



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

**Date: Friday, 14 March 2014**

**Time: 10.00 am**

**Place: Council Chamber, 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 9 <sup>th</sup> May 2013.	1 - 4
3.	<b>REPORT REGARDING THE SPORTS GROUNDS SAFETY AUTHORITY MONITORING OF LOCAL AUTHORITIES AND GROUNDS - OVERVIEW OF SAFETY CERTIFICATION REVIEW</b>  To approve a report of the Director of Environment.	5 - 12
4.	<b>ANNUAL SAFETY REPORT AND GENERAL SAFETY CERTIFICATE - MANCHESTER UNITED FOOTBALL CLUB</b>  To note a report of the Director of Environment.	13 - 46
5.	<b>ANNUAL SAFETY REPORT AND GENERAL SAFETY CERTIFICATE - ALTRINCHAM FOOTBALL CLUB</b>  To note a report of the Director of Environment.	47 - 68
6.	<b>REQUEST BY LANCASHIRE COUNTY CRICKET CLUB FOR AN ADDITIONAL PEDESTRIAN CORRIDOR ALONG BRIAN STATHAM WAY FOR THE 3RD ASHES TEST MATCH, 1ST TO 5TH AUGUST AND ONE DAY INTERNATIONAL 8TH SEPTEMBER 2013</b>	

- To note a report of the Director of Environment. 69 - 70
7. **APPLICATION BY LANCASHIRE COUNTY CRICKET CLUB TO AMEND THE GENERAL SAFETY CERTIFICATE TO INCREASE THE CAPACITY FOR THE 3RD ASHES TEST MATCH, 1ST TO 5TH AUGUST AND ONE DAY INTERNATIONAL 8TH SEPTEMBER 2013**
- To note a report of the Director of Environment. 71 - 72
8. **REPORT REGARDING THE ANNUAL MATCH VISIT TO LANCASHIRE COUNTY CRICKET CLUB ON 3RD AUGUST 2013**
- To note a report of the Director of Environment. 73 - 76

**THERESA GRANT**

Chief Executive

Membership of the Committee

Councillors D. Higgins (Chairman), P. Lally (Vice-Chairman) and D. Quayle

Further Information

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

Natalie Owen, Democratic Services Officer 0161 912 4221

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

This agenda was issued on **Thursday, 6 March 2014** by the Legal and Democratic Services Section, Trafford Council, Trafford Town Hall, Talbot Road, Stretford M32 0TH.

## SAFETY AT SPORTS GROUNDS SUB-COMMITTEE

9<sup>th</sup> MAY 2013

### PRESENT:

Councillor Higgins (In the Chair),  
Councillor Quayle  
Councillor Weston.

### In attendance:

Director of Environment (Mr. P. Harvey),  
Head of Public Protection (Mr. I. Veitch),  
Interim Head of Legal Services (Mr. M. Jones),  
Public Protection Manager (Mr. J. Marriott),  
Team Leader (Pollution and Housing) (Mr. T. Bibi),  
Senior Enforcement and Sports Grounds Officer (Mr. A. Finney),  
Senior Structural Engineer (Mr. K. Minors),  
Emergency Planning Manager (Mr. D. Hooley),  
Democratic Services Officer (Miss N. Owen).

### Also in attendance:

Mr. I. Aspey (Lancashire County Cricket Club),  
Mr. R. Mulcaster (Lancashire County Cricket Club).

### APOLOGIES

Apologies for absence were received from Mr. A Mundy (Lancashire County Cricket Club) and Mr R. Riding (Football Licensing Authority).

### 5. MINUTES

RESOLVED: That the Minutes of the meeting held on 19<sup>th</sup> September 2012, be approved as a correct record and signed by the Chairman.

### 6. REPORT REGARDING THE ANNUAL MATCH VISIT TO ALTRINCHAM FOOTBALL CLUB ON 29<sup>TH</sup> JANUARY 2013

The Director of Environment submitted a report regarding the annual match visit to Altrincham Football Club on 29<sup>th</sup> January 2013 at the match against Boston United.

RESOLVED: That the report be noted.

### 7. REPORT REGARDING THE ANNUAL MATCH VISIT TO MANCHESTER UNITED FOOTBALL CLUB ON 2<sup>ND</sup> MARCH 2013

The Director of Environment submitted a report regarding the annual match visit to Manchester United Football Club on 2<sup>nd</sup> March 2013 at the match against Norwich City.

RESOLVED: That the report be noted.

**Safety at Sports Grounds Sub-Committee**  
**9<sup>th</sup> May 2013**

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**8. REQUEST BY LANCASHIRE COUNTY CRICKET CLUB TO EXTEND THEIR GENERAL SAFETY CERTIFICATE TO COVER THE NEWLY CONSTRUCTED PLAYERS & MEDIA BUILDING, THE PAVILION AND STANDS B & C**

The Director of Environment submitted a report requesting Members to consider a request by Lancashire County Cricket Club to extend their General Safety Certificate to cover the new developments.

RESOLVED: That the request be approved subject to the following conditions being in place prior to the Players and Media Building, the Pavilion and Stands B and C being brought into use:-

- (1) All the construction work is completed in the areas to be occupied to the satisfaction of all the respective agencies,
- (2) All safety systems are in place and that satisfactory completion certificates have been issued
- (3) The Safety Procedures Manual has been amended to include the new development of the Players and Media Building, the Pavilion and Stands B and C.

**9. ANNUAL SAFETY REPORT AND GENERAL SAFETY CERTIFICATE – LANCASHIRE COUNTY CRICKET CLUB**

The Director of Environment submitted a report presenting the Annual Safety Report for Lancashire County Cricket Club and the General Safety Certificate. 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 re-issue of the General Safety Certificate be noted.

**10. MR. ALAN FINNEY, SENIOR ENFORCEMENT AND SPORTS GROUNDS OFFICER**

The Chairman announced to the Sub-Committee that this meeting would be the final Sub-Committee for Mr. Finney, as he was retiring.

The Chairman conveyed on behalf of the Sub-Committee its appreciation to Alan for his commitment and dedication during the past 25 years and thanked him for the professional and thorough manner in which he had conducted himself during that time.

Alan thanked the Sub-Committee for their kind words and all their support during his employment with Trafford Council.

**Safety at Sports Grounds Sub-Committee**  
**9<sup>th</sup> May 2013**

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All Members of the Sub-Committee and Officers wished Alan well in his retirement.

The meeting commenced at 10.00 a.m. and finished at 11.10 a.m.

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## TRAFFORD COUNCIL

**Report to:** Safety at Sports Grounds Sub - Committee.  
**Date:** 14<sup>th</sup> March 2014  
**Report for:** Approval.  
**Report of:** The Director of Environment.

### Report Title

**Sports Grounds Safety Authority monitoring of Local Authorities and Grounds – Overview of Safety Certification Review**

### Summary

**The Sports Ground Safety Authority (SGSA) carried out a review of 30 General Safety Certificates issued by Local Authorities and produced guidance in May 2013 based upon the review findings. The SGSA require that their recommended conditions should be considered as part of the next annual review of safety certification.**

### Recommendation

**The re-issue of the General Safety Certificates for Manchester United Football Club and Altrincham Association Football Club should be subject to the consideration of attaching the recommended conditions of the SGSA.**

Contact person for access to background papers and further information:

Name: Tony Bibi – Team Leader (Pollution & Housing) Public Protection.

Extension: 3840.

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

# **Sports Grounds Safety Authority monitoring of Local Authorities and Grounds**

## **Overview of Safety Certification Review**

### **Background**

In 2010 the Football Licensing Authority (FLA) introduced a new guidance document on the safety certification of sports grounds under the Safety of Sports Grounds Act 1975.

The document offered the respective local authority the choice of moving to a less prescriptive safety certification based on risk assessments, in conjunction with the implementation of an operations manual produced and maintained by the ground management. Whilst the FLA favoured this approach, it recognised that it should not become compulsory, as some grounds prefer a traditional type of certification with fixed conditions.

Trafford Council has for many years operated successfully the risk based certification procedure, prior to the recommendation made by the FLA.

The latest guidance from the Sports Grounds Safety Authority (SGSA) in May 2013, formerly the FLA, has resulted from the survey of around 30 local authorities who operate the more traditional prescriptive type of safety certificate. The findings are aimed predominately at those authorities who continue to operate that type of certification procedure.

### **Current Position**

The recommendations in the latest guidance from the SGSA's 'Overview of Safety Certification' (attached as Appendix 1 to this report) have been considered against the safety certificates granted by Trafford Council and many either do not apply or are already contained in it.

However, I would suggest the consideration of including a number of additional conditions and / or amendments to the General Safety Certificates granted, to reflect the recommendations contained in the SGSA's current guidance.

For information, the following comments and recommendations are contained in the recent SGSA guidance.

- General.

Trafford's certificate does not contain any conditions worded in a way that have been recommended by the SGSA for removal from a Certificate. For example, conditions stating 'to the satisfaction of .....



- Safety Management.

The football authorities have now changed the title of the training package and renamed the sections within the training documentation as units. Therefore, in order to bring the safety certificate in line with the current training methodology, it is recommended where applicable that the relevant condition should be amended to include:

***“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) ***C29 – Prepare for spectator events***
  - ii) ***C35 – Deal with accidents and emergencies***
  - iii) ***C210 – Control the entry, exit and movement of people at spectator events***
- b) ***they have attended 4 events as a steward”***

To bring the certificates into line with current legislation and guidance it is recommended that the remaining three conditions in the SGSA Overview, under this heading, should be added to the certificate:

***“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.”***

***“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 been notified to the Council, the capacity of the sports ground shall be zero.”***

- Fire Safety.

The following recommended condition should be included in the certificate:

***“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”***

It is considered that the additional fire safety conditions in the SGSA Guidance under this heading are intended for the old style prescriptive certificate.

- Structural Appraisal.

It is considered that the conditions in the safety certificates are adequate and that the manner of compliance is contained in the Safety Procedures Manual. The recommendation of the SGSA overview is for a structural report to be prepared every 6-10 years which is significantly less onerous than that carried out at Manchester United Football Club where an independent structural inspection report is carried out annually.

- Temporary Structures.

The conditions in the safety certificates are considered adequate and that the manner of compliance is contained in the Safety Procedures Manual.

- Events attracting a large number of children.

Manchester United Football Club does not run events specifically for children. They do have a family stand and they employ a child protection officer and have in place a comprehensive Safeguarding Children Policy. Children are only admitted when accompanied by an adult. Stewards who are required to deal with children in the family stand have satisfied the CRB process.

Taking the above into account, it is recommended that the following suggested condition should be considered to be attached to the General Safety Certificates. The condition has been agreed with the local SGSA Inspector Rick Riding.

***'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'***

## **APPENDIX 1**

### **Recommendations of Sports Ground Safety Authority**

#### **Overview of safety certification review**

As part of the SGSA's statutory role of keeping under review how local authorities discharge their safety certification functions at grounds at which designated football matches are played we have recently completed a review of a representative sample of 30 old style prescriptive safety certificates. In line with our published guidance local authorities are expected to undertake an annual review of all safety certificates they issue. As these reviews are commonly undertaken during the close season we are circulating details of the findings of our review to enable all local authorities to consider the issues detailed below as part of this year's review of their safety certificate.

