

Public Document Pack



TRAFFORD
COUNCIL

AGENDA PAPERS FOR SAFETY AT SPORTS GROUNDS SUB-COMMITTEE

Date: Monday, 3 February 2025

Time: 6.30 pm

**Place: Maria Margaret Netherwood Conference Room A&B , 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 MEMBERS OF THE PUBLIC		
A maximum of 15 minutes will be allocated to questions from members of the public 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 - 4
To receive and, if so determined, to approve as a correct record the Minutes of the meeting held on 22 nd January 2024.		
4. ANNUAL SAFETY REPORT LANCASHIRE CRICKET CLUB 2023-24		5 - 14
To receive a report from the Head of Safety and Security at Lancashire Cricket Club.		
5. REPORT ON THE SAFETY ADVISORY GROUP MEETINGS FOR LANCASHIRE COUNTY CRICKET CLUB 2023-24		15 - 20
To receive a report from the Corporate Director, Place.		

6. **ANNUAL SAFETY REPORT FOR MANCHESTER UNITED FOOTBALL CLUB SEASON 2023-24** 21 - 46

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

7. **REPORT ON THE SAFETY ADVISORY GROUP MEETING FOR MANCHESTER UNITED FOOTBALL CLUB 2023-24/25** 47 - 54

To receive 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 O.J. Baskerville (Chair), J. Holden and T. O'Brien.

Further Information

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

Stephanie Ferraioli, Democratic Officer
Email: Stephanie.Ferraioli@trafford.gov.uk

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Safety at Sports Grounds Sub-Committee - Monday, 3 February 2025

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SAFETY AT SPORTS GROUNDS SUB-COMMITTEE

22 JANUARY 2024

PRESENT

Councillor S. Thomas, in the Chair.
Councillors O. J. Baskerville and J. Holden

In attendance

Adrian Fisher	Director of Growth and Regulatory Services
Suzanne Whittaker	Regulatory Services Manager (Environmental Health)
Nicola Duckworth	Team Leader (Environmental Health and Safety at Sports Grounds)
Graeme Dixon	Environmental Health Officer
Harry Callaghan	Democratic Officer

Also in attendance

Michael Hewson	Operations Director – Lancashire County Cricket Club (LCCC)
Steve Neill	Head of Safety and Security – LCCC
Jim Liggett	Director of Operations – Manchester United Football Club (MUFC)
Jon Hornby	Deputy Head of Safety and Security – MUFC
Laura Griffiths	Resilience Manager – North West Ambulance Services (NWAS)

12. QUESTIONS FROM THE PUBLIC

No questions from the public were received.

13. MINUTES

RESOLVED: That the minutes from the meeting 15 January 2020, be approved as an accurate record.

14. ANNUAL SAFETY REPORT LANCASHIRE CRICKET CLUB 2022-23

The Operations Director and Head of Safety and Security at Lancashire County Cricket Club (LCCC) presented the report to the sub-Committee which outlined the issues associated with all aspects of spectator safety within and under the control of Lancashire Cricket Safety Management throughout the 2023 season.

Several areas were raised to the sub-Committee. This included a 100-bed extension to the hotel connected to the ground and the introduction of the new 100 ball cricket game, the Hundred.

The Head of Safety Security reassured the sub-Committee that safety at LCCC had moved forward considerably. Members were informed that the planning for 2024 concerts had begun.

Safety at Sports Grounds Sub-Committee (22.1.24)

The sub-Committee were referred to the events at a short notice T20 quarter final on the 7th July. With competing events across the region, LCCC were unable to get agency stewards, and unqualified staff were in position. The Committee were reassured that LCCC now only accept trained staff to work in safety critical positions. The measures in place during the Ashes were also highlighted to the sub-Committee.

In summary, the Head of Safety and Security – LCCC recognised the challenges faced by LCCC since 2021, but that significant improvement had been made over the past year.

Councillor Holden asked if leaders in cricket appreciated the problems that may arise from short notice crickets matches. The Head of Safety and Security – LCCC responded in fairness to the powers that be, with several moving pieces at play. However, LCCC had learnt from the issues that arose and will implement this moving forward.

Councillor Thomas appreciated of the willingness of LCCC and the Council to work together to ensure that spectators and employees were safe.

RESOLVED: That the report be noted.

15. REPORT ON THE SAFETY ADVISORY GROUP MEETINGS FOR LANCASHIRE COUNTY CRICKET CLUB 2020-2023

The Environmental Health Officer provided an overview of the report which was circulated with the agenda. This report highlighted challenges experienced over Covid and the reintroduction of concerts at the cricket ground in 2022 and 2023. Despite untrained staff found in safety critical positions on the first day of the Ashes, there were enough staff in the ground with the correct qualifications and this had been rearranged by the afternoon.

Councillor Baskerville asked about the issues faced on the first day of the Ashes. The Sub-Committee was reassured that registration forms and wristbands had now been implemented to ensure that staff would not be in incorrect areas of the ground.

RESOLVED: That the report be noted.

16. ANNUAL SAFETY REPORT FOR MANCHESTER UNITED FOOTBALL CLUB SEASON 2022-23

The Deputy Head of Safety and Security – Manchester United Football Club (MUFC) introduced the report on the Annual Safety Report for MUFC across the 2022-23 season.

The Sub-Committee were alerted some of the challenges faced by MUFC. Due to MUFC men's team going far in all competitions and every cup draw being at home, 43 games were held at the ground. The season had also been congested by the mid-season World Cup, and saw the club go through full implementation of

**Safety at Sports Grounds Sub-Committee
(22.1.24)**

digital tickets and cashless services within the ground. The level of licensed safe standing within the stadium also increased prior to the season.

Challenges had also been faced with increased protest sentiment witnessed toward the club ownership. This had resulted in increased issues of disorder and pyrotechnics, but any problems had been managed well through close working with partners. MUFC had also reviewed its medical plan, and this had improved further post-season.

RESOLVED: That the report be noted.

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

The Team Leader (Environmental Health and Safety at Sports Grounds) introduced the report. The Sub-Committee were advised that safety advisory group for Manchester United Football Club (MUFC) met three times a year and involved colleagues across Greater Manchester Police (GMP), Transport for Greater Manchester (TfGM), Greater Manchester Fire and Rescue Services (GMFRS), and the North-West Ambulance Services (NWAS).

Further, the Community safety team had done work across the year on matchday urination on the streets in the local area, and work had been done with MUFC to deal with the nuisance caused by this.

Audits had also taken place on the physical factors of safety at the football club.

Councillor Thomas recalled radio issues for the NWAS in 2021 and enquired as to whether this issue had been resolved. The Deputy Head of Safety and Security at MUFC responded that this was dealt with at the time, working alongside NWAS and Motorola to make the sufficient improvements since. The Resilience Manager at NWAS added that an additional hardware base had been introduced.

Councillor Thomas added his appreciation for additional toilet facilities being implemented around the ground and added that this street urination ward Councillors had received complaints on. The Director of Operation at MUFC also referred to the alley gates which had been introduced in alleyways behind local houses. This had seen a cessation of these issues. The Director of Growth and Regulatory Services added that joint working had and was still take place between the Club and the Council to make improvements.

RESOLVED: That the report be noted.

The meeting commenced at 6.00 pm and finished at 6.35 pm

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Lancashire
Cricket



Emirates Old Trafford

Annual Post Season Spectator Safety Report 2024





Introduction

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 2024 Cricket Season.

The Safety Management Team

The Safety Management Team for the 2024 season was made up of one Safety Officer and four Deputy Safety Officers of which all hold their Level 4 Diploma in Spectator Safety and were managed by the Head of Safety and Security.

Event planning was conducted by the Head of Stadium Events and supported by three Event Managers. All of whom held the necessary qualifications to carry out their roles.

Head of Hospitality & Events carried out the role of Designated Premises Supervisor (DPS) for the stadium who held the necessary qualifications to carry out the role.

Review of the Progress of the Aims and Objectives for 2024 Season

The Stadium Safety Team at Lancashire County Cricket Club was set the following objectives for 2024:

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 into match operations.
3. Deliver all formats of Cricket, domestic and international in a safe manner and as per all current guidelines.

Progress

1. Operations Director was appointed in October 2024
2. Head of Safety and Resilience was appointed in September 2024.
3. The Safety Officer achieved his Level 5 Award in Crowd Management in October 2024.



4. The Head Steward has completed his Level 3 Spectator Safety qualification and has also obtained his Level 4 Diploma in Spectator Safety.
5. Revised procedures and processes are now in place. The generic health and safety (H&S) team are fully integrated into match operations. Shield Safety will replace T100 electronic H&S reporting system to ensure improved performance in this area.
6. The Team delivered a Test Match between England and Sri Lanka and all other forms of cricket including 2nd XI, Women's T20 and One Day Matches, County Championship, Men's One Day Matches including T20 and 50 Over Matches. 4 Hundred Ball matches also took place. The International T20 was unfortunately washed out. 3 concerts were delivered.

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.

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 were considered necessary. These TROs focused primarily on Concerts, International cricket, The 100 Ball, and T20 matches. Whilst spectator safety is a priority, road closures were kept to a minimum to reduce the impact on the local community.

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.

On the 3rd day of the Test Match between England and Sri Lanka a storm hit in the early hours of the morning rendering the site unsafe to open to the public. Immediate action was undertaken to firstly make the site safe for staff arriving to work.

The Temporary stands (A1 and D Stand) and all stands were made no go areas until a maintenance check could be carried out. Secondly a check of the entrance gates was carried out to make sure they were able to open. Thirdly a check of all fan zone areas was carried out by the maintenance team.

Once these checks had been completed the Safety Officer took the decision to open gates, on the Third morning of the Test Match, 30 minutes late at 09:30.

All documentation of checks were sent over to the Local Authority.



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, Stadium, and CSG for the 2024 season.

During the season 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.

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 People's Department 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.

The Club held 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

Below is the list of home games for both Men's and Women's teams in all formats. 'Home' games are classed those being held at Emirates Old Trafford, Blackpool Cricket Club, Sale Sports Club, Southport and Birkdale Sport Club and Sedbergh School.

