-up (with more facilities in place) to reduce disruption caused, however, we remind all supporters to not bring a bag wherever possible. In the meeting it was asked for a review of security measures as people often struggle to get to the stadium early for night time games. DF reiterated that the club must continue to put safety first, but is consistently reviewing procedures to ensure access to the stadium is as streamlined as possible. <p>Operations</p> <ul style="list-style-type: none"> In terms of catering, hawking carts (mobile kiosks) have been increased in number to help relieve queues in the concourse, which has worked well and we will continually assess the requirement for these. Contactless payment is also being trialled on some of the hawking carts, and if this proves successful will be rolled-out to all. The new limited edition pie range is being well received with the 'Breakfast Pie' at the Spurs match receiving rave reviews. Hot Vimto is now included in the hot drink range ready for the fixtures in the colder months ahead. And immediately outside the Sir Alex Fergusson stand, there are some new food & beverage offerings available from vans situated there, such as pizza, cheese on toast, gourmet hot dogs, a broader range of coffees as well as a wide selection of fruit and herbal teas. In the meeting it was stated that red wine is sometimes being stored on top of ovens in certain concourse kiosks, making it warm. DF confirmed that this will be corrected going forward.
5. Ticketing Update	CM	<p>European Away Games</p> <ul style="list-style-type: none"> We historically had issues with supporters applying for games when they had no intention of attending the match; this led to large gaps in our away sections at European matches. To try and address this issue, some years ago we introduced a ticket collection process which is undertaken whenever/wherever we can safely do so, however this process is no longer a sufficient deterrent and extra measures are now needed. So far this season we have failed to sell-out a European away match; for Moscow, before ordering tickets, we opened applications in order to more accurately assess demand, however over 300 people who applied subsequently cancelled in the lead-up to the game; additionally, we actually issued 825 tickets, however we estimate that only 566 supporters actually attended the game (based on the number of validated credits issued subsequent to the game, i.e. supporters providing proof of travel). For Benfica we received 4,500 applications for 2,500 tickets, processed two ballots, but had a high number of cancellations after each ballot, and despite trying to contact all unsuccessful applicants, we ended up having to return c500 unsold tickets which is embarrassing.

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		<ul style="list-style-type: none"> • For Basel, in order to help ensure that we sell-out our allocation and have as many people attending as possible, we have not permitted any cancellations following the second ballot (note: c20% of people cancelled after the first ballot); this was communicated in advance of the second ballot, however to-date, c200 people still haven't filled out their travel report which had a deadline of 5th November, indicating that many of these probably have no intention of going. • We think the issue has worsened due to combination of factors including: <ul style="list-style-type: none"> ○ No collections last season when we were in the UEFA Europa League; ○ Fans getting wise to the chances of success in such ballots (we publish stats on the website regarding the amount of people / number of credits, and ticket allocations where known, so people can work out the likely chance of being successful / unsuccessful), meaning some fans who have no intention of attending are applying in order to get 1 credit for games where they are unlikely to be successful, to give them a better chance of attending games in the later stages of the competition; ○ And, there is no sanction in place for cancellations. • In order to help prevent false applications / non-attendance, three options have been considered: <ol style="list-style-type: none"> 1. Stop issuing credits for European away games and conduct a fully random ballot, which will mean that supporters would only apply when they fully intend to attend the match – however, this would be extremely unfair on those supporters who travel around the world to watch the team on a regular basis. 2. Place sanctions on those supporters who apply, are successful and allocated a ticket, but subsequently cancel or fail to collect their ticket (recommended sanction would be a 12-month disqualification from applying for any away games, both domestic & European); note, today, if someone fails to collect, the only 'penalty' is that we remove the credits they would have got for applying/attending. 3. Now that we allocate tickets using over two years of credits (whereas previously the credit count reset every year) and we are moving towards a rolling three year credit system, we could continue to allow cancellations from people who cannot make the game anymore, but stop issuing credits to those who are unsuccessful. • Our recommendation is option 2, however where there are genuine exceptional circumstances why an individual cannot attend, we would look at on a case-by-case basis. • Forum members asked if the club could re-look at sanctions in the first instance, stating that sometimes there are genuine reasons for cancellations with short notice on the second ballot, often meaning flight prices and accommodation options are a big factor in drop outs, with it not being fair to penalise. • Some forum members were in favour of option 3 and asked if we can advertise last minute seat availability that comes up due to cancellations. A review has taken place post the forum being held, and we will ensure any availability is marketed comprehensively • DF said that a decision wouldn't be made straight away and there has been varying circumstances around the European trips to date this season. <ul style="list-style-type: none"> ○ Note: following the ballot, we have now played Basel. For this game we received 3.5k applications for 1,600 tickets available in the ballot, 292 supporters cancelled after the first ballot, no cancellations were permitted following the 2nd ballot and 269 people did not collect their ticket (meaning we had 269 empty seats in the stadium). • Forum Members also asked if we complained to UEFA regarding Benfica late allocation of tickets. SK advised post-forum, that the reason for the delayed confirmation of the allocation was that Benfica were only offering 2.5k tickets – the club then made the decision to challenge this through UEFA, resulting in an allocation of 3.3k, albeit slightly delayed.

