

Public Document Pack



**TRAFFORD
COUNCIL**

AGENDA PAPERS FOR SAFETY AT SPORTS GROUNDS SUB-COMMITTEE

Date: Monday, 22 January 2024

Time: 6.00 pm

**Place: Committee Rooms 2 and 3, Trafford Town Hall, Talbot Road, Stretford,
M32 0TH.**

A G E N D A	PART I	Pages
1.	ATTENDANCES	
	To note attendances, including officers, and any apologies for absence.	
2.	QUESTIONS FROM THE PUBLIC	
	A maximum of 15 minutes will be allocated to public questions submitted in writing to Democratic Services (democratic.services@trafford.gov.uk) by 4pm on the working day prior to the meeting. Questions must be within the remit of the Committee or be relevant to items appearing on the agenda and will be submitted in the order in which they were received.	
3.	MINUTES	1 - 2
	To receive and if so determined, to approve as a correct record the minutes of the meeting held on 15 th January 2020.	
4.	ANNUAL SAFETY REPORT LANCASHIRE CRICKET CLUB 2022-23	3 - 12
	To receive a report from the Head of Safety and Security at Lancashire County Cricket Club.	
5.	REPORT ON THE SAFETY ADVISORY GROUP MEETINGS FOR LANCASHIRE COUNTY CRICKET CLUB 2020-2023	13 - 22
	To note a report from the Corporate Director, Place.	

6. **ANNUAL SAFETY REPORT FOR MANCHESTER UNITED FOOTBALL CLUB SEASON 2022-23** 23 - 40

To receive a report from the Stadium Safety Officer at Manchester United.

7. **REPORT ON THE SAFETY ADVISORY GROUP MEETINGS FOR MANCHESTER UNITED FOOTBALL CLUB 2020-2023** 41 - 48

To note a report from the Corporate Director, Place.

8. **URGENT BUSINESS (IF ANY)**

Any other item or items which by reason of:-

- (a) Regulation 11 of the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012, the Chairman of the meeting, with the agreement of the relevant Overview and Scrutiny Committee Chairman, is of the opinion should be considered at this meeting as a matter of urgency as it relates to a key decision; or
- (b) special circumstances (to be specified) the Chairman of the meeting is of the opinion should be considered at this meeting as a matter of urgency.

SARA TODD

Chief Executive

Membership of the Committee

Councillors S. Thomas (Chair), O.J. Baskerville (Vice-Chair) and J. Holden.

Further Information

For help, advice and information about this meeting please contact:

Harry Callaghan, Democratic Officer

Tel: 07977 717 252

Email: natalie.owen@trafford.gov.uk

This agenda was issued on **Friday, 12 January 2024** by the Legal and Democratic Services Section, Trafford Council, Trafford Town Hall; Talbot Road, Stretford, Manchester, M32 0TH

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Safety at Sports Grounds Sub-Committee - Monday, 22 January 2024

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SAFETY AT SPORTS GROUNDS SUB-COMMITTEE

15 JANUARY 2020

PRESENT

Councillor K. Procter, in the Chair.
Councillor J. Holden

In attendance

Richard Roe Corporate Director, Place
Tony Bibi Team Leader, Regulatory Services

APOLOGIES

Apologies for absence were received from Councillor A.M. Whyte

8. QUESTIONS FROM MEMBERS OF THE PUBLIC

No questions from members of the public were received.

9. MINUTES

RESOLVED: That the minutes of the meeting held on 17th July 2019 be agreed as a correct record and signed by the Chair.

10. ANNUAL SAFETY REPORT FOR MANCHESTER UNITED FOOTBALL CLUB AND THE RE-ISSUE OF THE GENERAL SAFETY CERTIFICATE

The Corporate Director, Place submitted a report presenting the Annual Safety Report for the 2018-2019 season and the General Safety Certificate for Manchester United Football Club. The Sub-Committee was advised that the General Safety Certificate had been approved by the Safety at Sports Grounds Advisory Group following receipt of an application from the Club.

RESOLVED: That the Annual Safety Report and the re-issue of the General Safety Certificate be noted.

11. REPORT ON THE SAFETY AT SPORTS GROUNDS ADVISORY GROUP MEETING FOR MANCHESTER UNITED FOOTBALL CLUB HELD ON 27TH SEPTEMBER 2019

The Corporate Director, Place submitted a report regarding the Safety at Sports Grounds Advisory Group meeting held on 27th September 2019.

The report summarised the discussions and outcomes of the meeting which considered matters relating to Manchester United Football Club.

RESOLVED: That the report be noted.

The meeting commenced at 2.00 pm and finished at 2.42 pm

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TRAFFORD COUNCIL

Report to: Safety at Sports Grounds Sub Committee

Date: 22nd January 2024

Report for: Information

Report of: Corporate Director, Place

Report Title

Annual Safety Report 22-23 Season for Lancashire County Cricket Club

Summary

Annual Safety Report 22-23 Season for Lancashire County Cricket Club

Recommendation

The report be noted.

Contact person for access to background papers and further information:

Name: Nicola Duckworth– Team Leader (Environmental Health)

Regulatory Services

Nicola.duckworth@trafford.gov.uk

Financial Implications:	N/A
Legal Implications:	N/A
Human Resources Implications:	N/A
Asset Management Implications:	N/A
E-Government Implications:	N/A
Risk Management Implications:	N/A

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Lancashire
Cricket

**ANNUAL POST SEASON SPECTATOR SAFETY REPORT
2023 SEASON**

Introduction

This Annual Post Season Spectator Safety Report relates to paragraphs 33 & 34 of the Safety at Sports Grounds Act Policy Statement found within the 2023 Operations Manual.

The Report identifies, where possible, in chronological sequence the issues associated with all aspects of spectator safety within and under the control of Lancashire Cricket Safety Management throughout the 2023 Cricket Season.

The Safety Management Team

The Safety Management Team for the 2023 season was [REDACTED] in his position as Director of Operations, [REDACTED] was newly appointed as the Stadium Safety Officer with 4 Deputy Safety Officers also being appointed. Those being [REDACTED], and [REDACTED] performed the role of Head of Stadium Events².

[REDACTED] was commissioned to oversee the development of the Stadium Safety Team supported with appropriate procedures and processes. In addition, [REDACTED] was to be the Safety Officer for international cricket, 100 ball cricket, and concerts.

[REDACTED] (Senior Events and Projects Manager) carried out the role of Designated Premises Supervisor (DPS). [REDACTED], (Hilton Garden Inn Emirates Old Trafford Hotel Manager), was the DPS for the hotel, all of whom held the necessary qualifications to carry out the role.

[REDACTED] was the Head of Health and Safety³ with [REDACTED] being Health and Safety Manager and [REDACTED]⁴ being Health and Safety Co-ordinator respectively.

[REDACTED] was the Security Co Ordinator⁵. [REDACTED] and [REDACTED] were the Event Managers.

Review of the Progress of the Aims and Objectives for 2023 Season

The Stadium Safety Team at Lancashire County Cricket Club was set the following objectives for 2023:

1. Construct and embed a revised Safety and Security Department.
2. Develop documentation, processes, and procedures which underpin an enhanced focus on cricket safety including integration of generic health and safety expertise into match operations.
3. Deliver all formats of Cricket, domestic and international in a safe manner and as per all current guidelines.

Progress

1. The Stadium Safety Unit is on track to achieve this objective. [REDACTED] achieved his Level 4 Spectator Safety qualification in September. [REDACTED] is due to complete his Level 4 Spectator Safety qualification in November. [REDACTED], the Head Steward, has completed his Level 3 Spectator Safety qualification..
2. Revised procedures and processes are now in place. The generic health and safety (H&S) team are fully integrated into match operations. Improved use of the T100 electronic H&S reporting systems ensures improved performance in this area.
3. The Team successfully delivered The Ashes (4th test) and all other forms of cricket. They also successfully delivered 2 concerts.

¹ [REDACTED] was in the position temporarily and was confirmed in post in September 2023

² [REDACTED] went on maternity leave in May 2023

³ [REDACTED] in June 2023 and was replaced by [REDACTED]

⁴ [REDACTED] left in September 2023 and was replaced by [REDACTED].

⁵ Started in post May 2023.

Spectators.

The club again went through the process of obtaining an updated grounds safety certificate. All updated documentation was submitted for review and approval to the council. A Safety Advisory Group meeting was held, and certificate issued.

During the season the Club has constructed an extension to the existing hotel. As part of this development a new hospitality space was integrated into the build.

The amended spectator areas were subject of a number of “test events” to establish fitness for purpose. These test events, which included GA seating in the new stand, The Edge restaurant, and hospitality seating were all documented and debriefed. Trafford Borough Council (TBC) oversaw this process, personally visiting the test events on several occasions.

Traffic regulatory orders (TROs) were commissioned by the Club with appropriate traffic management staff to ensure the safety of spectators pre- and post-match / event where considered necessary. These TROs focused primarily on international cricket, The 100 Ball, and T20 matches where higher attendances were expected. Whilst spectator safety is a priority, road closures were kept to a minimum in order to reduce the impact on the local community.

Post-concert de-brief meetings were held, and any lessons learned will be taken forward into 2024 and beyond.

Annual Ground Inspection and Equipment Testing Reports.

The stadium, as required, was subject to all the mandatory safety checks. Appropriate safety checks were also carried out by either the club’s own maintenance department or appointment consultant engineers as required by the Safety Procedures Manual.

The Club undertook its best endeavours to ensure compliance with TBC requirements, it was noted that construction of a small temporary stage (A Stand gap: 100 Ball matches) was completed without due advance notice to TBC. Subsequent inspections by TBC engineers found the stage to be constructed in line with their requirements.