Home Fixtures

Domestic Cricket County Championship

Date(s)	Opposition	Total on Site
5 th – 8 th April	Surrey	1,469
3 rd – 6 th May	Kent	3,645
17 th – 20 th May	Durham (At Blackpool)	4,785
24 th – 27 th May	Warwickshire	3,388
30 th June – 3 rd July	Nottinghamshire (at Southport)	4,240
29 th August – 1 st September	Hampshire	3,484
17 th – 20 th September	Somerset	3,668

2nd XI

Date(s)	Opposition	Total on Site
15 th – 18 th April	Durham	88

Vitality Blast (Lancashire Lightning) and North West Thunder (Charlotte Edwards Cup) Double Headers

Date(s)	Opposition	Total on Site
30 th May	Durham (M) and Central Sparks (W)	3,768
2 nd June	Derbyshire (M) and The Blaze (W)	5,262
7 th June	Birmingham (M) and Southern Vipers (W)	4,734
7 th July	Worcestershire (Men Only)	5,706
12 th July	Yorkshire (Men Only)	7,699
17 th July	Nottinghamshire (Men Only)	4,749
19 th July	Northamptonshire (Men Only)	6,267

Metro Bank One Day Cup

Date(s)	Opposition	Total on Site
21 st July	Cumbria (50 Over Friendly)	286
24 th July	Durham (At Sedbergh)	2,059



28 th July	Kent (At Blackpool)	2,670
8 th August	Middlesex	1,384
14 th August	Worcestershire	1,837

Rachael Heyhoe Flint Trophy

Date(s)	Opposition	Total on Site
24 th April	Sunrisers (At Sale)	126
27 th April	Western Storm	225
8 th May	Central Sparks	99
7 th July	South East Stars (At Blackpool)	190
14 th July	Southern Vipers (At Sedbergh)	25
1 st September	Northern Diamonds (At Southport)	211
4 th September	The Blaze (at Sale)	133

Charlotte Edwards Cup (Stand Alone)

Date(s)	Opposition	Total on Site
19 th May	Northern Diamonds	839
9 th June (Blackpool)	Sunrisers	210

The Hundred (Men's and Women's Double Headers)

Date(s)	Opposition	Total on site
25 th July	Welsh Fire	9,444
29 th July	Trent Rockets	9,576
6 th August	Oval Invincibles	8,318
11 th August	Northern Superchargers	14,617

International Cricket

Date(s)	Opposition	Total on site
21 st – 25 th August (Finished in 4 Days)	Sri Lanka	48,279
15 th September	Australia	5,842

Concerts

Date(s)	Band	Total On Site
13 th and 15 th June	Foo fighters	94,302
21 st June	Green Day	45,786



Total of people on site this year at 'Home' Cricket Matches, International Matches and Concerts.

307,046

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 2025

The Safety Management team at Lancashire Cricket has set the following objectives for 2025:

- 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.



Appendix A 2024 Season Incident Summary

	Concert	Sri Lanka Test	T20	CCC	RHHF	CEW	100	2XI	MB50	Totals
Number of Fixtures	3	1	7	7	7	5	4	1	4	39
Total Days	3	4	7	27	7	5	4	4	4	65
Total Crowds	140,088	48,279	28,185	24,679	1,009	14,813	41,955	88	7,950	307,046
Highest Crowd	47,352	15,184 (Day 3)	7,699 (Yorks)	2023 (Day 1 v Warwickshire)	225 v Western Storm	5,262 (The Blaze)	14,617 (Northern Superchargers)	33	2,670 (Kent at Blackpool)	-
Average Crowd	46,696	12,069	5455	955	144	2,962	10,488	22	1,987	-
Lowest Crowd	45,786	12,359 (Day 2)	3,768 (Durham)	79 (Surrey Day 4)	25 (Southampton)	210 (Sunrise)	8,318 (Oval Invincibles)	2	1,384 (Middlesex)	-
Ejections	14	22	6	1	0	0	10	0	0	53
Arrests	3	1	-	-	-	-	-	-	-	4
Policed	3	1	1	-	-	-	1	-	-	3
Banning Orders	-	-	-	-	-	-	-	-	-	-
Medical Incidents	160 in total from all events. All recorded on Post Event Reports.									
Hospitalizations	13 in Total. All recorded on Event's logs.									
Drug Seizures	-	-	-	-	-	-	-	-	-	-
RIDDOR Submissions	-	-	-	-	-	-	-	-	-	-
Refused Entry	-	-	-	-	-	-	-	-	-	-

Highest crowd 47,352 - (Foo Fighters 2nd Night – 15th June 2024)

Lowest crowd 2 – (2nd XI V Durham Day 1 – 15th April 2024)



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TRAFFORD COUNCIL

Report to: Safety at Sport s Grounds Sub Committee.
Date: 3rd February 2025
Report for: Information.
Report of: Corporate Director, Place

Report Title

Report on the Safety Advisory Group Meetings for Lancashire Cricket Club held in 2024

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 in relation to the cricket matches and concerts held in 2024.
- 2.2 Throughout the season the capacity figures within the General Safety Certificate were amended to reflect changes in capacity for the temporary stands in use.

3.0 Safety Advisory Group Meeting 27th March 2024

- 3.1 A safety advisory group meeting was held on the 27th March 2024 to review the General Safety Certificate ahead of the 2024 cricket season. In attendance at this meeting were Trafford Council (TMBC) including Sports Grounds and Regulatory Services and Highways, Lancashire County Cricket Club (LCCC), Greater Manchester Police (GMP), Amey Structures and the Sports Ground Safety Authority (SGSA).
- 3.2 Lancashire County Cricket Club provided an overview of the 2023 season which included hosting one of the Ashes test matches as well as an overview of the upcoming season. Notable fixtures included England vs Sri Lanka and England vs Australia. Updates on the stewarding provision for the upcoming season, the review of health and safety procedures and Medical Advisory Group were provided.
- 3.3 Greater Manchester Police did not report any concerns.
- 3.4 Trafford Council Regulatory Services provided a Local Authority update which informed the group discussions had taken place with the club in relation to

amendments within safety documentation which the club were working on. The P Factor visit had been undertaken the week prior to the SAG and works were on-going to address matters identified in the clubs annual structural survey.

- 3.5 Trafford Council Highways advised that the traffic management plan is being worked through with the club to identify when road closures would be required.
- 3.6 Amey Structures advised of the need for wooden planks within the temporary stands to be checked to ensure there is no sign of degradation. The club confirmed that discussions were taking place with their supplier in relation to this.
- 3.7 The Sports Grounds Safety Authority (SGSA) provided an overview of a match day inspection undertaken on behalf of the ECB during the England vs New Zealand T20 fixture on the 1st September 2023. Updates on guidance documentation available on the SGSA website, new SGSA Chief Executive and annual conference were provided. As part of 'Any Other Business' the SGSA requested clarification on where the club were in relation to the 6-10 year major structural inspection cycle.
- 3.8 At the conclusion of the meeting it was determined that the Local Authority was not in a position to re-issue the General Safety Certificate for 2024 and instead will amend the one issued 30th March 2023 would be amended to remove the capacity of the temporary stands, which had not yet been built for 2024, to provide an accurate capacity figure.

4.0 Safety Advisory Group Meetings in relation to the planning for concerts

- 4.1 Trafford Council were notified that Lancashire County Cricket Club were to hold 3 nights of concerts with Foo Fighters on the 13th and 15th June and Green Day on the 21st June.
- 4.2 Planning for the concerts began on the 14th February 2024 with sub-group meetings taking place prior to the first multi-agency meeting taking place on the 7th March 2024.
- 4.3 At the conclusion of the meeting the dates for the next sub-group meetings and next multi-agency meeting were established.
- 4.4 Further sub-group meetings were held on the 17th April 2024 with the final multi-agency meeting taking place on the 9th May 2024. Throughout the planning process a key issue that arose was the location of the bar, known as 'V Bar', and its proximity to Gate 5 which is one of the main ingress gates. At the end of the meeting an agreement in principle was reached in relation to the issuing of the Special Safety Certificate subject to concerns regarding 'V Bar' being resolved and the required structural sign offs for temporary structures being received by the council.
- 4.5 A further meeting took place on the 16th May 2024 between the club and Trafford Council Regulatory Services where plans were presented by the club regarding the rationale as to the location of the 'V Bar'. Further correspondence took place and a site visit on the 11th June 2024 which addressed the concerns.

- 4.6 Separate Special Safety Certificates were issued for the Foo Fighters concerts on the 13th and 15th June 2024.
- 4.7 Officers from Trafford Council were present during both events and after the concert on the 15th June 2024 concerns were identified in relation to vehicle and pedestrian segregation. A review of CCTV footage was undertaken and similar concerns in relation to vehicle and pedestrian segregation were identified following the concert on the 13th June 2024.
- 4.8 On the 19th June 2024 a Prohibition Notice under the Health and Safety at Work etc. Act 1974 was served on the club prohibiting any vehicle movement in the first hour following the Green Day concert on the 21st June 2024. Outside of this period vehicle movements were prohibited without a safe system of work in place to ensure vehicle and pedestrian segregation.
- 4.9 On the 21st June 2024, following receipt of procedures setting out how the club intended to comply with the Prohibition Notice and the required structural sign off documentation being received, the Special Safety Certificate was issued for the Green Day concert.
- 4.10 Officers from Trafford Council were present during the Green Day concert and vehicle movement was identified during the hour following the end of the concert.

4.0 Safety Advisory Group Meeting 13th August 2024

- 4.1 A Safety Advisory group meeting was held on the 13th August 2024 to review the plans ahead of the England vs Sri Lanka test match starting on the 21st August 2024.
- 4.2 In attendance at the meeting were representatives from Trafford Council (TMBC) including Sports Grounds and Regulatory Services, Highways, Parking Services and Emergency Planning, Lancashire County Cricket Club (LCCC), Greater Manchester Police (GMP), Northwest Ambulance Service (NWAS), Transport for Greater Manchester (TfGM) and Sports Ground Safety Authority.
- 4.3 Lancashire County Cricket Club provided an overview of the event to the group which included timings of the fixture, current ticket sales, stewarding provisions and management of on-site vehicle movements. An overview of the build schedule for the temporary 'A1' stand was provided.
- 4.4 Trafford Council Regulatory Services and Lancashire County Cricket Club discussed the management of onsite vehicle movements to ensure compliance with the Prohibition Notice and the contingency plans in place for redeployment of stewards when required or if there was an increase in ticket sales. As part of the discussions Lancashire County Cricket Club confirmed that a review of the stewarding provision has taken place.
- 4.5 Discussions took place between Greater Manchester Police and Lancashire County Cricket Club in relation to the arrival times of the team coaches and the locations where the teams were staying. Greater Manchester Police confirmed that national community tensions was reducing and so did not anticipate any impact on the fixture.

- 4.6 North West Ambulance asked about the location of the PACT kits and defibrillator machines. Lancashire County Cricket Club confirmed that the PACT kits will be publicly accessible locations and will provide details on the defibrillators.
- 4.7 Transport for Greater Manchester advised that it was going to be busy on the Metrolink network due to other events taking place across Manchester but that on days 1-4 there will be a 6 minute service at the ground and 7 ½ minute service on day 5.
- 4.8 During the meeting it was confirmed that once the required structural sign off had been received for the temporary 'A1' stand that the capacity on the General Safety Certificate will be updated.

