

# Public Document Pack



**TRAFFORD  
COUNCIL**

## **AGENDA PAPERS FOR SAFETY AT SPORTS GROUNDS SUB-COMMITTEE**

**Date: Wednesday, 23 January 2019**

**Time: 4.00 pm**

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

<b>A G E N D A</b>	<b>PART I</b>	<b>Pages</b>
1.	<b>ATTENDANCES</b>  To note attendances, including Officers and any apologies for absence.	
2.	<b>MINUTES</b>  To receive and, if so determined, to approve as a correct record the Minutes of the meeting held on 7 <sup>th</sup> March, 2018.	1 - 4
3.	<b>QUESTIONS FROM MEMBERS OF THE PUBLIC</b>  A maximum of 15 minutes will be allocated to public questions submitted in writing to Democratic Services ( <a href="mailto:democratic.services@trafford.gov.uk">democratic.services@trafford.gov.uk</a> ) by 4pm on the working day prior to the meeting. Questions must be relevant to items appearing on the agenda and will be submitted in the order in which they were received.	
4.	<b>ANNUAL SAFETY REPORT FOR LANCASHIRE COUNTY CRICKET CLUB 2017 AND THE RE-ISSUE OF THE GENERAL SAFETY CERTIFICATE</b>  To note a report of the Corporate Director, Place.	5 - 38
5.	<b>ANNUAL SAFETY REPORT FOR MANCHESTER UNITED FOOTBALL CLUB 2017-18 AND THE RE-ISSUE OF THE GENERAL SAFETY CERTIFICATE</b>  To note a report of the Corporate Director, Place.	39 - 78

6. **REPORT REGARDING THE SAFETY ADVISORY GROUP MEETING HELD ON 2ND NOVEMBER 2018**

To note a report of the Corporate Director, Place

To Follow

7. **REPORT REGARDING THE ANNUAL MATCH VISIT BY THE SAFETY AT SPORTS GROUNDS SUB-COMMITTEE TO MANCHESTER UNITED FOOTBALL CLUB ON 15TH JANUARY 2018**

To note a report of the Corporate Director, Place.

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**JIM TAYLOR**

Interim Chief Executive

Membership of the Committee

Councillors S. Thomas (Chair), A.M. Whyte (Vice-Chair) and J. Holden.

Further Information

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

Natalie Owen, Democratic & Scrutiny Officer

Tel: 0161 912 4221

Email: [natalie.owen@trafford.gov.uk](mailto:natalie.owen@trafford.gov.uk)

This agenda was issued on **Tuesday, 15 January 2019** by the Legal and Democratic Services Section, Trafford Council, Trafford Town Hall; Talbot Road, Stretford, Manchester, M32 0TH

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## **SAFETY AT SPORTS GROUNDS SUB-COMMITTEE**

**7 MARCH 2018**

### **PRESENT**

Councillor M. Cawdrey (in the Chair).  
Councillor B. Rigby MBE

#### In attendance:

Head of Regulatory Services (Mr. I. Veitch),  
Team Leader (Environmental Control & Sports Ground Safety) (Mr. T. Bibi),  
Principal Solicitor (Corporate and Commercial) (Miss D. Sykes),  
Democratic and Scrutiny Officer (Miss N Owen).

#### Also in attendance

Senior Structural Engineer (Amey) (Mr. K. Minors),  
Structural Engineer (Amey) (Mr. K. Maleki-Mostashari),  
Manchester United Football Club (Mr. P Rainford),  
Altrincham Association Football Club (Mr. G. Rowley).

### **APOLOGIES**

Apologies for absence were received from Councillor A. Western, Inspector G Firth and N McQueen (Greater Manchester Police), D. Heathcote (Greater Manchester Fire and Rescue Service) and L. Strong (Sports Grounds Safety Authority).

### **17. MINUTES**

RESOLVED: That the Minutes of the meeting held on 5<sup>th</sup> October 2017, be approved as a correct record and signed by the Chairman.

### **18. MANCHESTER UNITED FOOTBALL CLUB- ANNUAL SAFETY REPORT AND THE RE-ISSUE OF THE GENERAL SAFETY CERTIFICATE**

The Chief Executive submitted a report presenting the Annual Safety Report for the 2016-2017 season and the General Safety Certificate for 2017/2018 for Manchester United Football Club. The Sub-Committee was advised that the General safety Certificate had been approved by the Safety at Sports Grounds Advisory Group following receipt of an application from the Club.

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

### **19. ALTRINCHAM ASSOCIATION FOOTBALL CLUB - ANNUAL SAFETY REPORT AND THE RE-ISSUE OF THE GENERAL SAFETY CERTIFICATE**

The Chief Executive submitted a report presenting the Annual Safety Report for the 2016/17 season and the General Safety Certificate for 2017/2018 for Altrincham Association Football Club. The Sub-Committee was advised that the

**Safety at Sports Grounds Sub-Committee**  
**7 March 2018**

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General Safety Certificate had been approved by the Safety at Sports grounds Advisory Group following receipt of an application from the Club.

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

**20. REPORT REGARDING THE COURTEENERS CONCERT HELD AT LANCASHIRE COUNTY CRICKET CLUB AND THE ISSUE OF A SPECIAL SAFETY CERTIFICATE**

The Chief Executive submitted a report regarding the Courteeners concert at Lancashire County Cricket Club on 27<sup>th</sup> May 2017. The Sub-Committee was advised that a Special Safety Certificate had been approved by the Safety at Sports Grounds Advisory Group following an application from the club.

RESOLVED: That the report be noted.

**21. REPORT REGARDING THE ONE LOVE MANCHESTER CONCERT HELD AT LANCASHIRE COUNTY CRICKET CLUB AND THE ISSUE OF A SPECIAL SAFETY CERTIFICATE**

The Chief Executive submitted a report regarding the One Love Manchester concert at Lancashire County Cricket Club on 4<sup>th</sup> June 2017. The Sub-Committee was advised that a Special Safety Certificate had been approved by the Safety at Sports Grounds Advisory Group following an application from the club.

RESOLVED: That the report be noted.

**22. REPORT REGARDING THE RADIOHEAD CONCERT HELD AT LANCASHIRE COUNTY CRICKET CLUB AND THE ISSUE OF A SPECIAL SAFETY CERTIFICATE**

The Chief Executive submitted a report regarding the Radiohead concert at Lancashire County Cricket Club on 4<sup>th</sup> July 2017. The Sub-Committee was advised that a Special Safety Certificate had been approved by the Safety at Sports Grounds Advisory Group following an application from the club.

RESOLVED: That the report be noted.

**23. REPORT REGARDING THE ANNUAL MATCH VISIT TO ALTRINCHAM AFC**

The Chief Executive submitted a report regarding the annual match visit to Altrincham Association Football Club on 21<sup>st</sup> March 2017 at the match against Nuneaton Town.

RESOLVED: That the report be noted.

**24. REPORT REGARDING THE ANNUAL MATCH VISIT TO MANCHESTER UNITED FOOTBALL CLUB**

The Chief Executive submitted a report regarding the annual match visit to Manchester United Football Club on 1<sup>st</sup> April 2017 at the match against West Bromwich Albion.

RESOLVED: That the report be noted.

**25. REPORT REGARDING THE ANNUAL MATCH VISIT TO LANCASHIRE COUNTY CRICKET CLUB**

The Chief Executive submitted a report regarding the annual match visit to Lancashire County Cricket Club on 19<sup>th</sup> September at the One Day International, England against West Indies.

RESOLVED: That the report be noted.

The meeting commenced at 10.30 am and finished at 11.10 am

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## TRAFFORD COUNCIL

**Report to:** Safety at Sports Grounds Sub Committee  
**Date:** 23 January 2019  
**Report for:** Information  
**Report of:** Corporate Director, Place

### Report Title

**Lancashire County Cricket Club – Annual Safety Report and General Safety Certificate**

### Summary

**Annual Safety Report for Lancashire County Cricket Club 2017 and the issue of a new General Safety Certificate**

### Recommendation

**That the report and the re-issue of the General Safety Certificate be noted which was subject to the conditions set out in the attached certificate and the approval of the Corporate Director, Place**

Contact person for access to background papers and further information:

Name: Tony Bibi – Team Leader (Environmental Control & Sports Ground Safety)  
Regulatory Services  
Extension: 3840.

Background Papers: None

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

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# Lancashire County Cricket Club

## ANNUAL POST SEASON SPECTATOR SAFETY REPORT

Season 2017

## **ANNUAL POST SEASON SPECTATOR SAFETY REPORT 2017 SEASON**

### **Introduction**

This Annual Post Season Spectator Safety Report relates to Section 6 of the Safety at Sports Grounds Act Policy Statement 2011

The Report identifies, where possible, in chronological sequence the issues associated with all aspects of spectator safety within and under the control of LCCC Safety Management throughout the 2017 Cricket Season.

### **The Safety Management Team**

The Safety Management Team remained very much as it was for the previous, 2016, season with Mr Anthony Mundy at the helm in his position as Director of Operations, Mr Ian Aspey as Stadium Safety Officer, Mr Dan Brown in his role of Head of Operations and assisted by Mr Geoff Trim (Maintenance Manager), Mr Nathan Mellor (Technical Support Manager) and Miss Sarah McManus and Miss Alice Kellaway (Events and Projects Managers).

Mr. Anthony Mundy has retained the role of Designated Premises Supervisor assisted by Mr Peter Ash, Conference and Events General Manager, Mr Gareth John, Hospitality and Events Manager and Mr Michael Hewson, Hilton Garden Inn Emirates Old Trafford General Manager, all of whom hold the necessary qualifications to carry out the role.

Early in the year Mr Michael Hewson was appointed as General Manager of the new Hilton Garden Inn Emirates Old Trafford which opened in early September after completion of the redevelopment and transformation of the former Old Trafford Lodge. The Hilton Garden Inn Emirates Old Trafford forms part of the Matchday accommodation at the ground and is therefore now included as part of this report.

Miss McManus continues her training to attain Level 4 NVQ status in Spectator Safety Management, a qualification which is expected to be attained prior to the commencement of the 2018 cricket season.

The Club acknowledges and appreciates the contribution made by the enforcement officers of Trafford Council during 2017, whose support is invaluable.

## **Review of the Progress of the Aims and Objectives for 2016 Season**

### **The stated Aim and Objective for the 2017 cricket season were:**

The Safety Management team at Lancashire County Cricket Club has set the following objectives for 2017.

1. Successful integration into the sporting environment of the Hilton Garden Inn, Emirates Old Trafford.
2. The continued development of the KIA Women's Super League format.
3. To host high capacity concerts following the opening of the Hilton Garden Inn, Emirates Old Trafford.

### **Progress**

1. The development of the Hilton Garden Inn Emirates Old Trafford was delayed from the original plan due to a number of reasons, none of which were related to the safety or operation of the site but the unpredictability of the development process to a World class accommodation. The Hotel opened for its purposeful business on 1<sup>st</sup> September 2017 but did operate on a reduced basis for the first three days of the England v South Africa Test Match, 4<sup>th</sup>, 5<sup>th</sup> and 6<sup>th</sup> August. During this period rooms on the 3<sup>rd</sup> floor of the building were utilised as Hospitality Suites as was a single room and the terraced area on the first floor. This first use passed without issue and proved that the facility will be a major attraction for corporate guests for major events in the future.
2. The Kia Super League, as it is now called, progressed during 2017 with three home games being played by the Lancashire Thunder. One of these games was held at Emirates Old Trafford and formed a televised 'double header' with the Lightning v Rapids on the same date. The game passed without incident and proved that the ground is capable of hosting two games played by teams from different genders with the additional requirements of TV and Anti-corruption stipulations being fully complied with.
3. Very much as above, the Hotel remained in its development stage during the concerts held at the ground and so this item was not addressed during 2017 but will remain as a goal for 2018.

### **Conclusion**

The Club Management are satisfied that they have suitably demonstrated to the Regulatory Authority that they have successfully attained 2 out of the 3 Aims and Objectives set and that the outstanding issue will be addressed during 2018.

## **Pre-Season Issues**

### **Terrorist and Security Issues**

As in previous years, National Terrorist and Security issues prior to and during the 2017 season were considered as an integral part of the planning process for events at Emirates Old Trafford Cricket Ground.

Unfortunately, due to the tragic events of 22<sup>nd</sup> May 2017 at the Manchester Arena, many of the original plans had to be revised but, thanks to the meticulous nature of the original procedures, these necessary alterations could be made in a short period of time to the satisfaction of all involved, Trafford Council, Greater Manchester Police and the Club.

The season commenced with the 'Threat Level' at 'Severe' in relation to International Terrorism and 'Substantial' in relation to Irish Republican issues but was raised on 23<sup>rd</sup> May to 'Critical' before reversion to 'Severe' and a repeat situation after the events in London on 15<sup>th</sup> September when a 'critical' level was in place for 48hrs, just prior to the holding of the 1<sup>st</sup> ODI, England v Wes Indies on 22<sup>nd</sup> September. All operations at the ground reflected the increase in threat level and were carried out with the involvement and advice of the police being paramount.

The Club continues its association with GMP Counter Terrorism Unit and Dedicated Search Unit and NaCTSO with whom several planning and information meetings took place and advice sought and acted upon in relation not only to sporting and other events at the stadium but also in relation to the on-going redevelopment of the site.

In a departure from the practices of recent years, the Club did not request the services of GMP POLSA teams to conduct searches of the Players Dressing Rooms as this was deemed unnecessary by the authorities, a visual search by trained personnel from LCCC staff being utilised in their place.

### **Pre-match/event liaison with agencies**

Lancashire County Cricket Club Safety Management continued close liaison with the police and other relevant agencies prior to every match and event hosted at the stadium.

### **Match Day Security Strategy**

The Match Day Security Strategy continued to improve during the 2017 season. The Computerised Event Management System remains accessible by nominated officers of Trafford Council which gives a real-time overview of what is happening at the ground and in preparation for events.

Liaison with the Local Authority, Emergency Services and Security Services continued and enabled the club to continue business, whatever the risks.

## **Stadium Capacity Issues**

A temporary stand was erected to facilitate crowd attendance for both the Test Match and One Day International games, the former between England and South Africa and the latter between England and the West Indies. The facility was also used for the Lancashire Lightning v Yorkshire Vikings NatWest Blast game. The stand had an ultimate capacity in excess of 8,500 persons raising the available capacity of the stadium to almost 24,000 people.

The stand was considered a successful investment by the Club and a similar construction will be considered for the One Day International and IT20 matches of 2018 between England and Australia and England and India respectively.

## **Annual Ground Inspection and Equipment Testing Reports.**

The stadium, as required, was subject to all the required safety checks as detailed in the document Safety Procedures and Contingency Plans.

Appropriate safety checks were also carried out by the club's own maintenance department as required by the Safety Procedures Manual.

All certificates were forwarded to Trafford Borough Council prior to the issue of the General Safety Certificate and the Special Safety Certificates (Concerts) for 2017 by the Authority.

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

Lancashire County Cricket Club complies fully with the requirements of the PSIA 2001.

Our exclusive agreement for the provision of Security services over and above those provided 'In House', with G4S Secure Solutions (UK) Limited continued during 2017 but were limited to presence for major cricket matches (domestic NatWest Blast and International Test and ODI games) and to cover shortfalls with In House provision to cover at major conferences, hospitality and concert events.

As indicated earlier in this report, the Club continued to employ a number of 'In House' stewards during the 2017 season. The Club, although via exemption are not required to employ SIA badged stewards in licenced areas of the ground, continued to ensure that all stewards placed in an enforcement role were so qualified and intend to retain this requirement.

All In House Stewards, a number of Conference and Events and Guest Services staff are qualified to NVQ Level two in both Spectator Safety and Customer Service.

## **Contracted Stewards**

As mentioned above G4S continued to provide stewarding and security needs in support of the In House staff.

G4S is regulated by the Security Industry Authority (SIA).

The size of the company enabled it to provide its own in house training by qualified instructors, in compliance with the Private Security Industry Act 2001.

The company delivered, as a minimum, training and qualification to Level 3 for all Supervisors and to Level 2 of the National Qualification Framework for General Stewards.

## **No Smoking Policy**

All the stadium seated areas are designated as No Smoking. This extended policy has been successfully introduced to the stadium for all cricket events and extends and complements the requirements dictated by Regulations. The Club maintains the prohibition of E-Cigarettes in anticipation of any further legal requirements. This extended prohibition continues to be universally accepted by our customers.

## **Risk Assessments**

### **Generic Match Day Risk Assessments**

The Safety Management Team constantly reviews all aspects of Risk Assessment at the stadium. However particular cognisance is paid prior to the start of each Cricket season to the Generic Risk Assessments for the forthcoming year and amendments are made where particular issues are highlighted.

### **Specific Match/Event Risk Assessments**

As in the previous season, every match and event had specific risk assessments completed. These were published via the Electronic Management System to which Trafford Borough Council's Public Protection Department Officers have immediate access

The classification used for Risk Assessment is simple and accepted by both the police and Trafford Borough Council.