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		<p>Domestic Away Games / Ticket Exchange</p> <ul style="list-style-type: none"> In the last forum I announced that the ticket exchange had been underutilised for the opening games of the season, and that it would be interesting to see if the volume increased when/where we undertook collections. For games where we haven't undertaken any ticket collections, an average of 1% of people exchanged their ticket. However, for games where we have undertaken ticket collections, c33% of individuals have failed to collect (12% cancelled, 13% used the ticket exchange and 8% didn't cancel but failed to collect – note: people who cancel, and/or do not cancel but fail to collect twice are suspended from applying for a 12-month period), i.e. for these games an average of 5% of people exchanged their ticket. The number of people cancelling/failing to collect tickets for domestic away games is increasing to unacceptably high levels again, and following my update in the last Fans' Forum that we expect to get a full allocation for each away game for this season, the reality and risk of more tickets getting into the hands of fans who may misbehave, is going to seriously risk getting full allocations again for future seasons. Therefore, as mentioned last season, we would review the situation, and given the above our view is that the current sanction is not strong enough and we propose to strengthen, i.e. to issue an immediate 12-month suspension from applying for domestic away games to supporters who cancel or fail to collect their ticket (unless they have used the ticket exchange, where the recipients would be qualifying supporters). Some forum members felt people will risk passing to friends to avoid being penalised and why change if away grounds are not complaining. CM was asked if adult and concession tickets can be swapped although he confirmed this is difficult due to variations at different grounds for example concessions are over 60s in some grounds, over 65s in others. <p>Home Games</p> <ul style="list-style-type: none"> We receive many complaints regarding the misuse of Under 16 Season Tickets in the Family Stand, as well as other concession tickets such as 65+ Season Ticket holders, and as we have now introduced further discounted Season Tickets for younger supporters around the ground, we are receiving more complaints of these being used by adults who are not paying the full price. Therefore, we asked for forum reps' opinions on increasing the sanction for supporters who pass on concessionary tickets to adult supporters (without upgrading the ticket first). All respondents agreed to changing this sanction to a Level 2 offence, meaning each case will be reviewed on an individual basis, and the sanction can range from a 3-match, to an indefinite, suspension. One forum member said they did respond with concerns; however the club can cover these in any appeal received. SK advised post-forum that all concerns raised had been addressed by reply, prior to the forum meeting.
<p>6. Accessible Stadia Update</p>	<p>DF</p>	<ul style="list-style-type: none"> To recap, back in January we announced our Stadium Accessibility Plans, which will see over 300 new positions created for disabled supporters, including wider vomitories, new wheelchair platforms, new amenity seats, as well as additional accessible toilets and kiosks. Since then: <ul style="list-style-type: none"> Over 1,200 Season Ticket holders have moved to new seats, enabling us to undertake the necessary construction work. We have spent over £3 million on capital work to widen vomitories, change concourse areas and install the innovative, reversible wheelchair platforms.