One incident of note was a loose handrail at the top of the temporary stand (“D Stand”). Immediate remedial actions were put in place, the incident recorded, and reported to TBC. Further inspections did not highlight any further issues in relation to the construction.

The Private Security Industry Act 2001 and the Security Industry Authority (S.I.A.)

Our exclusive agreement for the provision of Security services over and above those provided ‘In House were G4S, FGH, Stadium, and CSG.

During the season amended Sports Ground Safety Authority (SGSA) guidance came into effect.

This guidance set out three very specific stewarding roles within a venue, namely:

- Safety Critical Positions (such as emergency exits);
- Security positions (such as searching)
- Non safety critical positions (such as ticket checking)

The guidance provided clarity regarding the qualifications required by these roles. Specifically that safety critical positions must be staffed by a Level 2 spectator safety qualified steward. Security positions by a qualified SIA staff member. Non safety critical positions did not require any training.

An inspection by TBC identified that the Club had two stewards in safety critical positions who were not fully qualified. Accordingly, the council served notice upon the club of their findings. This ultimately led to TBC calling an emergency Safety Advisory Group (SAG) on the day before the 1st day of The Ashes.

On the 1st day of The Ashes TBC carried out a full inspection of the safety operation.

On the 2nd day of The Ashes TBC carried out a no-notice inspection of the safety operation.

The Club have now revised their resourcing and deployment model to ensure compliance with the new SGSA guidance.

Contracted Stewards

As outlined earlier in this document LCCC engages the services of a number of external stewards. Quality assurance processes are in place to ensure that the staff supplied have the requisite qualifications for their role. These checks are documented to ensure a transparent audit trail.

In support of this, the Head of Safety & Security met with the relevant compliance managers of contracted agencies to ensure that the Club could have confidence in the respective processes of the agency companies.

Medical

For cricket Cipher Medical provide the medical response for all matches.

In June the Head of Safety and Security oversaw a no-notice self-inspection of the stadium medical provision. The inspection found that the medical provision was of a very high standard. A number of improvement actions were suggested which have been taken on board.

The Club determined that there was a need for a Medical Advisory Group (MAG) to oversee medical matters. This group has been convened under the direction of an independent chair.

Domestic, International and Friendly Cricket

Seven LV County championship matches were played at “home” by Lancashire in 2023. Five played at Emirates Old Trafford, one was played at Southport and one at Blackpool.

Eight Vitality Blast games were played at “home” by Lancashire in 2023. Seven of these were played at Emirates Old Trafford and one played at Blackpool Cricket Club.

Five Royal London One Day Cup games were played at “home” by Lancashire in 2023. Two being played at Emirates Old Trafford, one at Blackpool Cricket Club and two at Sedbergh High School.

Seven Rachel Hayhow Flint Trophy games were played by Lancashire Thunder in 2023. Five at Emirates Old Trafford, and two at Sale Cricket Club.

Four Charlotte Edward Cup games were played at “home” by Lancashire Thunder in 2022. Two were at Emirates Old Trafford and two at Blackpool Cricket Club.

The final of the Lancashire Knockout Cup was held at Emirates Old Trafford.

One T20 friendly between a Lancashire XI and a Reliance XI was held at Emirates Old Trafford. For all fixtures documentation was produced, such as:

- Venue competition policy and Team briefing document,
- Site and event plans.
- Steward briefing.

Home Fixtures

Lancashire Knock Out Cup Final

Date(s)	Opposition
3 rd September	Northern CC v Longridge

Friendly Match

Date(s)	Opposition
29 th July	Lancashire XI v Reliance XI

Domestic Cricket County Championship.

Date(s)	Opposition
6 th – 9 th April	Surrey
11 th – 14 th May	Somerset
11 th – 14 th June	Hampshire
10 th -13 th July	Essex
25 th – 28 th July	Northamptonshire
10 th – 13 th September	Middlesex
19 th -22 nd September	Nottinghamshire

Vitality Blast (Lancashire Lightning)

Date(s)	Opposition
25 th May	Leicestershire Lightening
27 th May	Nottinghamshire Outlaws
7 th June	Worcestershire Rapids
18 th June	Durham Cricket
23 rd June	Derbyshire Falcons
30 th June	Yorkshire Vikings
2 nd July	Northamptonshire Steelbacks
7 th September	Surrey

Metro Bank One Day Cup

Date(s)	Opposition
30 th June	Cumbria
1 st August	Essex
9 th August	Kent
11 th August	Leicestershire
15 th August	Hampshire

Rachael Heyhoe Flint Trophy

Date(s)	Opposition
22 nd April	South East Stars
6 th May	Central Sparks
10 th June	Sunrisers
7 th July	Southern Vipers
22 nd July	The Blaze
13 th September	Northern Diamonds
16 th September	Western Storm

Charlotte Edwards Cup

Date(s)	Opposition
25 th May	The Blaze
27 th May	Sunrisers
4 th June	South East Stars
7 th June	Northern Diamonds

The Hundred (Men's and Women's Unless Stated)

Date(s)	Opposition
5 th August	London Spirit
7 th August	Birmingham Phoenix
20 th August	Northern Superchargers
23 rd August	Southern Brave

International Cricket

Date(s)	Opposition
19 th – 23 rd July	Australia
1 st September	New Zealand

Conclusions

Once again, all those involved with the Stadium Safety Management have experienced another unprecedented and extremely challenging year. An incident summary is attached as **Appendix A**.

The club will, as always review all areas of its' operational delivery in order to consolidate good practice, learn lessons and seek to continually improve.

Liaison and co-operation with the Local Authority, Police, Fire and Rescue, Health Authorities continued, and relationships remain strong.

Objectives for 2024

The Safety Management team at Lancashire Cricket has set the following objectives for 2024:

- Embed the revised stadium safety operating model;
- Successfully deliver all types of cricket, particularly high profile games;
- Deliver a financially efficient safety and security operation;



Steve Neill
Head of Safety and Security
Lancashire County Cricket Club

**Appendix A
2023 Season Incident Summary**

Ejections this Season:	51
Arrests this Season:	4
Refused this Season:	1
Medical Patients:	179
Hospitalised this Season:	3

TRAFFORD COUNCIL

Report to: Safety at Sports Grounds Sub Committee.
Date: 22nd January 2024
Report for: Information.
Report of: Corporate Director, Place

Report Title

Report on the Safety Advisory Group Meeting for Lancashire Cricket Club held since June 2020-June 2023

Summary

Report summarising the discussions and outcomes of the Safety Advisory Group Meetings.

Recommendation

That the report be noted.

Contact person for access to background papers and further information:

Name: Graeme Dixon (Environmental Health Officer)
Email: graeme.dixon@trafford.gov.uk

Background Papers: None

SAFETY AT SPORTS GROUNDS ADVISORY GROUP

Report on the Safety at Sports Grounds Advisory Group Meetings for Lancashire County Cricket Club.

1. BACKGROUND

- 1.1. The purpose of the Safety Advisory Group (SAG) is to advise the local authority in respect of safety management to ensure and promote high standards of safety and security at a sports stadium. Meetings of the SAG are held annually and as and when necessary; and to review annually a stadium's General Safety Certificate. This is done using a consistent and co-ordinated multi-agency partnership approach. The SAG also advises the local authority in respect of relevant legislation and guidance whereby reports and debriefs relevant to site visits and / or inspections are presented to the SAG in relation to the issue of a General Safety Certificate.

2. Summary

- 2.1 This report will summarise the safety advisory group meetings which have been held for the seasons 2020, 2021, 2022 and 2023.

Whilst there have been no sub committee meetings since January 2020 due to the covid pandemic, work to review the general safety certificate has remained on going through out this period. Due to Coronavirus Regulations which were introduced in 2020, following the return of sport, international behind closed door fixtures were held. Through out this time the safety advisory group continued to meet and review the General Safety Certificate to ensure that the activities which were taking place at the stadium were meeting the required regulations and were safe for players and necessary personnel to attend. It was necessary during this period to reduce the capacity of the stadium to permit no spectators present at the ground.

In May 2021, the relaxation of the Coronavirus Regulations saw the return of spectators to sports stadia in England. Fixtures held at Emirates Old Trafford throughout the summer season, saw the capacity slowly increased from 40 % to 75% and finally back to 100% with the first fixture with at full capacity taking place on the 19th June 2021.

3.0 Safety Advisory Group Meeting 30th June 2020

- 3.1 A safety advisory group meeting was held on the 30th June 2020 in order to discuss the hosting of international behind closed doors fixtures at Lancashire County Cricket Club. In attendance at this meeting were Trafford Council (TMBC) including Sports Grounds and Regulatory Services, Public Health, Highways and Legal and Democratic Services, Lancashire County Cricket Club (LCCC), Greater Manchester Police (GMP), Greater Manchester Police

Counter Terrorism Advisor, North West Ambulance Service (NWAS), Amey Structures, Transport for Greater Manchester (TfGM) and the Sports Ground Safety Authority (SGSA).