Risk Classification: **CS** – Lowest. **A** - Low. **B** - Medium. **C** - High.

All the events and matches attracted one of the above specific classifications.

Using the system of risk assessment and management prior to the commencement of the season, consultation took place with the police on which games and events would attract a police presence. These were confirmed as follows:

## Annual Post-Season Spectator Safety Report 2017

Courteeners Concert, 27<sup>th</sup> May 2017

4<sup>th</sup> Investec Test Match between England and South Africa, 4<sup>th</sup> to 8<sup>th</sup> August 2017

As things transpired, two additional concerts were held at the ground during the summer and both attracted a large police presence as did the originally planned concert event, due to the previously mentioned events of 22<sup>nd</sup> May.

The NatWest One Day International between England and the West Indies held on 19<sup>th</sup> September was held as 'Police Free' with the agreement of the police and other authorities.

### **Stadium Usage**

A full complement of fixtures took place at Emirates Old Trafford. This included 6 Specsavers County Championship Division One fixtures with an additional game being played at Southport. The latter fixture does not form part of this report as not being under the control of Trafford Licensing. 2 Royal London One Day Cup fixtures were played at Emirates Old Trafford, two further games being played at Blackpool and at Liverpool. 6 of the 7 home games in the NatWest Blast t20 competition games were played at Emirates Old Trafford, the remaining game being played at Liverpool..

In addition to the above, a single Kia Super League was played at Emirates Old Trafford the two other home fixtures being played at Blackpool and Liverpool.

The ground also hosted a 2<sup>nd</sup> XI League fixture.

The stadium arena was in use for a total of 47 days throughout the year for cricket matches which are listed below.

### **Cricket Events**

The calendar year saw a varied programme of cricket games at Emirates Old Trafford with the total number of days allocated being 47. One game (the Test Match) concluded a day early, the SSCC game v Essex saw no play on day one of four, the NWB game v Nottingham Outlaws was abandoned without a ball being bowled and the NWB game v Foxes was moved to Liverpool at short notice in order that the Radiohead concert could be accommodated at Emirates Old Trafford reducing the days of use to 44 for cricket events

The weather was not too friendly, as expected in Manchester, with 19 days play either interrupted or lost to inclement weather.

The continued regulation from the ECB to allow the use of floodlights during SSCC games assisted in allowing play to progress on a number of days when otherwise they may have been further curtailed by bad light.

#### **4<sup>th</sup> Investec Test Match, England v South Africa**

This game was played between Friday 4<sup>th</sup> and Monday 7<sup>th</sup> August 2017, the fifth day, 8<sup>th</sup> August, was not required due to an early England victory.

The entire stadium was made available for occupation by customers including the temporary structure nominated as D stand housing in excess of 5,500 people.

A total of 54,830 persons attended the fixture which lasted only 4 of the planned 5 days, England being victorious.

A police presence was employed totalling 8 officers of various ranks and designated duties over the first 3 days. There were no arrests made during the game.

Due to the nature of the event and the requirements of the ECB a large stewarding presence was employed for this game although spectator behaviour was generally excellent. 18 persons were ejected over the four days, all for breach of the Conditions of Entry or anti-social behaviour issues.

37 persons were treated by the medical team during the event with 4 people being taken to hospital for further investigations. All the treatments were for illness.

#### **1<sup>st</sup> Royal London One Day International, England v West Indies**

This game was played on Tuesday 19<sup>th</sup> September 2017.

The entire stadium was again made available for spectator occupation on these days, D stand remaining in position to host in excess of 5,500 spectators. The game was attended by 11,886 people.

After a delayed start due to a wet outfield, the game passed without major incident. 8 persons were treated by 1<sup>st</sup> Aid personnel, all for minor ailments.

The Stewarding operation responded to the requirements of the ICC and ECB and their presence prevented any major breaches of the protocols required by the governing bodies and a total of 4 persons were ejected from the stadium for breaches of Ground Regulations / Anti-Social behaviour.

This was a Police free game.



## Domestic Cricket Events

Throughout the 2017 season, Lancashire County Cricket Club took part in the domestic First Division of the SpecSavers County Championship, the Royal London One Day Cup (RLODC) and the NatWest Blast t20 competition.

On the field of play things improved in the first division of the county championship with a 2<sup>nd</sup> place finish, preserving their status in the top flight..

In the RL50 one day cup the team once again failed to emerge from the group stages.

In the NatWest Blast t20 Competition the team also failed to qualify from the group stages.

## Conclusions

Once again all those involved with the Stadium Safety Management have experienced an extremely busy, varied and challenging year.

The overall spectator attendance for cricket games hosted at the stadium in 2017 was 148,841.

Excluding international cricket matches the total attendance for domestic games was 70,616 spectators.

If we break down the attendances for the 2 One Day / Limited Overs competitions, we find that a total of 40,057 persons attended the t20 games, an increase of 6,300 on the previous year, with one less fixture being played and one being abandoned without a ball being bowled, the average attendance of 8,011 saw a healthy average increase of 2,632 from the previous season. For the Royal London One Day Cup competition, a total of 3,115 people attended the 2 games at Emirates Old Trafford.

Attendances at the longer form of the game decreased by 3.3% over that of the previous season with a total of 27,583 people viewing the 6 SpecSavers County Championship games, one less game than the previous season.

The KIA Super League, a t20 style competition continued during the summer months with one league fixture being hosted at Emirates Old Trafford between Thunder and Stars. This game took place immediately prior to the Lightning v Rapids NWB game.

Both the stewarding and event day medical operations are constantly monitored to ensure that the exacting standards previously attained are maintained and, where possible, further improved.

## Annual Post-Season Spectator Safety Report 2017

Liaison and co operation with the Local Authority, Police, Fire and Rescue, and Health Authorities continued and relationships are strong and areas of responsibility are clear.

The liaison with the local Police has continued and the sharing of information has proved to be advantageous to both parties. During 2017 the police, by agreement, were only present the Test Match. We continue our 'open door' policy for members of the management and Special Events Office to attend any fixture to monitor and advise as they see fit. We expect this arrangement to continue into and beyond the 2018 season.

24 persons were ejected from the ground during the season for a variety of breaches of the Conditions of Entry to the ground and Ground Regulations. No people were arrested during the season.

Throughout the Cricket season the medical team treated a total of 54 people during match days for injuries or illnesses. 6 of the total number needed to be referred to hospital for further treatment and all were subsequently released to their homes.

Responsibility for Fire Prevention and Safety Regulation on match days continues to be allocated to a dedicated team from within the 'In House' and G4S stewarding presence. This process has proved to be successful with no fire alarm activations during cricket games being recorded.

All fire fighting equipment is checked by this same team on match days supported by the security team on non-match days. This process ensures that all equipment is in place and fully serviceable. Records of these checks are made and kept. The fire alarm systems are checked weekly throughout the year to ensure their efficiency supported by unannounced drills.

As previously mentioned training will always remain a foundation of the Lancashire County Cricket Club match day safety management policy.

Match day Incident Reports submitted by safety personnel add to the extensive match day information available to Lancashire County Cricket Club safety management ensuring effective monitoring, assessment and resolution, where necessary, of issues associated with spectator safety.

We continue with our commitment to sharing information with Trafford Borough Council and allow officers real time access to relevant sections of the Lancashire County Cricket Club Event Management Portal which allows the officials of the Council to interrogate information relating to events without the need to contact individuals at the Club. This process has focused the needs of both the Club and Trafford Borough Council to inform and direct improvements in safety and business development.

Annual Post-Season Spectator Safety Report  
2017

**Sports Ground Safety Authority (SGSA)**

The SGSA visited the stadium on the evening of the Lightning v Vikings NWB game. Mrs Sue Storey, senior SGSA Inspector and the lead Inspector for Cricket conducted this assessment of the ground. I attach a copy of her report and replicate her conclusion:

Overall there were no major issues of concern and I was impressed with the standard and commitment to safety management at the venue.

The .previous SGSA visit to the ground was for the same fixture on 6<sup>th</sup> June 2014.



## Annual Post-Season Spectator Safety Report 2017

### Concerts 2017

The original plan for 2017 was to hold only one concert event at the ground, The Courteeners on the evening of Saturday 27<sup>th</sup> May, a date that also clashed with the FA Cup final being played at Wembley stadium which had required additional contingencies during the planning stages of the event in case either of the two Manchester teams were involved in the game. As it turned out neither was but other matters focused the concerns of the Operations team prior to the day.

As mentioned earlier in the report, the tragic events of 22<sup>nd</sup> May 2017 when 22 people were killed and scores injured in the terrorist attack on the Manchester Arena raised the 'Threat Level' nationally, although briefly, to 'Critical' but it was prudent to respect the raised level locally due to the close proximity of the previous incident and for public reassurance.

The event attracted a total attendance of 47,589 persons who were, in the main, extremely well mannered. Stewarding and security within the stadium was enhanced to reflect the concerns as outlined above and a 100% search regime was adopted on all persons entering the stadium. There was a large and increased police presence outside the stadium supplemented by G4S stewarding in excess of that normally employed for a concert event at the ground.

At the event, 25 persons were ejected from the stadium with no arrests taking place, 45 persons were treated by the medical team, 7 of which were taken to hospital for further treatments.

This was a major event which passed without serious incident and showed the capabilities of the venue to host such high profile concerts.

On Monday 29<sup>th</sup> May the ground was approached by promoters with a view to holding a charity concert event on the following Sunday, 4<sup>th</sup> June 2017 in aid of the victims of the Manchester Area terrorist attack. The event was to be called the One Love Manchester concert and was to be hosted by Ariana Grande, the artiste who had been performing at the Manchester Arena on the night of the attack, and to include many high profile acts from across the world to perform with her and also to include many people who had been in attendance at the original concert including some of those who had been injured and relatives of those who had been killed.

The ground was honoured to accept the event and an extremely intense week of preparation took place to ensure that the event passed safely and successfully. This period included many Multi-agency planning meetings involving Trafford Council officers, TfGM, the Police and Manchester United who generously re-arranged to an earlier kick off time a game that was also to take place on that day.

The event took place without incident and was attended by 47,106 people. 44 people were treated by the one site medical teams, no one was taken to or referred to hospital. 10 persons were ejected from the stadium for anti-social behaviour and 2 persons were arrested outside the venue.

Annual Post-Season Spectator Safety Report  
2017

In addition to those who attended this event, an estimated world-wide audience of in excess of 310 million viewed the concert and a substantial sum on money was raised to benefit those affected by the events of 22<sup>nd</sup> May.

Once again, this event proved that the stadium is capable of hosting major events in safety and to the credit of the Borough of Trafford and all those involved. The stadium has benefitted by being presented by a number of awards both nationally and internationally in relation to the hosting of this concert.

Due to the inability of the Manchester Arena to host major events during this period, the stadium was again approached by promoters to host a concert by Radiohead on the evening of Tuesday 4<sup>th</sup> July.

Again the stadium accepted the request and the event attracted an audience of 33,233. The event passed without issue with 9 persons being treated by the medical teams with no hospital referrals and 2 persons being ejected from the stadium for breaches of the Conditions of Entry.

A total of 127,928 people attended the three concert events held at the stadium during 2017, each was which was held under very difficult circumstances. However, it is safe to say that each passed without major incident.

The Club acknowledges the contribution made by Trafford Borough Council, its officers and officials, the Police and other authorities in enabling it to complete these events to the credit of all.

Annual Post-Season Spectator Safety Report  
2017

**Objectives for 2018**

The Safety Management team at Lancashire County Cricket Club has set the following objectives for 2018.

- 1 Successful integration into the sporting environment of the Hilton Garden Inn, Emirates Old Trafford. (Carried over from 2017)
- 2 To host high capacity concerts following the opening of the Hilton Garden Inn, Emirates Old Trafford. (Carried over from 2017)
- 3 To enter and continue the planning phase for the 2019 Cricket World Cup with the ICC, ECB and Regulatory Authorities including Trafford Council and the Police

**Daniel Gidney**  
Chief Executive Officer  
Lancashire County Cricket Club Limited





## **GENERAL SAFETY CERTIFICATE**

# **2018**

**LANCASHIRE COUNTY CRICKET CLUB**

**SAFETY OF SPORTS GROUNDS ACT 1975  
AS AMENDED**

SPORTS GROUND FOR WHICH THIS CERTIFICATE IS ISSUED

**EMIRATES OLD TRAFFORD  
TALBOT ROAD  
OLD TRAFFORD  
MANCHESTER  
M16 0PX**

HOLDER OF THE CERTIFICATE

**LANCASHIRE COUNTY CRICKET CLUB LIMITED**

OCCUPIER OF THE SPORTS GROUND

**LANCASHIRE COUNTY CRICKET CLUB LIMITED**

**TRAFFORD COUNCIL**

**SAFETY OF SPORTS GROUNDS ACT 1975 AS AMENDED**

**GENERAL SAFETY CERTIFICATE**

**EMIRATES OLD TRAFFORD**

1. In exercise of the powers conferred by the Safety of Sports Grounds Act 1975, the Fire Safety and Safety of Places of Sport Act 1987 and all other enabling powers, Trafford Council as local authority for the area in which the above Sports Ground (shown on the plan attached hereto) is situated, hereby issue to Lancashire County Cricket Club Limited this General Safety Certificate in respect of Emirates Old Trafford, Talbot Road, Old Trafford, Trafford, Greater Manchester, M16 0PX, which has been designated by Order of the Secretary of State as a Sports Ground requiring a Safety Certificate.
2. This General Safety Certificate replaces the preceding General Safety Certificate issued by Trafford Council which ceases to have effect on the date hereof.
3. This General Safety Certificate is issued only in respect of the use of the Sports Ground for the playing of Cricket Matches attended by spectators (The Specified Activity).
4. This General Safety Certificate is issued subject to the terms and conditions appearing herein, which the Council consider necessary or expedient to secure reasonable safety at the Sports Ground when it is used for the Specified Activity and Specified Activity shall not take place unless the said terms and conditions are complied with in all respects.
5. The Holder shall notify the Council in writing of any change in circumstance affecting this Certificate, or any term or condition subject to which it is granted, including a change in personnel designated under this certificate, and shall do so whenever reasonably practicable before any change of circumstance, and in any event, within 48 hours of the circumstance coming to the attention of the holder, or any of his servants or agents.
6. This Certificate does not convey any approval or consent which may be required under any enactment, bye-law or regulation other than under Section 1(3)(a) of the Safety of Sports Ground Act 1975, as amended.
7. The Holder shall produce and maintain a written Safety Procedures Manual setting out the policies and procedures for complying with the terms and conditions within this certificate.



8. The Holder shall at all times comply with the policies and procedures set out in the Lancashire County Cricket Club (L.C.C.C.) Safety Procedures Manual, which must not be amended without giving 21 days prior notification to Trafford Council.
9. The words and expressions used in this General Safety Certificate shall have the meanings assigned to them by the Safety of Sports Ground Act 1975 as amended and the Definition Section of the L.C.C.C. Safety Procedures Manual, and in event of any conflict between the meanings hereby assigned the meaning in the Act shall prevail.
10. The Holder shall designate a person who shall have executive responsibility for the production and implementation of Lancashire County Cricket Club's Safety Policy for the specified activities.
11. The Holder shall designate a person who shall deputise for the person described in 10 above.
12. The Holder shall designate a person who shall have executive responsibility for all operational safety personnel employed, contracted or invited to undertake a safety role in connection with the specified activities.
13. The Holder shall designate a person who shall deputise for the person described in 12 above.
14. The Holders shall designate a person who shall have executive responsibility for ensuring that all building structures, building services and equipment are provided and maintained in such a manner that they safely fulfill their required function.
15. The Holder shall designate a person who shall deputise for the person described in 14 above.
16. The Holder shall designate a person who shall have executive responsibility for ensuring that a Safety Procedures Manual is maintained, updated, and that specified activities take place in accordance with that same Safety Procedures Manual.
17. The Holder shall designate a person who, having the title of Safety Officer shall have final responsibility for suspending play for non-sporting reasons during all matches (unless control has been passed to the Police Ground Commander).
18. The Holder shall designate a person who shall deputise for the person described in 17 above.
19. The Holder shall ensure that the persons described in Conditions 10 to 18 (inclusive) above are afforded such authority as is commensurate with their responsibilities and shall ensure that those persons discharge their responsibilities under this certificate.
20. The Holder shall notify Trafford Council of the names of the persons designated under conditions 10 – 18 (inclusive).