The issues identified below do not represent an exhaustive list of every issue identified in our review but does seek to flag up those which we found were common to a number of the prescriptive style safety certificates we reviewed.

#### **General**

We identified a number of safety certificates which contained provisions requiring the holder to do things "to the satisfaction of the local authority, chief of police etc". In the SGSA's "*Guidance to Safety Certification of Sports Grounds*" which is available on our web site at

<http://www.safetyatsportsgrounds.org.uk/sites/default/files/publications/safety-certification-guidance.pdf> we advise that it is essential that a safety certificate is both easy to follow and complete within itself. General provisions to the effect that tasks must be undertaken to the satisfaction of the local authority, the chief officer of police, chief fire officer etc. should be avoided, not least because the certificate holder should not be deprived of the statutory right of appeal against the contents of the certificate. We would therefore recommend that all such general conditions be reviewed and replaced with conditions which clearly set out what is required of the holder.

Similarly the safety certificate should be complete within itself and any conditions requiring the holder to comply with sections of the Green Guide should be replaced with conditions setting out specifically what is required of the holder. Such an approach not only ensures the safety certificate is a self contained document it also removes the possibility of any confusion when, as we found in a small number of cases, the reference in the safety certificate was not to the current edition of the Green Guide.

#### **Safety management**

In October 2006 we wrote to all local authorities requesting that certificates should be amended to include specific conditions in respect of stewards training and qualifications, and in particular the need for all stewards to have completed specific sections of the Football Authorities steward training package before working

unaccompanied. In 2010 the Football Authorities introduced a new training package with revised modules. Any certificates which still contain the conditions set out in our letter of 6 October 2006 should be amended to bring them into line with section 4.8 of the current edition of the Green Guide. It is recommended the following conditions are inserted:

*“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) C29 – Prepare for spectator events*
  - ii) C35 – Deal with accidents and emergencies*
  - iii) C210 – Control the entry, exit and movement of people at spectator events**
- b) they have attended 4 events as a steward”*

When the fifth edition of the Green Guide was published in 2008 it was recognised that the advice contained in earlier editions in respect of age limits for stewards was now contrary to the equalities legislation. Where a safety certificate still contains a condition which age limits the employment of stewards it is recommended it is replaced with the following to bring it in line with section 4.5 of the Green Guide:

*“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.”*

Just as the Green Guide recommends that that stewards should have, or be working towards a level 2 spectator safety qualification it also recommends that safety officers should have, or be working towards, a level 4 qualification. The vast majority of safety officers already hold such a qualification and you may wish to consider the inclusion of a condition in the safety certificate along the following lines:

*“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.”*

Although all certificates may require the attendance of the safety officer at every specified activity some make the position explicitly clear with the inclusion of the following condition:

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

It is recommended that consideration be given to including it in all safety certificates.

## **Fire safety**

Section 2(2B) of the Safety of Sports Grounds act 1975 provides 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”*

The RRO imposes a requirement on management to plan, organise, control, monitor and review the necessary preventative and protective fire safety measures and record these arrangements in writing. However a number of safety certificates continue to contain a schedule of detailed prescriptive terms and conditions in respect of fire safety. Where this is the case it is important that the local authority satisfies itself that there are no conflicts between the safety certificate and ground managements fire safety plan. To avoid the possibility of tension between the safety certificate and the fire safety plan consideration should be given to replacing any schedules of prescriptive condition in respect of fire safety in the safety certificate with a condition along the lines of the following:

*As required under the provision of the Regulatory Reform (Fire Safety) Order 2005 the Holder shall, on the basis of a risk assessment, identify and apply precautions to prevent the outbreak and spread of fire; measures to ensure the safety of spectators should fire break out; provision and maintenance of fire safety equipment and the training of staff to deal with an outbreak of fire. These shall be set out in a fire safety plan, a copy of which is appendix xx to this Certificate. The holder shall comply with the fire safety plan at all specified activities.*

Such an approach would enable the holder to have the fire safety plan, developed under the RRO, to be incorporated into the safety certificate, thereby removing the potential of any conflict between the two. If the local authority has any concerns about the adequacy of the fire safety plan it would still be open to them to set the capacity of the ground accordingly.

## **Structural appraisal**

Section 5.14 of the Green Guide highlights advice published by the Standing Committee on Structural Safety (SCOSS) that owners of stadia should arrange a detailed structural inspection and appraisal of the structures periodically by a competent person to ensure their safety is adequate in the light of current circumstances and use. Although all safety certificates we reviewed contained conditions in respect of the annual inspections of structures as described in section 5.13 of the Green Guide a number made no mention of a detailed structural appraisal. Where such a condition is not already included it is recommended consideration be given to including the following condition:

*“The Holder shall arrange a detailed structural inspection and appraisal of the structures periodically by a competent person to ensure their safety is*

*adequate in the light of current circumstances and use. The Standing Committee on Structural Safety (SCOSS) advises that an interval between appraisals of 6-10 years is likely to be appropriate for most large stadia.”*

### **Temporary Structures**

The use of temporary demountable structures to provide spectator accommodation within sports grounds is increasing. Section 8 of the Safety of Sports Grounds Act 1975 requires that before any proposed alteration to the ground is begun the holder of the safety certificate give notice of the proposals to the local authority. However in view of the speed at which temporary demountable structures can be installed and removed together with the perception that they are not permanent alterations a number of local authorities also include the following specific condition in the safety certificate:

*“Where it is proposed to use a temporary demountable structure as part of the spectator accommodation it shall be erected and used in strict accordance with the design criteria approved by the Council prior to assembly. The design shall be subject to an independent check by a competent person and a certificate of that check submitted to the council.”*

Where a certificate does not contain such a condition consideration should be given to including one.

### **Events attracting large numbers of children**

An increasing number of clubs now run events with a pricing structure specifically designed attract children to the event. As such events are likely to require some changes to the normal safety management systems it is sensible for local authorities to be aware of what is being proposed by specifically requiring the holder to notify the local authority of such events.

*“No specific activity which is especially presented for children or at which the number of children is likely to exceed [INSERT APPROPRIATE FIGURE] shall take place until the Council’s consent has been given. At least [14 days written] notice shall be given to the council of any intention to provide such a specified activity”*

## TRAFFORD COUNCIL

**Report to:** Safety at Sports Grounds Sub - Committee.  
**Date:** 14<sup>th</sup> March 2014  
**Report for:** Information  
**Report of:** The Director of Environment.

### Report Title

<b>Manchester United Football Club – Annual Safety Report and General Safety Certificate</b>
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### Summary

<b>Annual Safety Report for Manchester United Football Club and the issue of a new General Safety Certificate complying with the recommendations of the Sports Ground Safety Authority</b>
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### Recommendation

<b>That the report is noted and the General Certificate is re-issued</b>
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Contact person for access to background papers and further information:

Name: Tony Bibi – Team Leader (Pollution & Housing) Public Protection.

Extension: 3840.

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**

**2012-2013 Season**

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

## **1. PURPOSE OF REPORT**

This report details the safety & security issues pertaining to the 2012 – 2013 season and is submitted in support of the General Safety Certificate (GSC) application for the 2013 – 2014 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 2012 – 2013 season, in accordance with Section 1.3.1 of the MUFC Safety Manual.

## **2. EXECUTIVE SUMMARY**

The period under review runs from 26<sup>th</sup> July 2012 until 2<sup>nd</sup> June 2013. These dates relate directly to the 2012 – 2013 season.

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 43 events/matches hosted with a spectator attendance in excess of 2.6 million. The events/matches have consisted of 19 x Premiership, 4 x European, 4 x FA Cup, 1 x Capital Cup, 1 x Rugby League Grand Final, 7 x Olympics, 4 x Reserve League, 1 x FA Youth Cup, a Victory Parade and the Red Heart United Legends Charity match.

The season culminated in not only a milestone 20<sup>th</sup> title winning season for the Club, but also the retirement after 26yrs of the manager Sir Alex Ferguson.

There continues to be valuable assistance, cooperation, support and guidance from our inter agency operational work and liaisons 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 2012– 2013 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 2013 – 2014 season.

#### **4. SPECIFIC MATTERS ARISING**

##### **4.1 Safety Management:**

This has been the fourth season of operational control of the incumbent Safety Management Team (SMT) under the leadership of Charles Coxon (Stadium Safety Officer). The SMT and associated policies are now well advanced and their full effectiveness complements operational safety delivery. The team continues to work with enthusiasm with the added bonus of their ever increasing experience levels, towards all aspects of the safety management demanded within the 'Green Guide' (Fifth Edition).

The SMT maintain a continual assessment process towards the evaluation of all existing practices with the objective of looking for any improvements in relation to greater safety, efficiency & effectiveness in all spheres of their safety management responsibilities, duly reflected in their annually amended Safety Manual.

The Gold / Silver / Bronze Police management system associated with the match day operation continues to operate well, with the Silver Commander being remotely sited at the GMP Sedgely Park Operations Centre, in direct communications through a variety of media with the Bronze Match Commander based in the MUFC Stadium Control Room. This existing system is operationally sound and has caused no concerns to either party. Senior management members of the MUFC Strategic Direction Team have also attended and observed the Sedgely Park Operations Centre on a match day to further develop both an understanding and their close inter agency working relationships.

The start of the 2012-13 season saw MUFC host seven Olympic football events (totaling nine matches) over an intense 13 day period. The SMT planned, managed and coordinated the enormous operational requirements, concerned with the significant and enhanced safety and security necessities, associated with LOCOG policy and national security threat levels. Although the events and security policies were extremely testing, by way of timings, extensive person and bag searches, diversity and demographics of the customer base; the SMT ably rose to the challenges, subsequently receiving many post event plaudits from LOCOG and the Security Services.

This was the second season where MUFC were able to observe the benefits or alternatively any issues surrounding the partial pedestrianisation of Sir Matt Busby Way (SMBW). The project had initially created some challenges to traffic flow, although appropriate protocols fully supported by TMBC and its traffic management plans have subsequently ensured improved pedestrian and traffic safety on both match and non match days within this area.

TMBC now fully control the match day 'Traffic Management Plan', and they coordinate their pre and post match day operation through an external agency with associated support from MUFC and GMP where appropriate. Although still in its infancy, these operational traffic plans have so far worked well and seamlessly taken over from the GMP operation, whilst continuing to target and limit traffic congestion.

MUFC continue to operate fourteen official car parks accommodating a total of 5634 vehicle spaces, also incorporating disabled parking for 243 vehicles. Some disabled

supporters are accommodated in additional spaces close to the stadium but not necessarily blue badge spaces. The spacing and location of these parking areas also assists in the improvement of the pre and post match traffic flow.

Over the last season, the SMT have adopted the use of a new match day computerised recording system. This system is able to accurately record match day incidents, maintenance issues, medical treatment data, arrests, ejections and refusals to populate and subsequently produce the information required for the compilation of a new style post match report. The system is fully auditable and accordingly provides an excellent safety assessment tool.