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		<ul style="list-style-type: none"> ○ From a safety perspective, we've taken all reasonable steps to begin an accelerated plan to test the new platforms, and analyse the way that disabled and non-disabled supporters mix in concourse areas and use shared exits. ○ And we have committed increased levels of funding to support MUDSA and the wider disabled community through an enhanced outreach programme via the Manchester United Foundation. ● Construction of the platforms was completed on schedule, ahead of the 2017/18 season, but, like any significant building project on an old structure (the East Stand lower tier was built in the 1960s and the plans were not as detailed as we had hoped), we faced a number of unforeseen setbacks that added to the complexity of the project. These included: <ul style="list-style-type: none"> ○ The discovery of an old, underground pitch irrigation system ○ Thicker-than-expected concrete – some of which is integral to the stadium's support structure – which necessitated changes to the planned location of new accessible toilets ● Given the changes to original plans (particularly around the location of accessible toilets in the Sir Alex Ferguson stand) and the need to ensure the safety of all our supporters, we were concerned about how these would impact the safety of disabled and non-disabled spectators using shared concourses & exits, especially at moments of high congestion. Therefore, we took advice from independent consultants, including architects, structural engineers and crowd dynamics specialists, and deemed it prudent to assess fully before permanently introducing any new facilities. ● To that end, a test plan has been devised to assess the use of new wheelchair platforms and associated facilities in a controlled manner during the course of the 2017/18 season, to ensure the safety of, and provide the best possible experience for, all fans. Assessments will comprise of various crowd dynamics modelling techniques, supporter surveys and feedback, as well as real-time observation. ● Tests started from the first home game of the season against WHU in the East Stand, when both disabled & non-disabled supporters used a shared concourse, and exit for the first time. This was followed by a trial of a new wheelchair platform in the Sir Bobby Charlton Stand at our Carabao Cup game against Burton Albion and also at the recent game vs. Spurs. ● Further tests of other sections of the new wheelchair platforms and facilities are planned throughout the season, including at Premier League and cup games (dependent on home draws). This is to ensure that assessments cover a number of different match scenarios, such as the profile of the game, kick-off time, competition and police categorisation. For example, as well as having tested at the Burton Albion & Spurs games, in the coming weeks & months we will also test parts of the expanded facilities at other Premier League matches against Manchester City and Liverpool. ● Based on the outcome of the on-going assessments, we will re-evaluate the roll-out plan for the new facilities in due course and update again ahead of the 2018/19 season. However, please rest assured of the club's continued commitment to equality and the fulfilment of our Stadium Accessibility Plans for the start of the 2020/21 season, as previously communicated. ● Also, the club would again like to thank those Season Ticket holders who were relocated over the summer, or have been relocated for additional trials during the season, and all disabled supporters, for their understanding and continued loyal support. ● DF was asked if more fans are still required to move, and confirmed that this is the case but the club are working on suitable arrangements for all those affected and work is ongoing, according to the initial plans which were communicated previously.

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<p>7. MUDSA Update</p>	<p>CB</p>	<ul style="list-style-type: none"> • Since the last time the forum met, MUDSA members have seen part of the new wheelchair facility being deployed in The Sir Bobby Charlton stand on two occasions. The full platform for the Burton Albion game and half of it for the Spurs game. • The initial reports from the wheelchair users are glowing. 100% positive and no complaints from able bodied supporters that I am aware of. It certainly looks amazing. • We're hopeful of seeing it deployed again later in the season. • The installation of a barrier to prevent the occupants of what is at the moment the middle tier, to access the Ability Suite has not been the most popular thing we've seen. However, the majority do understand that the reasons for doing it are valid and valuable. • On Friday 27th October we held the 20th MUDSA annual dinner which was a great success with over 600 people attending. Ryan Giggs was our special guest and I have to say Ryan was tremendous and the evening went really well. • Just before the Benfica game, Emma & Lenny from the ticket office unveiled our latest montage in the ability suite. It celebrates our victory in Stockholm and covers one entire wall in the Ability Suite. It is definitely a thing of beauty, created by MUDSA's in house IT expert Jamie Leeming. • With some of the money we've raised at our events, we've bought 400 waterproof ponchos to hand out when it rains (like the Spurs game!) and they are being made right now somewhere in the depths of China. • They'll have the MUDSA logo on and will be handed out when needed. We do have some already that the extinct, but still remembered by many, MUDA bought for us, but they are 20 years old now and getting a bit tired. • We are the only club to provide this service and we do usually share them with the away fans, although there are a couple of exceptions! • MUDSA have now co-opted Nathaniel Yates on to the committee (to represent the views of younger MUDSA Members). You can see his photo all around the stadium on the #alredallequal posters. • Assuming his trial period goes well (and it's looking good so far) we envisage him being voted on as a full member of the committee at the next AGM. Nathaniel is 24 and has been a MUDSA member since he was 10 years old, so he's grown up with us. His job will be to act as the junior ambassador for MUDSA with a special responsibility to liaise with the young disabled kids who come to the games. • He'll also be working with the Foundation's Alex Wilson to meet & greet the young kids that the Foundation will be reaching out to in the community.