21. The Holder shall ensure that the maximum number of spectators admitted at any one time to the whole ground shall not exceed 24,000 (Twenty Four Thousand).
22. The Holder shall ensure that the maximum number of spectators admitted at any one time to parts of the ground shall not exceed the capacities set out within the L.C.C.C. Safety Procedures Manual.
23. The Holder shall take such precautions as may be necessary for the reasonable safety of spectators.
24. The Holder shall take such precautions as may be necessary to ensure reasonable crowd control.
25. The Holder shall take such precautions as may be necessary to ensure reasonable stewarding of spectators.
26. The Holder shall ensure that all Stewards employed at the sports ground shall be trained and assessed to a level 2 stewarding qualification within the National Qualification Framework, or be undergoing such training. No steward shall be deployed at the ground until they have undertaken all aspects of the familiarisation and induction training covered by the induction module of the Training Package for Stewarding at football grounds (as amended for cricket grounds).  
No steward shall work unaccompanied until they have completed all aspects of the training set out in modules 1 (General Responsibilities), and 2 (Maintenance of a Safe Environment) of the Football Authorities' Training Package for Stewarding at football grounds (as amended for cricket grounds) and have attended 4 matches as a steward. All stewards shall complete their training, assessment and qualification within 12 months thereafter.
27. The Holder shall ensure that all reasonable policing requirements determined by Greater Manchester Police are provided for.
28. The Holder shall ensure that all means of ingress and egress are maintained, effective and unobstructed.
29. The Holder shall ensure that all building structures, building services and equipment are maintained in such a manner that they safely fulfil their required function.
30. The Holder shall ensure that all reasonable fire safety precautions are taken to prevent the outbreak, spread and effects on spectators of fire.
31. The Holder shall ensure that a reasonable level of medical/first aid facilities are available at the ground, throughout any specified activity, to relieve the immediate suffering of persons injured or taken ill at the ground.

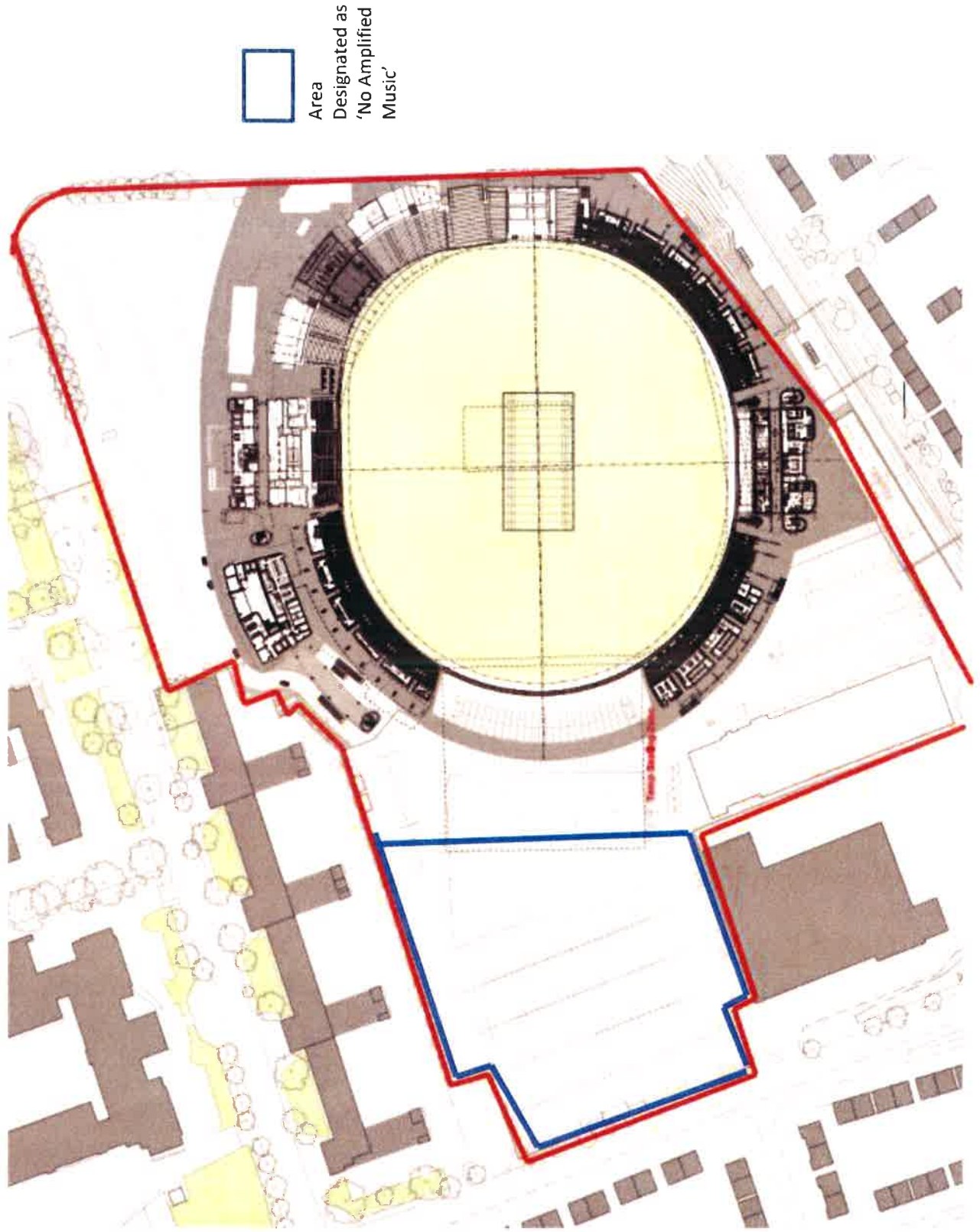
32. The Holder shall ensure that such evidence is made available as will enable Trafford Council to satisfactory audit L.C.C.C. safety management for compliance with the terms and conditions within this Safety Certificate.
33. The Holder shall take reasonable steps to control the supply and consumption of alcohol at the Sports Ground to ensure it does not give rise to concerns for the safety of spectators.

**Dated the 1st August 2018**

Signed...  .....

Richard Roe  
Corporate Director, Place  
Trafford Council  
Town Hall  
Talbot Road  
Trafford  
M32 0TH

Emirates Old Trafford, General Safety Certificate Ground Plan 2018



Lancashire County Cricket Club  
Safety Procedures Manual Overview 2018

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**Lancashire County Cricket Club**  
**Safety Procedures Manual Overview 2018**



# Lancashire County Cricket Club Safety Procedures Manual Overview 2018

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# Lancashire County Cricket Club

## Safety Procedures Manual Overview 2018

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### **Introduction**

#### **About this Manual**

This manual is produced as a requirement of Clause 7 of the current General Safety Certificate issued by Trafford Borough Council which states –

“The Holder shall produce and maintain a written Safety Procedures Manual setting out the policies and procedures for complying with the terms and conditions within this certificate”.

Conditions numbered 1 – 9 inclusive are preliminary, requiring no further explanation and are therefore not addressed in this manual.

### **Conditions 10 to 20 – Designations**

#### **Condition 10**

*“The Holder shall designate a person who shall have executive responsibility for the production and implementation of Lancashire County Cricket Club’s Safety Policy for the specified activities.”*

**Mr. Anthony Mundy**, Director of Operations and Safety Certificate Holder is the Designated Person. He has the responsibility to produce the Lancashire County Cricket Club Sports Ground Safety Policy and make this available to the relevant authorities. The Policy is reviewed annually.

#### **Condition 11**

*“The Holder shall designate a person who shall deputise for the person described in 10 above.”*

**Mr. Ian Aspey**, Stadium Safety Officer, is the designated person. He works closely with Mr. Mundy on the Lancashire County Cricket Club Sports Ground Safety Policy to maintain understanding and seamless handover should that be required.



# Lancashire County Cricket Club

## Safety Procedures Manual Overview 2018

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### Condition 12

*“The Holder should designate a person who shall have executive responsibility for all operational safety personnel employed, contracted or invited to undertake a safety role in connection with the specified activities.”*

**Mr. Ian Aspey**, Stadium Safety Officer, is the Designated Person. He has responsibility to comply with the Lancashire County Cricket Club Sports Ground Safety Policy. The Policy is reviewed annually by the Director of Operations.

### Condition 13

*“The Holder shall designate a person who shall deputise for the person described in 12 above.”*

**Miss Sarah McManus**, Special Events and Projects Manager is the designated person. She works closely with Mr. Mundy and Mr. Aspey on the Lancashire County Cricket Club Sports Ground Safety Policy to maintain understanding and seamless handover should that be required. Miss McManus holds NVQ Level 4 in Spectator Safety Management.

### Condition 14

*“The Holder shall designate a person who shall have executive responsibility for ensuring that all building structures, building services and equipment are provided and maintained in such a manner that they safely fulfil their required function.”*

**Mr. Anthony Mundy**, Director of Operations and Safety Certificate Holder is the Designated Person. He has the responsibility to produce the Lancashire County Cricket Club Sports Ground Safety Policy and make this available to the relevant authorities. The Policy is reviewed annually.

### Condition 15

*“The Holder shall designate a person who shall deputise for the person described in 14 above.”*

**Mr. Dan Brown**, Operations Manager, is the designated persons. He works closely with Mr. Mundy on the Lancashire County Cricket Club Sports Ground Safety Policy to maintain understanding and seamless handover should that be required





# Lancashire County Cricket Club

## Safety Procedures Manual Overview 2018

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### Condition 16

*“The Holder shall designate a person who shall have executive responsibility for ensuring that a Safety Procedures Manual is maintained, updated, and that specified activities take place in accordance with that same Safety Procedures Manual.”*

**Mr. Ian Aspey**, Stadium Safety Officer is the Designated Person and author of this Manual.

### Condition 17

*“The Holder shall designate a person who, having the title of Safety Officer shall have final responsibility for suspending play for non-sporting reasons during all matches (unless control has been passed to the Police Ground Commander).”*

**Mr. Ian Aspey**, Stadium Safety Officer is the designated person

### Condition 18

*“The Holder shall designate a person who shall deputise for the person described in 17 above.”*

**Mr. Anthony Mundy**, Director of Operations, is the designated persons. He works closely with Mr. Aspey and has a full understanding of Mr Aspey’s role and therefore more than able to accept a seamless handover should that be required.

### Condition 19

*“The Holder shall ensure that the persons described in Conditions 10 – 18 (inclusive) above are afforded such authority as is commensurate with their responsibilities and shall ensure that those persons discharge their responsibilities under this certificate.”*

**Mr. Anthony Mundy, Mr. Ian Aspey and Dan Brown** have written authority from the Holder to discharge their responsibilities. All the named persons are subject to regular appraisal.



# Lancashire County Cricket Club

## Safety Procedures Manual Overview 2018

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### Condition 20

*“The Holder shall notify Trafford Council of the names of the persons designated under conditions 10 – 18 (inclusive).”*

The names of the persons designated appear in this manual and the council are notified immediately a change to the manual is made.

### Conditions 21 and 22 – Spectator Numbers

#### Condition 21

*“The Holder shall ensure that the maximum number of spectators admitted at any one time to the whole ground shall not exceed 24,000 (Twenty- four Thousand).”*

**Mr. Ian Aspey** calculates the maximum safe capacity for the whole ground and advises Trafford Borough Council of the maximum annually. The calculation methodology and reference sources are agreed with Trafford Borough Council’s Team Leader (Pollution & Housing) Public Protection. The maximum capacity calculated is then reflected in Condition 21 of the General Safety Certificate. All spectators are counted on entry to the ground and assessed against the maximum by the Stadium Safety Officer. Entrances are closed on the instructions of the Stadium Safety Officer when the maximum capacity is reached.

#### Condition 22

*“The Holder shall ensure that the maximum number of spectators admitted at any one time to parts of the ground shall not exceed the capacities set out within the L.C.C.C. Safety Procedures Manual.”*

**Mr. Ian Aspey** calculates the safe capacity for all specified events based on the parts of the ground intended to be made available for spectator access. All spectators are counted on entry to the ground and assessed against the maximum by the Stadium Safety Officer. Entrances are closed on the instructions of the Stadium Safety Officer when the maximum capacity is reached. Trafford Borough Council are notified of all capacity calculations.



## Conditions 23 to 33 – Specific Requirements

### Condition 23

*“The Holder shall take such precautions as may be necessary to ensure reasonable spectator safety.”*

**Mr. Ian Aspey** and **Mr. Dan Brown** complete Safety Risk Assessments. The precautions identified by the safety risk assessments are communicated within the organisation and acted upon accordingly. Regular audits are undertaken to ensure compliance.

### Condition 24

*“The Holder shall take such precautions as may be necessary to ensure reasonable crowd control.”*

**Mr. Ian Aspey** and **Miss Sarah McManus** complete Safety Risk Assessments. The precautions identified by the safety risk assessments are communicated within the organisation and acted upon accordingly. Regular audits are undertaken to ensure compliance.

### Condition 25

*“The Holder shall take such precautions as may be necessary to ensure reasonable stewarding of spectators.”*

**Mr. Ian Aspey** and **Miss Sarah McManus** complete Safety Risk Assessments. The precautions identified by the safety risk assessments are communicated within the organisation and acted upon accordingly. Regular audits are undertaken to ensure compliance.

# Lancashire County Cricket Club

## Safety Procedures Manual Overview 2018

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### Condition 26

*“The Holder shall ensure that all stewards employed at the sports ground shall be trained and assessed to a Level 2 Stewarding qualification within the National Qualification Framework, or to be undergoing such training. No steward shall be deployed at the ground until they have undertaken all aspects of the familiarisation and induction training covered by the induction module of the Training Package for Stewarding at football grounds (as amended for cricket grounds).”*

*No steward shall work unaccompanied until they have completed all aspects of the training set out in modules 1 (General Responsibilities) and 2 (Maintenance of a Safe Environment) of the Football Authorities’ Training Package for Stewarding at football grounds (as amended for Cricket grounds) and have attended 4 matches as a steward. All stewards shall complete their training, assessment and qualification within 12 months thereafter.”*

**Mr. Ian Aspey** addresses these standards in the Safety Risk Assessment.

### Condition 27

*“The Holder shall ensure that all reasonable policing requirements determined by Greater Manchester Police are provided for.”*

**Mr. Anthony Mundy** and **Mr. Ian Aspey** complete an assessment of each cricket season in advance and identify the need for police attendance. The requirements identified form the basis of the Police Statement of Intent and the Order for Special Police Services. Both the Statement of Intent and the Order for Special Police Services remain under review and are subject to amendment throughout the season.

### Condition 28

*“The Holder shall ensure that all means of Ingress and Egress are maintained, effective and unobstructed.”*

**Mr. Ian Aspey** and **Mr. Dan Brown** complete Safety Risk Assessments. The precautions identified by the Safety Risk Assessments are communicated within the organisation and acted upon accordingly. Regular audits are conducted to ensure compliance.



# Lancashire County Cricket Club

## Safety Procedures Manual Overview 2018

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### Condition 29

*“The Holder shall ensure that all building structures, building services and equipment are maintained in such a manner that they safely fulfil their required function.”*

**Mr. Anthony Mundy** and **Mr. Dan Brown** monitor the design, condition and use of building structures, building services and equipment by inspection regimes commensurate with the particular structure, service or equipment. They instruct consultant and specialist when necessary. They maintain appropriate records and make these available for inspection.

### Condition 30

*“The Holder shall ensure that all reasonable fire safety precautions are taken to prevent the outbreak, spread and effects on spectators of fire.”*

**Mr. Ian Aspey** and **Mr. Dan Brown** complete Safety Risk Assessments including fire risk. The precautions identified by the Safety Risk Assessments are communicated within the organisation and acted upon accordingly. Regular audits are conducted to ensure compliance.

### Condition 31

*“The Holder shall ensure that reasonable levels of medical / first aid facilities are available at the ground, throughout any specified activity, to relieve the immediate suffering of persons injured or taken ill at the ground.”*

**Mr. Anthony Mundy** and **Mr. Ian Aspey** complete Safety Risk Assessments including medical risk. The precautions identified by the Safety Risk Assessments are communicated within the organisation and acted upon accordingly. Regular audits are conducted to ensure compliance.



# Lancashire County Cricket Club

## Safety Procedures Manual Overview 2018

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### Condition 32

*“The Holder shall ensure that such evidence is made available as will enable Trafford Borough Council to satisfactorily audit L.C.C.C. safety management for compliance with the terms and conditions within this safety certificate.”*

**Mr. Anthony Mundy, Mr. Ian Aspey and Mr. Dan Brown** maintain or have access to all appropriate records. There are made accessible for purposes of immediate audit via an internet portal. Additional evidence is made available on request.