5.0 Safety Advisory Group Meeting 11th December 2024

- 5.1 On the 11th December 2024 a safety advisory group meeting was held to undertake an end of season review.
- 5.2 In attendance at the meeting were representatives of Trafford Council (TMBC) including Sports Grounds and Regulatory Services, Highways and Emergency Planning, Lancashire County Cricket Club (LCCC), Greater Manchester Police (GMP), Greater Manchester Fire and Rescue Service (GMFRS), Amey Structures, Transport for Greater Manchester the Sports Ground Safety Authority (SGSA).
- 5.3 Lancashire County Cricket Club provided a presentation to the group giving an over view of the 2024 season, including changes within the safety team, the number of spectators admitted to the ground for each event, the total number of medical incidents and incidents of significance, for example high winds prior to day three of the Sri Lanka test match and the Prohibition Notice. As part of the presentation the club set out its objectives for the 2025 season.
- 5.4 Greater Manchester Police did not report any concerns.
- 5.5 Apologies were received from North West Ambulance Service, however, questions had been submitted to raise on their behalf which included had there been any issues with staffing and resourcing from the clubs medical provider, if all contingency medical equipment was in place, for example public trauma first aid kits, defibrillators and stretchers and if there were any trends in casualty numbers. The club confirmed that a review of medical provision is underway and have someone in place to assist with this.
- 5.6 Greater Manchester Fire and Rescue confirmed that they will have provision on event days going forward.
- 5.7 Transport for Greater Manchester advised that the main issue this season has been weather related. The concerts did not cause significant issues on the transport network, however, following some T20 fixtures there were reports of drunkenness on the Metrolink.
- 5.8 The Sports Ground Safety Authority provided an overview of the fixture attended with positive feedback from speaking with stewards and observations of incident management. Learning points from the visit have been passed to the

club to feed into the Operations Manual. Issues identified on the day included water ingress underneath E Stands and some missing equipment from the medical room. An overview of updates from the Sports Ground Safety Authority was also provided.

- 5.9 Trafford Council Sports Ground Safety advised that officers visited to undertake a match day inspection, however, rain prevented play. At the start of the season a letter was sent to the club detailing works required before an updated General Safety Certificate was to be issued. There was no formal de-brief following the concerts, however, a letter was sent to the club following the issues identified. A Prohibition Notice was served under the Health and Safety at Work etc. Act 1974. Other issues identified at the concerts included crowd management issues outside the venue with a lack of stewards present to manage and an improvement in signage required.
- 5.10 Amey Structures advised that the 6-10 year major structural inspection is due.
- 5.11 Trafford Council Highways reported that during ingress for the concerts that there was not enough resource allocated to Great Stone Road which resulted in Greater Manchester Police and Trafford Council Staff having to manage crowds. In relation to cricket fixtures arrangements for traffic management need to be set out based on spectators at the event.
- 5.12 Trafford Council Licensing reported issues which occurred during cricket fixtures and concerts. During cricket fixtures some pumps were found to be providing short measures and had to be taken out of use, concerns around the temporary 'D Stand' being advertised as a party stand due to people becoming intoxicated and communications to bars not to serve intoxicated people requiring review. During the concerts there was a breach of noise limits during one of the Foo Fighters concerts, issues in relation to crowd management were noted and event management plans were not submitted in a timely manner.
- 5.13 Correspondence will take place prior to the commencement of the season setting out the Council's expectations for the upcoming season and asking the club to provide an action plan to significantly improve event management going forward.

6.0 RECOMMENDATION.

- 6.1 That the report be noted.



Manchester United Limited

Annual Post Season Safety Report

2023-2024 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 2023 – 2024 season and is submitted in support of the General Safety Certificate (GSC) application for the 2024 – 2025 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 2023 – 2024 season, in accordance with Section 3.9.2 of the MUFC Operations Manual.

2. EXECUTIVE SUMMARY

The period under review runs from the 5th August 2023 until the 19th May 2024. These dates relate directly to the 2023 – 2024 season with the first event being the pre-season friendly fixture against RC Lens and the last event being the “VOICE” TV Production.

This has once again been a challenging season that incorporated a partial takeover of MUFC by Sir Jim Ratcliffe who acquired a 27.7% share in the club in February 2024.

There has been a total of 34 events/matches: 19 x Premier League: 1 x FA Cup: 2 x Carabao Cup: 3 x UEFA Champion’s League: 2 x Women’s Super League: 3 x U21, Premier League 2: 1 x U18 FA Youth Cup: 1 x Rugby Super League Grand Final: 1 x Pre-Season Friendly: 1 x TV Production.

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, SHOWMED, 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 2023 – 2024 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 2024 – 2025 season.

4. SPECIFIC MATTERS ARISING

4.1 Safety Management:

██████████ continues in his role as the Head of Security, Protection and Stadium Safety and is supported by ██████████, Deputy Head of Stadium Safety and Security, Safety, and Security Managers ██████████, and ██████████ who all hold the NVQ Level 4 qualification in Spectator Safety Management. ██████████ continues to fulfil the role of Counter Terrorism Security Manager, supported by ██████████ in the role of Matchday Counter Terrorism Manager. ██████████, Security and Protection Manager, has the responsibility for Team Protection with ██████████, Security Manager, having responsibility for the Carrington Site and Protection Duties outside of the players. The team is completed by ██████████ in her role as Administration and Compliance Manager, and ██████████, Administrative Assistant.

Throughout the season the Safety Management Team (SMT) has continued to develop and adapt the safety and security operation at the stadium, taking into account observations from other agencies that include the “Premier League Safety and Security Observers”, who attend every Premier League fixture, in order to continually review and improve the Safety and Security Operation at Old Trafford, demonstrating their capabilities as an effective and efficient team.

Digital ticketing has continued to be used within home areas and this is continually being developed to reduce the potential for ticket touting and tickets being passed on or redistributed outside of the official channels. Away teams now have the option of either digital or paper tickets for their supporters.

The stadium has continued to be virtually cashless with purchases taking place via card or contactless payments. The only exception to this being the betting kiosks who still take cash payments.

An additional “Safe Standing” area was installed in part of the “Atmosphere Section” in Blocks W208 Gangway - W212 in the Stretford End for the start of the 2023-24 season providing an additional 2,150 positions and increasing the total positions across the four areas: S229: E230-232: N2401-2402: W208 Gangway - W212: to 6,065.

UEFA extended their “Safe Standing” trial for a further season with a UEFA Safe Standing Observer being appointed for each UEFA fixture.

The Premier League Safety and Security Observer program was extended as planned with a Safety and Security Observer attending at every Premier League fixture and a report produced for each fixture that is shared with the SMT. This program is to remain in place for the 2024-25 season.

Manchester United has continued to use three agencies to provide support to MUFC stewards on a matchday with the structure being amended for the 2023-24 season with two agencies utilised inside the stadium: one with responsibility for the away section, IPM, and the second supporting MUFC stewards in the home areas, We Are Stadium: and the third deployed outside the stadium on the customer engagement points, bag drops, and car park entrances, G4S.

This is in addition to the security company that provides security operatives at the stadium. Plans are in place to revise this structure further inside the stadium for the 2024-25 season with the responsibility for the West Stand being given to We Are Stadium, the away section remaining with IPM, and MUFC stewards responsible for stewarding the North, South, and East Stands.

The annual on-line refresher training for MUFC stewards continues to be delivered by the SMT, with steward supervisors provided with the opportunity to attain the NVQ Level 3 diploma in Spectator Safety as recommended in the "Guide to Safety at Sports Grounds (Green Guide 6th Edition)".

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. For European fixtures the SMT also utilised the option of erecting screening lanes in the E2 away coach park to receive and filter large walk ups of away supporters from the city centre, and also the option of erecting netting in front of the away supporters located in the East Stand 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 August with a pre-season friendly against RC Lens the weekend prior to the start of the Premier League campaign, with the first Premier League fixture being against Wolverhampton Wanderers at Old Trafford.

The UK Football Policing Unit (UKFPU) has continued to take on the responsibility of the lead investigatory authority for on-line abuse of players assisted by MUFC and the Premier League. The Premier League has continued to carry out on-line investigations into discriminatory behaviour by supporters that has included "Tragedy Chanting" with the Premier League identifying those responsible for on-line abuse and passing the details onto the police and clubs so that criminal investigations can take place and/or sanctions imposed.

The Tactical Meetings involving Greater Manchester Police and the MUFC SMT have continued this season and have been invaluable in developing the efficiency and effectiveness of the safety and security operation at Old Trafford, ensuring that the security staff and police deployments and tactics complement each other.

For the policed fixtures at Old Trafford the Gold / Silver / Bronze (GSB) command structure has been utilised by GMP with GMP now having a Cadre of Silver Commanders who perform the Silver Role at Old Trafford. 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. The SMT have also attended supporter engagement meetings organised by GMP for High Risk domestic fixtures ensuring relevant information is passed onto both home and away supporter groups in a "no surprises" approach in relation to the stewarding and security operation they will encounter at the fixtures.

The match day 'Traffic Management Plan' continues to be co-ordinated 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 Operations and Maintenance Director 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 displayed in the days of action that have taken place throughout the season targeting ticket touting, taxi licensing, and street traders on the East Forecourt.

On a match day, the SMT continue to use a 'Loggist' in the stadium control room. This is an individual who is dedicated to logging down decisions made by the SMT in response to activities and incidents that occur during the certified time. The recording of incidents, decisions, and the rationale for those decisions is now completed electronically rather than on paper as in previous seasons. The Joint Decision Making Model (JDMM) that is widely used by police and other emergency services in line with the Joint Emergency Services Interoperability Programme (JESIP), continues to be used by the SMT to support the decision making process.

Social media channels are continually monitored within the control room. This enables the Safety Officer to be made aware instantly of any developing news stories globally which may affect the safety and security operation on a match-day.

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. The reports can now be completed via an on-line form as well as on paper.

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 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.

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.

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

4.2 Security:

The security non-match day operations remain contracted to 'Controlled Solutions Group' (CSG) who also fulfil the majority of matchday security deployments with the exception of the customer engagement points, bag drops, and car park screening that are contracted to G4S. The SMT maintain a close working relationship with CSG with continual liaison, review, and de-brief to ensure that the security arrangements both complement and support all current intelligence, events, threat levels, safety policies, protocols, and deployments.

The Management Team from CSG continue to work with the SMT to evaluate and improve the effectiveness and efficiency of the security operation at MUFC. All security arrangements are continually assessed and re-evaluated, resulting in an appropriately managed and co-ordinated delivery, thereby ensuring robust security is maintained 24/7 in and around the stadium, satellite properties, and other complexes on both match days and non-match days.

Screening procedures and protocols together with the restricted bag policy that includes the availability of bag drop areas have remained in place throughout the season. Stadium entry involves "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 remain in place across the stadium footprint.