<p>8. MU Foundation Update</p>	<p>RN</p>	<ul style="list-style-type: none"> • The Foundation has negotiated with 3 new partner schools, taking our presence into each GM borough; this has resulted in us starting new projects in Bolton, Bury and East Manchester. • Denis Irwin opened a new pitch facility at one of our partner schools in Wythenshawe, Manchester Health Academy. • Our latest Dream Day took place on Friday 20th October, this is a biannual event where the club play host to children with long term or terminal illness. This is conducted at the Aon Training Centre where the playing staff becomes fully engaged with this event. • The Foundation hosted a meeting of the 'Our City Our Year' committee (A celebration of youth in Manchester 2020). John Shiels has been asked to Chair the Sports Committee section of this event.

Topic	Speaker	Topic Notes
9. Members' Questions	PT	
a. Safe Standing	PT	<p>Q: Update on safe standing, now with Shrewsbury aiming to introduce it by the end of the season, will Manchester United be able to do this, if they are interested like they have said?</p> <ul style="list-style-type: none"> Not at the moment. Ground regulations remain that clubs in the top two divisions must be all seater. In addition, you will have seen the Sports Minister say in an interview to the Sunday Telegraph on 28th October 2017 that the Government has “no current plans” to change legislation requiring any club that has spent three or more years in the Premier League or Championship to play in an all-seater stadium.
b. Female Only Turnstiles	DF	<p>Q: Is there any alternatives to using female only turnstiles?</p> <ul style="list-style-type: none"> For context, just a reminder that the current UK national terrorist threat level is ‘Severe’ meaning it is highly likely that a terrorist attack will take place, and MUFC continues to work extremely hard to ensure the safety and security of all our supporters with the ongoing introduction of a range of additional security measures. It is pleasing that many of our supporters actively support and welcome these measures that help to keep people safe, however we do understand that some of the processes will mean a significant change to what our supporters have been accustomed to in the past, and we aim to communicate key messages and make amendments to address any concerns wherever possible. One of these measures is the thorough physical searching of all persons entering the stadium together with the search of any permissible bag (subject to current restrictions); just to note that a refusal to be searched gives us the right to refuse entry – this is in line with FA / Premier League / FIFA / UEFA Ground Regulations. The regulations are displayed in a prominent position around each section of turnstiles and on all concourses. Security personnel involved in searching are licensed with the SIA (Security Industry Authority) which is the organisation responsible for officially regulating the private security industry in the UK. Our security personnel comply with industry standards guidance, which suggests that physical searches should be completed by individuals of the same gender as the person being searched. When we introduced the new search arrangements, we anticipated an increase in queueing times, therefore in the interests of safety and effective security management, together with customer experience considerations, we implemented designated ‘female turnstiles’ to help maximise our search capabilities and minimise the anticipated increased queueing times. Where same gender security personnel are in position then a physical ‘hands on’ search of supporters entering the stadium should take place and we encourage female supporters to use the designated ‘female turnstiles’ wherever possible to help speed up the search process. However, where not possible or practical searches may need to be conducted with the assistance of an electronic search wand. To help ensure that the physical ‘hands on’ searches are taking place where appropriate, we have briefed all relevant personal ahead of each game and have introduced regular checks on a matchday. We aim to conduct our searches with due consideration of the gender of the individual. We also have specially trained staff in place to sensitively manage any cultural and religious issues, supporters with accessibility and/or medical needs, and in relation to searching children; and we will continue to closely monitor the situation to ensure our security processes are as effective as possible. Lastly, we understand that there have been cases of some supporters being made to move queues, however this should not be the case and supporters should be able to choose which queue they are in, and who with, for the relevant turnstiles.

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		<ul style="list-style-type: none"> This issue will be addressed in our regular briefings with our security personnel and we will endeavour to clarify this position in communications with supporters to help everyone understand the arrangements and to ensure that effective & efficient searches are conducted – however, as mentioned above, we do encourage female supporters to use the designated ‘female turnstiles’ wherever possible to help speed up the search process. DF was asked if there was a way of increasing the number of female stewards to assist with searches on females entering the ground. It was noted that the club employs a large number of male, and female stewards, however we are actively trying to encourage more female staff.