### Condition 33

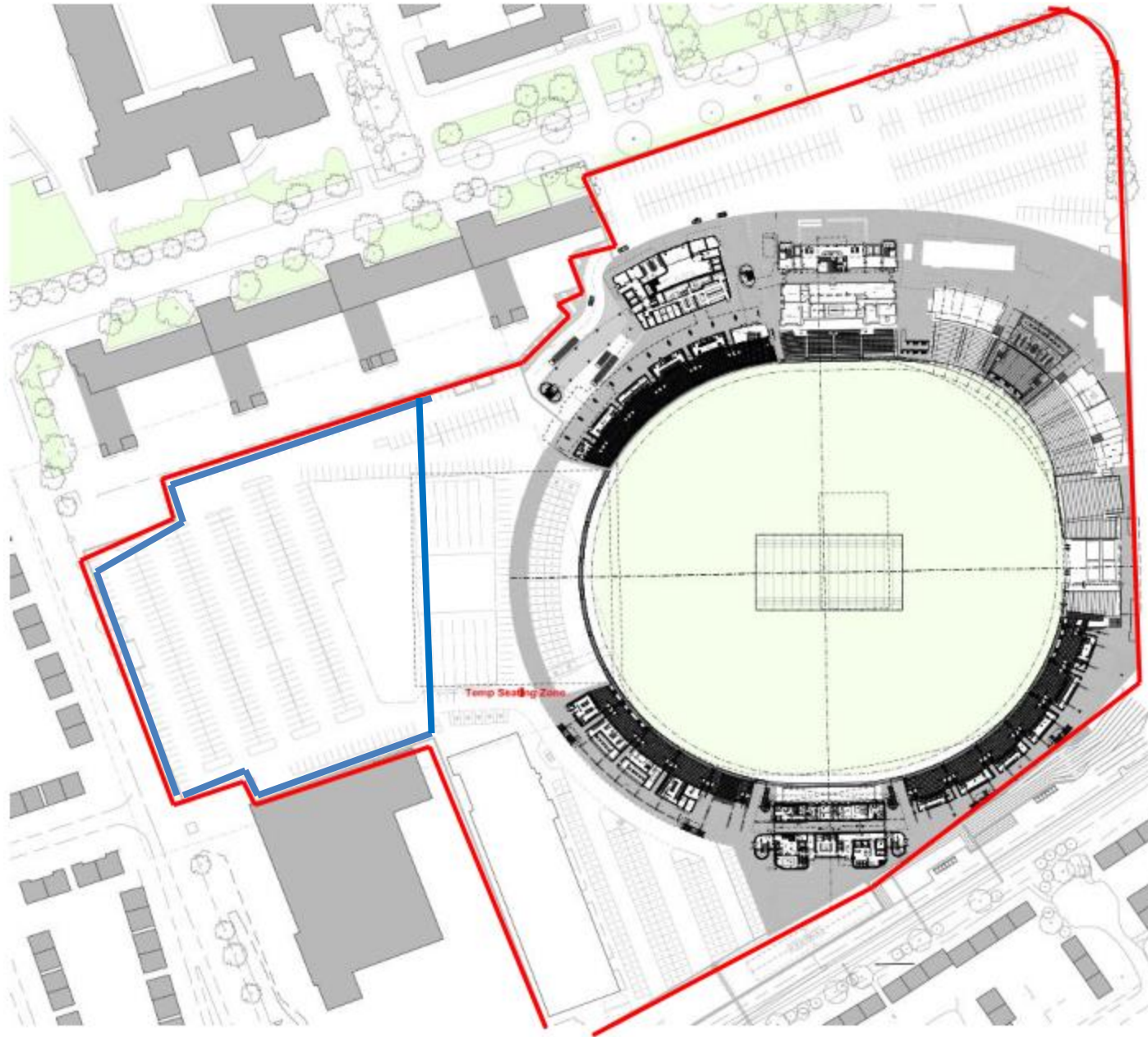
*“The Holder shall take reasonable steps to control the supply and consumption of alcohol at the Sports Ground to ensure it does not give concerns for spectator safety.”*

**Mr. Anthony Mundy and Mr. Ian Aspey** complete Safety Risk Assessments including the management of alcohol. The precautions identified by the Safety Risk Assessments are communicated within the organisation and acted upon accordingly. Regular audits are conducted to ensure compliance.

End of Safety Procedures Manual Overview



# Emirates Old Trafford, Genbreal Safety Certificate Ground Plan 2018



  
Area  
Designated as  
'No Amplified  
Music'

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## TRAFFORD COUNCIL

**Report to:** Safety at Sports Grounds Sub Committee  
**Date:** 23 January 2019  
**Report for:** Information  
**Report of:** Corporate Director, Place

### Report Title

**Manchester United Football Club – Annual Safety Report and General Safety Certificate**

### Summary

**Annual Safety Report for Manchester United Football Club 2017-18 and the issue of a new General Safety Certificate**

### Recommendation

**That the report and the re-issue of the General Safety Certificate be noted which was subject to the conditions set out in the attached certificate and the approval of the Corporate Director, Place**

Contact person for access to background papers and further information:

Name: Tony Bibi – Team Leader (Regulatory Services).  
Extension: 3840.

Background Papers: None

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

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**Manchester United Limited**

**Annual Post Season Safety Report**

**2017-2018 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 2017 – 2018 season and is submitted in support of the General Safety Certificate (GSC) application for the 2018 – 2019 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 2017 – 2018 season, in accordance with Section 3.8.2 of the MUFC Safety Manual.

## **2. EXECUTIVE SUMMARY**

The period under review runs from 13<sup>th</sup> August 2017 until 16<sup>th</sup> June 2018. These dates relate directly to the 2017 – 2018 season plus a period of concert events held at the stadium.

The scale and diversity of the seasonal match / event programme continues to produce impressive statistics pertaining to attendance, variety of events and improvement to safety management and customer care. This data has been extensively and comprehensively collated into the Appendices contained later within this report.

There have been a total of 35 events/matches hosted with a spectator attendance in excess of 2.1 million. The events/matches have consisted of 19 x Premiership, 2 x FA Cup, 1 x Carabao Cup, 4 x UEFA Champions League, 1 x Rugby League Grand Final, 3 x Premier League 2, 2 x Concerts, 1 x Soccer Aid, 1 x Legends game and 1 x Munich Memorial service.

There continues to be valuable assistance, cooperation, support and guidance from our inter agency operational work with the Greater Manchester Police (GMP), Greater Manchester Fire & Rescue Service (GMFRS), North West Ambulance Service (NWAS), St. John Ambulance Service 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 2017– 2018 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 Council for the renewal of the GSC for the forthcoming 2018 – 2019 season.

## 4. SPECIFIC MATTERS ARISING

### 4.1 Safety Management:

Throughout the season the Safety Management Team (SMT) has continued to develop and have demonstrated their capabilities as an effective and efficient team.

In July 2017 the Club appointed a Head of Security in a new role to manage and oversee the SMT and provide a new organisational structure within the department. April 2018 also saw the Club appoint a new Safety and Security Manager to succeed one of the outgoing Deputy Heads of Safety and Security.

Throughout the season the SMT has undergone several high level audits to ensure that their practices and policies remain a benchmark for stadium safety operations. These audits have been conducted by internationally renowned companies and all have been highly complementary regarding the work of the SMT and the levels of safety and security being maintained at Old Trafford.

The Gold / Silver / Bronze (GSB) Police management system associated with the match day operation continues to operate well. Pre-Match intelligence meetings continue to take place between the Silver Commander and Safety Officer with the agreed agenda capturing all aspects of the planning and delivery phases. The Silver Commander remains in direct communications through a variety of media with the Bronze Match Commander based in the MUFC Stadium Control Room. This system continues to be operationally sound and causes no concerns to either party.

TMBC continue to control the match day 'Traffic Management Plan', and coordinate their pre and post-match day operation through an external agency with associated support from MUFC and GMP where appropriate. Despite the significant and ongoing road works connected with the expansion of the Metrolink, traffic management has been well managed ensuring the continued safety of spectators arriving and departing at Old Trafford.

Manchester United car park operations continue to operate daily from 0700-1900 successfully managing 5175 vehicle spaces including 300 accessible bays across the thirteen official car parks. All issues associated with congestion in the car parks before and after a match are constantly monitored and managed to ensure that any congestion that may impact on the free flow of traffic is kept to a minimum and returned to normality as soon as possible.

The SMT continue to use the Aware Manager system 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 system is fully auditable and provides an excellent safety assessment and evaluation tool. The continued use of the 'Aware manager'<sup>1</sup> mobile applications throughout the 2017-18 season ensured that all actions were completed methodically and that the record of events was captured in real time. The SMT also provide a pre match report associated with this data to the Head of Venue Operations as an additional method of safety positive affirmation.

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<sup>1</sup> AwareManager 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, management of office ledgers, recording insurance certificates, tracking incidents and escalating issues via appropriate channels.

The MUFC risk management processes examined all areas of operational business and coordinate positive affirmation work to ensure that any risks identified were addressed. As an ongoing and continuous process all areas of the SMT roles and responsibilities are examined to ensure that they are of the highest standard. Such areas include the SMT manuals and policies, structured reporting procedures, escalation policies and control measures.

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. This is done in real time to provide an accurate record of activity. Joint Decision Making Model (JDMM) training was also delivered to the SMT and wider key security management personnel. The JDMM is widely used by police and other emergency services in line with the Joint Emergency Services Interoperability Programme (JESIP).

Social media is 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 match-day. In addition the SMT have a member of the MUFC media team on duty to assess and advise on developing issues or assist with large scale communications.

All SMT processes are supplemented with the use of the 'Steward Match Day Incident Reports'. This entails the post-match hand written completion of an incident form(s) by steward supervisors from all sections, in relation to any pertinent issues occurring within their own areas, which they feel should be reported back to the SMT. These issues relate to potential safety matters, equipment defects, security issues, ejections, damage, medical scenarios etc. and once again are all fully auditable. This process ensures improved reporting of a relevant and consistent nature. Accordingly, the quality as well as the volume of incident report continues to remain at a constant rate based on previous seasons' data.

The Steward Training programme continues to be delivered by our now established training provider – Controlled Solutions Group (CSG). This ensures that MUFC support all its stewards in their requisite training and role competencies in accordance with the NVQ Training Level 2. The Controlled Event Solutions (CES) match day security stewards are also trained to the same NVQ Level 2 by their parent company provider CSG. The online NVQ work is further supplemented by a small team of steward training assessors, who continue to undertake continual assessment and evaluation work with the stewards on match days. The training provider is audited by the SMT on a quarterly basis to ensure that high quality standards are maintained. The recruitment process of stewards now takes place bi-monthly; there has been a satisfactory number of applicants throughout the year. All new stewards recruited to the role, are required to complete the full online training package with an associated examination before they become eligible to commence match day employment, further enhancing the capabilities and competencies of new stewards and showing full compliance with the general safety certification requirements. The steward training package continues to improve with additional training input provided in relation to disability awareness. There is also a separate training package provided by 'Level Playing Field'<sup>2</sup> for the benefit and training of the Stadium Access Stewards.

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<sup>2</sup> LPF is a registered charity in England and Wales, and acts as a campaigning and advisory organisation to its membership and other parties across all sports. You will find information on disabled fans facilities at <http://www.levelplayingfield.org/> along with useful disability and access reports, guides, good practice documents and general disabled supporter information. Please visit <http://www.levelplayingfield.org.uk/>

Extensive hardware & software work continues to be undertaken with the Skidata<sup>3</sup> electronic turnstile and entrance access system to ensure data is continually and accurately produced and presented, which the SMT can utilise to evaluate match day capacities, flow rates and entry trends to all sections of the stadium.

The SMT continue to test the match day and non-match day evacuation plan with scenario testing held during 'silent evacuations' exercises which test the building and safety systems. An extensive and bespoke table top exercise was developed with Greater Manchester Police and took place in September 2017. The attendance at this table top exercise was expanded to include the involvement of match day casual stewarding and security staff that greatly benefit from this tactical exercise. In addition, a bespoke table top exercise was developed and delivered in May 2018 in relation to the concerts that were being held at the stadium during June 2018.

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

As already mentioned, the 'MUFC Safety Manual' is continually under review, amendment and update in order to complement current safety structures, systems and protocols in accordance with the requirements of the General Safety Certificate. The TMBC Licensing Officer is kept fully apprised of any SMT developments and consulted on all relevant issues.

## **4.2 Security:**

The security for both match day and non-match day operations remains contracted to 'Controlled Event Solutions' (CES). The SMT maintain a close working relationship with CES with continual liaison, review and de-brief to ensure that the security arrangements both complement and support all current intelligence, events, threat levels, necessary safety policy, protocols and deployments.

In association with the SMT, the Security Operations Manager from CES continues to work hard to evaluate and improve all security delivery in an effective and efficient manner to MUFC. All security arrangements are continually assessed and re-evaluated, resulting in an appropriately managed and coordinated delivery, thereby ensuring robust security is maintained 24/7 in and around the stadium, satellite properties and other complexes on both match and non-match days.

During 2017-18 several independent audits of both match day and non-match day security were conducted by the previously mentioned independent external security risk management companies. The outcome of the reviews was very positive. A number of incremental improvements were recommended, the majority of which had already been identified by the ongoing MUFC internal review process.

Despite these positive audits, the security operations are continually re-examined and scrutinised to ensure an effective security presence is in place to proactively manage all aspects and factors involved with the match day security. A periodic programme of SMT

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<sup>3</sup> SKIDATA AG is a global company and a worldwide leader in providing access solutions and visitor management. Please see <https://www.skidata.com/en/corporate/about-skidata/>



led penetration testing alongside match day quality assurance checks ensures that a continuous improvement culture permeates through all those involved in the operation.

The current 'National Terrorist Threat Level' has been classed as 'Severe' which is the second highest level of threat (a terrorist attack is highly likely) since August 2014. The London Underground attack on September 17<sup>th</sup> 2017 led to the threat level being escalated to 'Critical' (a terrorist attack is expected imminently), and during this period we held our first fixture whilst the national threat level was at this elevated status (MUFC v Everton fixture on 17<sup>th</sup> September 2017). The SMT 'Raised Threat Response Plan' was put into action to protect staff and visitors to the stadium during this time and ensured that the fixture took place without incident.

The season saw the implementation of the MUFC "Restricted bag policy". This policy ensured that only bags within a certain accepted size (20cm x 15cm x 5 cm) were allowed into the stadium and this was only following a search and tag procedure. This measure was introduced to further develop the MUFC security strategy which was heavily revised following the Manchester Arena attack. The implementation of the policy saw the development of bag drop provisions on the stadium footprint to accommodate any supporters who failed to heed the communications sent by the club in relation to not bringing a bag to the stadium. Throughout the season the bag drop operation has developed and grown and will be fully reviewed prior to the 2018-19 season.

Our Counter Terrorism Security Manager continues to liaise with the GMP Counter Terrorism Security Advisor (CTSA) who together continually assess the current measures and recommend additional measures where appropriate. The NaCTSO scoring matrix assesses our security provision against challenging nationally recognised standards. The SMT have continued to make significant improvements during the course of last season.

The online counter terrorist awareness course, developed last season, continues to be a mandatory annual requirement for all MUFC staff.

The SMT continues to use specially trained dogs to prevent and detect explosives and pyrotechnic devices. The explosive search capability is now an essential part of pre-match stadium search procedures and this is in addition to a pyrotechnic dog scanning operation for supporters.

In conjunction with the police, the SMT will explore and evaluate all available intelligence in order to gauge all stadium safety and security responses. This in turn is passed onto CES to ensure there is no relaxation of security policies and a full recognisance of national threat levels is acknowledged, anticipated and understood.

Security access to the stadium on both match and non-match days continues to be proactively managed by CES. The security accreditation system also remains essential to a tight security regime. The security accreditation system encompasses the press, media, contractors and visitors to the stadium on match-days. All these people are also subject to match specific passes and wristbands with security escorts where appropriate, to further highlight and focus minds that stadium access is strictly controlled and non-authorized entry is activity discouraged and prevented.

On a match day, the SMT have enabled CES deployments to proactively target many issues in direct support of its policies and the overall safety and security of the supporters. Some of these operations have included, ticket touting, concessionary ticket misuse, away in home policy, clandestine smoking within the stadium, persistent standing,

drunkenness and 'drinking in view of the pitch' offences. The proactive approach taken by our security staff resulted in 204 refusals, conversely there were only 40 arrests made last year, the lowest number ever recorded. There are many variables to determine whether there is a causal link between high refusals and low number of arrests but our policy of early intervention clearly has a positive impact on the overall safety and security of the event.

From the stadium control room, CES 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 or security issues. The CCTV system has undergone extensive and continual improvement work with new panoramic cameras located in the stadium bowl. These panoramic cameras have proved invaluable in the investigation of incidents within the ground and several offenders being identified, located and detained due to the vastly improved CCTV system.

### **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 on the first working day following any match or event. This is seen as extremely important that all pertinent safety and security matters relating to the event are expeditiously communicated to all partners and internal departments. Subsequently, all aspects of the match day operation and related issues of note are discussed and overseen within a formal 'post-match de-brief meeting'.

A pre match liaison meeting involving the SMT and GMP is always facilitated prior to each event to discuss and clarify the anticipated operational requirements, planning and contingencies and to discuss associated deployments against available intelligence. These meetings have been extremely valuable to bench mark necessary arrangements and resourcing involving the 'governing' agencies. The continuing review of MUFC operations via the Gold Silver Bronze (GSB) police command structure assists the development of future operations. Following any event a debrief process with GMP is undertaken to ensure that any learning experiences are captured and implemented at future events.