- 3.2 Lancashire County Cricket Club provided an overview of the 2019 season which included the successful hosting of fixtures as part of the Cricket World Cup. The group was provided with an overview of the international behind closed doors fixtures that were to take place and the arrangements that were in place to ensure the site remained COVID secure.
- 3.3 The SGSA confirmed that they had been appointed by the ECB to undertake audits during these fixtures and confirmed that a copy of the report would be provided to the Council. If there were any serious issues the council would be notified immediately.
- 3.4 Greater Manchester Police did not report any concerns.
- 3.5 The Greater Manchester Police Counter Terrorism Advisor reported on the current threat level and advised of the need to ensure that security plans are not impacted by any other plans.
- 3.6 Trafford Council provided a Local Authority review which informed the group the guidance documents produced by the ECB have been reviewed and advised of the importance of ensuring that they are reflected in the club's operations manual.
- 3.7 North West Ambulance Service reported that discussions had taken place on the wider impacts around the ground of the matches.
- 3.8 At the conclusion of the meeting it was agreed to re-issue the General Safety Certificate to permit behind closed doors fixtures to take place with additional conditions added in relation to covid requirements.

4.0 Safety Advisory Group Meeting 13th May 2021

- 4.1 A Safety Advisory group meeting was held on the 13th May 2021 to review the safety certificate ahead of the return of fans to the stadium.
- 4.2 In attendance at the meeting were representatives from Trafford Council (TMBC) including Sports Grounds and Regulatory Services, Public Health, Highways and Legal and Democratic Services, Lancashire County Cricket Club (LCCC), Greater Manchester Police (GMP), Greater Manchester Police Counter Terrorism Advisor, Amey Structures, Greater Manchester Fire and Rescue Service (GMFRS), Northwest Ambulance Service (NWAS), Transport for Greater Manchester (TfGM) and Showmed.
- 4.3 Greater Manchester Police Counter Terrorism advised that the current threat level remained as substantial and that there was an on-going campaign in relation to vigilance.
- 4.4 Lancashire County Cricket Club provided an overview of the behind closed doors fixtures that occurred in 2020 and informed the group of the covid safe measures that were be in place which included health questionnaires 24h hours

prior to the event, the use of QR codes around the stadium and the use of communications to encourage the use of lateral flow test prior to arrival.

- 4.5 Greater Manchester Police did not have any concerns to report.
- 4.6 Trafford Council provided a Local Authority review which informed the group that the P & S factor audits had been completed.
- 4.7 Greater Manchester Fire and Rescue Service did not have any concerns to report.
- 4.8 Transport for Greater Manchester advised the group of planned works on the Metrolink and advised of the impacts this may have.

5.0 Safety Advisory Group Meeting 29th June 2021

- 5.1 On the 29th June 2021 a safety advisory group meeting was held to discuss concerns that had been identified by Trafford Council in relation to the stewarding provision at Lancashire County Cricket Club.
- 5.2 In attendance at the meeting were representatives of Trafford Council (TMBC) including Sports Grounds and Regulatory Services and Legal and Democratic Services, Lancashire County Cricket Club (LCCC), Greater Manchester Police (GMP), Greater Manchester Fire and Rescue Service (GMFRS), Northwest Ambulance Service (NWAS) and the Sports Ground Safety Authority (SGSA).
- 5.3 Trafford Council provided a local authority update which provided an overview of the concerns that had been identified. As part of communications with the club it had become apparent that, due to a change in stewarding provider at the start of the season, the club did not have a suitable number of trained and qualified stewards available for the number of spectators that were permitted at the time and that the club had not undertaken an audit of the stewarding provision. Consideration therefore was being given to a reduction in capacity.
- 5.4 Lancashire County Cricket Club provided an overview of the actions that were being taken to address the issue which included resourcing stewarding from other companies to ensure that there were sufficient numbers available. Discussions took place in relation to the upcoming matches and the numbers of suitably trained and qualified stewards for these fixtures.
- 5.5 Greater Manchester Police reported that they did not have any concerns to report.
- 5.6 North West Ambulance Service did not have any concerns to report if the medical provision was not impacted.
- 5.7 Greater Manchester Fire and Rescue Service did not have any concerns to report.
- 5.8 At the conclusion of the meeting it was agreed that further documentation would be supplied to Trafford Council by Lancashire County Cricket Club and further discussions would take place.

6.0 Safety Advisory Group Meeting 20th April 2022

- 6.1 A safety advisory group meeting was held on the 20th April 2022 in order to review the safety certificate for the upcoming season. In attendance at the meeting were representatives of Trafford Council (TMBC) including Sports Grounds and Regulatory Services, Highways and Legal and Democratic Services, Lancashire County Cricket Club (LCCC), Greater Manchester Police (GMP), Amey Structures, Greater Manchester Fire and Rescue Service (GMFRS), Northwest Ambulance Service (NWAS) and Transport for Greater Manchester (TfGM).
- 6.2 Lancashire County Cricket Club provided an overview of the fixtures held at the club during 2021 and provided an overview of the season to come. One significant change to the ground since the last season was the Red Rose Suite being demolished and building works were due to commence.
- 6.3 Trafford Council provided a local authority update which confirmed that the P & S Factor audits had been completed and that the revised operations manual had been received.
- 6.4 During the meeting no concerns were raised by partner agencies.
- 6.5 At the conclusion of the meeting it was agreed to re-issue the General Safety Certificate.

7.0 Safety Advisory Groups relating to the planning of the concerts in 2022

- 7.1 Trafford Council were notified that in 2022 Lancashire County Cricket Club were to hold 5 nights of concerts with The Killers on the 11th June 2022, Harry Styles on the 15th and 16th June 2022. Red Hot Chili Peppers on the 22nd June 2022 and The Foo Fighters on the 25th June 2022 which was later cancelled.
- 7.2 Due to the 5 nights of concerts being planned, permission was required from the Licensing Sub-Committee, which was given on the 9th December 2021.
- 7.3 The first multi-agency meeting for the concerts took place on the 13th January 2022 where an overview of the events was provided by relevant parties.
- 7.4 At the conclusion of the meeting the groups were informed of the sub-groups that were to be established.
- 7.5 The second multi-agency meeting took place on the 10th May 2022 where an overview of the events and plans produced following the sub-group meetings was provided by relevant parties.
- 7.6 At the conclusion it was determined that Trafford Council was not in a position to issue an agreement in principle for the Special Safety Certificates for each concert, as further information was required.
- 7.7 The third multi-agency meeting took place on the 25th May 2022 where an overview of the events and plans produced following the sub-group meetings was provided by relevant parties.

- 7.8 At the conclusion of the meeting it was determined that an agreement in principle could be given for the Special Safety Certificates to be issued following receipt of the required sign-off documentation.
- 7.9 On the 27th May 2022 Lancashire County Cricket Club informed Trafford Council of an incident that had occurred earlier in the day where the medical provider did not send sufficient resources to cover the fixture and the actions taken by the club to address this before gates opened. The medical provider in question was the same one contracted by SJM and Live Nation for the upcoming concerts.
- 7.10 On the 1st June 2022 a letter was sent by Trafford Council on behalf of the safety advisory group to Lancashire County Cricket Club to request contingency plans to be established should the medical provider not provide sufficient cover. The plans received following this letter provided the assurances required that there would be sufficient medical provision at the concerts.
- 7.11 Special Safety Certificates were issued for the Killers, Harry Styles and the Red Hot Chili Peppers following the receipt of the required sign off documentation on the day of each concert.
- 7.12 A multi-agency de-brief was held on the 19th July 2022 to review that concerts that had taken place and to identify relevant learnings for future events.
- 7.13 Due to issues that arose during the planning for the concerts and the events themselves a review of the premises licence was initiated by the Environmental Health team. On the 10th November 2022 the review was heard by the Licensing Sub-Committee where it was agreed to modify the existing licence by attaching new conditions.

8.0 Safety Advisory Group Meeting 28th March 2023

- 8.1 A safety advisory group meeting was held on the 28th March 2023 in order to review the safety certificate ahead of the upcoming season.
- 8.2 In attendance at the meeting were representatives from Trafford Council (TMBC) including Sports Grounds and Regulatory Services, Highways and Legal and Democratic Services, Lancashire County Cricket Club (LCCC), Greater Manchester Police (GMP), Amey Structures, Greater Manchester Fire and Rescue Service (GMFRS), Northwest Ambulance Service (Nwas), Transport for Greater Manchester (TfGM) and the Sports Ground Safety Authority (SGSA).
- 8.3 Lancashire County Cricket Club presented to the group the club's post season report for 2022. The report concluded overall the club had a positive season and have taken learnings from it. The group was also provided with an overview for the 2023 season which also included 2 concerts, the Ashes and the new stand becoming available for use by spectators.
- 8.4 Greater Manchester Police did not have any concerns to report.
- 8.5 North West Ambulance service did not have any issues to report.

- 8.6 Greater Manchester Fire and Rescue Service confirmed that the fire safety plans for the club had been reviewed and did not have any other matters to report.
- 8.7 Trafford Council provided the group with a Local Authority update. This noted that the P&S Factor audits had been completed and the revised operations manual had been made available for review. Additionally, the club were also requested to provide red line drawings for the licensable areas within the stadium and reminded that the requirements for the premises licence run alongside the general safety certificate.
- 8.8 The Sports Grounds Safety Authority provided information in relation to exemptions when SIA licensable activities are undertaken and advised that guidance would be provided on Martyn's Law.
- 8.9 Transport for Greater Manchester advised that Metrolink had an issue with an egress gate opening in close proximity to the station which resulted in queue jumping.
- 8.10 At the conclusion of the meeting it was agreed to re-issue the General Safety Certificate.