Our Counter Terrorism Security Manager continues to liaise with the GMP Counter Terrorism Security Advisors (CTSA's) and Counter Terrorism Security Co-ordinator (CTSecCo). Together they continually assess the current measures in place and implement additional measures where appropriate. The NaCTSO scoring matrix assesses our security provision against challenging nationally recognised standards and Old Trafford continues to score highly.

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, and the ACT Awareness, Operational and Strategic Training.

The SMT continues to utilise explosive detection dogs to work in conjunction with search trained staff as part of the pre-match overnight stadium search process and also deploys the dogs in a screening capacity at the car park entrances and customer engagement points on an event day. Dual purpose detection dogs are also utilised at the away turnstiles to act as a deterrent and prevent pyrotechnics and drugs from being brought into the stadium. A report in relation to their activity is submitted following every fixture.

In conjunction with the police, the SMT explore and evaluate available intelligence and information in order to ensure the processes and procedures employed continue to provide a safe and secure environment. This is iterated to the security companies 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.

Behavioural Detection Officer's (BDO's) continue to be deployed around the stadium footprint in order to identify those individuals who are acting outside of the "Norm", using their training to take the necessary action in respect of those individuals when they feel it necessary to do so. A report relating to their activity is submitted following every fixture.

From the stadium control room, CSG 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. The drone detection system is also monitored from the stadium control room with security staff deployed to any identified activations.

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. This process involves GMP, medical staff, security, and the Premier League Safety and Security Observer when in attendance, ensuring that pertinent safety and security matters relating to an event are expeditiously identified and communicated to relevant internal and external stakeholders. 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' chaired by the Operations and Maintenance Director.

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.

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 2023-24 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.

For Premier League fixtures a nominated Premier League Safety and Security Observer has been in attendance and has provided feedback to the Safety Management Team regarding the effectiveness of the Safety and Security Operation. The Observer then completes a report for the Premier League that is shared with the SMT.

4.4 Persistent Standing / Smoking & Vaping:

The SMT has continued to adopt the approach used in previous seasons 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 in the areas of the stadium that are not licensed for “Safe Standing”: 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.

A large portion of the area occupied by the “Atmosphere Section”, W208 Gangway – W212 comprising of 2150 positions, was converted to Safe Standing prior to the start of the 2023-24 season leaving the rest of Block W208 and Block W207 as seating areas within this section. Although supporters have continued to stand in these two blocks security staff have been deployed on mobile patrols to ensure the gangways and vomitories are kept free from congestion both in the “Safe Standing” and seated areas.

The licensed “Safe Standing Areas” in Blocks N2401/2402 in the North East quadrant of the stadium, Block S229 in the South stand, and Blocks E230-232 in the East stand have continued to be used throughout the season with no issues identified.

In relation to smoking and vaping the default position continues to be that anyone found breaching the ground regulations in relation to smoking or vaping, 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 or vaping 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 or vaping stadium.

In relation to both persistent standing and smoking / vaping 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:

The medical plan was revised for the 2023-24 season with the team now comprising of: a team of four doctors and four nurses, one located in each stand: dedicated paramedics strategically located around all areas of the stadium: supplemented by enthusiastic and highly skilled medical staff from the St. John Ambulance service and Showmed. 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 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.

Appendix E details the data relevant to specific spectator and staff medical treatments at each event during the 2023-24 season. MUFC work with NWS to understand the pressures placed upon the NHS and ensure the provision of the medical teams provides the best pre-hospital treatment for those persons attending at the events at Old Trafford and in doing so hopefully reduce the pressures that could be placed on local NHS establishments and resources.

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 ensures that everyone receives the appropriate treatment. MUFC and the medical team continue to deliver the right care at the right time with early intervention being key to ensuring that those suffering serious illnesses or injuries, such as cardiac arrests, are given the best chance of survival. Unfortunately, during the season, we did have two incidents, a collapse and a cardiac arrest, that despite the intervention of medical staff resulted in the supporters passing away on route to, and shortly after arriving at, hospital.

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.

The Public Access Trauma (PACT) kits, which consist of 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, have continued to be available within the stadium although there has not been a necessity to deploy them.

In addition, Defibrillators have been deployed at kiosks and reception areas throughout the stadium with their locations included in the briefings to stewards and other staff so they can be utilised as and when required in medical emergencies.

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 work with internal and external partners in a multi-agency approach to spectator safety and security issues, working closely with GMP to ensure the

most effective and efficient use is made of police resources, ensuring that the police deployments and procedures are aligned to and complement the wider safety and security operation in place at Old Trafford.

Prior to the start of the 2023 – 2024 season, as in previous seasons, the SMT held discussions with the police in order to identify if any changes were required to the policing operation for the upcoming season. An assessment was made of the previous season's fixtures and the proposed categorisations of fixtures were agreed for the 2023-24 season based on intelligence available and previous seasons fixtures against the same opponents. This process has again taken place ahead of the 2024-25 season.

The Tactical Meetings held between GMP and the SMT have continued to take place and have proved invaluable in reviewing the resource levels, deployments, policies, and procedures surrounding the policing operation at Old Trafford and ensuring that the police operation supports and enhances the wider safety and security operation. Throughout the season there has been a strong emphasis on dealing with the offences of possession of Class A drugs, with the main focus being on away supporters with the use of detection dogs at the away turnstiles, and also "Tragedy Chanting" with positive action taken by the police when incidents are identified and MUFC supporting this by relaying messages onto the concourse areas every fifteen minutes in the hour prior to kick-off identifying that discriminatory behaviour, including "Tragedy Chanting", is unacceptable and that action including police intervention will be taken against any supporter engaging in any behaviour of this type.

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 on both matchdays and non-matchdays.

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 line with the national police lead for football there has been strong resistance from GMP to later kick-off times for high risk fixtures on a Saturday and Sunday. This has resulted in no High Risk fixtures kicking off later than 3pm on a Saturday or 3:30pm on a Sunday.

In summary, there were 4 x 'Police Free' events/fixtures, 11 Low Risk of Disorder fixtures, 15 Medium Risk of Disorder fixtures, and 4 High Risk of Disorder fixtures.

There is regular communication between the SMT and GMP, usually via the Dedicated Football Officer (DFO), and this is supplemented by a member of the SMT attending the Police Silver Meetings in relation to individual fixtures. 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 intelligence 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.

4.7 Children and Adults at Risk:

Prior to the start of the 2023-24 season there was a substantial recruitment of casual matchday safeguarding staff to ensure adequate expertise and resilience was in place to cover all event days at Old Trafford.

MUFC continues to employ the services of a full time Safeguarding Team with one of these staff fulfilling the role of Safeguarding Lead on a Matchday. The lead is responsible for attending the matchday briefing prior to briefing the matchday safeguarding staff. The on-line recording system, MY CONCERN, continues to be used for recording safeguarding incidents on both matchdays and non-matchdays ensuring that there is an audit trail of all actions taken in relation to incidents. The policy guidance provided on the safety / welfare of children and adults at risk is included in the 'Steward's Operational Guide' (Stewards Handbook) and is briefed out to stewards at every fixture with the emphasis being that if in doubt any incidents or concerns should be reported to the control room.

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 Lead deploys the Safeguarding staff to strategic positions at different phases of the operation to monitor activity and will be requested by the Safety Officer to deploy staff to specific incidents when required.

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 use of dual purpose drug/pyrotechnic detection dogs at the away turnstile entrances has significantly increased the number of requests for Safeguarding staff to oversee the screening of supporters under 18 years of age that the dogs have indicated on.

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 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 this is passed to the DLO for an assessment to be made.

The MUFC "mobility buggy" has again been utilised during the 2023-24 season to transfer supporters with limited mobility from the remote car parks to the stadium.

4.8 Specific Event Day Issues:

- 03/10/23 MUFC v Galatasaray – This was the first home Champions League fixture of the season with the Champions Club located in a Marquee that had been constructed in the W2 car park adjacent to the Supporter Services Building.
The majority of Galatasaray supporters chose to gather in Manchester prior to the fixture. An organised walk up of about 1500 away supporters was facilitated by the police. Disorder occurred in the city centre prior to the walk up and along the route resulting in police officers drawing batons to quell the disorder. One police officer was assaulted whilst preventing fighting within the Galatasaray supporters. Numerous pyrotechnics were ignited along the route and on entry to the car park. To facilitate the safe arrival of the away supporters as they reached the stadium, the E2 car park operation was put in place. This consisted of eight welcome lanes staffed by security. As the supporters entered E2 car park, they were filtered into the coach lane prior to the welcome lanes, screened by security staff and dual purpose drug/ pyrotechnic dogs and given the opportunity to discard and pyrotechnics and prohibited items into an amnesty bin, before being pulsed across to the stadium where they arrived at the steel shield structure outside the away turnstiles at E30.
As the score line progressed in the game it became apparent that there were large numbers of away supporters located within home areas of the stadium with twenty eight away supporters ejected from home areas.
- 24/10/23 MUFC v FC Copenhagen – This was the first home fixture since the passing of Sir Bobby Charlton on the 21/10/2023. Extensive planning ahead of the match ensured supporters of both clubs could pay their respects at The Trinity Statue. A queuing lane and area to lay scarves and flowers was maintained throughout the day and evening with minimal impact on the match day operation and supporter circulation on the East Forecourt. Supporters could also show their respect by signing a book of condolence that was in place in The International Suite until 4pm.
On an emotional night at Old Trafford there were several activations inside the stadium, a wreath was placed on Sir Bobby Charlton's seat in the director's box. Erik ten Hag, accompanied by Alex Stepney and Dan Gore the youth team captain, led by a lone piper, laid a wreath in the centre circle. A minute's silence followed that was respectfully observed by every home and away supporter in the stadium. FC Copenhagen supporters unveiled a banner "Passion is what separates the good from the great, rest in peace Sir Bobby Charlton".