The SMT have been extremely grateful for the continued support of Trafford Metropolitan Borough Council (TMBC) towards MUFC and their match day operations. Special note should go to the TMBC Licensing Officer - Tony Bibi, whose attendance at high risk fixtures last season, in a monitoring, compliance and advisory capacity has been seen as invaluable support to the SMT.

MUFC have hosted members of the TMBC Safety Advisory Group (SAG) during the 2017 – 2018 season in a regulatory and auditing capacity, and again the SMT see this as valuable support and assistance in their role.

Members of the Sports Ground Safety Authority (SGSA) regularly liaise with the SMT to ensure that the safety policies / protocols involved in the match day operation are fully in place. Laura Strong, the local SGSA Inspector, attended several events during the 2017-18 season.

MUFC also support and welcome feedback from the 'Visit Football' quality assurance stadium scheme as backed by the Premier League. This feedback on general supporter experiences, away supporter experiences and disability issues provides poignant

information on a variety of issues but most importantly to the SMT are the specific items on stadium safety and security.

#### **4.4 Persistent Standing / Smoking:**

The SMT address all aspects of persistent standing and smoking regulation protocol (as previously discussed). 'Appendix D' (attached) highlights the arrests and ejections involved throughout the 2017-2018 season associated with contraventions of persistent standing and of the no smoking regulations.

Each match is risk assessed in relation to persistent standing in accordance with previous guidance provided by the SGSA, and then continues to be dynamically risk assessed throughout the event. It should be highlighted that regardless of any standing issues manifesting themselves, that all gangways and vomitories are kept clear at all times, as a priority.

The 'No Smoking' data has shown a marginal decrease in ejections for this type of offence, especially in away areas during the last season. This should be viewed in part, as a direct result of the proactive CES security operations targeting such offenders. Pre match all safety steward supervisors are issued with a 'smoking debris report' highlighting where the cleaners found any cigarette debris at the previous match.

For both issues of persistent standing and smoking, letters are sent to identified offenders highlighting their actions and the possible sanctions that will be imposed should they not modify their behaviour. In addition the SMT have a rigid process for the collation and allocation of complaints around such matters so that highlighted issues are targeted without delay. Real time action is also available by the anonymous 'text help' system which is in operation on match/event days and is managed from the stadium control room to ensure issues are dealt with expeditiously. The availability of this anonymous text service is fully communicated to all fans. The service was relaunched as a "Virtual Steward" system half way through the season.

#### **4.5 Medical Team:**

The SMT continue to work closely with its medical team in order to maximise its response and capabilities towards the treatment of spectators and staff before, during and after events. Close liaison is maintained with the medical teams to ensure all stadium safety requirements and responsibilities are addressed on a match day and a post-match debrief also ensures that all information is evaluated in a timely and effective manner, so that any modifications to the medical model can be expeditiously enabled.

The current medical resourcing model continues to thrive and develop under the control and coordination of the Lead Crowd Doctor – Dr. John Butler. The medical team configuration comprises of a cadre of highly skilled and specialised Crowd Doctors, ably supported by emergency nurses on a 1:1 basis, a significant and calculated number of paramedics strategically located around all areas of the stadium, and all supplemented by a regular and ample attendance from the St. John Ambulance service. This model achieves optimum medical team establishments by way of stadium coverage, experience, quantity and quality, training opportunities and general working protocols. These arrangements are a vitally important part of the overall existing MUFC safety policies.

St. John Ambulance continues to operate its very own 'MUFC St. John Unit' within the stadium, which meet weekly and train in and around the ground itself. This arrangement continues to provide an improved resilience for match days and also gives their members great pride and ownership in being part of MUFC as well as the St. John Ambulance service.

Appendix E details the data relevant to specific spectator and staff medical treatments at each event during the last season. MUFC work with NWS to understand the pressures placed upon the NHS. To this end the provision of the medical teams ensures the persons at the events are given the best pre-hospital treatment available outside the hospital environment and therefore reducing the pressures that could be placed on the local NHS system. It is interesting to note that last season, involving over 2.1 million spectators, saw an increase in the number of people treated with an average of 16.8 treatments per match compared to an average of 14.2 treatments per match over the preceding 6 seasons. Hospitalisation remained unchanged since last year but is well below the 6 year average. One of the medical team's objectives is to minimise spectator hospitalisations by being able to supply a skilled but varied and diverse medical response to all patients, in order to reduce hospital admissions and consequently reduce any pressure on the external emergency medical resources. The data confirms that this objective is still being achieved.

The medical treatment data and patient feedback provides great reassurance to the SMT that the current medical model is working well and fit for purpose. Accordingly, the match day medical operation and its safety policies continue to work and provide excellent support for the medical provision of all attendees to Old Trafford.

Medical conditions presented vary from simple blisters to cardiac arrests; all require appropriate treatment. MUFC and the medical team are proud of the service provided and will continue to strive to deliver the right care at the right time. Above all, cardiac arrest outcomes are most successful with early intervention to give the best possible chance of survival. This high standard of medical provision was demonstrated once again in December 2017 when a male collapsed in the Munich Tunnel: instantly recognised by MUFC stewards they acted superbly and gained medical assistance, resuscitation commenced immediately using the defibrillator, cardiac drugs, intubation and transported to hospital. The patient survived as a direct result of the treatment he received at the scene.

The skill, expertise and diversity of our medical teams ensure that not only do they have the ability, resources and equipment to react to any medical scenario occurring in any area of the stadium at an event, but their presence and capabilities also ensure that the MUFC Disability section is also able to offer match day facilities to a diverse range of disabled supporters. The 'Ability' section as a result is a thriving and important part of the safety operation, with many member supporters able to enjoy the match day experience in the knowledge that specialised medical assistance is available at all times.

There were many examples last season where extremely poorly, disabled or terminally ill people were able to attend at a match due to the great care, dignity, support and reassurance provided by our medical teams.

This season saw the introduction and trials of the new ability sections in the South and East stands in line with the Equality and Human Right Commission recommendations. A rigorous testing schedule was instigated to ensure that all modifications to the stadium to facilitate the greater number of wheelchair spaces were fit for purpose and safe. Further

trials on other areas will continue during the 2018-19 season. Accordingly future medical provision will be subject to continual review to assess the impact of the changes in the reconfiguration of the stadium.

#### **4.6 Police:**

In line with the Lord Justice Taylor report (following Hillsborough), the SMT continue to support the multi-agency approach to match / event spectator safety and security issues. In particular, the SMT work very closely with the GMP and continue to explore all aspects of match / event safety and security to ensure the most effective and efficient use is made of police staffing and deployments in conjunction with MUFC policies and match day resources.

Prior to the start of the 2017 – 2018 season, the SMT met with the police to review the match day police deployments. In light of the national terrorist threat level and to complement the wider match day security operation some minor changes were made to police deployments. These changes were jointly evaluated mid-season and all parties agreed that the changes had a positive impact upon the operation.

As in previous seasons the SMT and police assessed the season's fixtures and potential match categories. These negotiations proved very successful as the majority of the scheduled match categories did not need to be varied as the season progressed.

In summary, there were 4 x 'Police Free' events (Premier League 2 fixtures), 15 x Category 'A' events, 13 x Category 'B' events, 2 x Category 'C' events and 1 x Category 'C-IR' (increased risk) event. The high incidence of Category A matches certainly continues to highlight the confidence of the police in the SMT safety and security operation.

Regular liaison and discussions were undertaken throughout the season with GMP, as regards to any deployment amendments required in response to changes in match days and kick off times for television scheduling purposes.

Good communications is seen as paramount to ensure all pertinent intelligence relevant to the event and its attendees, deployments and any other associated operational information is exchanged between both parties. This communications exchange is also supplemented by regular pre match planning meetings being arranged around 2-3 days before the event involving the SMT and the GMP match day Silver Commander. A post-match de-brief is also facilitated with GMP to ensure full and detailed communication is continually maintained, pertinent data information relevant to the event exchanged, and any valuable lessons learnt from the experiences of the fixture.

The match day operation also benefits from any available intelligence gleaned from other agencies. These not only include the police sources but also the National Football Safety Officers Association (NFSOA), which communicates specific post-match safety officer's reports on their own matches and previous incidents. Most importantly, the NFSOA also provides information on the activities of visiting supporters to matches at most stadia in the UK throughout the season. This valuable information is procured from either one-2-one contacts with other Safety Officers or via the restricted national website. This information is always evaluated and acted upon where necessary, but also always shared with the police. The SMT continue to be full members of the NFSOA.

Manchester United is totally committed to equality, diversity and inclusion. The club has a zero tolerance approach to any discriminatory or offensive behaviour from any person. In their working protocols with GMP, the SMT have developed joint associated policies in effectively dealing with any such incidences. Accordingly, all staff are trained and briefed in such matters and fully support the club's #allredallequal equality and inclusion campaign. MUFC have also developed an initiative titled 'Help your club tackle discriminatory or offensive behaviour'. This is an anonymous mobile phone texting service marketed as a 'virtual steward', highlighted on numerous posters around the stadium and also within the match day programme, to help alert staff to any discriminatory or inappropriate behaviour, all of which can be dealt with 'live', rather than after the event by way of complaint. MUFC have also adopted the 'Kick It Out App.' which can be used in a similar way to anonymously report such despicable offences. The SMT work closely with the club's Equality and Inclusion Officer on equality related matters and incidents.

#### **4.7 Children, Young & Vulnerable Persons:**

Safeguarding within football has been subject of adverse media headlines with several high profile cases being heard in the courts. The match day safeguarding operation was already well established and consolidated into the overall match day operation. Safeguarding professionals from local authorities have been recruited and now work alongside MUFC staff to provide a proactive and reactive operation in relation to the safeguarding of children and vulnerable adults. These groups include children who may be subject to issues of neglect, child sexual exploitation and domestic abuse. It also includes adults who may be vulnerable due to mental health issues, domestic abuse or drug dependency. We recognise too that specific behaviour amongst our staff may also raise concerns. The match day safeguarding officers take up strategic positions at different phases to monitor activity and are deployable to specific incidents via the stadium control room.

In line with current national policy, MUFC continue to employ the services of a full time Safeguarding Officer whom the SMT continue to work closely with all match day issues concerned with the welfare, safety and security of children, young persons and vulnerable spectators. The SO has also provided new and valuable policy guidance to the stewards on child safety / welfare. These policies have also been included in the 'Steward's Operational Guide' (Stewards Handbook).

The match day safeguarding role continues to evolve with multiple teams working events and resources for each match vary according to anticipated demand. In some instances the safeguarding team will follow up with schools and colleges any concerns that have arisen. These staffing increases have also provided additional support for security staff; safeguarding staff are key decision makers when deciding if any person under 18 years of age is physically searched.

Safeguarding staff are stationed in stands to provide a quicker response and general support is available should any child become separated from the adults who they are with or concerns about the behaviour of the group.

The safeguarding team have a regular cohort of trained staff working an event which has provided the opportunity for a professional and personal relationship with stewards and others to provide a consistent level of support across the club. This has increased the confidence of steward supervisors in asking for safeguarding support as required, which results in an increase of cases reported, ultimately increasing the scope of the safeguarding team.

MUFC continually undertake the Disclosure and Barring Service (DBS) checks (previously CRB 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 up to date and also renewed again after 3 years.

The match day ticket checking operation in the Family Stand has continued throughout the 2017-18 season with the intention of identifying adults attempting to enter that area on junior ticket facilities. Any persons found misusing the junior tickets have them confiscated and appropriate sanctions applied by the Ticket Office management. Accordingly this has continued to see a steady decrease in such practices through robust ticket enforcement to virtually zero. In turn this has ensured the Family Stand population remains predominantly one of parents and children, and maintains the atmosphere of a family orientated one. To further promote this family environment the family stand has been made a zero tolerance area for unacceptable behaviour and sanctions imposed on any supporters who do not adhere to the high standards of supporter behaviour we expect. This same concessionary abuse policy is also applied to all other parts of the stadium with the same sanctions to ensure concessionary tickets are not being abused and the demographics of both child and elderly people maintained throughout the stadium.

The dedicated Steward 'Ability Team' works well and regularly attract letters of thanks for their skill, professionalism and understanding. They continue to work closely with the Disability Liaison Officer (DLO).

This is the third season since the introduction of the Stadium Access Stewards who assist supporters with limited mobility in accessing, circulating and egressing all areas of the stadium. This specialist team of stewards has been trained utilising Premier League training as well as bespoke MUFC equality training. The work of the Stadium Access Team has been 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. Demand for this service provision has seen the Stadium Access Team double in size from when it was first introduced.

The MUFC mobility buggy operates a popular transfer service from the remote car parks for supporters with limited mobility. It undertakes several trips pre-match between designated stops and then also undertakes one final trip post-match. This service has been well received and there will be further assessment during the coming season to establish if this service can be further expanded.

#### **4.8 Specific Event Day Issues:**

- 17/09/17 MUFC v Everton – First ever fixture held at Old Trafford with the National Terrorism Threat Level at critical. Extensive extra security measures put in place as per the MUFC Critical Escalation Plan ensuring there were no issues.
- 18/11/17 MUFC v Newcastle – MUFC and GMP conducted a joint operation to locate a missing 70 year old male who was separated from his family. Successful joint working resulted in the male being located unharmed.
- 10/12/17 MUFC v Manchester City - During the fixture an elderly male fell down a set of vomitory stairs onto the concourse leading to a significant head injury. The male

was treated at the scene and transferred to hospital where he subsequently died the following day. This matter was subject of a TMBC investigation. It is also subject to an ongoing coronial investigation process.

- 13/03/18 MUFC v Sevilla FC – Prior to the event a male was found unconscious in a porta-loo situated on the N1 car park. He had suffered a cardiac arrest. Despite being treated at the scene he never regained consciousness.
- Throughout the season there have been issues with a group of supporters marching to the ground from the Tollgate Public House. This has led to several confrontations with away supporters at the entrance to the Munich Tunnel. The issue is under constant evaluation and resolution by both the Club and GMP.
- The Rolling Stones and Billy Joel concerts (July 2018) – This season saw the return of concerts to Old Trafford for the first time in over a decade. The events involved meticulous planning to ensure the successful delivery. Both events were challenging with different considerations to the usual football events. Due to different crowd dynamics and seating/standing configurations within the stadium a sterile outer perimeter facility was created as part of the safety and security measures.
- The SMT allocated travelling MUFC stewards to all away fixtures during the 2017-18 season to ensure that the travelling supporters had a point of contact regarding safety and stewarding issues. This initiative has been well received by supporters and other grounds with excellent associated improved behaviour by the traveling MUFC supporters

#### **4.9 Charter Complaints:**

The SMT have assessed, investigated and responded to any issues received from Customer Care in accordance with the Manchester United Club Charter throughout the 2017 – 2018 season. The SMT meet and liaise regularly with the Customer Care Team to ensure all complaints are thoroughly investigated and responded to expeditiously.

These complaints involved a diverse range of advice, observations and outright complaints associated with match day behaviour or procedures involving staff or other spectators.

The ongoing auditable procedures developed by the SMT in relation to complaints, continues to work well. Specific complaints where appropriate, are allocated to the area steward supervisors for their ongoing personal proactive monitoring or other reactive resolutions. These 'complaint forms' are then returned after each match for SMT checking and recording and subsequently filed away with the original complaint on its conclusion. This process is working well in addressing issues affecting the 'MUFC Customer Experience', but equally important ensuring full recognisance of the safety & security of the spectators and their enhanced compliance with Ground Regulations.

The texting initiative, 'Help Your Club Tackle Discriminatory or Offensive Behaviour', developed three years ago was rebranded as a 'Virtual Steward' and continues to assist both in the reduction of complaints and proactive resolution of 'live incidents', by the reactive addressing of any unacceptable behaviour within the stadium during a match.



Customers are advised to anonymously text HELP to a dedicated control room number followed by the Stand, Row & Seat of the offender and the nature of the problem affecting them during the match day period. Stewards are then immediately directed to the area in question to assist or resolve the issue as appropriate.

The benefits of the texting service are also regularly broadcasted over the stadium public address system in a proactive effort to ensure all supporters are aware of the facility. The service has attracted customer support resulting in a certain amount of ejections and arrests, which otherwise may have gone unchecked.

#### 4.10 Projects:

- A. The development works to increase accessibility seating has started and was tested in certain locations during the 2017-18 season. Further testing will continue during the 2018-19 season. The completion of the project will see an increase in wheel chair positions from 120 to 277 and an increase in amenity seats from 126 to 278. The SAG has received a separate presentation on this large development project
- B. Hostile Vehicle Mitigation Measures (HVM) – Plans to install new HVM bollards at all vehicular access points to the stadium are at an advanced stage. Once agreed construction work is expected to start during the course of the 2018-19 season. In the interim and in conjunction with GMP we have developed some temporary match day HPVP (High Profile Vehicle Placement) measures. In addition Surface Guard HVM measures are installed on a match by match basis at W3 exit point and the entrance point to the W2 car park. This work will complement the existing security bollard operation around the stadium perimeter which was extended last season to prohibit vehicles gaining unauthorised access underneath the stadium.