9.0 Safety Advisory Group Meeting 28th June 2023

- 9.1 A Safety Advisory group meeting was held on the 28th June 2023 to discuss the test events to take place at to permit the use of the newly built 'A Stand'.
- 9.2 In attendance at the meeting were representatives from Trafford Council (TMBC) including Sports Grounds, Regulatory Services and Building Control, Lancashire County Cricket Club (LCCC), Greater Manchester Police (GMP), Amey Structures and the Sports Ground Safety Authority (SGSA).
- 9.3 Lancashire County Cricket Club provided a presentation to the group showing the areas to be used as part of the upcoming events to test the new stand and provided an overview on the licensable activities that would be taking place. The intention of the club was to test 493 seats of the general admission seats in the new stand which has a capacity for 616 spectators.
- 9.4 Trafford Council provided a local authority update on the characteristics of the test events required and the need for officers to be present to observe the events. Copies of sign off documentation was requested to enable amendments to be made to the General Safety Certificate.
- 9.5 Discussions were had amongst the group about the upcoming fixtures at the ground to enable two test events to take place prior to full capacity being permitted in the stand. Due to the fixtures available for this to occur, the potential impact on the first day of the Ashes test match was also discussed.
- 9.6 At the conclusion of the meeting it was agreed that the fixture on the 2nd July would be used as the first test event and the General Safety Certificate would be amended to permit this.

10.0 Emergency Safety Advisory Group Meeting 18th July 2023

- 10.1 On the 2nd and 7th July 2023 Lancashire County Cricket Club held test events for the use of the newly built A Stand. During performance inspections were undertaken by Trafford Council for both events. As part of the during performance inspection on the 7th July, stewards working on vomitories throughout different stands in the ground were questioned on their training and qualifications. As part of the questioning stewards were identified who did not have the required qualification to be undertaking their role at the time. This was brought to the attention of the club during the visit and followed up in writing.
- 10.2 On the 18th July 2023 an emergency safety advisory group was held to review the actions taken by Lancashire County Cricket Club to ensure that there was a sufficient number of suitably qualified stewards to work in safety critical roles during the Ashes. This meeting was attended by representatives of Trafford Council (TMBC), Lancashire County Cricket Club (LCCC), Greater Manchester Police (GMP) and North West Ambulance Service (NWAS).
- 10.3 At the conclusion of the meeting it was agreed that the local authority would oversee the sign in process with the stewards to satisfy themselves that the measures the club had taken were satisfactory.
- 10.4 During performance inspections were undertaken by Trafford Council on the 19th and 20th July 2023 with feedback provided to Lancashire County Cricket Club and partner agencies as required.

11.0 Safety Advisory Group Meetings relating to the planning for concerts in 2023

- 11.1 Trafford Council was notified that Lancashire County Cricket Club intended to hold two concerts on the 2nd and 3rd June 2023 for the Arctic Monkeys.
- 11.2 The first multi-agency meeting for the concerts took place on the 8th March 2023 and was attended by representatives of Trafford Council (TMBC), Lancashire County Cricket Club (LCCC), SJM, Kodiak Medical, North West Ambulance Service (NWAS), Transport for Greater Manchester (TfGM), Greater Manchester Police (GMP) and Greater Manchester Fire and Rescue Service (GMFRS).
- 11.3 The meeting provided an overview of the concerts including the actions being taken to prevent a re-occurrence of issues that arose during the concerts in 2022. At the conclusion of the meeting the actions required following discussions were agreed and the timelines for the submission of documentation was discussed.
- 11.4 The second multi-agency meeting took place on the 15th May 2023 where an overview of the plans for the event were presented to the group following the sub-group meetings. At the conclusion of the meeting an agreement in principle was given to issuing the Special Safety Certificates subject to the required sign off documentation being provided.
- 11.5 Special Safety Certificates were issued following receipt of the sign off documentation on each day of the concerts.

11.6 A multi-agency de-brief for the concerts took place on the 28th June 2023. During the meeting the club thanked everyone for their involvement and provided an overview of the post-concert report that had been provided. Overall feedback from the group on the event was positive.

12.0 RECOMMENDATION.

12.1 That the report be noted.

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TRAFFORD COUNCIL

Report to: Safety at Sports Grounds Sub Committee

Date: 22nd January 2024

Report for: Information

Report of: Corporate Director, Place

Report Title

Annual Safety Report 22-23 Season for Manchester United Football Club

Summary

Annual Safety Report 22-23 Season for Manchester United Football Club

Recommendation

The report be noted.

Contact person for access to background papers and further information:

Name: Nicola Duckworth– Team Leader (Environmental Health)

Regulatory Services

Nicola.duckworth@trafford.gov.uk

Financial Implications:	N/A
Legal Implications:	N/A
Human Resources Implications:	N/A
Asset Management Implications:	N/A
E-Government Implications:	N/A
Risk Management Implications:	N/A

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Manchester United Limited

Annual Post Season Safety Report

2022-2023 Season

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REPORT OF THE STADIUM SAFETY OFFICER TO THE TRAFFORD METROPOLITAN BOROUGH COUNCIL SAFETY ADVISORY GROUP

1. PURPOSE OF REPORT

This report details the safety & security issues pertaining to the 2022 – 2023 season and is submitted in support of the General Safety Certificate (GSC) application for the 2023 – 2024 season.

The report identifies and highlights the relevant issues associated with all aspects of spectator safety within and under the control of Manchester United Safety Management throughout the 2022 – 2023 season, in accordance with Section 3.9.2 of the MUFC Operations Manual.

2. EXECUTIVE SUMMARY

The period under review runs from the 6th July 2022 until the 19th June 2023. These dates relate directly to the 2022 – 2023 season with the first game being the opening fixture of the Women's European Championships between England and Austria and the last game being the Men's European Championship Qualification fixture between England and North Macedonia.

This has been an extremely challenging season that included the mid-season break to accommodate the World Cup in Qatar and a high number of fixtures across various competitions with ongoing protest activity directed towards the current owners of Manchester United at first team men's fixtures. All restrictions in relation to the COVID-19 pandemic had been lifted in relation to domestic fixtures prior to the start of the season, however up until the World Cup it was still necessary for FFP2 masks to be worn within indoor areas located on Zone 1 for European fixtures, with this restriction being removed post World Cup.

There has been a total of 43 events/matches: 19 x Premier League: 4 x FA Cup: 4 x Carabao Cup: 6 x UEFA Europa League: 2 x Women's Super League: 2 x U21: 1 x Rugby Super League Grand Final: 1 x Rugby League World Cup Final (Double header with both the Women's and Men's Final): 1 x England Women's Euro's: 1 x England Men's Euro Qualifier: 1 x Pre-Season Friendly: 1 x Soccer Aid.

There continues to be valuable assistance, co-operation, support, and guidance from our joint agency collaborative work with Greater Manchester Police (GMP), Greater Manchester Fire & Rescue Service (GMFRS), North West Ambulance Service (Nwas), St. John Ambulance Service, Sports Ground Safety Authority (SGSA), and Trafford Metropolitan Borough Council (TMBC).

3. RECOMMENDATION(S)

This report is submitted to show how the requirements placed upon Manchester United Football Club Safety Management, by the General Safety Certificate (GSC) issued for the 2022 – 2023 season, have been successfully and professionally concluded.

It is intended that this documentation and data will support the Manchester United Football Club application made to Trafford Metropolitan Borough Council for the renewal of the GSC for the forthcoming 2023 – 2024 season.

4. SPECIFIC MATTERS ARISING

4.1 Safety Management:

Throughout the season the Safety Management Team (SMT) has continued to develop and adapt the safety and security operation at the stadium, following the removal of restrictions imposed during the pandemic and the return to “normality”, demonstrating their capabilities as an effective and efficient team.

The scheduling of the World Cup in Qatar mid-season enforced a significant mid-season break with fixtures stopping following the Premier League fixtures on the weekend of the 12th/13th November and recommencing with the Carabao Cup Fourth Round fixture on the 21st December. However, Old Trafford successfully hosted the Rugby League World Cup Final, which was a double header with the Women’s and Men’s finals taking place back to back on the same day, and an MUFC Women’s Super League fixture during this period. As a result of the break the fixture calendar was congested both before and post the World Cup with Manchester United reaching both the FA Cup and Carabao Cup Finals, and extraordinarily being drawn at home in every round of the two competitions, as well as progressing to the quarter finals of the UEFA Europa League.

Digital ticketing has continued to be used within home areas and this is now seen as the norm by home supporters. Away supporters have continued to be issued with paper tickets although towards the end of the season digital tickets were issued to a section of the away supporters with the intention to move to digital ticketing in both home and away areas from the start of the 2023-24 season.

The stadium has continued to be cashless with all purchases taking place via card or contactless payments.

Following the successful trial of “Safe Standing Areas” during the 2021-22 season the regulatory bodies allowed licensed “Safe Standing Areas” from the start of the 2022-23 season. This provided a total of 2150 positions, 1500 in N2401/2402 in the North East corner of the stadium, and 550 in S229 in the South Stand at Old Trafford.

This was expanded during the break for the World Cup with Blocks E230-232, part of the away section, being converted to a licensed “Safe Standing Area” providing an additional 1800 positions. This area was first used at the Carabao Cup fixture against Burnley in December, although not at full capacity for this fixture, with additional gangway patrols deployed in the area from stadium opening. With no issues being identified the area was sold at full capacity for the remainder of the season.

Barrier seating is currently being installed in part of the “Atmosphere Section” in Blocks W208-212 in the Stretford End for the start of the 2023-24 season.

In addition to this UEFA allowed “Safe Standing Areas” within stadia to be utilised as standing areas for European competitions for the first time as a trial, with UEFA Safe Standing Observers being appointed at each fixture. The Safe Standing Observers also attended several domestic fixtures as part of their role in assessing the safety of the “Safe

Standing Areas". UEFA have confirmed that the trial will be extended into the 2023-24 season with the same processes in place as for the 2022-23 season.