- 19/11/23 MUFC Women v Manchester City – This was the first Women’s Manchester Derby to take place at Old Trafford and attracted an attendance of over 43,500 supporters.
- 06/12/23 MUFC v Chelsea – This match formed part of The Premier League’s support to Stonewall Rainbow Laces campaign demonstrating their ongoing support for LGBTQ+ inclusion in football. On the eve of the fixture MUFC’s LGBTQ+ supporter’s club Rainbow Devils and Adidas delivered a live One Love event to show support for the Rainbow Laces campaign and highlight inclusion in football and educate supporters on the impact of homophobic abuse.
- 24/02/24 MUFC v Fulham – This fixture was designated as a day of action by the local authority with joint operations running with; GMP, Licensing and Manchester United brand protection with a focus on illegal parking /plying for hire and street trading on the east forecourt.
- 09/03/24 MUFC v Everton – In the week leading up to the fixture an external company attended the stadium forecourt and excavated in front of the EX14 exit gate whilst looking for a suspected gas leak. Due to the ongoing gas investigation the excavation could not be filled in for the fixture and so had to remain in place rendering EX14 unusable. Significant planning was undertaken by the SMT to develop a contingency plan that would allow the supporters located in East Tier 2 to safely egress the stadium under both normal and emergency situations. This plan was presented to TMBC and Emergency service partners prior to the fixture and additional resources were allocated to manage the contingency plan which was executed without incident.
- 17/03/24 MUFC v Liverpool FA Cup Q/Final – Liverpool took an increased FA Cup allocation of 9,200 tickets for this fixture and were located in the East Stand in blocks E230-235 in Tier One and blocks E331-336 in Tier Two, with away wheelchair users located on the AE8 platform at the rear of Blocks E230-232.
A group of approximately 200 away supporters were escorted to the stadium from Manchester City Centre, via Salford, by GMP and there was some minor disorder with MUFC supporters on the way to the stadium that was swiftly dealt with by the police. The MUFC Red Army Supporter group, TRA, met up outside Old Trafford Cricket Ground at approximately 2:30pm and walked to the stadium via Warwick Road, Sir Matt Busby Way South, and Railway Road, accessing the stadium footprint via the Railway Road Footbridge. They ignited several pyrotechnics on route to the stadium but due to the timing of the walk up it was difficult to identify the numbers involved with this route to the stadium being used by thousands of other supporters at this time.
The fixture was extremely busy with numerous pyrotechnic activations in both home and away areas, incidents of items being thrown across segregation lines and towards the pitch, and several reports of “Tragedy Chanting” from both sets of supporters that resulted in a number of arrests both on the day and following investigations after the fixture.
The Liverpool supporters were contained within the stadium following extra time for 26 minutes in order to prevent incidents of disorder occurring on the east forecourt during egress.
A debrief took place post-match chaired by GMP with supporter groups from both teams in attendance, and the Liverpool supporter groups thanked both MUFC and GMP for the quality of the Safety and Security operation that was put in place for the fixture.
- 07/04/24 MUFC v Liverpool - In the run up to the fixture, a joint education programme run by MUFC and LFC Foundations aimed at educating young supporters on the impacts of tragedy chanting took place. GMP also publicised the arrests of supporters for tragedy chanting from the previous MUFC v LFC FA Cup fixture.

The Liverpool supporters were again contained within the stadium following the final whistle for 26 minutes in order to prevent incidents of disorder occurring on the east forecourt during egress.

- 12/05/24 MUFC v Arsenal – Adverse weather conditions saw a change from a hot sunny day to a torrential thunderstorm and significant rainfall during a very short period of time. The timing of the storm was just prior to the end of the fixture and supporters had already left their seats to exit the stadium. Whilst some supporters remained in the seating area at full time the vast majority of supporters attempted to leave the stadium but then remained within the stair towers and under crofts sheltering from the extreme weather. This change in egress behaviour caused by natural events resulted in a delayed exit from the stadium footprint. PA messages were broadcast across all areas at regular intervals requesting supporters to leave the area as quickly as possible. The congestion started to ease at 19:00. The rainfall required significant attention from the stadium facilities team to ensure any related issues were quickly rectified. The delay to egress caused no safety issues. Testing took place prior to the next fixture to ensure that all safety systems remained unaffected by the extreme weather that was encountered. The Manchester United Women’s team were playing in the FA Cup final at Wembley kicking off at 2:30pm, as the turnstiles opened for the Arsenal fixture at Old Trafford. The Women’s FA Cup Final was shown on the television screens on the concourses. Crowd densities and movements were monitored on CCTV, with no issues or concerns identified.
- 18/05/24 MUFC Women v Chelsea – This was the Final Women’s Super League (WSL) fixture of the season with the result securing Chelsea the WSL Title for the fifth season in a row. At the final whistle, MUWFC players carried out a lap of appreciation parading the FA Cup trophy and thanking the supporters for their support for the season. This was followed by the WSL Champions Trophy lift for Chelsea. A stage was erected on the pitch in front of the away supporters where the players received their winners’ medals, and the captain raised the WSL trophy. The players remained on the pitch for about 30 minutes after the ceremony to celebrate and thank their supporters.

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 and continues to assist in identifying issues or incidents in real time 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 are 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 throughout the stadium along with the annual pitch renovations and general refurbishment of existing

suites and facilities. In addition to this the following projects are to be completed prior to the 2024-25 season:

- North West Quadrant Safe Standing Area – Barrier Seating is to be installed in Blocks N2412/2413 in the NW Quadrant consisting of 1367 positions.
- North West Quadrant Level 2 Hospitality Areas – Two new Hospitality areas are to be created in spaces already in existence in the North West Quadrant that will mirror what is currently in place in the North East Quadrant. Each area will have a capacity of 220 making 440 spaces in total with the seats being located in Tier 2 in the North West Quadrant.
- North East Quadrant Tier 2 Gangway Infill - The original stadium expansion quadrant development was designed for traditional access to the seating bowl via vomitories. In 2008 the Sports Bars were provided access by new gangways located between the existing gangways which resulted in a reduction in capacity. These access gangways will be reverted to their original design and format creating an additional 199 seats.
- North East Quadrant Vomitory Reversion Works - In 2017 Vomitory N1403 and E138 were modified to enable disabled access to future wheelchair platforms. Both are now being reverted to their original positions. This will create a total of 163 seats, 83 in E138 and 80 in N1403.
- Stretford End, West Stand, Tier 1 Bowl Seating and Concourse Alterations - The redevelopment of the Stretford End was completed in 1993 and included a section of hospitality seats (W205) which were accessed via the International Suite on the ground floor. Seating block W205 is now going to be included in the conventional General Admission (GA) area. This requires the replacement of the 862 padded seats with plastic seating and the removal of the separation barriers between the existing GA and Hospitality seating blocks. The concourse will also require modifications to enable access from the turnstiles.

These areas are to be evaluated at a reduced capacity initially with other mitigation in place, including additional staff. There will be a monitoring and management plan for each area with a debrief session taking place post event to collate observations and recommendations. Discussions are still in place as to whether a specific “Test Event” will be utilised for the evaluation.

5. APPENDICES

Appendix B	Safety Personnel – Staffing Figures
Appendix C	Arrests / Ejections
Appendix D	Persistent Standing & Smoking
Appendix E	Spectators Treated by Medical Staff
Appendix F	Fire Detections & Alarm System Activations
Appendix G	Match Day Attendance
Appendix H	Seasonal Comparison Data

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 2023 – 24 season have been fully adhered to.

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 throughout the season.

Manchester United would like to take this opportunity to thank its partners for their valuable assistance, guidance, and support throughout the 2023–24 season, with specific reference to Greater Manchester Police, Greater Manchester Fire & Rescue Service, North West Ambulance Service, St. John Ambulance Service, Showmed, 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 2024-25 season that will commence with the Community Shield at Wembley on the 10th August 2024 followed by the start of the Premier League Season on Friday the 16th August 2024 when MUFC will entertain Fulham at Old Trafford with an 8pm kick-off.

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APPENDIX 'A'

STADIUM SEATING CAPACITY

Stand	Standard Seating	Executive Seating	Totals
<u>North</u>			
Tier 1	12,189	1,514	
Tier 2	5,236	1,814	
NE Tier 2	2,341	1,513	
Wheelchair Spaces	16 (8 + 8 Helpers)	-	
NW Tier 2	1,952	1,649	
Wheelchair Spaces	54 (27 + 27 Helpers)	-	
Tier 3	4,084	-	
Executive Boxes	-	704	
<i>Totals</i>	<i>25,872</i>	<i>7,194</i>	<i>33,066</i>

<u>South</u>			
Tier 1	7,395	1,508	
Disabled Platform	36 (18 + 18 Helpers)		
Directors Box	-	220	
Press Area	-	126	
Executive Boxes and Tables	-	64	
<i>Totals</i>	<i>7,431</i>	<i>1,918</i>	<i>9,349</i>

<u>East</u>			
Tier 1 Lower	8,353	-	
Disabled Platform	288 (144 + 144 Helpers)	-	
Tier 2	6,456	-	
Executive Boxes	-	208	
<i>Totals</i>	<i>15,097</i>	<i>208</i>	<i>15,305</i>

<u>West</u>			
Tier 1	9,026	862	
Disabled Platform T1	28 (14 + 14 Helpers)	-	
Tier 2	6,064	-	
Disabled Platform T2	102(51 + 51 Helpers)	-	
Executive Boxes	-	122	
<i>Totals</i>	<i>15,220</i>	<i>984</i>	<i>16,204</i>

<i>Sub Totals</i>	<i>63,620</i>	<i>10,180</i>	<i>73,924</i>
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<i>Total Stadium Capacity Season 2023/24:</i>	<i>73,924</i>
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APPENDIX 'B'

SAFETY PERSONNEL STAFFING FIGURES

Safety Section	Description	23/24	22/23	20/21	20/21	19/20	18/19
Head Steward		001	001	001	001	001	001
General Stewards	Head Steward	001	001	001	001	001	001
	Deputy Head Steward	002	002	002	002	002	002
	Referee Liaison Officer	001	001	001	001	001	001
	Training Liaison Officer	000	000	000	000	000	000
	Supervisors	027	027	027	027	027	027
	General Stewards	265	265	265	265	265	265
		297	297	297	297	297	297
Safety Steward	Head Steward	001	001	001	001	001	001
	Deputy Head Steward	002	002	002	002	002	002
	Supervisors	027	027	027	027	027	027
	Safety Stewards	260	260	260	260	260	260
		290	290	290	290	290	290
Fire Stewards	Head Steward	001	001	001	001	001	001
	Deputy Head Steward	001	001	001	001	001	001
	Fire Safety Stewards	008	008	008	008	008	008
		010	010	010	010	010	010
Security <small>(**Number varies according to match category therefore lowest numbers used)</small>	Chief Security Officer	001	001	001	001	001	001
	Deputy Chief Officer	002	002	002	002	002	002
	Supervisors	028	028	028	028	028	028
	Security Officers	619	619	619	619	619	619
		**650	**650	**650	**650	**650	**650
Gate Stewards	Head Steward	001	001	001	001	001	001
	Deputy Head Steward	002	002	002	002	002	002
	Supervisors	012	012	012	012	012	012
	Gate Stewards	177	177	177	177	177	177
		192	192	192	192	192	192
Car Park Stewards	Car Park Manager	001	001	001	001	001	001
	Car Park Supervisors	004	004	004	004	004	004
	Car Park Stewards	050	050	050	050	050	050
		055	055	055	055	055	055
Medical Personnel	Crowd Doctors	007	007	007	007	007	007
	Registered Nurses	005	005	005	005	005	005
	Stretcher Team	006	006	006	006	006	006
	North West Ambulance	022	022	022	022	022	022
	St. John Ambulance	030	030	030	030	030	030
		070	070	070	070	070	070
Stadium Control Room		007	007	007	007	007	007
Total Match Day Safety Personnel		**1546	**1546	**1546	**1546	**1546	**1546