## 5. APPENDICES

Appendix A	Stadium Seating Capacity
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. CONCLUSIONS

The current edition (5<sup>th</sup>) of the Guide to Safety at Sports Grounds ‘Green Guide’ states in its Preface:-

***“Whilst there have been no significant failures resulting in the deaths of spectators at any ground in the UK since the publication of the previous edition, the potential for disaster remains. Tragedies continue to occur in other parts of the world. As many sports become ever more commercially driven, it is timely to remind ground***

***management and its advisors of the danger of complacency and the need for continued vigilance”.***

This extract is particularly pertinent following the recent Hillsborough disaster inquest verdict.

This report therefore demonstrates how the requirements placed on Manchester United Football Club Safety Management by the General Safety Certificate issued for the 2017 – 2018 season have been fully adhered to and the SMT continually strive for greater safety improvement and effective safety management towards the average 2.1 million spectators attending events at Old Trafford each season.

The data contained with the appendices highlights the results of robust, clear and resilient policies and procedures, which have been applied by competent safety personnel operating at the stadium. These staff have been ably supported by a variety of other relevant agencies throughout last season. The statistics contained within the report clearly show that these factors have all combined over 2017 – 2018 to ensure a highly successful operation and safe season.

There have been several high risk and testing matches and events hosted at Old Trafford stadium in the 2017-18 season. Through intensive planning, multi-agency cooperation, strategic deployments & tactical thinking, these matches plus the remaining other events, witnessed some excellent operational safety and security results.

Manchester United would like to take this opportunity to thank its partners who must share in these results, for their valuable assistance, guidance and support given throughout the 2017–18 season namely the Greater Manchester Police, Greater Manchester Fire & Rescue Service, North West Ambulance Service, St. John Ambulance Service and of course Officers of the Trafford Metropolitan Borough Council and its Safety Advisory Group..

MUFC now look to towards the 2018/19 season with renewed vigour and enthusiasm into all aspects of their safety and security responsibilities.

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**APPENDIX 'A'**

**STADIUM SEATING CAPACITY**

<b>Stand</b>	<b>Standard Seating</b>	<b>Executive Seating</b>	<b>Totals</b>
<b><u>North</u></b>			
Tier 1 Lower	3,066	-	
Tier 1 Upper	9,146	1,514	
Tier 2	5,902	1,148	
NE Tier 2	2,330	1,513	
Wheelchair Spaces (8 + 8 Helpers)	16	-	
NW Tier 2	2,279	1,560	
Wheelchair Spaces (8 + 8 Helpers)	16	-	
Tier 3	4,084	-	
Executive Boxes	-	<b>720</b>	
<b><i>Totals</i></b>	<b>26,839</b>	<b>6,455</b>	<b>33,294</b>

<b><u>South</u></b>			
Tier 1 Lower	1,996	-	
Tier 1 Upper	5,761	1,392	
Directors Box	-	220	
Press Area (incl. TV Studio)	-	150	
Executive Boxes (incl. Window Tables)	-	154	
<b><i>Totals</i></b>	<b>7,757</b>	<b>1,916</b>	<b>9,673</b>

<b><u>East</u></b>			
Tier 1 Lower	1,840	-	
Tier 1 Upper	6,999	-	
Tier 2	6,456	-	
Disabled Platform	208 (104 + 104 Helpers)	-	
Executive Boxes	-	288	
<b><i>Totals</i></b>	<b>15,503</b>	<b>288</b>	<b>15,791</b>

<b><u>West</u></b>			
Tier 1 Lower	2,671	-	
Tier 1 Upper	2,360	862	
Family Stand	4,182	-	
Tier 2	6,456	-	
Executive Boxes	-	165	
<b><i>Totals</i></b>	<b>15,669</b>	<b>1,027</b>	<b>16,696</b>

<b><i>Sub Totals</i></b>	<b>65,768</b>	<b>9,686</b>	<b>75,454</b>
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<b><i>Total Stadium Capacity Season 2017/18:</i></b>	<b>75,454</b>
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**APPENDIX 'B'**

**SAFETY PERSONNEL STAFFING FIGURES**

Safety Section	Description	17/18	16/17	15/16	14/15	13/14	12/13
<b>Head Steward</b>		001	001	001			
<b>General Stewards</b>	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	001
	Supervisors	027	027	027	027	027	027
	General Stewards	265	265	265	265	265	265
		<b>297</b>	<b>297</b>	<b>297</b>	<b>296</b>	<b>296</b>	<b>297</b>
<b>Safety Steward</b>	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
			<b>290</b>	<b>290</b>	<b>290</b>	<b>290</b>	<b>290</b>
<b>Fire Stewards</b>	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
			<b>010</b>	<b>010</b>	<b>010</b>	<b>010</b>	<b>010</b>
<b>Security</b> <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	001	001	001	001
	Supervisors	028	025	025	025	025	025
	Security Officers	619	587	473	379	379	379
			<b>**650</b>	<b>**615</b>	<b>**500</b>	<b>**406</b>	<b>**406</b>
<b>Gate Stewards</b>	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
			<b>192</b>	<b>192</b>	<b>192</b>	<b>192</b>	<b>192</b>
<b>Car Park Stewards</b>	Car Park Manager	001	001	001	001	001	001
	Car Park Supervisors	004	004	004	004	004	004
	Car Park Stewards	050	050	056	056	056	056
			<b>055</b>	<b>055</b>	<b>061</b>	<b>061</b>	<b>061</b>
<b>Medical Personnel</b>	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	040	040	040	040	040
			<b>070</b>	<b>080</b>	<b>080</b>	<b>080</b>	<b>080</b>
<b>Stadium Control Room</b>		<b>007</b>	<b>007</b>	<b>006</b>	<b>005</b>	<b>005</b>	<b>005</b>
<b>Total Match Day Safety Personnel</b>		<b>1581</b>	<b>1546</b>	<b>**1,436</b>	<b>**1,340</b>	<b>**1,340</b>	<b>**1,340</b>

**Appendix C - Arrest & Ejections (inc. Visitors Attendance)**

Code	Name	Event Type	Match Category	Visitor Attendance	Visitor Minibuses	Visitor Coaches	Arrests			Ejections			Refused Entry		
							Home	Away	Neutral	Home	Away	Neutral	Home	Away	Neutral
2017-08-13-WHU	West Ham United	PREMIER	B	2,784	0	5	1	1	0	7	3	0	1	6	0
2017-08-26-LCFC	Leicester City FC	PREMIER	B	2,971	0	16	1	0	0	8	0	0	2	0	0
2017-09-02-LEG	Legends v Barcelona	FRIENDLY	A	0	0	0	0	0	0	0	0	0	0	0	0
2017-09-12-FCB	FC Basel	CHAMPNS LG	B	898	0	6	0	0	0	2	0	0	0	1	0
2017-09-17-EFC	Everton FC	PREMIER	B	2,959	6	16	0	2	0	3	7	0	1	1	0
2017-09-20-BAFC	Burton Albion FC	OTHER	A	1,991	3	24	0	0	0	3	0	0	0	0	0
2017-09-30-CPFC	Crystal Palace FC	PREMIER	B	1,323	2	2	1	1	0	1	0	0	2	0	0
2017-10-07-RUG	Super League Grand Final	RUGBY	B	0	7	174	1	0	2	18	5	18	0	0	0
2017-10-28-TOT	Tottenham Hotspur FC	PREMIER	A	2,953	2	1	0	0	0	3	0	0	1	4	0
2017-10-31-BFC	Benfica FC	UEFA EU LG	B	2,436	1	5	0	1	0	2	1	0	7	12	0
2017-11-18-NEW	Newcastle United FC	PREMIER	B	3,036	2	19	2	2	0	12	16	0	5	2	0
2017-11-25-BHA	Brighton & Hove Albion	PREMIER	A	3,037	2	10	1	0	0	5	0	0	2	0	0
2017-12-05-MOS	CSKA Moscow	CHAMPNS LG	B	1,213	0	0	3	0	0	0	0	0	24	2	0
2017-12-10-MCFC	Manchester City FC	PREMIER	C-IR	2,988	6	10	3	0	0	8	12	0	19	0	3
2017-12-13-AFCB	AFC Bournemouth	PREMIER	A	852	0	3	0	0	0	2	1	0	1	0	0
2017-12-26-BFC	Burnley FC	PREMIER	A	3,032	2	18	0	1	0	9	1	0	0	0	0
2017-12-30-SFC	Southampton FC	PREMIER	A	1,712	0	7	0	0	0	10	0	0	38	0	0
2018-01-05-DCFC	Derby County FC	FA CUP	C	5,488	2	24	0	1	0	4	1	0	1	0	0
2018-01-15-SCFC	Stoke City FC	PREMIER	A	1,282	1	12	0	0	0	12	9	0	3	0	0
2018-01-29-TOT	Tottenham PL2	YOUTH	Police Free	0	0	0	0	0	0	0	0	0	0	0	0
2018-02-03-HTFC	Huddersfield Town FC	PREMIER	B	3,021	0	10	0	2	0	2	2	0	4	0	0
2018-02-06-MMS	Munich Memorial Service	OTHER	Police Free	0	0	0	0	0	0	0	0	0	0	0	0
2018-02-25-CFC	Chelsea FC	PREMIER	B	2,783	2	4	0	0	0	20	5	0	2	0	0
2018-03-10-LFC	Liverpool FC	PREMIER	C	3,053	11	17	1	4	0	9	13	0	10	9	0
2018-03-13-SFC	Sevilla FC	UEFA EU LG	B	1,994	0	4	0	0	0	1	1	0	2	0	0
2018-03-17-BHA	Brighton & Hove Albion	FA CUP	B	4,356	0	21	1	0	1	1	0	0	5	0	0
2018-03-31-SCFC	Swansea City FC	PREMIER	A	1,823	0	5	2	0	2	13	0	0	20	0	0
2018-04-06-SFC	Sunderland FC	RESERVES	Police Free	0	0	0	0	0	0	0	0	0	0	0	0
2018-04-15-WBA	West Bromwich Albion	PREMIER	A	1,333	0	10	1	1	0	6	0	0	6	1	0
2018-04-20-EFC	Everton FC – PL2	RESERVES	Police Free	0	0	0	0	0	0	0	0	0	0	0	0
2018-04-29-AFC	Arsenal	PREMIER	A	2,771	6	5	1	2	0	4	2	0	16	0	0
2018-05-13-WFC	Watford FC	PREMIER	A	1,862	1	7	0	0	0	1	2	0	6	0	0
2018-06-05-TRS	The Rolling Stones Concert	OTHER	A	0	0	14	0	0	1	0	0	16	0	0	5
2018-06-10-SOC	Soccer Aid	OTHER	A	0	2	6	0	0	0	0	0	2	0	0	0
2018-06-16-BJC	Billy Joel Concert	OTHER	A	0	0	0	0	0	2	0	0	10	0	0	0
<b>Totals</b>				<b>63,951</b>	<b>58</b>	<b>455</b>	<b>9</b>	<b>18</b>	<b>8</b>	<b>166</b>	<b>81</b>	<b>46</b>	<b>178</b>	<b>38</b>	<b>8</b>
							<b>45</b>			<b>293</b>			<b>224</b>		

## Appendix D - Persistent Standing & Smoking Arrest & Ejections

Code	Name	Event Type	Match Category	Disorder - Standing						Disorder - Smoking					
				Arrests			Ejections			Arrests			Ejections		
				Home	Away	Neutral	Home	Away	Neutral	Home	Away	Neutral	Home	Away	Neutral
2017-08-13-WHU	West Ham United	PREMIER	B	0	0	0	0	0	0	0	0	0	0	0	0
2017-08-26-LCFC	Leicester City FC	PREMIER	B	0	0	0	0	0	0	0	0	0	1	0	0
2017-09-02-LEG	Legends v Barcelona	FRIENDLY	A	0	0	0	0	0	0	0	0	0	0	0	0
2017-09-12-FCB	FC Basel	CHAMPNS LG	B	0	0	0	0	0	0	0	0	0	0	0	0
2017-09-17-EFC	Everton FC	PREMIER	B	0	0	0	0	0	0	0	0	0	0	2	0
2017-09-20-BAFC	Burton Albion FC	OTHER	A	0	0	0	1	0	0	0	0	0	0	0	0
2017-09-30-CPFC	Crystal Palace FC	PREMIER	B	0	0	0	0	0	0	0	0	0	1	0	0
2017-10-07-RUG	Super League Grand Final	RUGBY	B	0	0	0	0	0	0	0	0	0	0	0	0
2017-10-28-TOT	Tottenham Hotspur FC	PREMIER	A	0	0	0	0	0	0	0	0	0	1	0	0
2017-10-31-BFC	Benfica FC	UEFA EU LG	B	0	0	0	0	0	0	0	0	0	1	1	0
2017-11-18-NEW	Newcastle United FC	PREMIER	B	0	0	0	1	0	0	0	0	0	1	5	0
2017-11-25-BHA	Brighton & Hove Albion	PREMIER	A	0	0	0	0	0	0	0	0	0	0	0	0
2017-12-05-MOS	CSKA Moscow	CHAMPNS LG	B	0	0	0	0	0	0	0	0	0	0	0	0
2017-12-10-MCFC	Manchester City FC	PREMIER	C-IR	0	0	0	0	0	0	0	0	0	2	0	0
2017-12-13-AFCB	AFC Bournemouth	PREMIER	A	0	0	0	0	0	0	0	0	0	1	1	0
2017-12-26-BFC	Burnley FC	PREMIER	A	0	0	0	0	0	0	0	0	0	0	0	0
2017-12-30-SFC	Southampton FC	PREMIER	A	0	0	0	0	0	0	0	0	0	1	0	0
2018-01-05-DCFC	Derby County FC	FA CUP	C	0	0	0	0	0	0	0	0	0	0	0	0
2018-01-15-SCFC	Stoke City FC	PREMIER	A	0	0	0	0	0	0	0	0	0	0	2	0
2018-01-29-TOT	Tottenham PL2	YOUTH	Police Free	0	0	0	0	0	0	0	0	0	0	0	0
2018-02-03-HTFC	Huddersfield Town FC	PREMIER	B	0	0	0	1	0	0	0	0	0	1	2	0
2018-02-06-MMS	Munich Memorial Service	OTHER	Police Free	0	0	0	0	0	0	0	0	0	0	0	0
2018-02-25-CFC	Chelsea FC	PREMIER	B	0	0	0	0	0	0	0	0	0	2	1	0
2018-03-10-LFC	Liverpool FC	PREMIER	C	0	0	0	0	0	0	0	0	0	0	8	0
2018-03-13-SFC	Sevilla FC	UEFA EU LG	B	0	0	0	0	0	0	0	0	0	0	0	0
2018-03-17-BHA	Brighton & Hove Albion	FA CUP	B	0	0	0	0	0	0	0	0	0	0	0	0
2018-03-31-SCFC	Swansea City FC	PREMIER	A	0	0	0	0	0	0	0	0	0	0	0	0
2018-04-06-SFC	Sunderland FC	RESERVES	Police Free	0	0	0	0	0	0	0	0	0	0	0	0
2018-04-15-WBA	West Bromwich Albion	PREMIER	A	0	0	0	0	0	0	0	0	0	0	0	0
2018-04-20-EFC	Everton FC – PL2	RESERVES	Police Free	0	0	0	0	0	0	0	0	0	0	0	0
2018-04-29-AFC	Arsenal	PREMIER	A	0	0	0	0	0	0	0	0	0	0	1	0
2018-05-13-WFC	Watford FC	PREMIER	A	0	0	0	0	0	0	0	0	0	0	0	0
2018-06-05-TRS	The Rolling Stones Concert	OTHER	A	0	0	0	0	0	0	0	0	0	0	0	1
2018-06-10-SOC	Soccer Aid	OTHER	A	0	0	0	0	0	0	0	0	0	0	0	0
2018-06-16-BJC	Billy Joel Concert	OTHER	A	0	0	0	0	0	0	0	0	0	0	0	0
<b>Totals</b>				<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>12</b>	<b>23</b>	<b>1</b>
				<b>0</b>			<b>3</b>			<b>0</b>			<b>36</b>		