These safety processes are also further supplemented with the usage of the 'Steward Match Incident Reports'. This entails the post match hand written completion of an incident form(s) by steward supervisors in relation to any pertinent issues within their own areas, which they feel should be reported back to the SMT. These issues relate to potential safety matters, security issues, ejections, damage, medical scenarios etc and once again all fully auditable. This process ensures that the stewards feel more involved and part of the safety management system and encourages better reporting of a relevant and consistent nature. Accordingly, the quality as well as the volume of incident report continues to increase based on previous seasons' data. (Appendix G)

The Steward Training programme is currently facilitated in conjunction with the training providers – Telford College. This ensures that MUFC support all its stewards in their requisite training and role competencies in accordance with the NVQ Training Levels 2 & 3. The security stewards are also trained to the same NVQ level 2 by their provider Controlled Solution Group (CSG). However, there is soon to be a change of provider for the MUFC stewards to the CSG online training package with an overlapping takeover period from Telford College taking place over the first half of the 2013-14 season. The online NVQ work, seen as far more efficient, will also be supplemented by a small team of steward training assessors, who will continue to undertake continual assessment and evaluation work with the stewards on a match day.

Extensive hardware & software work continues to be undertaken with the Skidata entrance access system to ensure data is continually and accurately produced and presented, which the SMT can utilise to evaluate capacities, flow rates and entry trends to all sections of the stadium. Every feasible customer entrance has now been protected by the Skidata access control system. The system has also proved its recent reliability in the detection and subsequent refused entry of some very good quality counterfeit tickets at both the Swansea (12/5/13) and Real Madrid (5/3/13) matches.

A MUFC safety and security policies and procedures 'table top' exercise was undertaken in September 2012 to look at a road traffic accident scenario involving the playing staff. Prior to the Olympic events, the SMT were involved in numerous 'table top' exercises aimed at testing the safety and security policies and protocols for the LOCOG events. A further MUFC exercise is planned in July 2013 to test and evaluate the SMT response to the effect of smoke bombs and flares on concourses and other confined spaces within and outside the stadium. This is a multi-agency exercise involving all partners.

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

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 developments and consulted on relevant issues.

#### **4.2 Security:**

The security for both match day and non match day events remain contracted and provided for by '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.

This was the second full season associated with the new CES organisational and management security structures. The 24/7 Stadium Security Manager, under the direction of the Security Operations Manager, 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.

Similarly, each unique match day security operation is consistently 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. This response is appropriately graded in accordance with both police match categories and prevailing intelligence reports. In turn, these match specific security arrangements adequately complement the safety requirements surrounding the entire event.

The current 'National Terrorist Threat Level' remains at 'Substantial' (a terrorist attack is a strong possibility). In conjunction with the police, the SMT will explore and evaluate all available intelligence in order to gauge all stadium safety & 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 continues to be proactively managed by CES. The security accreditation system, for both full time and casual staff, introduced two years ago, has undoubtedly contributed to a tighter security regime. These security accreditation systems also encompass the press, media, contractors and visitors to the stadium. All these people are also subject to match specific passes and wristbands with security escorts where appropriate, to further tighten and focus minds that stadium access is strictly controlled and non authorised entry and activity discouraged and prevented.

On a match day, the SMT have enabled CES deployments to proactively target many issues in direct support of the overall safety and security of the supporters. Some of these operations included, concessionary ticket misuse, clandestine smoking within the stadium, half time entry to unauthorised hospitality suite areas, persistent standing, drunkenness and 'drinking in view of the pitch' offences. Many of these infringements have resulted in refusals, ejections or even arrests, although the work has undoubtedly contributed to the reduction of such incidences and overall improved safety and security.

At the beginning of the 2011–12 season, extensive and detailed pre-Olympic event security planning started, which concluded in early June 2012 with a significant 24/7 security operational delivery plan being formulated for in and around the stadium. This work climaxed in July 2012 with the initiation of a 4 week stadium 'lock down' period being fully resourced, effected and coordinated. The whole Olympic operation necessitated a wide ranging recruitment programme of security staff, subsequently subjected to stringent accreditation checks and culminating in related (LOCOG security policy) training.

The LOCOG officials and associated security services were extremely complimentary about the existing stadium security arrangements, making the development of such additional stringent policies easily achievable and symbiotically complementing current safety and security arrangements. The eventual CES security delivery was deemed exceptional, with the safety and security of the spectators and integrity of the stadium maintained throughout. Fortuitously, the training and lessons learnt by the security staff will undoubtedly benefit the continuing MUFC security operation, as an Olympic legacy, as the staff and accordingly the stadium, will benefit from some of these Olympic operational practices and carry this knowledge and experience forward to our existing match day security model.

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 skillfully detect and identify safety and security issues. On a match day, the CES response teams are also now equipped with discreet body cameras to digitally record (audio and visual) the behavior of fans and any subsequent arrests or ejections. This initiative is not only seen as protection for the security staff, but also to ensure the rights of the customers are being upheld.

#### **4.3 Governance:**

The SMT continue to successfully de-brief an event and then collate, compile and distribute the new electronic 'Post Match Report' to all departments and agencies on the first working day following any match or event. 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'. The meeting is chaired by Guy Smith (Director of Venue Operations / Deputy General Safety Certificate Holder) and attended by other members of MUFC senior management.

A pre match liaison meeting involving the SMT, GMP and TMBC (Licensing Officer) has been 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 were extremely valuable to bench mark necessary arrangements and resourcing involving the 'governing' agencies.

The SMT have been extremely grateful for the continued support of Mr. Alan Finney (TMBC Licensing Officer) at the majority of matches and events last season as well as pre event planning meetings. His attendance in a monitoring, compliance and advisory capacity has been seen as invaluable support and guidance to the SMT during the pre, during and post match day operation. In light of Mr. Finney's recent retirement, liaison and familiarisation meetings are currently on going to agree new support protocols with the new TMBC team.

MUFC have hosted members of the TMBC Safety Advisory Group during the 2012 – 2013 season. They have attended on both match days and non match days 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 regularly liaise with the SMT to ensure that the safety policies / protocols involved in the match day operation are fully in place. They have also attended high profile matches on 'Inspection Visits', when they have actively operated around the stadium to evaluate and review the MUFC safety procedures in place and the stewarding operation managing these policies. They have always been complimentary within their reported conclusions.

MUFC have also hosted inspection visits from members of the Football Association's 'Football Governance & Regulation Division'. Once again these have mainly been during high profile matches and their final reports have also been very supportive and complimentary.

During all the European Champions League matches held at Old Trafford last season, the presiding UEFA team managing the event, continually monitors all aspects of the match day safety and security operation. At the conclusion of each match they meet with senior MUFC management to de-brief the event. The UEFA management teams have always highly rated the operational match day safety and security delivery and performance.

During the pre-event build up, 'Lock down' period and subsequent Olympic events hosted at Old Trafford, the stadium was subject to regular safety and security evaluations from senior officials of LOCOG, the Home Office, security services, police and other associated agencies. The resultant comments were always very positive and it is worthy of note that LOCOG were confident enough to allow the SMT to manage its own operational security and safety throughout, with many resultant plaudits following the conclusion of the events at Old Trafford.

MUFC also support and welcome feedback from the 'Visit Football' quality assurance stadium scheme as backed by the Premier League. The feedback provides poignant information on a variety of issues but most importantly to the SMT are the items on stadium safety and security. MUFC are proud to have topped the 'Visit Football' league table as a result of the last two reports in relation to general supporter experience.

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

In consultation with the TMBC Licensing Officer, 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 2012-2013 season associated with contraventions of persistent standing and of the no smoking regulations.

It should be noted that the persistent standing data has shown an increase in ejections, when compared with the 2011 – 2012 season, although with no significant issues occurring. 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 also shown an increase 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 operations targeting such offenders. All safety steward supervisors are also issued pre match with a 'smoking debris report' highlighting where the cleaners found any cigarette debris at the previous match. This then assists the stewards and security in proactively patrolling target areas either in a preventative or enforcement role. It is worthy of note that these 'smoking debris occurrence reports' have also significantly reduced in size as the season has progressed. This is a positive indicator that this 'no smoking targeting policy' is having the desired effect and the SMT will continue to robustly police these issues.

#### **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.

The recently adopted new medical resourcing model continues to thrive and develop under the control and coordination of the Lead Crowd Doctor – Dr. John Butler. This new 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. The new model achieves optimum medical team establishments by way of stadium coverage, experience, quantity and quality, training opportunities, payments and general working protocols. These factors then neatly dovetail into 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 relatively new Group has ensured a renewed enthusiasm of its staff and acted as a catalyst for new recruits to its ranks. This in turn not only provides an improved resilience for match days but 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, whilst Appendix G adequately summarises the whole 2012–13 season in direct comparison to previous seasons in relation to various data subjects. It is interesting to note that in last season's 43 events, involving just over 2.6 million spectators, that pro rata the 'persons treated' statistics show very little deviation from their associated averages in recent years. However, it is worthy of note that there has been a 27% decrease in persons hospitalised whilst at the stadium. One of the perceived new medical model's objectives was 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.

This again provides great reassurance to the SMT that the new medical model is working well and fit for purpose and in turn the match day operation and its safety policies continue to work and provide excellent support for the medical provision of all attendees to Old Trafford.

The skill, expertise and diversity of our medical teams ensure that not only do they have the ability and resources 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 fans 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 be accommodated to attend at a match with great care and dignity for the person, often involving children, and this would not have been possible without the assistance and reassurance of our medical teams.

#### **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 usage is made of police staffing and deployments in conjunction with MUFC policies and match day resources.

Prior to the start of the 2012 – 2013 season, the SMT met with the police to evaluate 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 fact, the only variations were to downgrade some categories according to new available intelligence.

In summary, there were 5 x 'Police Free' events (Youth & Reserve fixtures), 25 x Category 'A' events, 10 x Category 'B' events, 1 x Category 'C' event and 2 x Category 'C-IR' (increased risk) events. The high incidence of Category A matches certainly highlights the confidence of the police in the SMT safety and security operation.

Continual liaison and discussions were undertaken throughout the season with GMP, as regards any deployment amendments and anomalies associated with the variance of the match kick off days and times surrounding the increased televised match events. An agreement is always based on spectator safety and security, whenever it was necessary to negotiate any changes to kick off times & dates.

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 is now achieved by regular pre match planning meetings being arranged around 2-3 days before the event involving the SMT, GMP and if requested Mr. Finney from TMBC. A post match de-brief is also facilitated with GMP to ensure full and detailed liaisons are 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 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 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 are full members of the NFSAO.

MUFC continue to work with GMP in proactive targeting and the address of any contraventions of the 'Drinking of alcohol in view of the pitch' regulations. MUFC have always supported the police 'zero tolerance' policy in relation to this offence with initiatives such as the total resigning of all the concourse areas with appropriate warning notices. Advice to all fans as regards the highlighting of the offence and associated police action also continues to be communicated via the public address system and match day programme. All these factors have greatly assisted in reversing the trend. Recent 'Police & Criminal Evidence Act' legislation now allows police under certain circumstances to eject rather than arrest such offenders and the Club will further support this action by the post match use of appropriate written warnings or sanctions to such offenders.