The Premier League introduced a trial at the start of the season involving six clubs, including Manchester United, whereby appointed Premier League Safety and Security Delegates attended each home fixture and provided feedback to both the Safety Management Team and the Premier League regarding the effectiveness of the Safety and Security Operation. This was expanded to ten teams post World Cup and will be extended to every Premier League fixture from the start of the 2023-24 season. The feedback provided to the SMT was on the whole complimentary.

For High Risk and European fixtures MUFC have continued to use the option of erecting reinforced screening lanes at the away turnstiles that access the away section in the East Stand to enable the away supporters to undergo a soft ticket check, followed by screening and accessing the stadium in a sterile area. MUFC also have the option of erecting netting in front of the away supporters located in the East Stand should the intelligence dictate that it be used to prevent items thrown forward from reaching the playing area or the home supporters located in front of the away section.

The season began in early July with the first game of the Women's Euros between England and Austria taking place at Old Trafford in what proved to be a fantastic curtain raiser to the competition that was eventually won by the host nation, England. This was followed by a pre-season friendly against Rayo Vallecano the weekend prior to the start of the Premier League campaign, with the first Premier League fixture being against Brighton & Hove Albion at Old Trafford.

The anti-owner sentiment that was in evidence at the end of the 2021-22 season was still present and an anti-owner protest was advertised on social media to take place at the Brighton fixture. On the day there was a protest that commenced at Salford Quays with several hundred supporters "marching" to the stadium, going across the East Forecourt, and entering the Munich Tunnel where a large number of pyrotechnics were ignited. The protest moved around the stadium with the main focal points being the Directors entrance and the Megastore. Executive entrances and the players entrance were temporarily closed as the protest passed by to ensure the integrity of the stadium. An investigation was carried out following the fixture to identify those supporters responsible for igniting pyrotechnics on the stadium footprint that resulted in a number of supporters being sanctioned as per the MUFC Official Club Sanctioning Policy.

The protest activity continued at the next two Premier League fixtures against Liverpool and Arsenal with the activity at the Liverpool fixture being on a much larger scale with approximately 2,000 protestors "marching" to the stadium from the Tollgate Public House and several thousand others waiting on the East Forecourt near the Trinity Statue for the protest march to arrive. Again, a large number of pyrotechnics were ignited during the protest activity although on this occasion many of the protestors turned their attention towards the away supporters with various objects including cans and bottles thrown towards the away supporters. Police in protective public order equipment were deployed and successfully managed to keep the rival supporters apart. A post-match investigation was again carried out to identify those who had committed criminal offences or offences identified within the MUFC Official Club Sanctioning Policy and appropriate action was taken.

The protest activity at the Arsenal fixture was on a much smaller scale and was centred around the Trinity statue and the entrance to the Megastore and did not involve any march around the stadium. A number of pyrotechnics were ignited, and sanctions were imposed on those identified as responsible.

Protest activity outside the stadium was evident at a number of other fixtures throughout the season: Newcastle United, 16/10/22: Nottingham Forest, 27/12/22: Manchester City, 14/01/23. As a result of communications that had been sent out regarding the sanctions imposed on those responsible for pyrotechnic activations at the previous three protests and work carried out with GMP involving the deployment of intervention teams to identify those responsible for pyrotechnic activations on route to the stadium during any protest activity, there was a significant reduction in the number of pyrotechnic activations on the stadium footprint during the protest activity at these fixtures.

The final fixture that saw significant protest outside the stadium was the Aston Villa fixture on the 30/04/23. The activity involved a march from the city centre that passed the Tollgate public house before arriving on the stadium footprint. The protest went into the Munich Tunnel where it remained static until the 18th minute of the fixture. A large number of pyrotechnics were activated that resulted in over twenty protestors being sanctioned.

The disruption caused by the protest activity was only evident outside the stadium during the season, however protest activity in the form of anti-owner chanting and the displaying of anti-owner banners was evident at both home and away first team men's fixtures throughout the season.

For the policed fixtures at Old Trafford the Gold / Silver / Bronze (GSB) command structure has been utilised by GMP. The SMT have participated in the Police Silver Meetings, where the agenda captured all aspects of the planning, resourcing, and delivery phases of the match day operation. The hot debriefs following each fixture have been invaluable in addressing any identified issues and continuing to develop the safety and security operation surrounding the fixtures at Old Trafford.

TMBC continue to control the match day 'Traffic Management Plan' and co-ordinate their match day operation through an external agency with associated support from MUFC and GMP where appropriate. The road closures associated with matchdays have been in place throughout the season at fixtures where the number of supporters in attendance has deemed it necessary.

Manchester United car park operations have been active with spectators continuing to access the car parks utilising digital tickets in line with the digital ticketing for accessing the stadium. Away coaches have continued to use the away coach park on E2 free of charge.

The Venue Aware¹ system has continued to be utilised throughout the season as a reliable and efficient system which accurately records match day incidents, maintenance issues, medical treatment data, arrests, ejections, and refusals. The information is subsequently used to compile the post-match report.

The SMT also provide a pre-match report associated with this data to the Director of Venue Operations as an additional method of safety and security positive affirmation.

The SMT have continued to work with both internal and external partners to ensure that risks associated with matchday operations are identified and control measures put in place in order to mitigate, reduce, or remove the risk. This has been particularly relevant in respect of the protest activity that has taken place this season.

¹ Venue Aware is a provider of facility management software for commercial and corporate real-estate properties, stadiums, healthcare facilities, offices and similar venues. It offers maintenance scheduling, maintenance of risk ledgers, recording insurance certificates, tracking incidents and escalating issues via appropriate channels.

All SMT processes are supplemented with the use of the 'Steward Match Day Incident Reports'. This involves the completion, post-match, of incident forms by steward supervisors from all sections in relation to any pertinent issues that have occurred within their own areas, which they feel should be reported back to the SMT. These issues normally relate to a variety of issues including potential safety matters, equipment defects, security issues, ejections, damage, and medical scenarios. This process is fully auditable and ensures detailed reporting of a relevant and consistent nature and so that issues can be investigated and addressed ahead of the next fixture.

Extensive hardware & software work has continued with the Skidata² electronic turnstile and entrance access system with the continued use of digital ticketing for stadium wide access and also for access to car parks. This has ensured that the required data is continually and accurately captured and presented to evaluate match day capacities, flow rates, and entry trends to all sections of the stadium.

The annual ground inspection tests will again be carried out by 'Capita Structures' in the closed season, in order to ensure full compliance with the requirements of the 'Green Guide'. The resultant report and documents will be passed to the TMBC Licensing Officer for their attention.

4.2 Security:

The stadium HVM bollard project is now completed with the bollards on SMBW South next to the foundation building now operational. This ensures the security of the stadium footprint from the threat of vehicle momentum attacks with HVM Bollards installed at: SMBW North and South, the entrance to the E2 car park from Wharfside Way, and the E2/E1 car park entrances onto the East forecourt to the East of the stadium: at the pedestrian gates that lead onto the Sir Alex Ferguson (SAF) footbridge to the North of the stadium: at the MIFT entrance gate that leads onto W3 car park, at the entrance to the W2 car park, and at the 30m stand-off distance within the W2 car park at the West of the stadium

Security deployments have been reviewed on a game by game basis throughout the season to ensure that they address any concerns specific to individual fixtures and events.

Screening procedures and protocols together with the restricted bag policy that included the availability of bag drop areas have been in place throughout the season. Following the Covid-19 pandemic there has been a return to "hands on" screening at the turnstiles supported by the use of handheld metal detectors (HHMD's) and walk through metal detectors (WTMD's) at the stadium entry points, and the use of dual purpose pyrotechnic/drug detection dogs at the away turnstiles.

The 'National Terrorist Threat Level' has remained at "Substantial"; a terrorist attack is likely, throughout the season and proportionate counter terrorism measures have been in place throughout the stadium footprint.

² SKIDATA AG is a global company and a worldwide leader providing access solutions and [visitor management](https://www.skidata.com/en/corporate/about-skidata/). Please see <https://www.skidata.com/en/corporate/about-skidata/>

The online counter terrorist awareness course continues to be a mandatory annual requirement for all MUFC staff. There is also a requirement for all stewards to complete the online ACT counter terrorism package. Additional training is also continuing to be delivered to MUFC staff in relation to SCaN, See, Check, and Notify.

In conjunction with the police, the SMT explore and evaluate available intelligence and information in order to identify processes and responses to continue to provide an effective safety and security operation. This is iterated to the security company employed at Old Trafford stadium, to ensure there is a full understanding of the policies and processes in place, and a full recognisance of national threat levels and terrorist attack methodology.

From the stadium control room, security officers operate and manage the extensive CCTV camera systems, in and around the stadium on a 24/7 basis, to skilfully detect, identify and react to any ongoing safety and security issues.

4.3 Governance:

The SMT continue to de-brief all events and then collate, compile, and distribute the electronic 'Post Match Report' to all departments and agencies where possible within two working days following any match or event. It is important that pertinent safety and security matters relating to an event are expeditiously communicated to all external partners and internal departments. All aspects of the match day operation and related issues of note continue to be discussed and overseen within a formal 'post-match de-brief meeting'.

The pre-match Police Silver meetings involving the lead planner from the SMT and GMP police commanders have continued to take place and have proved invaluable in evaluating the information and intelligence surrounding each fixture, setting resource levels, discussing police deployments, and ensuring that the police and security resources deployed, and tactics implemented, are aligned. This has been an essential part of facilitating and dealing with any issues identified during the protest activity that has taken place throughout the season.