**Appendix E - Spectator's Treated by Medical Staff**

Code	Name	Event Type	Match Category	No. Staff treated	No. Persons Treated	No. Persons Hospitalised	No. Children 8yrs & under
2017-08-13-WHU	West Ham United	PREMIER	B	3	21	1	2
2017-08-26-LCFC	Leicester City FC	PREMIER	B	4	19	0	0
2017-09-02-LEG	Legends v Barcelona	FRIENDLY	A	4	16	2	3
2017-09-12-FCB	FC Basel	CHAMPNS LG	B	5	19	2	0
2017-09-17-EFC	Everton FC	PREMIER	B	5	22	4	0
2017-09-20-BAFC	Burton Albion FC	OTHER	A	6	17	1	1
2017-09-30-CPFC	Crystal Palace FC	PREMIER	B	2	10	0	0
2017-10-07-RUG	Super League Grand Final	RUGBY	B	0	22	4	4
2017-10-28-TOT	Tottenham Hotspur FC	PREMIER	A	2	10	0	0
2017-10-31-BFC	Benfica FC	UEFA EU LG	B	4	18	0	0
2017-11-18-NEW	Newcastle United FC	PREMIER	B	2	14	2	0
2017-11-25-BHA	Brighton & Hove Albion	PREMIER	A	2	15	1	0
2017-12-05-MOS	CSKA Moscow	CHAMPNS LG	B	1	12	0	0
2017-12-10-MCFC	Manchester City FC	PREMIER	C-IR	3	27	3	1
2017-12-13-AFCB	AFC Bournemouth	PREMIER	A	2	10	4	0
2017-12-26-BFC	Burnley FC	PREMIER	A	0	9	1	2
2017-12-30-SFC	Southampton FC	PREMIER	A	6	28	1	0
2018-01-05-DCFC	Derby County FC	FA CUP	C	2	6	0	0
2018-01-15-SCFC	Stoke City FC	PREMIER	A	1	10	0	1
2018-01-29-TOT	Tottenham PL2	YOUTH	Police Free	0	0	0	0
2018-02-03-HTFC	Huddersfield Town FC	PREMIER	B	1	13	0	0
2018-02-06-MMS	Munich Memorial Service	OTHER	Police Free	0	0	0	0
2018-02-25-CFC	Chelsea FC	PREMIER	B	1	7	1	0
2018-03-10-LFC	Liverpool FC	PREMIER	C	3	24	0	0
2018-03-13-SFC	Sevilla FC	UEFA EU LG	B	3	16	2	0
2018-03-17-BHA	Brighton & Hove Albion	FA CUP	B	4	22	1	1
2018-03-31-SCFC	Swansea City FC	PREMIER	A	0	13	1	1
2018-04-06-SFC	Sunderland FC	RESERVES	Police Free	0	0	0	0
2018-04-15-WBA	West Bromwich Albion	PREMIER	A	4	20	1	2
2018-04-20-EFC	Everton FC – PL2	RESERVES	Police Free	0	0	0	0
2018-04-29-AFC	Arsenal	PREMIER	A	1	12	2	2
2018-05-13-WFC	Watford FC	PREMIER	A	6	18	2	0
2018-06-05-TRS	The Rolling Stones Concert	OTHER	A	3	65	0	0
2018-06-10-SOC	Soccer Aid	OTHER	A	8	40	3	2
2018-06-16-BJC	Billy Joel Concert	OTHER	A	9	35	4	0
<b>Totals</b>				<b>97</b>	<b>590</b>	<b>43</b>	<b>22</b>

## Appendix F - Fire Detection and Alarm Activations

Code	Name	Event Type	Match Category	No. of Activations	Alarm Activation Type	Cause of Activation
2017-08-13-WHU	West Ham United	PREMIER	B	2	1x Fire 1x Fire Pre-Alarm	Unknown Cause Unknown Cause
2017-08-26-LCFC	Leicester City FC	PREMIER	B	0		
2017-09-02-LEG	Legends v Barcelona	FRIENDLY	A	0		
2017-09-12-FCB	FC Basel	CHAMPNS LG	B	0		
2017-09-17-EFC	Everton FC	PREMIER	B	0		
2017-09-20-BAFC	Burton Albion FC	OTHER	A	0		
2017-09-30-CPFC	Crystal Palace FC	PREMIER	B	1	1x Fire Alarm Activation	Unknown Cause
2017-10-07-RUG	Super League Grand Final	RUGBY	B	0		
2017-10-28-TOT	Tottenham Hotspur FC	PREMIER	A	0		
2017-10-31-BFC	Benfica FC	UEFA EU LG	B	2	1x Fire Alarm Activation 1x Fire	Unknown Cause Flare Ignited
2017-11-18-NEW	Newcastle United FC	PREMIER	B	1	1x Fire Alarm Activation	Smoke Bombs Ignited
2017-11-25-BHA	Brighton & Hove Albion	PREMIER	A	1	1x Fire	Cigarette lit in box
2017-12-05-MOS	CSKA Moscow	CHAMPNS LG	B	0		
2017-12-10-MCFC	Manchester City FC	PREMIER	C-IR	1	1x Fire Alarm Activation	Smoke Bomb Ignited
2017-12-13-AFCB	AFC Bournemouth	PREMIER	A	2	1x Fire Pre-Alarm 1x Fire Alarm Activation	False Alarm – Unknown Cause Unknown Cause
2017-12-26-BFC	Burnley FC	PREMIER	A	0		
2017-12-30-SFC	Southampton FC	PREMIER	A	2	1x Fire Alarm Activation 1x Fire Alarm Activation	Steam from kettle Mechanical issue
2018-01-05-DCFC	Derby County FC	FA CUP	C	0		
2018-01-15-SCFC	Stoke City FC	PREMIER	A	0		
2018-01-29-TOT	Tottenham PL2	YOUTH	Police Free	0		
2018-02-03-HTFC	Huddersfield Town FC	PREMIER	B	0		
2018-02-06-MMS	Munich Memorial Service	OTHER	Police Free	0		
2018-02-25-CFC	Chelsea FC	PREMIER	B	1	1x Fire Pre-Alarm	Unknown Cause
2018-03-10-LFC	Liverpool FC	PREMIER	C	3	1x Fire Alarm Activation 1x Fire Alarm Activation 1x Fire	Unknown Cause Cigarette Smoke Smoke from concourse
2018-03-13-SFC	Sevilla FC	UEFA EU LG	B	2	1x Fire Alarm Activation 1x Fire Pre-Alarm	Unknown Cause Unknown Cause
2018-03-17-BHA	Brighton & Hove Albion	FA CUP	B	2	1x Fire 1x Fire Alarm Activation	Cigarette lit in box Smoke Bombs Ignited
2018-03-31-SCFC	Swansea City FC	PREMIER	A	0		
2018-04-06-SFC	Sunderland FC	RESERVES	Police Free	0		
2018-04-15-WBA	West Bromwich Albion	PREMIER	A	1	1x Fire Alarm Activation	False Alarm
2018-04-20-EFC	Everton FC – PL2	RESERVES	Police Free	0		
2018-04-29-AFC	Arsenal	PREMIER	A	6	1x Fire Alarm Activation 1x Fire Alarm Activation 1x Fire Alarm Activation 1x Fire 1x Fire Alarm Activation 1x Fire	Kitchen – Cooking Fumes Unknown Cause Kitchen – Cooking Fumes Kitchen – Cooking Fumes Kitchen – Cooking Fumes Burning bin outside the ground
2018-05-13-WFC	Watford FC	PREMIER	A	2	1x Fire 1x Fire Pre-Alarm	Burning cigarette bin outside False Alarm
2018-06-05-TRS	The Rolling Stones Concert	OTHER	A	0		
2018-06-10-SOC	Soccer Aid	OTHER	A	1	1x Fire Alarm Activation	Kiosk – Pie Warmer
2018-06-16-BJC	Billy Joel Concert	OTHER	A	0		
<b>Totals</b>				<b>30</b>		



### Appendix G – Match Day Attendance

Code	Name	Event Type	Match Category	Planned Kick Off	Visitor Attendance	Total Attendance
2017-08-13-WHU	West Ham United	PREMIER	B	16:00	2,784	74,928
2017-08-26-LCFC	Leicester City FC	PREMIER	B	17:30	2,971	75,021
2017-09-02-LEG	Legends v Barcelona	FRIENDLY	A	15:00	0	34,360
2017-09-12-FCB	FC Basel	CHAMPNS LG	B	19:45	898	73,854
2017-09-17-EFC	Everton FC	PREMIER	B	16:00	2,959	75,042
2017-09-20-BAFC	Burton Albion FC	OTHER	A	20:00	1,991	54,256
2017-09-30-CPFC	Crystal Palace FC	PREMIER	B	15:00	1,323	75,118
2017-10-07-RUG	Super League Grand Final	RUGBY	B	18:00	0	68,827
2017-10-28-TOT	Tottenham Hotspur FC	PREMIER	A	12:30	2,953	75,034
2017-10-31-BFC	Benfica FC	UEFA EU LG	B	19:45	2,436	74,437
2017-11-18-NEW	Newcastle United FC	PREMIER	B	15:00	3,036	75,035
2017-11-25-BHA	Brighton & Hove Albion	PREMIER	A	15:00	3,037	75,018
2017-12-05-MOS	CSKA Moscow	CHAMPNS LG	B	19:45	1,213	74,669
2017-12-10-MCFC	Manchester City FC	PREMIER	C-IR	16:30	2,988	74,847
2017-12-13-AFCB	AFC Bournemouth	PREMIER	A	20:00	852	74,798
2017-12-26-BFC	Burnley FC	PREMIER	A	15:00	3,032	75,046
2017-12-30-SFC	Southampton FC	PREMIER	A	17:30	1,712	75,051
2018-01-05-DCFC	Derby County FC	FA CUP	C	20:00	5,488	73,899
2018-01-15-SCFC	Stoke City FC	PREMIER	A	20:00	1,282	74,726
2018-01-29-TOT	Tottenham PL2	YOUTH	Police Free	19:00	0	1,113
2018-02-03-HTFC	Huddersfield Town FC	PREMIER	B	15:00	3,021	74,742
2018-02-06-MMS	Munich Memorial Service	OTHER	Police Free	13:30	0	4,897
2018-02-25-CFC	Chelsea FC	PREMIER	B	14:05	2,783	75,060
2018-03-10-LFC	Liverpool FC	PREMIER	C	12:30	3,053	74,855
2018-03-13-SFC	Sevilla FC	UEFA EU LG	B	19:45	1,994	74,909
2018-03-17-BHA	Brighton & Hove Albion	FA CUP	B	19:45	4,356	74,241
2018-03-31-SCFC	Swansea City FC	PREMIER	A	15:00	1,823	75,038
2018-04-06-SFC	Sunderland FC	RESERVES	Police Free	19:00	0	856
2018-04-15-WBA	West Bromwich Albion	PREMIER	A	16:00	1,333	75,095
2018-04-20-EFC	Everton FC – PL2	RESERVES	Police Free	19:00	0	1,110
2018-04-29-AFC	Arsenal	PREMIER	A	16:30	2,771	75,035
2018-05-13-WFC	Watford FC	PREMIER	A	15:00	1,862	75,049
2018-06-05-TRS	The Rolling Stones Concert	OTHER	A	19:00	0	45,560
2018-06-10-SOC	Soccer Aid	OTHER	A	20:00	0	71,965
2018-06-16-BJC	Billy Joel Concert	OTHER	A	20:00	0	43,852
<b>Totals</b>					<b>63,951</b>	<b>2,197,343</b>

**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



**TRAFFORD**  
**COUNCIL**

# **GENERAL SAFETY CERTIFICATE**

## **2018 / 2019**

### **Manchester United Football Club**

## **Safety of Sports Grounds Act 1975 As Amended**

SPORTS GROUND FOR WHICH THIS CERTIFICATE IS ISSUED

**MANCHESTER UNITED FOOTBALL GROUND  
SIR MATT BUSBY WAY  
OLD TRAFFORD  
MANCHESTER  
M16 0RA**

HOLDER OF THE CERTIFICATE

**MANCHESTER UNITED FOOTBALL CLUB Ltd**

OCCUPIER OF THE SPORTS GROUND

**MANCHESTER UNITED FOOTBALL CLUB Ltd**

## **TRAFFORD COUNCIL**

### **SAFETY OF SPORTS GROUNDS ACT 1975 AS AMENDED**

### **FIRE SAFETY AND SAFETY AT PLACES OF SPORT ACT 1987**

## **GENERAL SAFETY CERTIFICATE**

### **MANCHESTER UNITED FOOTBALL GROUND**

1. In exercise of the powers conferred by the Safety of Sports Grounds Act 1975, The Fire Safety and Safety of Places of Sport Act 1987 and all other enabling powers, Trafford Council as local authority for the area in which the above Sports Ground (shown edged by a bold broken line on the plan attached hereto) is situated, hereby issue to Manchester United Football Club Ltd. (The Holder), this General Safety Certificate in respect of Manchester United Football Ground, Sir Matt Busby Way, Old Trafford, Greater Manchester, M16 0RA, which has been designated by Order of the Secretary of State as a sports ground requiring a Safety Certificate.
2. This General Safety Certificate replaces the preceding General Safety Certificate issued by Trafford Council which ceases to have effect on the date hereof.
3. This General Safety Certificate is issued only in respect of the use of the Sports Ground for the playing of (i) Football Matches for people attending the event and (ii) Televised screening of football matches for people attending the event (The Specified Activity).
4. This General Safety Certificate is issued subject to the terms and conditions appearing herein which Trafford Council consider necessary or expedient to secure reasonable safety at the Ground when it is used for the Specified Activities and the Specified Activities shall not take place unless the said terms and conditions are complied with in all respects.

5. The Holder shall notify Trafford Council in writing of any change in circumstance affecting this Certificate or any term or condition subject to which it is granted, including a change in personnel designated under this Safety Certificate, and shall do so when ever reasonably practicable before any change of circumstance and in any event within 48 hours of the circumstance coming to the attention of the holder or any of his servants or agents.
6. This Certificate does not convey any approval or consent which may be required under any enactment, by-law or regulation other than under Section 1(3) (a) of the Safety at Sports Grounds Act 1975 as amended.
7. The Holder shall produce and maintain a written Safety Procedures Manual setting out the policies and procedures for complying with the terms and conditions within this Safety Certificate.
8. The Holder shall, at all times, comply with the policies and procedures set out in the Manchester United Football Club (M.U.F.C.) Safety Procedures Manual, which must not be amended without giving 21 days prior notification to Trafford Council.
9. The words and expressions used in this General Safety Certificate shall have the meanings assigned to them by the Safety at Sports Grounds Act 1975 as amended and the Definition Section of the M.U.F.C. Safety Procedures Manual and in the event of any conflict between the meanings thereby assigned the meaning in the Act shall prevail.
10. The Holder shall designate a person who shall have executive responsibility for the production and implementation of M.U.F.C. Safety Policy for the specified activities.
11. The Holder shall designate a person who shall deputise for the person described in 10 above.
12. The Holder shall designate a person who shall have executive responsibility for all operational safety personnel employed, contracted or invited to undertake a safety role in connection with the specified activities.

13. The Holder shall designate a person who shall deputise for the person described in 12 above.
14. The Holder shall designate a person who shall have executive responsibility for ensuring that all building structures, building services and equipment are provided and maintained in such a manner that they safely fulfil their required function.
15. The Holder shall designate a person who shall deputise for the person described in 14 above.
16. The Holder shall designate a person who shall have executive responsibility for ensuring that a Safety Procedures Manual is maintained, updated and that the specified activity takes place in accordance with that same Safety Procedures Manual.
17. The Holder shall ensure that the persons described in Conditions 10 to 16 (inclusive) above are afforded such authority as is commensurate with their responsibilities and shall ensure that those persons discharge their responsibilities under this Certificate.
18. The Holder shall notify Trafford Council of the names of the persons designated under conditions 10-16 (inclusive).
19. The Holder shall ensure that the maximum seating capacity shall not exceed 74,879 (Seventy Four Thousand Eight Hundred and Seventy Nine). APPENDIX 'A'.
20. The Holder shall ensure that the maximum number of people admitted at any one time to parts of the ground shall not exceed the capacities set out within the M.U.F.C. Safety Procedures Manual.
21. The Holder shall take such precautions as may be necessary for the reasonable safety of all people, including ensuring that the persistent standing in areas not designated for that use does not take place.

22. The Holder shall take such precautions as may be necessary to ensure reasonable crowd control.

23. The Holder shall ensure that all stewards shall be trained and assessed to a level 2 spectator qualification within the National Qualifications Framework, or undergoing such training.

Stewards should not work unaccompanied until they have satisfied the following criteria:

a) they have received training to provide the underpinning knowledge for the following units in the National Occupational Standards (NOS) for Spectator Safety:

- i) SKASS1 – Prepare for spectator events
- ii) SKASS2 – Control the movement of spectators and deal with crowd issues at an event
- iii) SKASS5 - Deal with incidents

b) they have attended 4 events as a steward

All stewards should complete their training assessment and qualification within 12 months thereafter.

Stewards should be fit and active with the maturity, character and temperament to carry out the duties required of them, and be able to understand and communicate verbal and written instructions in English.