Together with GMP, the SMT have also recognised the emerging trend at matches for the usage of not only flares but more recently the increased use of smoke bombs on the terraces. To counter such threats, the use of 'Pyrotechnic sniffer dogs' are now regularly used around turnstile areas to detect or discourage such items being brought into the stadium, whenever there is intelligence or a perceived threat to use them.

**MUFC have a zero tolerance to racist or discriminatory behavior 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 embrace the 'Kick It Out' campaigns held on match days. MUFC have also developed an initiative entitled, 'Help your club tackle discriminatory or offensive behavior'. This is an anonymous mobile phone texting service, highlighted on numerous posters around the stadium and also within the match day programme, to alert staff to any racist, discriminatory or inappropriate behavior, all of which can be dealt with 'live', rather than after the event by way of complaint.

GMP continue to support and assist MUFC in their European ticketing initiative of utilising 'Ticket Collection Points' in the City of any European away fixture involving MUFC, for the distribution of all match tickets. The policy has proved extremely successful in the reduction of 'risk offenders', availability of counterfeit tickets and ticket touting activities to European away matches, with a welcome and associated reduction in disorder. The policy ensures that match tickets can only be collected against stringent identification criteria, which is where GMP supports the operational policy. MUFC will subsequently apply appropriate sanctions following any infringements.

It should be highlighted that there has been some quite unique and testing events held at Old Trafford last season, all of which needed extensive joint (MUFC / GMP) planning, effective coordination of resources and associated tactics to ensure that the potential for public disorder at such high risk events were minimised or even negated. Some of these included the 2,361 visiting Galatasaray fans during a Champions League fixture, the RFL Grand Final and the usual issues surrounding the visits of both Manchester City and Liverpool. Overall, all these operations went extremely well with minimal disorder being experienced and arrest / ejection levels being relatively low for such high risk fixtures.

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

The role of the Child Welfare Officer has now been redefined as the Safeguarding Officer (SO) in line with current associated national policy. MUFC continue to employ such a SO and this work has been carried out during the last season by Paul Milne. The SMT work closely with the SO in all match day issues concerned with the welfare, safety and security of children, young persons and vulnerable spectators. The SO attends all events and will actively patrol around the stadium observing, evaluating and assisting where necessary. 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 recently revised new 'Steward's Handbook', which was issued in January 2013.

Following a period of reflection and evaluation of the most common safeguarding concerns on a match day, MUFC have formulated a number of provisions to counter the potential for such issues. The most common concerns surround lost children, and the subsequent reuniting of them with their appropriate adult. Secondly, ensuring that visiting groups were fully prompted to adequately plan and prepare for their trip to MUFC beforehand.

On this basis, MUFC are the first professional football club in the UK to develop a safeguarding wristband, which are intended to be issued to all under 14 yrs old seasonal and match by match ticket purchasers. The wristband is designed to discreetly contain a contact number and name of the accompanying adult and should ably and expeditiously assist with contacting and reuniting any lost children. In addition, MUFC have also produced an information pack for schools and groups to aid them with their planning and preparation when entering the stadium footprint. The contents of the pack include advice and information on parking, crossing roads, stadium maps, appropriate meeting points, advice on hot food and drinks and the safeguarding wristbands / lost children procedures.

MUFC continually undertake the CRB checking of all stewards under the management and coordination of the Safeguarding Officer. This is facilitated as an ongoing process with the objective of all 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 2012-13 season with the intention of identifying adults attempting to enter that area on junior ticket facilities. Any persons found misusing the junior tickets has them confiscated and appropriate sanctions applied by the Ticket Office management. Accordingly this has since seen a steady decrease in such practices through robust ticket enforcement to virtually zero. In turn this has reinstated the Family Stand population to one of parents and children, and returned the atmosphere back to a family orientated one. This same policy has now also been 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.

Appendix 'E' highlights that the number of children (Under 9yrs) treated by the on-site match day medical resources has increased from 4% (2011-12 Season) to 6% last season when viewed as a percentage of the total spectators treated at all events. This increase could be as a direct result of the increased family events hosted last season (Olympics, Charity event), plus the drive by MUFC to ensure the stadium is both welcoming and accommodating to children.

The dedicated Steward 'Ability Team' continues to work well and regularly attract letters of thanks for their skill, professionalism and understanding. The initiative for a group of disability experienced stewards, suitably identifiable, who specifically manage and steward the supporters attending matches in the Disabled Section, has developed extremely well and Phil Downs (Disability Liaison Officer) has commended the changes and associated improvements as providing a coordinated, quality of service to the customers in that area.

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

- The first Olympic event hosted at the stadium was a 'double header' fixture, further complicated by Team GB playing their first match of the competition as the second event. The event was a sell out and the weather dry and humid. The weather conditions, combined with the timings of the matches, LOCOG security access policy in relation to food & drink, plus the makeup of the audience saw the kiosk refreshment stocks become quickly depleted. Unfortunately, due to the crowd numbers, available stadium storage space plus the strict access security protocols associated with LOCOG meant that food and drink restocking was severely restricted. A situation developed where the refreshment supply could not immediately meet demand. Stewards and staff worked hard to placate irate customers and in some case gave up their own refreshments to deal with the welfare needs of some children. The situation was soon brought under control and kiosk stock levels again able to satisfy customer demand. Subsequent Olympic events saw detailed and enhanced catering contingencies being utilised resulting in no similar occurrences at any other Olympic fixtures.
- A recurring and testing aspect of certain match day operations in any season is the large amount of visiting supporter coaches which need to be accommodated and managed on the MUFC official car parks. Usual arrangements of less than 40 visitor's coaches are managed well, but any number over this volume needs careful planning and significant coordination on the day.

Rugby Grand Final – Oct 2012 – 109 coaches

As well as the sheer volume of coaches, the operation needed to be able to coordinate the movement of these visiting supporters both before and post match by strategic deployment of police & CES resources. The SMT operation dealt well with the scenarios with no significant issues manifesting themselves.

- Due to the Club winning its 20<sup>th</sup> title, the SMT were involved in the planning and management of an open top bus 'Victory' parade from the stadium to a civic reception in Manchester City Centre. The parade started at Old Trafford and required a safety and security operation into the accommodation of 20K people in and around Sir Matt Busby Way and the stadium forecourt areas. The event further was complicated by the recent and unexpected retirement of Sir Alex Ferguson after 26yrs, which certainly swelled the attendance and overall excitement and enthusiasm of the crowds. However, the event was deemed a total success with no significant issues of note surrounding the stadium operation.

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

The SMT have received and provided a measured and suitable response, following appropriate investigation where necessary, to a total of fifty one (51) Charter Complaints in accordance with the Manchester United Club Charter throughout the 2012 – 2013 season. The SMT meet and liaise regularly with the Charter 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. However, a good performance indicator on how the SMT dealt with these complaints is the fact that proportionally, there are very few repeat complaints, hopefully highlighting that an adequate or satisfactory resolution had been reached.

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 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 developed in the 2010-11 season continues to assist both in the reduction of complaints and proactive resolution of 'live incidents', by the reactive addressing of any unacceptable behavior within the stadium during a match. This was previously known as the 'Stamp it Out' text Service and customers were 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 were then immediately directed to the area in question to assist or resolve the issue as appropriate. However, this initiative was re-launched last season, with associated concourse poster / match programme marketing, as the 'Help Your Club Tackle Discriminatory or Offensive Behavior', with similar methods of 'live' communication of the issue to the SMT.

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 stadium CCTV system is now being converted to a fully digital system, which accordingly will enhance the system's picture quality and capabilities associated with the detection and identification of prevailing and historic safety and security issues.
- b) All stadium analogue personal radios are currently being changed onto a digital radio system. This will undoubtedly improve reliability, clarity and range and be extremely beneficial to the overall safety and security operation.
- c) A new initiative will be trialed at the start of the 2013/14 season, whereby all stewards will regularly and periodically patrol all terrace gangways in a uniform coordinated manner. This should improve customer safety and security reassurance and also

provide the SMT with continual and accurate behavioral information from all parts of 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

## 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 report therefore demonstrates how the requirements placed on Manchester United Football Club Safety Management by the General Safety Certificate issued for the 2012 – 2013 season have been fully adhered to and the SMT continually strive for greater safety improvement and effective safety management towards the average 2.5 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. The staff have been ably supported by a variety of other relevant agencies throughout the 2012 – 2013 season. The statistics contained within the report clearly show that these factors have all combined over 2012 – 2013 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 2012-13 season. Through intensive planning, multi agency cooperation, strategic deployments & tactical thinking, these matches plus the remaining other events, witnessed some excellent results by way of pro rata seasonal reduced arrests and ejections though an increased level of turnstile ‘refusals’, highlighting a decrease in disorder but an increase in safety and security.

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 2012– 2013 season namely the Greater Manchester Police, Greater

Manchester Fire & Rescue Service, North West Ambulance Service, St. John Ambulance Service and of course Trafford Metropolitan Borough Council.

MUFC now look to towards the 2013/14 season with renewed vigor and enthusiasm into all aspects of their safety and security responsibilities. Accordingly, it is satisfying for the Club to realise that through their concerted efforts and reassurance to other organisations, they have been chosen to host the 2013 Rugby League World Cup Final in November 2013 as well as the return of the Soccer Aid event to Old Trafford at the end of the season.