The SMT have been grateful for the continued support of Trafford Metropolitan Borough Council (TMBC) towards MUFC and their match day operations throughout the season. Their support, advice, and feedback has assisted greatly in ensuring that Old Trafford is a safe and secure environment for those working at, and visiting, Old Trafford on both matchdays and non-matchdays.

MUFC have hosted members of the TMBC Safety Advisory Group (SAG) during the 2022-23 season in a regulatory and auditing capacity. The SMT again see this as valuable support and assistance in identifying areas of the safety and security operation that may need reviewing and amending to ensure the safety of all those attending the Old Trafford stadium environment on matchdays and non-matchdays.

The Regional Inspector of the Sports Ground Safety Authority (SGSA) has been in regular liaison with the SMT to ensure that the safety policies and protocols involved in the match day operation are fully in place.

As already mentioned a Premier League Safety and Security Delegate has attended every Premier League home fixture and provided feedback to both the Safety Management Team and the Premier League regarding the effectiveness of the Safety and Security Operation.

4.4 Persistent Standing / Smoking:

The SMT has continued to adopt the approach used in previous seasons before in order to tackle issues of Persistent Standing:

- Review and implement the “Persistent Standing Policy” to meet the requirements of the SGSA licence, and to comply with Premier League Ground Regulations.
- Risk assess each fixture in relation to Persistent Standing and deploy additional resources as deemed necessary both in the planning stages and dynamically when issues are identified.
- Continue to adopt the SGSA guidance in key areas including: engaging with supporters in order to educate them on the risks associated with standing: ensuring that season ticket holders are aware of the requirement for spectators to remain seated and that the stadium is licensed as an all-seater stadium: ensuring that the gangways and vomitories are kept clear – including limiting the number of stewards and other staff in vomitories to a maximum of two persons in order to reduce the risk of congestion: posting Ground Regulations throughout the stadium making them accessible to spectators so increasing their awareness.
- Ensure that stewards and security are briefed at every fixture on the actions expected of them when dealing with issues of persistent standing.
- Ensure customer complaints in relation to persistent standing are dealt with as per the MUFC Official Sanctioning Policy.

Licensed “Safe Standing Areas” have been in use in Blocks N2401/2402 in the North East quadrant of the stadium and Block S229 in the South Stand since the start of the season, comprising a total of 2050 positions with no issues identified in those areas. Barrier seating was also installed in Blocks E230-232, which is part of the away section, creating 1800 position during the break for the World Cup. This area was initially utilised at a reduced capacity to ensure its safety before it was used at full capacity from the 27th December onwards. Again, no issues have been identified within this area.

In relation to smoking the default position continues to be that anyone found breaching the ground regulations in relation to smoking that includes the use of e-cigarettes, is ejected from the stadium, and dealt with as per the MUFC Official Sanctioning Policy with the recommended sanction for a first offence being a written warning. Any retrospective complaints of smoking that were not reported at the time are also dealt with as per the MUFC Official Sanctioning Policy. In addition, information continues to be provided to supporters informing them that Old Trafford is a no smoking stadium, and this is reinforced by signage within the stadium.

In relation to both persistent standing and smoking issues real time action continues to be available via the anonymous ‘Virtual Steward’ system which is in operation on match/event days and is managed from the stadium control room to ensure issues are dealt with expeditiously in real time.

4.5 Medical Team:

Under the control and co-ordination of the Lead Crowd Doctor, the medical team configuration comprises of a cadre of highly skilled and specialised Crowd Doctors, ably supported by emergency nurses on a 1:1 basis: a significant and calculated number of dedicated paramedics strategically located around all areas of the stadium: supplemented by an enthusiastic and highly skilled attendance from the St. John Ambulance service, many of whom attend regularly if not **Page 33** here. This model achieves an effective

response to medical incidents that occur throughout the stadium footprint and contributes significantly to the MUFC safety policies.

The SMT continued to work closely with the medical team in order to maximise the effectiveness and capabilities of its response and treatment of those attending the stadium both as spectators and in a working capacity on matchdays. Close liaison is maintained with the medical teams to ensure all stadium safety requirements and responsibilities are addressed and a post-match debrief ensures that all information is collated and evaluated to inform any necessary modifications to the medical plan.

As in previous seasons medical conditions presented varied from relatively minor illnesses and injuries including headaches and small cuts to more serious incidents including cardiac arrests and significant wounds. The commitment and dedication of the medical staff ensured that everyone received the appropriate treatment required. MUFC and the medical team are proud of the service provided and will continue to strive to deliver the right care at the right time. Early intervention is the key to ensuring that those suffering serious illnesses or injuries, such as cardiac arrests, are given the best chance of survival.

The skill, expertise and diversity of our medical teams ensure that the MUFC Disability section is able to offer match day facilities to a diverse range of disabled supporters. This ensures the 'Ability' section continues to thrive with many more supporters able to enjoy the match day experience in the knowledge that specialised medical assistance is available at all times.

During the season the first aid rooms throughout the stadium were equipped with a Public Access Trauma (PAcT) kit, which is basically a large bag containing medical supplies that in the event of an incident involving a large number of casualties would be deployed onto the concourse area to enable spectators to administer first aid to themselves or others. So enabling medical staff to concentrate their expertise on those persons who are more seriously injured.

The medical treatment data and patient feedback provides great reassurance to the SMT that the current model is working well and fit for purpose. However as is the norm the plan will be reviewed during the close season to ensure that MUFC continue to provide the most effective and efficient medical provision to those attending and working at Old Trafford on event/match days.

4.6 Police:

The SMT continue to support and adhere to the multi-agency approach to spectator safety and security issues, working closely with GMP to explore all aspects of match / event safety and security to ensure the most effective and efficient use is made of police resources and deployments, so ensuring that the police operation is aligned to and complements the wider safety and security operation in conjunction with MUFC policies and match day resources.

Prior to the start of the 2022 – 2023 season, as is the usual practise, the SMT held discussions with the police in order to identify if any changes were required to the policing operation for the upcoming season. During these discussions, the SMT and GMP assessed the previous season's fixtures and agreed the proposed categories for fixtures based on intelligence available and previous seasons fixtures against the same opponents. This process has already been completed ahead of the 2023-24 season.

The 'National Terrorist Threat Level' has remained at "Substantial"; a terrorist attack is likely, throughout the season and proportionate counter terrorism measures have been in place throughout the stadium footprint.

Regular liaison and discussions were undertaken throughout the season with GMP in relation to fixture re-scheduling following requests from the various football governing bodies to ensure that the fixtures did not impact adversely on the wider community and that there were no significant clashes with other activities taking place in the Trafford / Manchester area that would impact on the public in general.

In summary, there were 2 x 'Police Free' events (U21 fixtures), 11 Low Risk of Disorder events, 22 Medium Risk of Disorder events, and 8 High Risk of Disorder events.

Good communications are seen as paramount to ensure all pertinent intelligence relevant to the event and its attendees, deployments, and any other associated operational information is exchanged between both parties. This communications exchange is supplemented by a member of the SMT attending the Police Silver Meeting. A post-match de-brief is also facilitated with GMP to ensure full and detailed communication is continually maintained, pertinent information relevant to the event exchanged, and any valuable lessons are identified to inform the decision making process at future fixtures.

The match day operation also benefits from any available intelligence gleaned from other agencies. These not only include the police sources but also the Football Safety Officers Association (FSOA), which communicates specific post-match safety officer's reports on their own matches and previous incidents. Most importantly, the FSOA also provides information on the activities of visiting supporters to matches at most stadia in the UK throughout the season. This valuable information is procured from either direct contact with other Safety Officers or via the restricted national website. This information is always evaluated, acted upon where necessary and also shared with the police. The SMT continue to be full members of the FSOA.

Manchester United is totally committed to equality, diversity and inclusion and the club has a zero tolerance approach to any discriminatory or offensive behaviour from any person. Any acts of discriminatory behaviour are dealt with robustly with the police being informed and becoming involved in the investigation and resolution of incidents at the earliest opportunity.

The SMT will continue to work closely with the MUFC Senior Equality, Diversity and Inclusion Partner on equality related matters and incidents, alongside external organisations including "Kick it Out", "Level Playing Field", and "Stonewall".

4.7 Children and Adults at Risk:

MUFC continues to employ the services of a full time Safeguarding Officer (SO) at fixtures. The SMT work with the SO on all match day issues concerned with the welfare, safety and security of children and adults at risk. The on-line recording system continues to be used for all safeguarding incidents on both matchdays and non-matchdays ensuring that all incidents can now be accessed via this system by authorised staff. The policy guidance provided by the SO on child safety / welfare continues to be included in the 'Steward's Operational Guide' (Stewards Handbook) and is briefed out to stewards at every fixture.

The match day safeguarding operation continues to be overseen by the MUFC Safeguarding Coordinator who ensures that the necessary number of staff are recruited to the Match-day Safeguarding Team so that each fixture and event that takes place at Old Trafford is supported by Safeguarding staff. MUFC are currently partway through a recruitment campaign in order to increase the number of Safeguarding staff that can be called upon.

The Safeguarding team provide a proactive and reactive response in relation to the safeguarding of children and adults at risk that includes adults who may be vulnerable due to mental health issues, domestic abuse, or drug dependency. The match day Safeguarding Coordinator is briefed by the SMT prior to each event or fixture and informed of any relevant information available in relation to Safeguarding for the specific event. Safeguarding officers then take up strategic positions at different phases of the operation to monitor activity and are deployed to specific incidents by the Safety Officer located in the stadium control room.