24. The Holder shall ensure Stewards should be fit and active with the maturity, character and temperament to carry out the duties required of them, and be able to understand and communicate verbal and written instructions in English

25. The holder shall appoint a safety officer who shall be of sufficient competence, status and authority to take responsibility for safety at the sports ground and be able to authorise and supervise safety measures. The safety officer shall have, or be working towards, a level 4 spectator safety qualification.

Unless there is a nominated safety officer present, whose appointment has to be notified to the Council, the capacity of the sports ground shall be zero.

26. The Holder shall ensure that all reasonable policing requirements determined by Greater Manchester Police are provided for.

27. The Holder shall ensure that all means of ingress and egress are maintained effective and unobstructed.

28. The Holder shall ensure that all building structures, building services and equipment are provided and maintained in such a manner that they safely fulfill their required function.

29. The Holder shall ensure that all reasonable fire safety precautions are taken to prevent the outbreak, spread and effects on people of fire and that no condition of a safety certificate shall require a person to contravene any provision of the Regulatory Reform (Fire Safety) Order 2005 or regulations made under it.

30. The Holder shall ensure that a reasonable level of medical/first aid cover is available at the ground to relieve the immediate suffering of persons injured or taken ill at the ground.

31. The Holder shall produce and maintain a written Safeguarding Children Policy setting out the policies and procedures to ensure the safety and protection of children when attending events at the stadium.



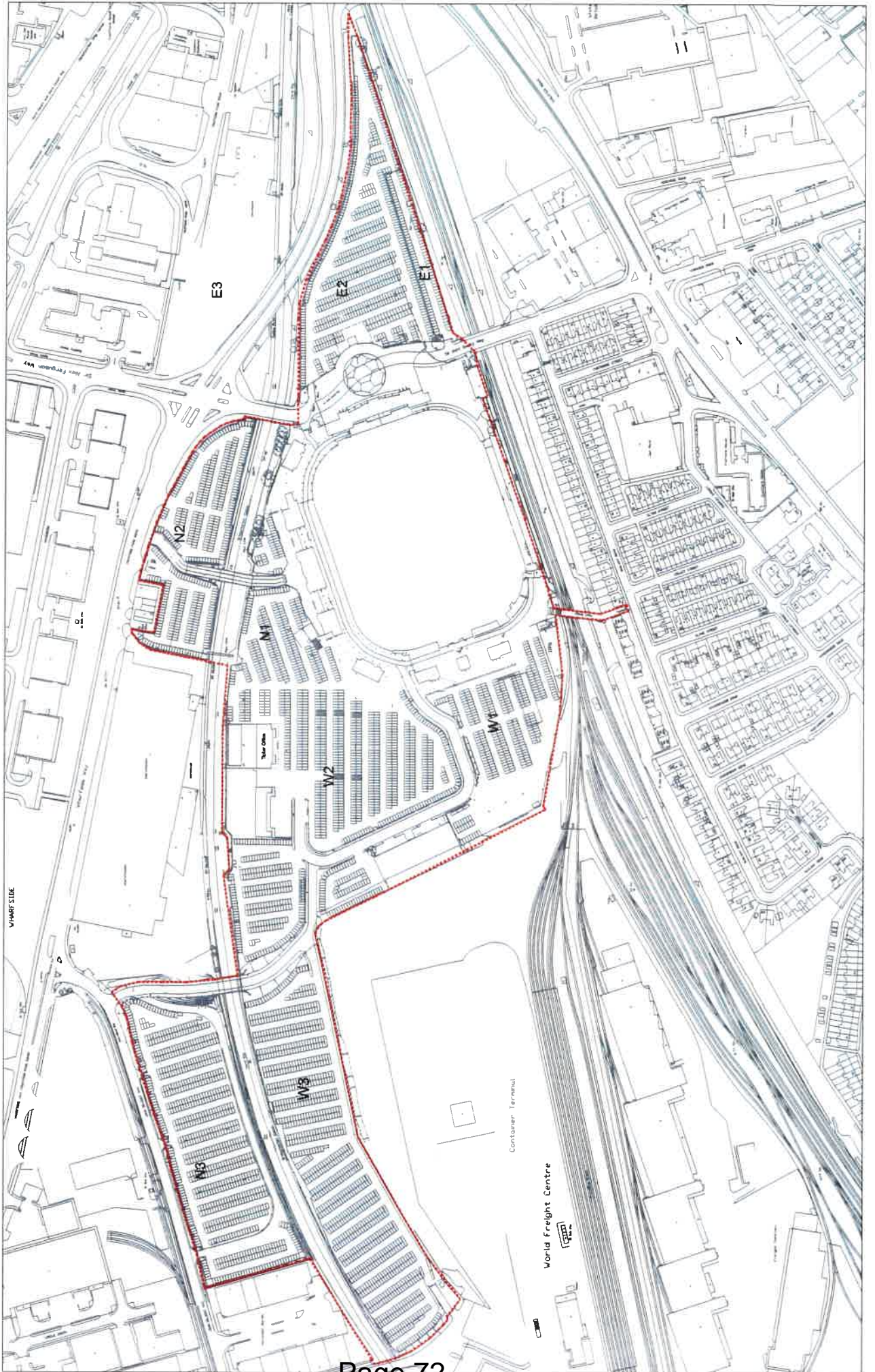
32. The Holder shall ensure that such evidence is made available as will enable Trafford Council to satisfactorily audit M.U.F.C's. safety management for compliance with the terms and conditions within this Safety Certificate.
33. The Holder shall assess in writing the risk of a terrorist incident occurring at the ground which may cause physical harm or injury and shall develop a written plan to deal with such risks. The written plan shall be produced following consultation with the Police. The Holder shall set out the written counter terrorism plan as a confidential document linked to the Safety Procedures Manual. Trafford Council shall be provided with access to the plan, as appropriate. The plan shall be reviewed after any incident, near miss or exercise.

Dated the 5<sup>th</sup> day of December 2018

Signed



Richard Roe,  
Corporate Director, Place  
Trafford Council  
Town Hall  
Talbot Road  
Trafford  
M32 0TH



**APPENDIX 'A'**

<b>Stand</b>	<b>Standard Seating</b>	<b>Executive Seating</b>	<b>Totals</b>
<b>North</b>			
Tier 1 Lower	3,066	-	
Tier 1 Upper	9,146	1,514	
Tier 2	5,902	1,148	
NE Tier 2	2,338	1,513	
Wheelchair Spaces (8 + 8 Helpers)	16	-	
NW Tier 2	2,287	1,560	
Wheelchair Spaces (8 + 8 Helpers)	16	-	
Tier 3	4,084	-	
Executive Boxes	-	<b>720</b>	
<b>Totals</b>	<b>26,855</b>	<b>6,455</b>	<b>33,310</b>

<b>South</b>			
Tier 1 Lower	1,760	-	
Tier 1 Upper	5,761	1,392	
Directors Box	-	220	
Disabled platform	36 (18 + 18 helpers)		
Press Area (incl. TV Studio)	-	150	
Executive Boxes (incl. Window Tables)	-	154	
<b>Totals</b>	<b>7,557</b>	<b>1,916</b>	<b>9,473</b>

<b>East</b>			
Tier 1 Lower	1,405	-	
Tier 1 Upper	6,999	-	
Tier 2	6,456	-	
Disabled Platform	252 (126 + 126 Helpers)	-	
Executive Boxes	-	288	
<b>Totals</b>	<b>15,112</b>	<b>288</b>	<b>15,400</b>

<b>West</b>			
Tier 1 Lower	2,671	-	
Tier 1 Upper	2,360	862	
Family Stand	4,182	-	
Tier 2	6,456	-	
Executive Boxes	-	165	
<b>Totals</b>	<b>15,669</b>	<b>1,027</b>	<b>16,696</b>

<b>Sub Totals</b>	<b>64,903</b>	<b>9,686</b>	<b>74,879</b>
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<b>Total Stadium Capacity Season 2018/19:</b>	<b>74,879</b>
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## **Manchester United Limited**

### **General Safety Certificate Designated Persons with effect from 27<sup>th</sup> July 2018**

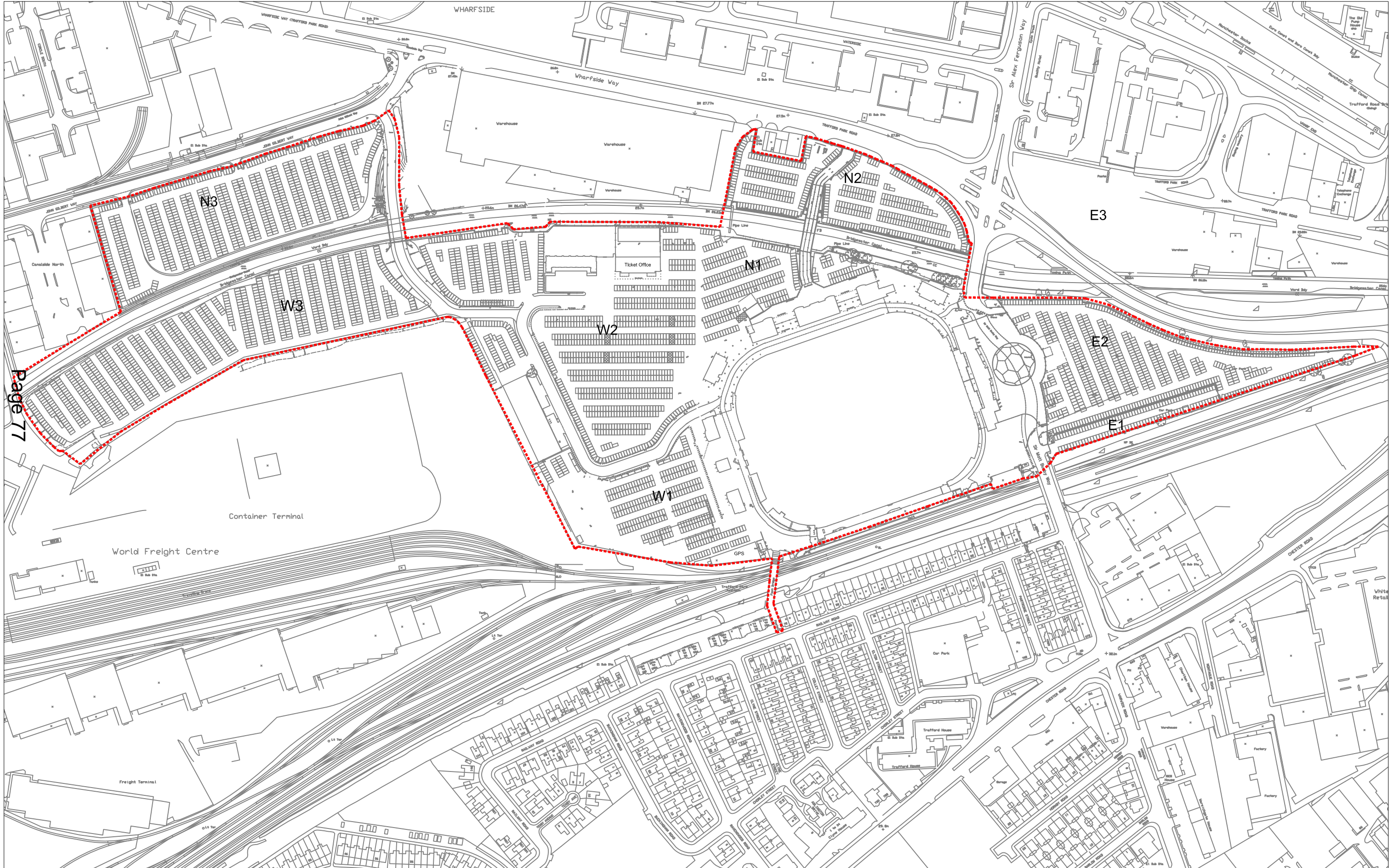
The following persons are designated by Manchester United Football Club under the authority of the GENERAL SAFETY CERTIFICATE issued by Trafford Metropolitan Borough Council under the Safety of Sports Grounds Act 1985 as amended.

The 'Holder' of the General Safety Certificate is: **Manchester United Football Club**

- Section 10:** The holder shall designate a person who shall have executed responsibility for the production and implementation of Manchester United Football Club's Safety Policy for the specified activities.  
**Mr. Richard Arnold**
- Section 11:** The holder shall designate a person who shall deputise for the person described in 10 above.  
**Ms. Collette Roche**
- Section 12:** The holder shall designate a person who shall have executive responsibility for all operation safety personnel employed, contracted or invited to undertake a safety role in connection with the specific activities.  
**Mr. Philip Rainford**
- Section 13:** The holder shall designate a person who shall deputise for the person described in 12 above.  
**Mr. Jon Hornby**
- Section 14:** The holder shall designate a person who shall have executive responsibility for ensuring that all building structures, building services and equipment are provided and maintained in such a manner that they safely fulfil their required function.  
**Ms. Collette Roche**
- Section 15:** The holder shall designate a person who shall deputise for the person described in 14 above.  
**Mr. Gary Hebblewhite**
- Section 16:** The holder shall designate a person who shall have executive responsibility for ensuring that a Safety Procedures Manual is maintained updated and the specified activities take place in accordance with the same Safety Procedures Manual.  
**Ms. Collette Roche**  
**Mrs. Tina Evans (Deputy)**

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# Manchester United Football Club Limited - Agreed Footprint for Purposes of the General Safety Certificate



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## TRAFFORD COUNCIL

**Report to:** Safety at Sports Grounds Sub Committee  
**Date:** 23<sup>rd</sup> January 2019  
**Report for:** Information  
**Report of:** Corporate Director, Place

### Report Title

**The Annual Match Visit of the Safety at Sports Grounds Sub-Committee to Manchester United Football Club.**

### Summary

**Report describing the annual match visit to Manchester United Football Club on Monday 15<sup>th</sup> January 2018 at the match against Stoke City.**

### Recommendation

**That the report be noted.**

### Contact person for access to background papers and further information:

Name: Tony Bibi (Team Leader) Regulatory Services  
Extension: 3840

Background Papers: None

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

# **SAFETY AT SPORTS GROUNDS ADVISORY GROUP**

## **ANNUAL MATCH VISIT MANCHESTER UNITED FOOTBALL CLUB**

### **1. BACKGROUND**

- 1.1. Each football season the Safety at Sports Grounds Sub-Committee is invited to carry out a match visit to Manchester United Football Club (MUFC). This season's visit took place on Monday 15<sup>th</sup> January 2018 at the Premier League fixture, Manchester United versus Stoke City.

### **2. SUMMARY**

- 2.1. Councillor Mark Cawdrey, Chairman of the Safety at Sports Grounds Sub-Committee and Councillor Brian Rigby, attended with Council Officers Sarah Pearson, Iain Veitch, and Tony Bibi. The Group were greeted on arrival by Gary Hebblewhite Head of Group Property Services, and Jim Liggett Head of Security.
- 2.2. The visit commenced with a visit to the bowl of the stadium where the party viewed the disability platform arrangements installed in the lower tier East Stand for this fixture. A demonstration of the wheelchair lift operation that enables disabled supporters to access different levels of the lower tier, including the food kiosks in the main concourse were shown. Gary Hebblewhite explained how the installation of the state of the art reversible platforms supported by new dedicated widened entrances, accessible toilets and lowered kiosk counters enabled the Club to safely increase the disabled seating provision. In particular, the modifications enabled the 'safe mixing' of disabled and able bodied supporters whereas previously disabled supporters could only use their own separate facilities in the Ability Suite. In addition, the issue concerning the displacement of 2600 season ticket holders was explained and discussed as regards the planned phased relocation of those affected fans, in order to find time to find alternative seating.
- 2.3. The party then attended the match day stewards briefing for the steward supervisors which was presented by Phil Rainford (Head of Stadium Safety and Security) and his deputy Jon Hornby. The match was designated as a category 'A' risk rating with 1300 away fans due to attend, it was emphasised that the key theme would be to address persistent standing, the risk of the activation of pyrotechnics and to provide excellent customer service.
- 2.4. The Group then proceeded to the Stadium Control Room where Phil Rainford explained the '4 Stand Principle' and the match day stewarding / security operations including the responsibilities of the essential personnel who are required to be in attendance within the Control Room. An explanation of the different operational roles of the key personnel was provided covering the use

of the Ski Data system to monitor real time spectator entry, CCTV coverage, monitoring of social media, incident logging, GMP and NWS operations and Fire Safety alarm system checks etc.

- 2.5. The party then observed the deployment of the stewards within the concourses including the use of explosive detection dogs outside the turnstiles to assist in the prevention and detection of smoke grenades. The enhanced security search procedures and protocols together with the new restricted bag policy were also undertaken and noted by the group.
- 2.6. The visiting party were then welcomed by the Club to refreshments and to watch the game which ended in a 3 – 0 win for the home team. There were no match day safety incidents noted of any concern with away fans being generally compliant.

### **3. RECOMMENDATION.**

- 3.1. That the report be noted.

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