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**APPENDIX 'A'**

**STADIUM SEATING CAPACITY**

<b>Stand</b>	<b>Standard Seating</b>	<b>Executive Seating</b>	<b>Totals</b>
<b>North</b>			
Tier 1 Lower	5,106	-	
Tier 1 Upper	7,244	1,514	
Tier 2	5,902	1,148	
NE Tier 2	2,248	1,513	
Wheelchair Spaces (8 + 8 Helpers)	16	-	
NW Tier 2	2,260	1,560	
Wheelchair Spaces (8 + 8 Helpers)	16	-	
Tier 3	4,084	-	
Executive Boxes	-	720	
<b>Totals</b>	<b>26,876</b>	<b>6,455</b>	<b>33,331</b>

<b>South</b>			
Tier 1 Lower	1,995	-	
Tier 1 Upper	5,853	1,504	
Directors Box	-	220	
Press Area (incl. TV Studio)	-	134	
Executive Boxes (incl. Window Tables)	-	188	
<b>Totals</b>	<b>7,848</b>	<b>2,046</b>	<b>9,894</b>

<b>East</b>			
Tier 1 Lower	1,887	-	
Tier 1 Upper	7,035	-	
Tier 2	6,450	-	
Disabled Platform	208 (104 + 104 Helpers)	-	
Executive Boxes	-	278	
<b>Totals</b>	<b>15,580</b>	<b>278</b>	<b>15,858</b>

<b>West</b>			
Tier 1 Lower	2,946	-	
Tier 1 Upper	2,360	862	
Family Stand	3,931	-	
Tier 2	6,452	-	
Executive Boxes	-	149	
<b>Totals</b>	<b>15,671</b>	<b>1,011</b>	<b>17,682</b>

<b>Sub Totals</b>	<b>65,975</b>	<b>9,790</b>	<b>75,765</b>
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<b>Total Stadium Capacity Season 2012/2013:</b>	<b>75,765</b>
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**APPENDIX 'B'**

**SAFETY PERSONNEL STAFFING FIGURES**

<b>Safety Section</b>	<b>Description</b>	<b>11/12</b>	<b>10/11</b>	<b>09/10</b>	<b>08/09</b>	<b>07/08</b>
<b>General Stewards</b>	Head Steward	001	001	001	001	001
	Deputy Head Steward	002	002	001	001	001
	Referee Liaison Officer	001	001	001	001	001
	Training Liaison Officer	001	001	001	001	001
	Supervisors	027	023	024	026	026
	General Stewards	265	269	268	265	267
		<b>297</b>	<b>297</b>	<b>296</b>	<b>295</b>	<b>296</b>
<b>Safety Steward</b>	Head Steward	001	001	001	001	001
	Deputy Head Steward	002	002	002	002	002
	Supervisors	027	027	031	025	027
	Safety Stewards	260	260	256	293	190
			<b>290</b>	<b>290</b>	<b>290</b>	<b>321</b>
<b>Fire Safety Stewards</b>	Head Steward	001	001	001	001	001
	Deputy Head Steward	001	001	001	001	001
	Fire Safety Stewards	008	008	008	008	008
			<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
	Deputy Chief Officer	001	001	001	001	001
	Supervisors	025	025	025	030	029
	Security Officers	379	379	373	542	472
			<b>**406</b>	<b>**406</b>	<b>**400</b>	<b>574</b>
<b>Gate Stewards</b>	Head Steward	001	001	001	001	001
	Deputy Head Steward	002	002	002	001	001
	Supervisors	012	013	013	024	059
	Gate Stewards	177	177	177	181	254
			<b>192</b>	<b>193</b>	<b>193</b>	<b>207</b>
<b>Car Park Stewards</b>	Car Park Manager	001	001	001	001	001
	Car Park Supervisors	003	003	003	003	003
	Car Park Stewards	056	056	062	075	086
			<b>060</b>	<b>060</b>	<b>066</b>	<b>079</b>
<b>Medical Personnel</b>	Crowd Doctors	006	009	009	011	013
	Registered Nurses	006	016	016	016	016
	Stretcher Team	006	006	006	006	006
	North West Ambulance	022	022	022	022	022
	St. John Ambulance	040	030	040	040	040
			<b>080</b>	<b>083</b>	<b>093</b>	<b>095</b>
<b>Stadium Control Room</b>		<b>005</b>	<b>005</b>	<b>006</b>	<b>013</b>	<b>013</b>
<b>Total Match Day Safety Personnel</b>		<b>**1,340</b>	<b>**1,344</b>	<b>**1,354</b>	<b>1,594</b>	<b>1,544</b>

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

Code	Event	Event Type	Match Category	Visitor Attendance	Visitor Minibuses	Visitor Coaches	Ejections			Arrests			Refused Entry		
							Home	Away	Neutral	Home	Away	Neutral	Home	Away	Neutral
2012-07-26-OLY	UAE v Uruguay, GB v Senegal	OLYMPIC	B	0	0	2	0	0	8	0	0	3	0	0	1
2012-07-29-OLY	Brazil v Belarus / Egypt v New Zealand	OLYMPIC	A	0	0	1	0	0	2	0	0	0	0	0	1
2012-07-31-OLY	USA v DPR Korea	OLYMPIC	A	0	0	0	0	0	0	0	0	0	0	0	0
2012-08-01-OLY	Spain v Morocco	OLYMPIC	A	0	0	0	0	0	0	0	0	0	0	0	1
2012-08-04-OLY	Japan v Egypt	OLYMPIC	A	0	0	0	0	0	0	0	0	0	0	0	1
2012-08-06-OLY	USA v Canada	OLYMPIC	A	0	0	0	0	0	0	0	0	2	0	0	0
2012-08-07-OLY	South Korea v Brazil	OLYMPIC	A	0	0	0	0	0	0	0	0	0	0	0	0
2012-08-25-FUL	Fulham	PREMIER	A	1081	0	2	3	7	0	9	1	0	0	1	0
2012-09-15-WIG	Wigan	PREMIER	A	825	0	2	3	3	0	3	0	0	0	3	0
2012-09-19-GAL	Galatasaray	CHAMPNS LG	B	2361	0	4	4	4	0	3	2	0	0	4	0
2012-09-26-NEW	Newcastle	CAPT1 ONE	A	590	2	2	5	3	0	3	0	0	0	0	0
2012-09-29-TOT	Tottenham Hotspur	PREMIER	B	2309	0	2	3	14	0	9	1	0	2	1	0
2012-10-06-RUG	Warrington v Leeds	RUGBY	B	0	16	93	0	0	28	0	0	6	0	3	3
2012-10-20-STO	Stoke City	PREMIER	B	1369	2	8	5	8	0	6	0	0	4	6	0
2012-10-23-BRA	MUFC v SC Braga	CHAMPNS LG	A	450	0	4	3	1	0	1	0	0	7	0	0
2012-11-03-ARS	Arsenal	PREMIER	B	2956	4	6	4	11	0	2	2	0	10	2	0
2012-11-24-QPR	Queens Park Rangers	PREMIER	A	1301	0	3	8	7	0	2	1	0	19	1	0
2012-11-28-WHU	West Ham United	PREMIER	A	1258	0	3	5	3	0	3	1	0	29	1	0
2012-12-05-CLU	CFR 1907 Cluj	PREMIER	A	624	0	3	2	0	0	1	0	0	15	0	0
2012-12-07-BUR	Burnley Youth Cup	YOUTH	Police Free	607	0	0	0	0	0	0	0	0	0	0	0
2012-12-15-SUN	Sunderland	PREMIER	B	1683	6	15	5	2	0	2	1	0	9	1	0
2012-12-26-NEW	Newcastle United	PREMIER	A	1749	3	19	8	12	0	2	2	0	31	6	0
2012-12-29-WBR	West Brom	PREMIER	A	1840	0	13	4	1	0	3	0	0	28	0	0
2013-01-13-LIV	Liverpool	PREMIER	C-IR	3008	11	23	4	18	0	2	3	0	25	4	0
2013-01-16-WHU	West Ham	FA CUP	A	1244	1	5	4	4	0	10	4	0	16	1	0
2013-01-26-FUL	Fulham	FA CUP	A	620	0	2	14	4	0	1	0	0	14	0	0
2013-01-30-SOU	Southampton	PREMIER	A	1545	0	7	5	0	0	2	0	0	21	1	0
2013-02-10-EVT	Everton	PREMIER	C	2422	10	15	5	4	0	2	1	0	17	2	0
2013-02-18-REA	Reading	FA CUP	A	1096	1	6	4	1	0	0	0	0	6	0	0
2013-03-02-NOR	Norwich	PREMIER	A	2428	2	16	5	6	0	5	0	0	16	0	0
2013-03-05-RLM	Real Madrid	CHAMPNS LG	B	3232	0	17	28	7	0	4	3	0	19	0	0
2013-03-10-CHE	Chelsea	FA CUP	B	3898	1	13	10	2	0	3	5	0	17	7	0
2013-03-16-REA	Reading	PREMIER	A	1697	2	6	17	3	0	4	1	0	16	0	0
2013-04-08-MCFC	Manchester City	PREMIER	C-IR	2981	6	14	8	8	0	5	6	1	7	3	0
2013-04-22-AST	Aston Villa	PREMIER	A	1220	0	6	9	8	0	5	1	0	20	0	0
2013-04-30-WBA	West Brom Albion	RESERVES	Police Free	0	0	0	0	0	0	0	0	0	0	0	0
2013-05-05-CHE	Chelsea	PREMIER	B	2287	1	1	9	9	0	1	1	0	2	2	0
2013-05-06-LIV	Liverpool Reserves	RESERVES	Police Free	255	0	0	0	0	0	0	0	0	0	0	0
2013-05-12-SWA	Swansea	PREMIER	A	1820	0	6	13	2	0	1	4	0	11	2	0
2013-05-13-HP	Homecoming Parade	OTHER	Police Free	0	0	0	0	0	0	0	0	0	0	0	0
2013-05-14-LIV	Liverpool Reserves	RESERVES	Police Free	229	0	0	0	0	0	0	0	0	0	0	0
2013-05-20-TOT	Tottenham U21	OTHER	Police Free	305	0	0	3	0	0	0	0	0	0	0	0
2013-06-02-RHU	MU v Real Madrid (Legends)	OTHER	A	0	0	0	5	0	5	0	0	0	0	0	0
<b>Totals</b>				<b>51290</b>	<b>68</b>	<b>319</b>	<b>205</b>	<b>152</b>	<b>43</b>	<b>94</b>	<b>40</b>	<b>12</b>	<b>361</b>	<b>51</b>	<b>7</b>
							<b>400</b>			<b>146</b>			<b>419</b>		