Appendix C - Arrest & Ejections (incl. Visitors Attendance)

Date	Match	Event Type	Match Risk Category	Visitor Attendance	Arrests			Ejections			Refusal		
					Home	Away	Neutral	Home	Away	Neutral	Home	Away	Neutral
05/08/2023	MUFC v RC Lens	Pre-Season Friendly	Low	665	0	0	0	3	6	0	0	1	0
14/08/2023	MUFC v Wolves	Premier League	Medium	2,970	2	0	0	19	1	0	0	1	0
18/08/2023	MUFC v Leeds	Youth Game	Low	2,511	0	0	0	0	0	0	0	0	0
26/08/2023	MUFC v Notts Forest	Premier League	Medium	3,017	0	0	0	11	3	0	0	0	0
16/09/2023	MUFC v Brighton & Hove	Premier League	Low	2,881	4	1	0	5	0	0	1	0	0
26/09/2023	MUFC v Crystal Palace	Carabao Cup 3	Low	590	1	0	0	10	1	0	0	0	0
30/09/2023	MUFC v Crystal Palace	Premier League	Low	1,549	0	0	0	6	0	0	5	1	0
03/10/2023	MUFC v Galatasaray	UEFA Champions League	High	2,388	0	3	0	6	41	0	0	10	0
07/10/2023	MUFC v Brentford	Premier League	Low	2,111	2	2	0	10	1	0	0	0	0
14/10/2023	Rugby	Super League Grand Final	Medium	N/A	0	0	3	0	0	85	0	0	0
25/10/2023	MUFC v FC Copenhagen	UEFA Champions League	Medium	2,385	0	0	0	9	4	0	1	4	0
28/10/2023	MUFC v Manchester City	Premier League	High	2,967	9	2	0	14	1	0	3	0	0
01/11/2023	MUFC v Newcastle	Carabao Cup 4	Medium	6,939	0	6	0	5	45	0	1	5	0
11/11/2023	MUFC v Luton	Premier League	Medium	3,038	1	1	0	8	1	0	2	2	0
19/01/2023	MUFC v Manchester City	Women's Super League	Low	1,494	0	0	0	1	0	0	1	0	0
06/02/2023	MUFC v Chelsea	Premier League	Medium	2,721	1	3	0	9	4	0	2	3	0
09/08/2023	MUFC v Bournemouth	Premier League	Low	1,574	0	0	0	14	4	0	0	1	0
12/09/2023	MUFC v Bayern Munich	UEFA Champions Leagues	Medium	3,636	1	0	0	16	18	0	0	2	0
19/12/2023	MUFC v Derby County	Youth FA Cup	Police Free	N/A	0	0	0	0	0	0	0	0	1
26/12/2023	MUFC v Aston Villa	Premier League	Medium	2,868	2	3	0	15	13	0	3	3	0
14/01/2024	MUFC v Tottenham	Premier League	Medium	2,894	1	2	0	5	10	0	1	5	0
27/01/2024	MUFC v Norwich City	Youth Game	Police Free	0	0	0	0	0	0	0	0	0	0
04/02/2024	MUFC v West Ham	Premier League	Medium	2,706	0	2	0	2	1	0	0	2	0
24/02/2024	MUFC v Fulham	Premier League	Low	2,041	1	2	0	9	1	0	2	0	0
09/03/2024	MUFC v Everton	Premier League	Medium	2,990	3	5	0	14	2	0	0	3	0
17/03/2024	MUFC v Liverpool	FA Cup	High	9,061	4	5	0	12	14	0	0	5	0
07/04/2024	MUFC v Liverpool	Premier League	High	2,943	2	1	0	11	14	0	1	1	0
12/04/2024	MUFC v Liverpool	Youth Game	Police Free	559	0	0	0	2	0	0	0	0	0
24/04/2024	MUFC v Sheffield	Premier League	Medium	2,926	2	1	0	7	15	0	0	3	0
27/04/2024	MUFC v Burnley	Premier League	Low	1,673	3	2	0	3	3	0	0	0	0
12/05/2024	MUFC v Arsenal	Premier League	Medium	3,035	1	1	2	10	19	0	0	5	0
15/05/2024	MUFC v Newcastle	Premier League	Medium	2,898	1	2	0	2	9	0	2	0	0
18/05/2024	MUFC v Chelsea	Women's Super League	Low	2,369	0	0	0	0	0	0	0	0	0
19/05/2024	The Voice	TV Production	Police Free	0	0	0	0	0	0	0	0	0	0

Appendix D - Persistent Standing & Smoking Ejections

Date	Match	Event Type	Match Risk Category	Standing - Ejections			Smoking - Ejections		
				Home	Away	Neutral	Home	Away	Neutral
05/08/2023	MUFC v RC Lens	Pre-Season Friendly	Low	0	0	0	0	0	0
14/08/2023	MUFC v Wolves	Premier League	Medium	0	0	0	3	0	0
18/08/2023	MUFC v Leeds	Youth Game	Low	0	0	0	0	0	0
26/08/2024	MUFC v Notts Forest	Premier League	Medium	0	0	0	1	0	0
16/09/2023	MUFC v Brighton & Hove	Premier League	Low	0	0	0	0	0	0
26/09/2023	MUFC v Crystal Palace	Carabao Cup 3	Low	0	0	0	2	0	0
30/09/2023	MUFC v Crystal Palace	Premier League	Low	0	0	0	4	0	0
03/10/2023	MUFC v Galatasaray	UEFA Champions League	High	2	0	0	0	0	0
07/10/2023	MUFC v Brentford	Premier League	Low	0	0	0	2	0	0
14/10/2023	Rugby	Super League Grand Final	Medium	0	0	0	0	0	16
25/10/2023	MUFC v FC Copenhagen	UEFA Champions League	Medium		0	0	3	0	0
28/10/2023	MUFC v Manchester City	Premier League	High	0	0	0	2	0	0
01/11/2023	MUFC v Newcastle	Carabao Cup 4	Medium	0	0	0	1	0	0
11/11/2023	MUFC v Luton	Premier League	Medium	0	0	0	2	0	0
19/11/2023	MUFC v Manchester City	Women's Super League	Low	0	0	0	1	0	0
06/12/2023	MUFC v Chelsea	Premier League	Medium	0	0	0	2	2	0
09/12/2023	MUFC v Bournemouth	Premier League	Low	0	0	0	5	0	0
12/12/2024	MUFC v Bayern Munich	UEFA Champions Leagues	Medium	0	0	0	5	3	0
19/12/2023	MUFC v Derby County	Youth FA Cup	Police Free	0	0	0	0	0	0
26/12/2023	MUFC v Aston Villa	Premier League	Medium	0	0	0	9	0	0
14/01/2024	MUFC v Tottenham	Premier League	Medium	0	0	0	3	5	0
27/01/2024	MUFC v Norwich City	Youth Game	Police Free	0	0	0	0	0	0
04/02/2024	MUFC v West Ham	Premier League	Medium	0	0	0	1	0	0
24/02/2024	MUFC v Fulham	Premier League	Low	0	0	0	0	0	0
09/03/2024	MUFC v Everton	Premier League	Medium	0	0	0	0	1	0
17/03/2024	MUFC v Liverpool	FA Cup	High	0	0	0	1	0	0
07/04/2024	MUFC v Liverpool	Premier League	High	0	0	0	0	0	0
12/04/2024	MUFC v Liverpool	Youth Game	Police Free	0	0	0	0	0	0
24/04/2024	MUFC v Sheffield	Premier League	Medium	0	0	0	0	0	0
27/04/2024	MUFC v Burnley	Premier League	Low	0	0	0	1	2	0
12/05/2024	MUFC v Arsenal	Premier League	Medium	0	0	0	0	0	0
15/05/2024	MUFC v Newcastle	Premier League	Medium	0	0	0	0	0	0
18/05/2024	MUFC v Chelsea	Women's Super League	Low	0	0	0	0	0	0
19/05/2024	The Voice	TV Production	Police Free	0	0	0	0	0	0

Appendix E - Spectator's Treated by Medical Staff

Date	Match	Event Type	Match Category	No. Persons Treated	No. of Staff Treated	No. Persons Hospitalised	No. Of Children 8yrs & Under
05/08/2023	MUFC v RC Lens	Pre-Season Friendly	Low	6	2	0	2
14/08/2023	MUFC v Wolves	Premier League	Medium	22	6	4	1
18/08/2023	MUFC v Leeds	Youth Game	Low	0	0	0	0
26/08/2024	MUFC v Notts Forest	Premier League	Medium	19	4	3	1
16/09/2023	MUFC v Brighton & Hove	Premier League	Low	22	6	2	1
26/09/2023	MUFC v Crystal Palace	Carabao Cup 3	Low	5	1	1	0
30/09/2023	MUFC v Crystal Palace	Premier League	Low	11	4	2	0
03/10/2023	MUFC v Galatasaray	UEFA Champions League	High	25	5	2	0
07/10/2023	MUFC v Brentford	Premier League	Low	13	1	1	0
14/10/2023	Rugby	Super League Grand Final	Medium	14	3	2	0
25/10/2023	MUFC v FC Copenhagen	UEFA Champions League	Medium	10	4	0	0
28/10/2023	MUFC v Manchester City	Premier League	High	17	3	2	0
01/11/2023	MUFC v Newcastle	Carabao Cup 4	Medium	11	1	3	0
11/11/2023	MUFC v Luton	Premier League	Medium	21	8	2	1
19/01/2023	MUFC v Manchester City	Women's Super League	Low	8	1	1	1
06/02/2023	MUFC v Chelsea	Premier League	Medium	10	4	2	0
09/12/2023	MUFC v Bournemouth	Premier League	Low	16	3	2	0
12/12/2024	MUFC v Bayern Munich	UEFA Champions Leagues	Medium	10	3	1	1
19/12/2023	MUFC v Derby County	Youth FA Cup	Low	0	0	0	0
26/12/2023	MUFC v Aston Villa	Premier League	Medium	12	2	1	0
14/01/2024	MUFC v Tottenham	Premier League	Medium	18	6	1	0
27/01/2024	MUFC v Norwich City	Youth Game	Low	0	0	0	0
04/02/2024	MUFC v West Ham	Premier League	Medium	9	1	4	0
24/02/2024	MUFC v Fulham	Premier League	Low	18	4	1	0
09/03/2024	MUFC v Everton	Premier League	Medium	10	1	0	0
17/03/2024	MUFC v Liverpool	FA Cup	High	23	4	1	0
07/04/2024	MUFC v Liverpool	Premier League	High	26	3	4	3
12/04/2024	MUFC v Liverpool	Youth Game	Police Free	3	1	0	1
24/04/2024	MUFC v Sheffield	Premier League	Medium	15	3	2	0
27/04/2024	MUFC v Burnley	Premier League	Low	13	5	1	1
12/05/2024	MUFC v Arsenal	Premier League	Medium	26	5	1	1
15/05/2024	MUFC v Newcastle	Premier League	Medium	21	5	5	1
18/05/2024	MUFC v Chelsea	Women's Super League	Low	12	3	1	5
19/05/2024	The Voice	TV Production	Police Free	0	0	0	0