c. George Best / Munich Anniversary	PT	<p>Q: Is it possible to get an update on planned activities for George Best’s death and Munich anniversaries?</p> <ul style="list-style-type: none"> As indicated last time, the 12th anniversary of George Best’s death will be marked with online and digital content. With regard to the Munich disaster, a group has been set up internally to go through the options and we intend to seek the views of the Munich58 fan group, as well as MUST. Any ideas from this forum are also welcome for consideration - members were asked to send any ideas to the club on this and the anniversary of our first European Cup win (50 years in 2018).
d. European Away Credits	CM	<p>Q: EUROPEAN AWAY CREDITS - In the family stand have spotted an anomaly which affects parents and children. Parent and child one become season ticket holders and after 4 seasons get silver status. Start applying for European away tickets and builds up credits. Then Child 2 becomes old enough to have own season ticket. Child 2 goes to OT for qualifying seasons and becomes silver status. Parent and child one have built up European credits over 3 seasons and child 2 has 0 credits. Child 2 cannot catch up with parent and child 1 unless parent and child 1 forfeit the right to go to future games. This is because when they apply, their credits would be nullified by the low number of credits child 2 has. The system does not allow child 2 to apply separately in order to build up credits (1 for every unsuccessful ballot result). Therefore we request that once parent and child 1 have applied for an European away game, then child 2 be allowed to apply separately without affecting parent and child 1's chances. Secondly, as long as child 2 has silver season ticket and is part of parent's family group i.e. sharing same surname and address. Could it be possible to allow child 2 to take child 1's place on perhaps just one occasion?</p> <ul style="list-style-type: none"> Season Ticket holders do not have to be at Silver status to apply for European away games, in fact, Official Members can apply for European away games. Therefore, Child 2 could become an Official Member now and apply for European away games and start accumulating credits. Child 2 can apply separately (whether an Official Member or Season Ticket holder) and given how the system works, would only be successful if Parent and Child 1 were also successful, as Parent and Child 1 would have more credits).
e. Car Park Issues	CM	<p>Q: Problems experienced when trying to leave the car park after a match (a long letter was submitted with various issues).</p> <ul style="list-style-type: none"> The extensive roadworks around Old Trafford are impacting the prompt exit from the stadium for many supporters and will continue to do so as the new Metrolink line is not due to be completed until at least 2019. We would like to take this opportunity to assure you that no additional car park spaces have been created on W2 so the post-match congestion is being caused by the roadworks and not by a greater number of vehicles trying to leave through the same exit.

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		<ul style="list-style-type: none"> Whilst the roadworks and associated traffic congestion is out of the club's control we are working in partnership with the relevant authorities to mitigate issues where we can, through traffic management and on-site operational management. We have monitored the situation across all car parks and are aware of a number of issues in the early games of the season. Changes made to date to aid supporters' exit have included the positioning of additional car park stewards after the match in W car parks to assist the organisation and traffic flow. This has been in place since the Everton match (18th September) and has reduced the time it has taken for every vehicle to leave. We will continue to monitor the situation and do what we can to support vehicles in leaving as efficiently as possible. There is some availability currently in N4 car park (accessed just off Wharfside Way). It is about a 10min walk to the stadium but cuts out the John Gilbert Way element of the journey by car so may be more convenient for some. Anyone wishing to re-locate to the N4 car park should call the contact centre. We have engaged the services of an external car-parking consultant to review further potential solutions and we will provide an update at future meetings.
f. Taxi's Using Car Parks	CM	<p>Q: Could the club clarify the policy on private hire taxis dropping off and picking-up supporters in official club car parks, whilst using a supporter's car park pass?</p> <ul style="list-style-type: none"> If a supporter has a car park pass, then if they want to arrive/depart by taxi, they can provide the pass to the taxi and wait for the supporter.
g. Pre-Match Activities	DF	<p>Q: Activities to draw people in earlier as opposed to cheaper drinks/food.</p> <ul style="list-style-type: none"> As mentioned in previous forums, we are reviewing what we can feasibly do to encourage people to enter the stadium earlier and we will update in due course – however, please do solicit and forward any suggestions.
h. Half Price Drinks Offer	DF	<p>Q: Why is the half price only for the first hour of the gates opening why not until kick off to encourage more fans to come in early?</p> <ul style="list-style-type: none"> The offer runs until 60 minutes before kick-off to encourage and reward fans for coming in early as we have recommended from the start of the season; if fans arrive early, it helps to reduce queues due to enhanced security checks and late arrivals, and we have a better chance of getting everyone into the stadium before KO. However, on a related note, as discussed in the last Fans' Forum we have conducted a benchmarking exercise regarding the price of beer at pubs in and around the area – some work needs to be undertaken on Saturday to validate and then we'll review the findings. Some forum members still requested to trial this until kick-off; DF advised that this would be looked into.
i. Executive Club Lounges Post-Match	DF	<p>Q: Executive Club Members used to be able to gain access to the International Lounge for post-match drinks after their executive lounge closed. Has this opportunity been stopped this season</p> <ul style="list-style-type: none"> No, the International Suite is still open for 2 hours post-match and all Executive Club Members from other facilities are permitted access for the 2nd hour (after their own facility closes). Forum members noted that compères in suites are not announcing this.