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

Code	Event	Event Type	Match Category	Disorder - Standing				Disorder - Smoking			
				Ejections		Arrests		Ejections		Arrests	
				Home	Away	Home	Away	Home	Away	Home	Away
2012-07-26-OLY	UAE v Uruguay, GB v Senegal	OLYMPIC	B	0	0	0	0	0	0	0	0
2012-07-29-OLY	Brazil v Belarus / Egypt v New Zealand	OLYMPIC	A	0	0	0	0	0	0	0	0
2012-07-31-OLY	USA v DPR Korea	OLYMPIC	A	0	0	0	0	0	0	0	0
2012-08-01-OLY	Spain v Morocco	OLYMPIC	A	0	0	0	0	0	0	0	0
2012-08-04-OLY	Japan v Egypt	OLYMPIC	A	0	0	0	0	0	0	0	0
2012-08-06-OLY	USA v Canada	OLYMPIC	A	0	0	0	0	0	0	0	0
2012-08-07-OLY	South Korea v Brazil	OLYMPIC	A	0	0	0	0	0	0	0	0
2012-08-25-FUL	Fulham	PREMIER	A	0	3	0	0	0	0	0	0
2012-09-15-WIG	Wigan	PREMIER	A	0	2	0	0	0	0	0	0
2012-09-19-GAL	Galatasaray	CHAMPNS LG	B	0	0	0	0	0	0	0	0
2012-09-26-NEW	Newcastle	CAPTL ONE	A	0	0	0	0	1	0	0	0
2012-09-29-TOT	Tottenham Hotspur	PREMIER	B	0	0	0	0	0	0	0	0
2012-10-06-RUG	Warrington v Leeds	RUGBY	B	0	1	0	0	0	0	0	0
2012-10-20-STO	Stoke City	PREMIER	B	0	0	0	0	0	4	0	0
2012-10-23-BRA	MUFC v SC Braga	CHAMPNS LG	A	0	0	0	0	0	0	0	0
2012-11-03-ARS	Arsenal	PREMIER	B	0	0	0	0	0	4	0	0
2012-11-24-QPR	Queens Park Rangers	PREMIER	A	0	2	0	0	0	1	0	0
2012-11-28-WHU	West Ham United	PREMIER	A	0	0	0	0	0	2	0	0
2012-12-05-CLU	CFR 1907 Cluj	PREMIER	A	0	0	0	0	2	0	0	0
2012-12-07-BUR	Burnley Youth Cup	YOUTH	Police Free	0	0	0	0	0	0	0	0
2012-12-15-SUN	Sunderland	PREMIER	B	3	0	0	0	0	2	0	0
2012-12-26-NEW	Newcastle United	PREMIER	A	0	0	0	0	0	5	0	0
2012-12-29-WBR	West Brom	PREMIER	A	0	0	0	0	1	0	0	0
2013-01-13-LIV	Liverpool	PREMIER	C-IR	0	0	0	0	0	2	0	0
2013-01-16-WHU	West Ham	FA CUP	A	0	0	0	0	0	0	0	0
2013-01-26-FUL	Fulham	FA CUP	A	0	0	0	0	0	0	0	0
2013-01-30-SOU	Southampton	PREMIER	A	0	0	0	0	0	0	0	0
2013-02-10-EVT	Everton	PREMIER	C	0	0	0	0	0	1	0	0
2013-02-18-REA	Reading	FA CUP	A	0	0	0	0	0	0	0	0
2013-03-02-NOR	Norwich	PREMIER	A	0	0	0	0	2	0	0	0
2013-03-05-RLM	Real Madrid	CHAMPNS LG	B	1	0	0	0	0	0	0	0
2013-03-10-CHE	Chelsea	FA CUP	B	0	0	0	0	1	0	0	0
2013-03-16-REA	Reading	PREMIER	A	0	1	0	0	1	0	0	0
2013-04-08-MCFC	Manchester City	PREMIER	C-IR	0	0	0	0	0	4	0	0
2013-04-22-AST	Aston Villa	PREMIER	A	0	4	0	0	0	2	0	0
2013-04-30-WBA	West Brom Albion	RESERVES	Police Free	0	0	0	0	0	0	0	0
2013-05-05-CHE	Chelsea	PREMIER	B	5	0	0	0	0	2	0	0
2013-05-06-LIV	Liverpool Reserves	RESERVES	Police Free	0	0	0	0	0	0	0	0
2013-05-12-SWA	Swansea	PREMIER	A	4	0	0	0	0	0	0	0
2013-05-13-HP	Homecoming Parade	OTHER	Police Free	0	0	0	0	0	0	0	0
2013-05-14-LIV	Liverpool Reserves	RESERVES	Police Free	0	0	0	0	0	0	0	0
2013-05-20-TOT	Tottenham U21	OTHER	Police Free	0	0	0	0	0	0	0	0
2013-06-02-RHU	MU v Real Madrid (Legends)	OTHER	A	0	0	0	0	0	0	0	0
<b>Totals</b>				<b>13</b>	<b>13</b>	<b>0</b>	<b>0</b>	<b>8</b>	<b>29</b>	<b>0</b>	<b>0</b>
				<b>26</b>		<b>0</b>		<b>37</b>		<b>0</b>	

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

Code	Event	Event Type	Match Category	No. Staff treated	No. Persons Treated	No. Persons Hospitalised	No. Children 8yrs & under
2012-07-26-OLY	UAE v Uruguay, GB v Senegal	OLYMPIC	B	8	78	2	9
2012-07-29-OLY	Brazil v Belarus / Egypt v New Zealand	OLYMPIC	A	3	31	2	4
2012-07-31-OLY	USA v DPR Korea	OLYMPIC	A	2	10	0	2
2012-08-01-OLY	Spain v Morocco	OLYMPIC	A	0	10	1	0
2012-08-04-OLY	Japan v Egypt	OLYMPIC	A	2	35	0	5
2012-08-06-OLY	USA v Canada	OLYMPIC	A	2	12	0	1
2012-08-07-OLY	South Korea v Brazil	OLYMPIC	A	2	19	1	0
2012-08-25-FUL	Fulham	PREMIER	A	5	20	4	0
2012-09-15-WIG	Wigan	PREMIER	A	8	24	0	0
2012-09-19-GAL	Galatasaray	CHAMPNS LG	B	4	17	1	1
2012-09-26-NEW	Newcastle	CAPT. ONE	A	2	5	0	0
2012-09-29-TOT	Tottenham Hotspur	PREMIER	B	6	29	4	2
2012-10-06-RUG	Warrington v Leeds	RUGBY	B	9	35	3	2
2012-10-20-STO	Stoke City	PREMIER	B	3	17	0	0
2012-10-23-BRA	MUFC v SC Braga	CHAMPNS LG	A	1	3	0	0
2012-11-03-ARS	Arsenal	PREMIER	B	1	12	1	0
2012-11-24-QPR	Queens Park Rangers	PREMIER	A	3	20	6	0
2012-11-28-WHU	West Ham United	PREMIER	A	1	11	2	0
2012-12-05-CLU	CFR 1907 Cluj	CHAMPNS LG	A	3	7	0	0
2012-12-07-BUR	Burnley Youth Cup	YOUTH	Police Free	0	0	0	0
2012-12-15-SUN	Sunderland	PREMIER	B	3	18	0	1
2012-12-26-NEW	Newcastle United	PREMIER	A	4	26	7	0
2012-12-29-WBR	West Brom	PREMIER	A	4	16	0	0
2013-01-13-LIV	Liverpool	PREMIER	C-IR	6	23	3	0
2013-01-16-WHU	West Ham	FA CUP	A	5	11	0	0
2013-01-26-FUL	Fulham	FA CUP	A	1	9	1	2
2013-01-30-SOU	Southampton	PREMIER	A	2	13	1	0
2013-02-10-EVT	Everton	PREMIER	C	2	10	2	0
2013-02-18-REA	Reading	FA CUP	A	5	18	0	0
2013-03-02-NOR	Norwich	PREMIER	A	3	11	0	1
2013-03-05-RLM	Real Madrid	CHAMPNS LG	B	6	23	3	1
2013-03-10-CHE	Chelsea	FA CUP	B	7	24	0	2
2013-03-16-REA	Reading	PREMIER	A	4	12	0	1
2013-04-08-MCFC	Manchester City	PREMIER	C-IR	4	22	1	2
2013-04-22-AST	Aston Villa	PREMIER	A	6	22	4	2
2013-04-30-WBA	West Brom Albion	RESERVES	Police Free	0	0	0	0
2013-05-05-CHE	Chelsea	PREMIER	B	5	16	1	1
2013-05-06-LIV	Liverpool Reserves	RESERVES	Police Free	1	2	0	0
2013-05-12-SWA	Swansea	PREMIER	A	3	23	2	2
2013-05-13-HP	Victory Parade	OTHER	A	0	0	0	0
2013-05-14-LIV	Liverpool	RESERVES	Police Free	0	0	0	0
2013-05-20-TOT	Tottenham Reserves	RESERVES	Police Free	1	1	0	0
2013-06-02-RHU	MU v Real Madrid (Legends)	OTHER	A	4	15	1	3
<b>Totals</b>				<b>141</b>	<b>710</b>	<b>53</b>	<b>44</b>

## Appendix F - Fire Detection and Alarm Activations

Code	Event	Event Type	Match Category	Number of Activations	Cause of Activation
2012-07-26-OLY	UAE v Uruguay, GB v Senegal	OLYMPIC	B	2	1 x Unknown Cause 1 x Contaminated Head
2012-07-29-OLY	Brazil v Belarus / Egypt v New Zealand	OLYMPIC	A	1	1 x Unknown Cause
2012-07-31-OLY	USA v DPR Korea	OLYMPIC	A	4	1 x Smell of Burning - False Alarm 2 x Electrical Fault 1 x Unknown Cause
2012-08-01-OLY	Spain v Morocco	OLYMPIC	A	3	2 x Faulty Alarms 1 x Gas Cilinder Leak in Car Park
2012-08-04-OLY	Japan v Egypt	OLYMPIC	A	1	1 x Unknown Cause
2012-08-06-OLY	USA v Canada	OLYMPIC	A	0	
2012-08-07-OLY	South Korea v Brazil	OLYMPIC	A	0	
2012-08-25-FUL	Fulham	PREMIER	A	1	1 x Unknown Cause
2012-09-15-WIG	Wigan	PREMIER	A	1	1 x Cooking Fumes
2012-09-19-GAL	Galatasaray	CHAMPNS LG	B	1	1 x Unknown Cause
2012-09-26-NEW	Newcastle	CAPT1 ONE	A	0	
2012-09-29-TOT	Tottenham Hotspur	PREMIER	B	0	
2012-10-06-RUG	Warrington v Leeds	RUGBY	B	0	
2012-10-20-STO	Stoke City	PREMIER	B	1	1 x Contaminated Head
2012-10-23-BRA	MUFC v SC Braga	CHAMPNS LG	A	0	
2012-11-03-ARS	Arsenal	PREMIER	B	0	
2012-11-24-QPR	Queens Park Rangers	PREMIER	A	1	1 x Steam from Pot Washer
2012-11-28-WHU	West Ham United	PREMIER	A	0	
2012-12-05-CLU	CFR 1907 Cluj	CHAMPNS LG	A	0	
2012-12-07-BUR	Burnley Youth Cup	YOUTH	Police Free	1	1 x Unknown Cause
2012-12-15-SUN	Sunderland	PREMIER	B	3	3 x Unknown Cause
2012-12-26-NEW	Newcastle United	PREMIER	A	0	
2012-12-29-WBR	West Brom	PREMIER	A	1	1 x Unknown Cause
2013-01-13-LIV	Liverpool	PREMIER	C-IR	0	
2013-01-16-WHU	West Ham	FA CUP	A	0	
2013-01-26-FUL	Fulham	FA CUP	A	0	
2013-01-30-SOU	Southampton	PREMIER	A	1	1 x Unknown Cause
2013-02-10-EVT	Everton	PREMIER	C	0	
2013-02-18-REA	Reading	FA CUP	A	0	
2013-03-02-NOR	Norwich	PREMIER	A	0	
2013-03-05-RLM	Real Madrid	CHAMPNS LG	B	1	1 x Unknown Cause
2013-03-10-CHE	Chelsea	FA CUP	B	0	
2013-03-16-REA	Reading	PREMIER	A	1	1 x Unknown Cause
2013-04-08-MCFC	Manchester City	PREMIER	C-IR	0	
2013-04-22-AST	Aston Villa	PREMIER	A	0	
2013-04-30-WBA	West Brom Albion	RESERVES	Police Free	1	1 x Faulty Alarm
2013-05-05-CHE	Chelsea	PREMIER	B	0	
2013-05-06-LIV	Liverpool Reserves	RESERVES	Police Free	0	
2013-05-12-SWA	Swansea	PREMIER	A	0	
2013-05-13-HP	Victory Parade	OTHER	A	0	
2013-05-14-LIV	Liverpool	RESERVES	Police Free	0	
2013-05-20-TOT	Tottenham Reserves	RESERVES	Police Free	0	
2013-06-02-RHU	MU v Real Madrid (Legends)	OTHER	A	0	
<b>Totals</b>				<b>25</b>	



**TRAFFORD**  
COUNCIL

**GENERAL SAFETY CERTIFICATE**

**2013/2014**  
**M.U.F.C.**

**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 attended by spectators and (ii) Televised screening of football matches attended by spectators (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 number of spectators admitted at any one time to the whole ground shall not exceed 75,615 (Seventy Five Thousand Six Hundred and Fifteen).
20. 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 M.U.F.C. Safety Procedures Manual.
21. The Holder shall take such precautions as may be necessary for the reasonable safety of spectators, 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 stewards should not work unaccompanied unless 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:***
    - C29 - Prepare for spectator events***
    - C35 - Deal with accidents and emergencies***
    - C210 - Control the entry, exit and movement of people at spectator events***
  - b) ***they have attended 4 events as a steward***
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 been 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 spectators 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.