The match day safeguarding role will continue with the resource levels in place for each event varied according to the anticipated demand surrounding the event. In some instances, when deemed necessary the safeguarding team will follow up any concerns that have arisen with partner agencies that include GMP, TMBC, Schools, and Colleges. The Safeguarding staff provide additional support to security staff and stewards and are key decision makers when deciding if any person under 18 years of age undergoes physical screening.

The safeguarding team have a regular cohort of trained staff working an event which provides the opportunity for both a professional and personal relationship with stewards and other staff that in turn supports a consistent level of support across all events.

MUFC continually undertake the Disclosure and Barring Service (DBS) checks of all stewards under the management and coordination of the Safeguarding Officer. This is an ongoing process with the objective of all relevant staff checks being fully completed and renewed every three years, as per the identified guidance.

The dedicated Steward 'Ability Team' continue to be deployed and work closely with the Disability Liaison Officer (DLO) at fixtures.

Stadium Access Stewards continue to be deployed on match days with their role being to assist supporters with limited mobility in accessing, circulating, and egressing all areas of the stadium. The work of the Stadium Access Team is invaluable in ensuring that all spectators are in a location that is appropriate to their particular needs and ensures that they can safely evacuate the stadium if required. If a report is received that identifies that a spectator is located in an area of the stadium that causes concern, then the report is passed to the DLO for an assessment to be made.

The MUFC "mobility buggy" has again been utilised during the 2022-23 season to transfer supporters with limited mobility from the remote car parks to the stadium.

4.8 Specific Event Day Issues:

Please see Post Match Reports completed for each fixture and retained on Resilience Direct.

4.9 Charter Complaints:

The SMT continues to work with the Customer Care Team to ensure all complaints and enquiries are thoroughly investigated and responded to expeditiously with the Customer Care Team providing the conduit between the customers and MUFC.

The ‘Virtual Steward’ texting service is available on match days with and will continue to assist in identifying issues or incidents at the time of occurrence so enabling the immediate and effective response to any unacceptable behaviour or other issues within the stadium during a fixture.

The benefits of the texting service are displayed within the stadium and will be regularly broadcast over the stadium public address system in a proactive effort to ensure all supporters are aware of the facility.

4.10 Projects:

During the close season there will be the usual ongoing general maintenance that will be taking place at the stadium along with the annual pitch renovations. Other than this a number of executive areas, mainly in the Sir Bobby Charlton, South, Stand, are being updated but this will involve general refurbishment and will not change the structure of the stadium in any way.

In addition, Barrier Seating is being installed in Blocks W208-W212 in the West Stand, Stretford End, which forms part of the area that is occupied by the “Atmosphere Section”.

5. APPENDICES

Removed

6. CONCLUSION

This report demonstrates how the requirements placed on Manchester United Football Club Safety Management Team by the General Safety Certificate issued for the 2022 – 23 season have been fully adhered to.

The mid-season break, as a result of the scheduling of the World Cup in Qatar, along with the successful cup runs in both the FA Cup and EFL Carabao Cup where Manchester United were drawn at home in every possible round on route to the finals, and progression to the quarter final of the UEFA Europa League made for an extremely congested fixture calendar both prior to, and post, the World Cup.

Intensive planning, multi-agency collaboration, and strong partnership working have ensured that the infrastructure and resources put in place, the deployment of those resources, and the tactics used has resulted in successful, effective, safety and security

operations being planned and implemented amidst the back drop of continual protest activity throughout the season.

Manchester United would like to take this opportunity to thank its partners for their valuable assistance, guidance, and support throughout the 2022–23 season, with specific reference to Greater Manchester Police, Greater Manchester Fire & Rescue Service, North West Ambulance Service, St. John Ambulance Service, the Sports Ground Safety Authority, and Trafford Metropolitan Borough Council and its Safety Advisory Group.

The SMT at Manchester United now look forward to the 2023-24 season that will commence with a pre-season friendly on Saturday 5th August, the weekend before the start of the Premier League season.

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TRAFFORD COUNCIL

Report to: Safety at Sports Grounds Sub Committee.
Date: 22nd January 2024
Report for: Information.
Report of: Corporate Director, Place

Report Title

Report on the Safety Advisory Group Meetings for Manchester United Football Club held since January 2020 - August 2023

Summary

Report summarising the discussions and outcomes of the Safety Advisory Group Meeting.

Recommendation

That the report be noted.

Contact person for access to background papers and further information:

Name: Nicola Duckworth -Team Leader Environmental Health

Email: Nicola.Duckworth@trafford.gov.uk

Background Papers: None

SAFETY AT SPORTS GROUNDS ADVISORY GROUP

Report on the Safety at Sports Grounds Advisory Group Meetings for Manchester United Football Club.

1. BACKGROUND

- 1.1. The purpose of the Safety Advisory Group (SAG) is to advise the local authority in respect of safety management to ensure and promote high standards of safety and security at a sports stadium. Meetings of the SAG are held three times a year as and when necessary; and to review annually a stadium's General Safety Certificate. This is done using a consistent and co-ordinated multi-agency partnership approach. The SAG also advises the local authority in respect of relevant legislation and guidance whereby reports and debriefs relevant to site visits and / or inspections are presented to the SAG in relation to the issue of a General Safety Certificate.

2. Summary

- 2.1 This report will summarise the safety advisory group meetings which have been held for the seasons 2020-21, 2021-22, and 2022-23.

Whilst there have been no sub committee meetings since January 2020 due to the covid pandemic, work to review the general safety certificate has remained on going throughout this period. Due to Coronavirus Regulations which were introduced in 2020, following the return of sport, it was necessary for the club to complete the remainder of the 2020-21 season behind closed doors. Throughout this time the safety advisory group continued to meet and review the General Safety Certificate to ensure that the activities which were taking place at the stadium, were meeting the required regulations and were safe for players and personnel to attend. It was necessary during this period to reduce the capacity of the stadium to permit no spectators present at the ground.

In May 2021, the relaxation of the Coronavirus Regulations saw the return of spectators to sports stadia in England. Games played at Old Trafford throughout the summer season, saw the capacity slowly increased from 40% to 75% and finally back to 100% for the start of the season in August 2021.

3.0 Safety Advisory Group Meeting 21st July 2021

- 3.1 A Safety Advisory Group meeting was held on the 21st July 2021 in order to review the safety certificate ahead of the return of fans to the stadium at 100 % attendance.

In attendance at the meeting on were representatives from Manchester United Football Club (MUFC), Greater Manchester Police (GMP), Greater Manchester Fire and Rescue Service (GMF&R), Northwest Ambulance Service (NWAS),

Transport for Greater Manchester (TfGM), Sports Grounds Safety Authority (SGSA), Trafford Council Services (TMBC) including Sports Grounds and Regulatory Services, Emergency Planning, Highways and Legal and Democratic Services.

- 3.2 A presentation was given at the meeting by MUFC, which highlighted the mechanisms in place to enable the stadium to return to full capacity, which included contingency plans to keep the safety team operational during periods where people may have to isolate.
- 3.3 A presentation was also given in relation to the change of the northeast quadrant area to be a rail seated area. This was a total of 1500 seats. SGSA had already carried out their inspection and Trafford Council's team would be completing theirs, prior to reissue of the safety certificate. The intended use of this area as a test event was the fixture against Brentford.
- 3.4 GMP provided an update to the Safety Advisory Group in relation to their police resourcing and arrests during the behind closed doors fixtures. They provided information on plans to scale up police presence during out of season friendly fixtures. Concerns remained regards resourcing due to coronavirus. The SAG was informed a debrief meeting had taken place between the club, local authority and the GMP in relation to the protests which had taken place during the Liverpool fixture. An event clash between an event planned at Lancashire County Cricket Club and a Premier league fixture was raised, and the local authority assured Greater Manchester Police that steps were being taken to ensure that any risks could be mitigated.
- 3.5 It was agreed following the local authority inspection of the new rail seated area, a new safety certificate would be issued.

4.0 Safety Advisory Group Meeting 13th December 2021

- 4.1 A Safety Advisory Group meeting was held on 13th December 2021. This meeting was attended by: Manchester United Football Club (MUFC), Greater Manchester Police (GMP), Greater Manchester Fire and Rescue Service (GMF&R), Northwest Ambulance Service (NWAS), Transport for Greater Manchester (TfGM), Sports Grounds Safety Authority (SGSA), Trafford Council Services (TMBC) including: Sports Grounds and Regulatory Services, Emergency Planning, Highways and Legal and Democratic Services.
- 4.2 A counter terrorism update was provided by GMP, and the team outlined that the threat level had been increased to severe.
- 4.3 MUFC provided a presentation to the SAG on the following areas: Return to full capacity, Rail seating update, Safe standing update, Transport management plan, Women's Euro's Planning, Plan B, Covid Checks, Games to be covered over the next 3 months.
- 4.4 A discussion took place in relation to covid certification checks.
- 4.5 GMP highlighted that there had been no increase in disorder or crime since the introduction of the rail seating area but mentioned nationally since the return of spectators there had been an increased incidence of pitch incursions at smaller grounds, which MUFC should make plans for.
- 4.6 A discussion took place in relation to the progress of the Hostile Mitigation Measures which were being installed at the end of Sir Matt Busby Way. It had

been indicated that there had been issues in relation to utilities which had held up the progress, but it was expected to be remedied soon.