Topic	Speaker	Topic Notes
j. Club Ambassadors	DF	<p>Q: How is it decided which Club Ambassadors attend Suites at the ground? Sometimes it seems the same ex-players attend the same Suites?</p> <ul style="list-style-type: none"> We currently work with a pool of 12 former players on a rotation basis across all hospitality areas (around 20 suites and 150 private boxes) so there will inevitably be some repetition. However, we will review the rotas to ensure as much variety as possible in all areas across the remainder of the season.
k. Old Trafford Atmosphere	CM	<p>Q: Is there any ideas for improved atmosphere as mentioned by Mourinho in interviews?</p> <ul style="list-style-type: none"> It is generally acknowledged that we have the best and loudest away support in the country; however for home games I think everyone would agree that the atmosphere could be improved. We have and do support many fan-led initiatives to try and improve the atmosphere at Old Trafford, e.g. the Singing Section and the Vocal Fans Campaign when we built West Tier 2 – although arguably neither of these initiatives have made a demonstrable difference, except perhaps the Singing Section trial vs. Real Sociedad? Initiatives must be fan-driven and/or fully supported by fans in order to have a measure of success, and we are always open to new suggestions and happy to review old ones, as well as looking to other clubs such as Celtic, where the atmosphere is immense, and driven by just two fans, with megaphones. Please can you solicit and provide suggestions following this meeting and we will look to review all ideas and discuss further internally and also ideally with a Fans' Forum rep that can coordinate on behalf of others – any volunteers? Forum members agreed to think over ideas to discuss in the next forum.
l. Family Stand Pre-Match Entertainment	DF	<p>Q: Family stand pre-match entertainment</p> <ul style="list-style-type: none"> A review has been recently undertaken and those in the family stand will hopefully have noticed some positive changes at recent games. These include more family-focused food offerings, different entertainments types and the reintroduction of the DJ, as well as the regular prize draws. Suggestions for pre-match entertainment were welcomed and forum members will discuss this with their groups and relay back to the club.
m. Seat Views	CM	<p>Q: Over the course of this season and the final few games of last season (in particular the final game against Crystal Palace) our view has been restricted by the designated area where the match photographers sit. We sit in the front row and as you may know we keep getting asked to sit down at the games at which point the view becomes unbearable with us having to weave in and out between the photographers. To be clear we have no issue in sitting down at the games with all the requirements of health and safety we appreciate that the club requires to enforce us to be seated. The club have advised that this will not be a regular occurrence although and quite ironically stated that the area where the photographers sit is designated for them, as expected at every game this season - they have been seated in front of us.</p> <ul style="list-style-type: none"> We are aware of some issues with photographers in East Lower, they are not sitting in the designated areas and despite being asked to sit down they are standing and obstructing the view of fans. It has been raised before but we are now liaising with our Club Photographer who oversees match day photographer arrangements with a view to him speaking to the photographers who are creating some issues.

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		<ul style="list-style-type: none"> I can now confirm that the supporter who made the complaint has been contacted directly and is happy with the arrangements we have put in place – she will liaise with me re improvements or not.
<p>10. Any Other Business</p>	<p>PT</p>	<ul style="list-style-type: none"> An update on a possible women's team was requested. PT confirmed it is not a quick process because the club would want to be the best in this field. Facilities, players and a full structure are required for this, and it continues to be under review. One forum member asked can there be a review of the away returns tickets as call backs seem to go to the same people and not others. Post forum update: as agreed in last year's forums, away tickets are allocated with 50% of tickets going to those who have been unsuccessful for the most games, and 50% allocated via a random ballot. Forum members asked for their roles to be published more as some of them are not getting as much feedback as they would like from fans. The club are looking at ways to promote roles more. Date of Next Meeting: Friday 23rd February 2018, Old Trafford.