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## **Manchester United Limited**

### **Safety Procedures Manual**

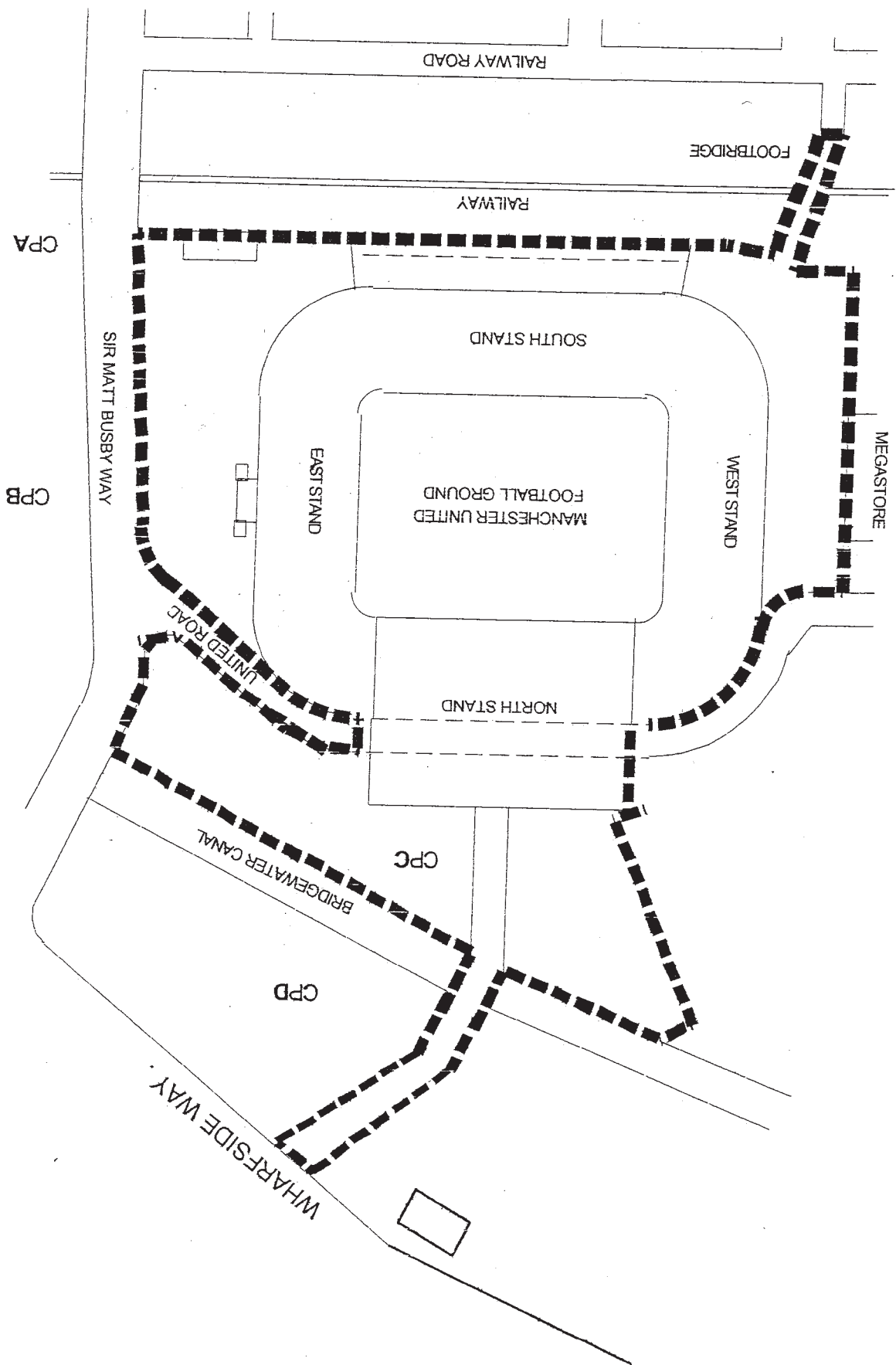
#### **General Safety Certificate Designated Persons**

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 Michael Bolingbroke**
- Section 11:** The holder shall designate a person who shall deputise for the person described in 10 above.  
**Mr Guy Smith**
- 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 Charles Coxon**
- Section 13:** The holder shall designate a person who shall deputise for the person described in 12 above.  
**Mr Phil Rainford**
- 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.  
**Mr Gary Hebblewhite**
- Section 15:** The holder shall designate a person who shall deputise for the person described in 14 above.  
**Mr Ian Collins**
- 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.  
**Mr Charles Coxon**

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## TRAFFORD COUNCIL

**Report to:** Safety at Sports Grounds Sub - Committee.  
**Date:** 14<sup>th</sup> March 2014  
**Report for:** Information  
**Report of:** The Director of Environment.

### Report Title

**Altrincham Football Club – Annual Report and General Safety Certificate**

### Summary

**Annual Report for Altrincham Football Club and the issue of a new General Safety Certificate complying with the recommendations of the Sports Ground Safety Authority**

### Recommendation

**That the report is noted and the General Certificate is re-issued**

Contact person for access to background papers and further information:

Name: Tony Bibi – Team Leader (Pollution & Housing) Public Protection.

Extension: 3840.

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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**ANNUAL SAFETY REPORT**  
**2012/2013**

**ALTRINCHAM ASSOCIATION  
FOOTBALL CLUB**

**REPORT TO  
THE SAFETY at SPORTS GROUNDS  
ADVISORY GROUP**

**BY**

**ALTRINCHAM ASSOCIATION FOOTBALL CLUB**

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# THE GENERAL SAFETY CERTIFICATE

A General Safety Certificate was issued in respect of the Altrincham Association Football Club ground to Altrincham Association Football Club (The Holder) on xxxxxxxx 2012

Clauses 11-17 (inclusive) of The General Safety Certificate required the Holder to designate persons who would have executive responsibility for various aspects of safety. Those persons are listed below:-

<b>Clause 11</b>	<b>Chairman</b>	<b>Mr. G. Rowley</b>
<b>Clause 12</b>	<b>Director</b>	<b>Mr. P Daine</b>
<b>Clause 13</b>	<b>Director</b>	<b>Mr. P Daine</b>
<b>Clause 14</b>	<b>Director/Club Secretary</b>	<b>Mr. D Wilshaw</b>
<b>Clause 15</b>	<b>Director/Vice Chairman</b>	<b>Mr. A. Shaw</b>
<b>Clause 16</b>	<b>Chairman</b>	<b>Mr. G. Rowley</b>
<b>Clause 17</b>	<b>Director/Club Secretary</b>	<b>Mr. D. Wilshaw</b>

# **THE SAFETY PROCEDURES MANUAL**

Mrs. Alison Lewis is the Stadium Safety Officer and is responsible for the production and maintenance of the Altrincham Association Football Club Safety Procedures Manual.

The Safety Procedures Manual is under constant review and continues to reflect the current Stadium environment.

## **SPECIAL SAFETY CERTIFICATES**

No Special Safety Certificates have been issued for the ground during the 2012 - 2013 season.

# CLUB DEVELOPMENT

1. The Community aspect integration programme with the local community continues to expand and we deliver organized football and coaching to an average of over 1,000 boys and girls each week. We now have 41 Junior Teams, 2 Youth Teams and 2 Ladies Teams.
2. The number of fun weeks has increased and we currently have 2 weeks at Easter, 1 week at Whitsun and 2 weeks during the summer holidays with an average daily attendance of 45.
3. The Saturday Morning Club continues to flourish with skills, training and coaching given by qualified coaches. There is now an average of 80 boys and girls present on a Saturday morning. The Community Officer also holds an after school activity in one local school and coaches in 12 schools during term time.
4. During the summer a “Kids Drop In” was organized to give children during the long summer holiday some activity from which they could benefit and became well attended as the children spread the word amongst their friends.
5. A Coaching School for disabled children will be established at the Children’s Adventure Farm at Millington.
6. The club in September 2013 were granted planning permission by Trafford Council for the construction of a Sports Hall at the south west side of the ground, and for catering facilities, toilet block and turnstiles at the east end of the ground. This facility will be run by the Community Trust and this will enable the Trust to grow its activities and to provide a much needed venue for leisure activities, such as Indoor Bowls, Dancing and Pilates. The Community Trust is appealing for donations to match the grants available for the construction of the Sports Hall and in this connection the Trust are applying for charitable status in order for any donations to be “gift aided”.
7. The club in conjunction with Bradford College and Interactive Sports provide facilities for a BTech Course with 42 students attending. They also have two football teams playing organized mid-week games.

# **ANNUAL MATCH VISIT SAFETY AT SPORTS GROUNDS SUB-COMMITTEE**

This year's match visit took place on the 29<sup>th</sup> January 2013 for the Conference North Division League fixture Altrincham FC v FC Halifax Town.

The visit was reported to both the Safety Advisory Group meeting on the 16<sup>th</sup> April 2013 and the Sports Ground Sub- Committee Meeting on the 9th May 2013.



## SUCCESS OF PREVIOUS OBJECTIVES

<b>2012/2013 OBJECTIVES</b>	<b>COMMENT</b>
To maintain the condition of the Stadium to an acceptable standard and to promote crowd safety.	The Club benefit from a willing and enthusiastic volunteer workforce. This ensures that the Stadium continues to maintain a good standard of repair and maintains spectator safety.
To continue to ensure that the Safety Procedures Manual reflects the Safety Management of the Stadium.	The Safety Procedures Manual has been reviewed and continues to reflect the Stadium Safety Management.
To continue to promote the Club in the community by expanding the Club's activities.	As stated in the Club Developments the Club, along with the recently established Community Trust, continue to promote and expand the community activities.

# **FUTURE OBJECTIVES**

1. To maintain the condition of the Stadium to an acceptable standard and to promote crowd safety.
2. To continue to ensure that the Safety Procedures Manual reflects the Safety Management of the Stadium.
3. To continue to promote the Club in the community by expanding the Club's activities.

A busy period lies ahead with the construction of the Community Sports Hall, the management of the hall and the organization of the events which will be held there.