- 4.7 The local authority updated the safety advisory group as to the changes which had been made to the Special Safety Certificate application process and charges included. There was now a need to communicate with other venues in the borough as well as GMP, to ensure that no clashes of events would take place which may overwhelm the emergency services resources at any given time. A brief outline of match day visits that had been carried out at the stadium were given, and that any issues which had been identified had been rectified.
- 4.8 The local authority highlighted a concern in relation to the gathering of information from people attending the stadium where incidents had occurred, to try and ensure that any recurrence could be prevented. The club agreed to look at procedures and protocols going forward.
- 4.9 The Community Safety Team at Trafford were working with Greater Manchester Police neighbourhood teams to look at the issue of urination in alleyways behind Old Trafford on match days.
- 4.10 A concern was also raised in relation to illegal parking on match days, as it was felt that the parking situation was becoming unsafe in some areas. A separate group would be set up to tackle this and would report back to the Safety Advisory Group.

5.0 Safety Advisory Group Meeting 27th April 2022

- 5.1 A Safety Advisory Group meeting was held on 27th April 2022. This meeting was attended by representatives from Manchester United Football Club (MUFC), Greater Manchester Police (GMP), Greater Manchester Fire and Rescue Service (GMF&R), Northwest Ambulance Service (NWAS), Transport for Greater Manchester (TfGM), Sports Grounds Safety Authority (SGSA), Trafford Council Services (TMBC) including Sports Grounds and Regulatory Services, Emergency Planning, Highways and Legal and Democratic Services
- 5.2 MUFC provided a presentation on the following: Review of games so far this season, Rail seating update, Safe standing update, incidents of note since the last SAG and the actions taken, Protests, Upcoming fixtures.
- 5.3 Discussions took place in relation to further provision of rail seating in the away end and in the west stand. Work on this was expected to be completed during the World Cup break.
- 5.4 GMP reported that fan behaviour has changed nationally causing issues. In the season there had been 61 arrests on footprint and 7 off footprint, with abusive behaviour being the main reasons. A national review of work is taking place looking at the reasons for this change. It was recognised that the protests had been challenging but plans have been in place with further work planned for future protests to mitigate the smoke bomb risks. Work is on-going around recent issues for the disabled seating.
- 5.5 The local authority provided an update on some issues which had been identified via match day reports. The licensing team also reported on an unannounced match day inspection which had been carried out.

- 5.6 Northwest Ambulance Service (NWAS) expressed some concerns with issues in using radios in some parts of the stadium due to the lack of signal. Work was ongoing to sort out mitigation measures and identify how it can be repaired. MUFC reported that a medical co-ordinator had been appointed and a Medical Advisory Group will now be convened.
- 5.7 The Sports Grounds Safety Authority updated the SAG regarding early adopters to the safe standing program. They also stated they were awaiting a government role out of safe standing licensing. They stressed the importance of looking at high risk areas of the ground where persistent standing is an issue.
- 5.8 An update was provided on the plans for the Euro Fan Party which was due to be held in E2 car park.

6.0 Safety Advisory Group Meeting 14th September 2022

- 6.1 A Safety Advisory Group meeting was held 14th September 2022, in attendance were representatives from: Manchester United Football Club (MUFC), Greater Manchester Police (GMP), Greater Manchester Fire and Rescue Service (GMF&R), Northwest Ambulance Service (NWAS), Transport for Greater Manchester (TfGM), Sports Grounds Safety Authority (SGSA), Trafford Council Services (TMBC) including: Sports Grounds and Regulatory Services, Emergency Planning, Highways and Legal.
- 6.2 MUFC provided a review of games so far this season, rail seating update, safe standing update, incidents of note since last SAG, agreed actions, protests, mitigation measures for Europa League games, disabled platform/Away fans and games to be covered over the next 3 month to end of the season.
- 6.3 GMP gave an update as to the number arrests so far this season and feedback on outcomes of arrests from previous incidents.
- 6.4 NWAS welcomed the appointment of a medical coordinator.
- 6.5 SGSA advised that the licenced safe standing review had been completed and was now permitted across the league. The SGSA had published a pyrotechnic tool kit. Consultation had been completed on the SIA exemption for in-house stewards and conditions would need to be added into certificates for in-house stewards to undergo enhanced checks and would feedback when this is required. The consultation forms part of a wider review into stewarding. Inspections have been carried out with persistent standing remaining the main issue.
- 6.6 The local authority advised that match day visits were undertaken for the Women's Euros and Liverpool fixture. The challenges at the Liverpool fixture were managed well. The P Factor audit had been completed. A meeting had taken place with SGSA and the club in relation to persistent standing to discuss the next steps. A separate meeting between the council and the club also took place to discuss how persistent standing will be managed and new measures for the club to use.
- 6.7 The community safety team at Trafford advised that they are working with the club in relation to antisocial behaviour and new toilet facilities had been

introduced. Alley gates were looking to be installed, to try and prevent public urination in these areas.

- 6.8 The licensing team at Trafford advised that engagement had taken place with licensed premises in the local area in relation to pre-match alcohol sales and engagement with businesses on the protest route. Licensing is looking to carry out work to minimise impact. Weights and measures visit at the ground have been positive.

7.0 Safety Advisory Group Meeting 14th December 2022

- 7.1 A Safety Advisory Group meeting was held on 14th December 2022. This meeting was attended by representatives from Manchester United Football Club (MUFC), Greater Manchester Police (GMP), Greater Manchester Fire and Rescue Service (GMF&R), Northwest Ambulance Service (NWAS), Transport for Greater Manchester (TfGM), Sports Grounds Safety Authority (SGSA), Trafford Council Services (TMBC) including Sports Grounds and Regulatory Services, Emergency Planning, Highways and Legal and Democratic Services
- 7.2 The chair of the SAG gave an overview of the meeting which was held in relation to the Burnley FC fixture which was due to be held on the same day as the planned ambulance strikes.
- 7.3 A presentation provided by the club detailed the medical provision which would be available and significant discussion was held in relation to plans for a full or reduced capacity fixture. It was determined that adequate provision was in place for a full capacity fixture, but the picture was changing all the time and a definite decision would not be made until nearer the time.

8.0 Safety Advisory Group Meeting 14th March 2023

- 8.1 A Safety Advisory Group meeting was held on the 14th March 2023, attended by Greater Manchester Police (GMP), Manchester United Football Club (MUFC) and representatives from the local authority.
- 8.2 The purpose of this meeting was to discuss the use and sale of tickets to Block s229. This was in direct response to concerns raised by the local authority and Greater Manchester Police in relation to some incidents of disorder at the Real Betis fixture. The meeting explored the management of ingress and egress of fans as well as physical changes to segregation lines. The threat and risk assessment would be reviewed ahead of the next fixture or use of the area for home fans.

9.0 Safety Advisory Group Meeting 29th June 2023

- 9.1 A Safety Advisory Group meeting was held on 29th June 2023, this meeting was attended by representatives from Manchester United Football Club (MUFC), Greater Manchester Police (GMP), Greater Manchester Fire and Rescue Service (GMF&R), Northwest Ambulance Service (NWAS), Transport for Greater Manchester (TfGM), Sports Grounds Safety Authority (SGSA), Trafford Council Services (TMBC) including Sports Grounds and Regulatory Services, Emergency Planning, Highways and Legal and Democratic Services

9.2 The purpose of this meeting was to look at an application for barrier seating/ safe standing area which was planned for the southwest corner of the stadium. A detailed presentation was given by Manchester United Football Club, in relation to the construction of the area, time scales and planned management of the area. This work was hoped to be completed before the start of the 23-24 season. It was agreed that 2 test events should be carried out before the area was able to operate at full capacity. This would bring the total number of barrier seats to 6000. An agreement in principle was given pending the issue of the licence from the SGSA and structural sign off.

10.0 Safety Advisory Group Meeting 25th July 2023

10.1 A Safety Advisory Group meeting was held on 25th July 2023, attended by representatives from Manchester United Football Club (MUFC), Greater Manchester Police (GMP), Greater Manchester Fire and Rescue Service (GMF&R), Northwest Ambulance Service (NWAS), Transport for Greater Manchester (TfGM), Sports Grounds Safety Authority (SGSA), Trafford Council Services (TMBC) including Sports Grounds and Regulatory Services, Emergency Planning, Highways and Legal and Democratic Services

10.2 The purpose of this meeting was the review the season which had gone before and look towards the 23-24 season. MUFC gave an overview of the year ahead, stating that the Old Trafford Stadium was likely to be used more frequently for Women's Super League fixtures. They reported the success of inspections and audits which had been carried out by the Premier League, UEFA, and owner security audits. They reflected on the success of training and tabletop exercises with partner agencies to improve responses to incidents on match days. Updates were provided on stewarding, recruitment, audits, and retention, as well as changes which were due to be made to the medical provision in the stadium on a match day, which had been agreed by the medical advisory group.

10.3 GMP provided an update on the number of arrests for the previous season, and updates on work being carried out to prevent disorder and community impact of European fixtures.

10.4 TfGM provided an update on planned travel arrangements for the season ahead.

10.5 The local authority provided an update on the P & S factor audits which had been carried out ahead of the review of the safety certificate. The club had been provided with some action points to work on in relation to integration of safety management systems and information gathering and reporting. The local authority reported they would monitor the progress and report back to the safety advisory group in the new year.

10.6 The local authority also reported that a new condition had been included on the General Safety Certificate in relation to the ticketing strategy for Block s229. This condition was agreed with other members of the SAG.

10.7 Conditions were also added and updated in relation to stewarding qualifications, which had been recommended by the SGSA.

10.8 It was agreed that the General Safety certificate would be updated and reissued following the outcome of the test events for the new safe standing areas, ahead of the start of the next season. Capacity for the test events would be agreed once the works had been completed and the accurate number of safe standing seats had been calculated.

11.0 **RECOMMENDATION.**

11.1 That the report be noted.