Appendix F - Fire Detection and Alarm Activations

Date	Match	Event Type	Match Category	Alarm Activation Type	Location	Cause of Activation
05/08/2023	MUFC v RC Lens	Pre-Season Friendly	Low	Alarm	West Stand	Fly spray used near to detector
14/08/2023	MUFC v Wolves	Premier League	Medium	Alarm	East Stand	Cause Unknown
26/08/2024	MUFC v Notts Forest	Premier League	Medium	Fire	South Stand	Burning paper in rubbish at turnstiles
26/09/2023	MUFC v Crystal Palace	Carabao Cup 3	Low	Alarm Alarm Alarm	Nort East Quadrant East Stand East Stand	Caused by Smoke Grenade Cause Unknown Cause Unknown
30/09/2023	MUFC v Crystal Palace	Premier League	Low	Alarm	North Stand	Caused by vaping
03/10/2023	MUFC v Galatasaray	UEFA Champions League	High	Alarm Alarm	East Stand North West Quadrant	Caused by flare Caused by accidental 'Break Glass'.
07/10/2023	MUFC v Brentford	Premier League	Low	Alarm	Treble Suite	Caused by cooking fumes
25/10/2023	MUFC v FC Copenhagen	UEFA Champions League	Medium	Alarm	North Stand	Caused by smoking
28/10/2023	MUFC v Manchester City	Premier League	High	Alarm	North East Quadrant	Accidental Activation
26/12/2023	MUFC v Aston Villa	Premier League	Medium	Alarm Alarm	North Stand North Stand	Caused by steam from dishwasher Caused by steam from dishwasher
24/01/2024	MUFC v Fulham	Premier League	Low	Alarm	North East Quadrant	Cause Unknown
17/03/2024	MUFC v Liverpool	FA Cup	High	Alarm Alarm	East Stand East Stand	Caused by smoke grenade Caused by smoke grenade
07/04/2024	MUFC v Liverpool	Premier League	High	Alarm Alarm	East Stand South Stand	Mechanical Fault Caused by smoke grenade
24/04/2024	MUFC v Sheffield	Premier League	Medium	Fire	North Stand	Smouldering waste bin

Appendix G – Match Day Attendance

Date	Match	Event Type	Match Category	Planned Kick-Off	Visitor Attendance	Total Attendance
05/08/2023	MUFC v RC Lens	Pre-Season Friendly	Low	12:45	665	57,802
14/08/2023	MUFC v Wolves	Premier League	Medium	20:00	2,970	73,358
18/08/2023	MUFC v Leeds	Youth Game	Low	19:00	102	2,511
26/08/2024	MUFC v Notts Forest	Premier League	Medium	15:00	3,017	73,595
16/09/2023	MUFC v Brighton & Hove	Premier League	Low	15:00	2,881	73,592
26/09/2023	MUFC v Crystal Palace	Carabao Cup 3	Low	20:00	590	72,842
30/09/2023	MUFC v Crystal Palace	Premier League	Low	15:00	1,549	73,428
03/10/2023	MUFC v Galatasaray	UEFA Champions League	High	20:00	2,388	73,204
07/10/2023	MUFC v Brentford	Premier League	Low	15:00	2,111	73,453
14/10/2023	Rugby	Super League Grand Final	Medium	18:00	0	58,137
25/10/2023	MUFC v FC Copenhagen	UEFA Champions League	Medium	20:00	2,385	73,249
28/10/2023	MUFC v Manchester City	Premier League	High	15:30	2,967	73,503
01/11/2023	MUFC v Newcastle	Carabao Cup 4	Medium	20:15	6,939	72,484
11/11/2023	MUFC v Luton	Premier League	Medium	15:00	3,038	73,599
19/01/2023	MUFC v Manchester City	Women's Super League	Low	16:30	1,494	43,615
06/12/2023	MUFC v Chelsea	Premier League	Medium	20:15	2,721	73,607
09/12/2023	MUFC v Bournemouth	Premier League	Low	15:00	1,574	73,427
12/12/2024	MUFC v Bayern Munich	UEFA Champions Leagues	Medium	20:00	3,636	73,073
19/12/2023	MUFC v Derby County	Youth FA Cup	Police Free	19:00	0	2,85026
26/12/2023	MUFC v Aston Villa	Premier League	Medium	20:00	2,868	73,574
14/01/2024	MUFC v Tottenham	Premier League	Medium	16:30	2,894	73,583
27/01/2024	MUFC v Norwich City	Youth Game	Police Free	15:00	0	2,540
04/02/2024	MUFC v West Ham	Premier League	Medium	14:00	2,706	73,612
24/02/2024	MUFC v Fulham	Premier League	Low	15:00	2,041	73,487
09/03/2024	MUFC v Everton	Premier League	Medium	12:30	2,990	73,601
17/03/2024	MUFC v Liverpool	FA Cup	High	15:30	9,061	72,291
07/04/2024	MUFC v Liverpool	Premier League	High	15:30	2,943	73,523
12/04/2024	MUFC v Liverpool	Youth Game	Police Free	19:30	559	11,392
24/04/2024	MUFC v Sheffield	Premier League	Medium	20:00	2,926	73,549
27/04/2024	MUFC v Burnley	Premier League	Low	15:00	1,673	73,501
12/05/2024	MUFC v Arsenal	Premier League	Medium	16:30	3,035	73,600
15/05/2024	MUFC v Newcastle	Premier League	Medium	20:00	2,898	73,582
18/05/2024	MUFC v Chelsea	Women's Super League	Low	15:00	2,369	33,970
19/05/2024	The Voice	TV Production	Police Free	20:00	0	0

Appendix H – Seasonal Comparison Data

Season	Stadium Capacity	Total Attendance	No. of Events	No. of Arrests	No. of Ejections	No. of Refused Entry	No. of Medical Incidents (Staff)		No. of Medical Incidents hospitalised	No. of Fire Alarm Activations
2010/2011	75,811	2,373,026	40	223	366	249	567	(103)	88	15
2011/2012	75,811	2,075,702	32	137	336	254	524	(91)	48	9
2012/2013	75,765	2,532,903	43	146	400	419	710	(141)	53	25
2013/2014	75,634	2,268,963	36	122	429	209	510	(111)	49	29
2014/2015	75,653	1,820,738	31	67	310	96	439	(83)	39	9
2015/2016	75,653	2,404,625	36	71	320	111	523	(132)	40	26
2016/2017	75,653	2,460,893	38	48	313	521	511	(96)	43	30
2017/2018	75,454	2,197,343	35	45	293	224	590	(97)	43	30
2018/2019	74,879	2,043,013	31	27	290	265	455	(108)	34	15
2019/2020	74,140	1,667,919	33	29	294	127	435	(90)	36	31
2020/2021	74,140	9,347	33	0	1	1	21	(11)	4	16
2021/2022	74,140	2,179,393	40	67	310	80	509	(148)	71	32
2022/2023	74,140	2,865,376	43	96	578	200	771	(220)	106	48
2023/2024	73,924	2,329,310	34	90	557	83	446	(102)	52	20

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TRAFFORD COUNCIL

Report to: Safety at Sports Grounds Sub Committee.
Date: 3rd February 2025
Report for: Information.
Report of: Corporate Director, Place

Report Title

Report on the Safety Advisory Group Meetings for Manchester United Football Club held since June 2023 – December 2024

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 -Lead Practitioner Environmental Health & Safety at Sports Grounds.
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 2023-24, 24-25 (Up to 31/12/24).

3.0 Safety Advisory Group Meeting

- 3.1 A Safety Advisory Group meeting was held on the Tuesday 17th October 2023 to debrief Manchester United V Galatasaray Fixture.

In attendance at the meeting on were representatives from Manchester United Football Club (MUFC), Greater Manchester Police (GMP), and Local Authority representatives.

- 3.2 A discussion was held in relation to the issues which were seen at this fixture, particularly a large proportion of away fans in home areas. The protocols and procedures involved in the ticketing process were discussed, as well as possible causes to the issues.
- 3.3 The club proposed several actions in relation to ticketing which would be explored at upcoming fixtures to prevent issues arising in the future. This included feedback on exploring physical barriers to segregate fans in certain areas of the ground.

4.0 Safety Advisory Group Meeting 30th January 2024

- 4.1 A Safety Advisory Group meeting was held on 30th January 2024. This meeting was attended by: Manchester United Football Club (MUFC), Greater Manchester Police (GMP), Greater Manchester Fire and Rescue Service

(GMFRS), Northwest Ambulance Service (NWS), Trafford Council Services (TMBC) including Sports Grounds and Regulatory Services,

- 4.2 This meeting was raised to discuss a specific communication issue.
- 4.3 No further information will be made publicly available in relation to this matter for safety and security reasons.

The members of the Safety Advisory Group agreed to follow up on the actions created by this meeting.

5.0 A Safety Advisory Group Meeting 8th May 2024

- 5.1 A Safety Advisory Group meeting was held on 8th May 2024. This meeting was attended by representatives from Manchester United Football Club (MUFC), Greater Manchester Police (GMP), Greater Manchester Fire and Rescue Service (GMFRS), Northwest Ambulance Service (NWS), Transport for Greater Manchester (TfGM), Sports Grounds Safety Authority (SGSA), Trafford Council Services (TMBC) including Sports Grounds and Regulatory Services, Emergency Planning, Highways
- 5.2 MUFC provided a presentation on the summer works being carried out at the stadium.

A comprehensive presentation was provided to the group by MUFC covering:

Safe standing – MUFC provided an overview of the plans to install 1367 safe standing seats in the NW Quadrant in Blocks N2412 and N2413 and enquired about the requirements of undertaking a test event. TMBC asked for the reasonings as to how this area was determined for the seating to be installed over other higher risk areas, MUFC advised that some of the determining factors were due to availability of material and the limited time frame for the works to be undertaken. MUFC advised that it is only possible to install a certain number of seats during the year, but other areas have been looked at to implement safe standing with the club looking to install in west lower ASAP. MUFC advised that there is a drive by the club to have the whole of the west stand as safe standing, however, the NW Quadrant was identified as the most appropriate location based on restrictions.

Hospitality – discussed the new routes for ingress and egress that are being created as part of these works but that they are mirroring other stadium configurations. Confirmed that building regulation submissions have taken place for 440 seats.

Gangway infills – MUFC discussed the works taking place to install 199 new seats and will mirror existing configurations within the stadium. There are no changes to ingress and egress or concourse. TMBC asked about the reasons for the radial gangways being installed. MUFC advised that it was to provide access to the sports bars further up the terrace, but they are now accessed conventionally.

Vomitory works – MUFC provided an overview of the works taking place. TMBC asked about the vomitory width, seat installation and construction. MUFC advised that E138 and E133 would be made of steel construction so can be adapted if needed and will send information through.

5.3 A discussion was had in relation test events for the new spaces which had been created. Test events are required by the Green Guide. A discussion was had around the requirement for completion certificates and structural sign off. MUFC requested further information of likely capacities at test events, so that they could plan events. The local authority requested a plan from MUFC on suggested test events which would replicate usual fan behaviour and movement, suggested capacity was 80% in the areas being tested.

5.4 The local authority advised the Safety Advisory Group that a Special Safety Certificate had been applied for in respect of an event being held at the Stadium on the 19th May 2024. The Event Management plan would be circulated, and a noise management plan was requested of the club.

6.0 Special Safety Certificate Issued 16th May 2024:

6.1 A Special Safety certificate was approved and issued by the local authority on the 16th May 2024, in respect of an event planned for 19th May 2024.

6.2 Members of the local authority Environmental health team attended the event 19th May 2024. The event went well and no safety related issues were highlighted.

7.0 Safety Advisory Group Meeting 14th August 2024

7.1 A Safety Advisory Group meeting was held 14th August 2024, in attendance were representatives from: Manchester United Football Club (MUFC), Greater Manchester Police (GMP), Greater Manchester Fire and Rescue Service (GMFRS), Northwest Ambulance Service (NWS), Transport for Greater Manchester (TfGM), Sports Grounds Safety Authority (SGSA), Trafford Council Services (TMBC) including: Sports Grounds and Regulatory Services, Emergency Planning, Highways

7.2 MUFC provided a review of the 2023-24 Season.

7.3 The Safety at Sports Grounds Authority provided an update to the SAG regarding the licence issued by them to Manchester United. It was advised that the licence has been issued for this year, but a letter has been sent with it saying the club is still high risk in relation to persistent standing and so dates need to be arranged to have a meeting in relation to this.

7.4 Greater Manchester Police provided a review of the last season: Throughout the season there were 7 low risk, 14 medium risk and 4 high risk fixtures with 90 arrests, 457 ejections and 78 refused entry. Ownership Protests took place at 4 fixtures with the last one being the fixture vs Luton Town Football Club on 11/11/2023. A 'City United' Gaza protest took place at 6 fixtures. An overview of partnership working with the local authority was provided which looked at pedlars, parking, taxi enforcement and ticket touting.

An overview of Counter Terrorism reports was given to the Safety Advisory Group, actions were recorded and monitored to ensure that any outstanding issues were completed. No further information will be provided publicly in relation to this.

7.5 North West Ambulance Service gave an update to state:

A Medical Advisory Group (MAG) is needed to talk through the plans with new medical providers.

A blue route site visit has been undertaken by NWAS which has resulted in changes in routing to calls on match day.

There are 5 double crewed ambulances to be on site during match days.

Major incident work has taken place with medical providers at the ground and there are written proposals as to what is required by providers.

Discussions were had in relation to previously mentioned communication issues. No further information on this matter will be provided publicly: The Safety Advisory Group is monitoring outstanding issues.

7.6 Transport for Greater Manchester advised that the post-match shuttle has been withdrawn but it will be re-instated in January as part of franchise work and requested that any changes of TRO's / ATTRO's are communicated.

7.7 The local authority provided an update:

Trafford Council Highways advised that the red route implementation starts on the 19th August. Communications have gone out and this would be provided to club.

It was advised that there are ongoing issues with illegal parking and that the number of staff has increased on a match day as a result.

AMEY advised that barrier testing was needed for the new rail seating installation and that there are gaps between seats on level 7 which require infills. Safety at Sports Grounds team advised that area will be monitored during the visit on the 16th August 2024 but repairs are required in these areas.

A review of the premises licence through the Primary Authority Partnership is underway. This involves the club and the local authority working together to agree conditions which the club will work to. This licence is being reviewed in line with other licences for similar premises in Trafford.

Illegal parking at Pomona is still an issue and a meeting with legal and Community Safety to look at powers available to tackle this issue.

The local authority is looking to continue days of action to tackle wider issues in the community on match days in the coming season. These days of action will include looking at taxi enforcement, illegal street trading and peddlers, as well as food hygiene compliance.

A discussion around the clash between the rugby league event being held at the club in October and the half Marathon. The club has not been contacted by the event organisers for the half marathon. It was discussed how future clashes of events in the area can be managed or avoided.

MUFC requested opinions from the SAG in relation to a licensing proposal at an up coming fixture. The local authority and Greater Manchester Police advised they believed the proposal did not meet the licensing objectives, and a

concern was raised about the fixture being a test event may pose additional risks. MUFC advised they would consider the comments and feedback later.

The local authority advised that the Council is ready to re-issue the General Safety Certificate once sign off has been received for all works. A test event would take place on the first fixture of the season.

8.0 Safety Advisory Group Meeting 11th December 2024

8.1 A Safety Advisory Group meeting was held on 11th December 2024. This meeting was attended by representatives from Manchester United Football Club (MUFC), Greater Manchester Police (GMP), Greater Manchester Fire and Rescue Service (GMFRS), 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

8.2 MUFC gave a presentation to the Safety Advisory Group on a review of the season so far, some of the highlights included a review of the fixtures which had occurred, incident data, ejection and arrest data. The presentation also highlighted the fixtures which were due to happen in the next 3 months, which included the planning for Europa league fixtures such as Rangers. The presentation identified the changes in the safety management team structure and gave an overview of the stewarding provision in the stadium. focusing on the changes to the allocation of stewards to certain areas of the stadium. There was an overview of the persistent standing policy and the steps that the club take to tackle the issue. They reported that they had met with the local authority and the Sports Grounds Safety Authority to discuss the future of rail/barrier seating in the Stadium. The Sports Grounds Safety Authority had requested a plan by December 31st 2024 which would identify plans for high risk areas. Details on the medical plan and changes were also discussed.

8.3 Persistent standing - The Safety Advisory Group discussed the issue of persistent standing and MUFC reported on the difficulty in ejecting whole stands if everyone is standing. The Club identified it is looking at several options to increase safe standing. West Tier 2 is of particular focus from the Sports Ground Safety Authority (SGSA).

MUFC must producing a plan which will be submitted to the SGSA by the end of December 2024. SGSA reported that they are looking for commitment from club to install more barrier seating in the areas of issue. The SGSA inspector outlined the possibility of enforcement action should a suitable plan not be put forward, but also highlighted that this was a last resort action and that the SGSA and the Safety Advisory Group would prefer to work with the club in achieving a safe resolution.

8.4 Communication issues - An ongoing issue with communication was discussed. No further information will be provided for the purposes of this report on this matter. The Safety Advisory group is monitoring the actions taken in respect of this ongoing issue.

8.5 Update from Greater Manchester Police (GMP)

GMP gave a breakdown of some statistics associated with the fixture. It was reported that 92 arrests (slightly higher than the club's data as include arrests outside associated with the match) compared to 131 for the whole of last season. The reasons around this increase were discussed and some factors which were identified were a change in legislation around drugs, better reporting on violence against women and girls, improved searching regimes and capabilities by the club. Conclusion of investigation into some incidents are likely to result in several football banning orders.

GMP are continuing to engage with the club hospitality, staff and officers around the issue of violence against woman and girls.

A discussion took place around some issues which may be associated with an upcoming European fixture, and the general issues caused when European fans want to walk up to the ground from the city centre. Planning for this fixture had already commenced and a multi-agency approach was being put into place to ensure that the event went ahead safely, both before, during and after the fixture.

8.6 Update from Northwest Ambulance Service (NWAS).

A Medical Advisory Group (MAG) was held with club on 10/12/24. Understanding issues with medical provision at the club. Reports improvements in provision although a single provider would be an ideal scenario. They reported that major incident procedure work needed to continue.

8.7 Transport for Greater Manchester (TFGM)

TfGM reported that there was rise in ASB on trams, and warned of upcoming industrial action which may affect some fixtures.

8.8 Local authority Update:

Officers reported that a couple of match day inspections had taken place, one of the issues identified was smoking especially in away areas with no challenge by stewards. Operations had been carried out on activities outside of stadium one identified issue was food allergen sampling of street traders off footprint. Results obtained so far had identified an issue with food being sold which was not allergen free, when it was requested. The Environmental Health team are currently investigating and will take formal action where appropriate against traders who have received unsatisfactory results.

It has been identified that some hospitality area has been opening prior to the period of certified use, options were discussed on how this should be resolved and the implications on safety. It was also reported that there needed to be a more timely notification of erection temporary structure.

Officers reported they attended a meeting with the SGSA in relation to persistent standing and will work to support SGSA and the club in work around this issue.

Officers reported that they had held a meeting with BEC arena around the Rangers event.

Licensing officers had increased operations on peddlers, street traders and taxi enforcement and as a result were taking appropriate enforcement action.

Officers are working with club to ensure street trading offer of merchandise is in place in plenty of time. Taxi enforcement being progressed on plying for hire. Targeting licensed premises on routes for walk ups. Looking to plan in visit for age related sales within the venue.

Highways officers highlighted their commitment to work alongside the club in relation to the traffic management tendering process. It was reported red route work is progressing on Chester Road and it was likely to be early 2025 to enforce yellow box and red routes through fixed and mobile cameras. White City Way junction survey revealed large scale issue at this junction.

A discussion was had in relation to current traffic management plan and the need to extend the scope of road closures to ensure safe ingress and egress of fans from transport networks to the stadium. This matter would be picked up in a subgroup meeting involving the necessary stakeholders.

A discussion was had amongst the group in relation to the definition of Zone Ex, and that meetings had already taken place to start identifying an area and defining responsibilities. Further meetings were confirmed to take place early 2025.

8.9 Complaints and Correspondence to the Safety Advisory Group (SAG) and local authority:

Five complaints have been received since SAG, these included offsite issues in relation to litter from street traders in Trafford Wharf Road area. On footprint, there were complaints about Level 7 and the lack of stewards. Checks made and stewarding provision found to be satisfactory. There was a complaint regarding a broken seat, a complaint about the general safety of the stadium and concerns regarding rodent investigations. The local authority has followed up on all complaints and any actions identified have been actioned.

9.0 RECOMMENDATION.

9.1 That the report be noted.