## SUMMARY OF ATTENDANCE 2012 / 2013

### FOOTBALL CONFERENCE BLUE SQUARE NORTH

### ATTENDANCE

18.08.2012	Brackley Town	716
27.08.2012	Chester	1940
01.09.2012	Histon	652
15.09.2012	Bradford P.A.	806
23.10.2012	Workington	638
30.10.2012	Guiseley	698
17.11.2012	Hinkckley United	768
08.12.2012	Gainsborough Trinity	728
01.01.2013	Stalybridge Celtic	889
05.01.2013	Harrogate Town	707
29.01.2013	Boston United	561
02.02.2013	Gloucester City	762
09.02.2013	Corby Town	774
23.02.2013	Colwyn Bay	769
02.03.2013	Oxford City	740
13.03.2013	Solihull Moors	558
23.03.2013	Worcester City	777
29.03.2013	Vauxhall Motors	930
13.04.2013	Bishop Stortford	807
23.04.2013	FC Halifax Town	990
27.04.2013	Droylsden	1274
30.04.2013	Brackley Town	1618

**TOTAL 19,012**

### CUP COMPETITIONS.

07.11.2012	Congleton Town Cheshire Senior Cup	172
15.11.2012	Burton Albion FA Cup 1 <sup>st</sup> Round Replay	2428

**TOTAL 2600**

## ALTRINCHAM PRE-SEASON FRIENDLIES.

17.07.2012	Morecambe	301
21.07.2012	Burnley	1,059
04.08.2012	Wrexham	448
09.08.2012	FC United of Manchester	542
	<b>TOTAL</b>	<b>2350</b>

## MANCHESTER UNITED RESERVE TEAM MATCHES.

29.08.2012	Manchester United v Tottenham Hotspur	623
20.09.2012	Manchester United v Bury	283
28.09.2012	Manchester United v Newcastle United	457
08.10.2012	Manchester United v Southampton	408
18.10.2012	Manchester United v Bolton Wanderers	342
05.11.2012	Manchester United v Stoke City	387
19.11.2012	Manchester United v Aston Villa	326
26.11.2012	Manchester United v Sunderland	353
06.02.2013	Manchester United v Oldham Athletic	176
11.02.2013	Manchester United v Arsenal	381
06.03.2013	Manchester United v West Ham United	265
11.03.2013	Manchester United v Wolverhampton Wanderers	198
09.04.2013	Manchester United v Southampton	227
	<b>TOTAL</b>	<b>4426</b>

**GRAND TOTAL 28388**



**GENERAL SAFETY CERTIFICATE**

**2013 / 2014**

**A.A.F.C.**

**ALTRINCHAM ASSOCIATION FOOTBALL CLUB**

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

SPORTS GROUND FOR WHICH THIS CERTIFICATE IS ISSUED

**ALTRINCHAM ASSOCIATION FOOTBALL CLUB  
MOSS LANE  
ALTRINCHAM  
CHESHIRE  
WA15 8AP**

HOLDER OF THE CERTIFICATE

**ALTRINCHAM ASSOCIATION FOOTBALL CLUB**

OCCUPIER OF THE SPORTS GROUND

**ALTRINCHAM ASSOCIATION FOOTBALL CLUB**

TRAFFORD COUNCIL

FIRE SAFETY AND SAFETY AT PLACES OF SPORT ACT 1987

GENERAL SAFETY CERTIFICATE

ALTRINCHAM ASSOCIATION 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 Altrincham Association Football Club Limited (The Holder), this General 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 covers the safety of spectators in the whole sports ground to ensure that parts of the ground in the immediate vicinity of the regulated stands do not affect the safety of people within the regulated stands.
4. This General Safety Certificate is issued only in respect of the use of the regulated stands for the viewing of football matches ("the Specified Activity").
5. 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 regulated stands when they are used for the Specified Activity and the Specified Activity shall not take place unless the said terms and conditions are complied with in all respects.
6. 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.
7. This Certificate does not convey any approval or consent which may be required under any enactment, by-law or regulation other than under Section 26(10) (a) of The Fire Safety and Safety of Places of Sport Act 1987.
8. 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.

9. The Holder shall at all times comply with the policies and procedures set out in the Altrincham Association Football Club (A.A.F.C.) Safety Procedures Manual, which must not be amended without giving 21 days prior notification to Trafford Council.
10. The words and expressions used in this General Safety Certificate shall have the meanings assigned to them by the Fire Safety and Safety of Places of Sport Act 1987 as amended and the Definition Section of the A.A.F.C. Safety Procedures Manual and in the event of any conflict between the meanings thereby assigned the meaning in the Act shall prevail.
11. The Holder shall designate a person who shall have executive responsibility for the production and implementation of A.A.F.C. Safety Policy for football matches attended by spectators.
12. The Holder shall designate a person who shall deputise for the person described in 11 above.
13. 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 football matches attended by spectators.
14. The Holder shall designate a person who shall deputise for the person described in 13 above.
15. 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.
16. The Holder shall designate a person who shall deputise for the person described in 15 above.
17. 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.
18. The Holder shall ensure that the persons described in Conditions 11 to 17 (inclusive) above are afforded such authority as is commensurate with their responsibilities and shall ensure that those persons discharge their responsibilities under this Certificate.
19. The Holder shall notify Trafford Council of the names of the persons designated under conditions 11-17(inclusive).
20. The Holder shall ensure that the maximum number of spectators admitted at any one time to the whole ground shall not exceed 6, 085 (Six Thousand, and Eighty Five)

21. 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 A.A.F.C. Safety Procedures Manual.
22. The Holder shall take such precautions as may be necessary for the reasonable safety of spectators.
23. The Holder shall take such precautions as may be necessary to ensure reasonable crowd control.
24. The Holder shall ensure ***that stewards should not work unaccompanied unless 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:***
    - C29 - Prepare for spectator events***
    - C35 - Deal with accidents and emergencies***
    - C210 - Control the entry, exit and movement of people at spectator events***
  - b) ***they have attended 4 events as a steward***
25. 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***
26. ***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 been notified to the Council, the capacity of the sports ground shall be zero.***
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 provided and maintained in such a manner that they safely fulfill 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 ***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.***





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## **Altrincham Football Club**

### **General Safety Certificate Designated Persons**

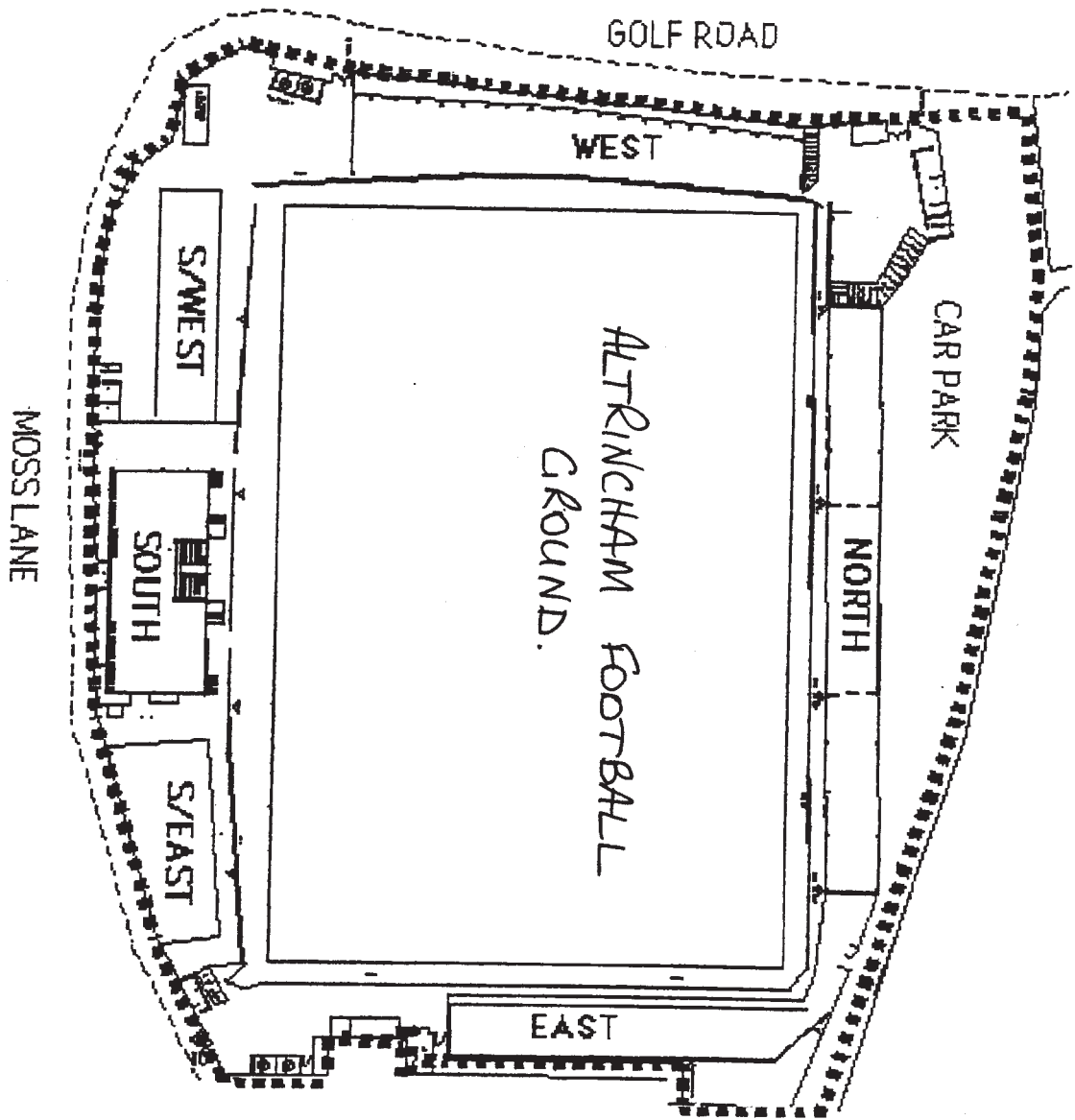
The following persons are designated by Altrincham Football Club under the authority of the GENERAL SAFETY CERTIFICATE issued by Trafford Council under the Fire Safety and Safety at Places of Sport Act 1987.

The 'Holder' of the General Safety Certificate is: **Altrincham Association Football Club**

Clauses 11-17 (inclusive) of The General Safety Certificate required the Holder to designate persons who would have executive responsibility for various aspects of safety. Those persons are listed below:-

<b>Clause 11</b>	<b>Chairman</b>	<b>Mr. G. Rowley</b>
<b>Clause 12</b>	<b>Director</b>	<b>Mr. P Daine</b>
<b>Clause 13</b>	<b>Director</b>	<b>Mr. P Daine</b>
<b>Clause 14</b>	<b>Director/Club Secretary</b>	<b>Mr. D Wilshaw</b>
<b>Clause 15</b>	<b>Director/Vice Chairman</b>	<b>Mr. A. Shaw</b>
<b>Clause 16</b>	<b>Chairman</b>	<b>Mr. G Rowley</b>
<b>Clause 17</b>	<b>Director/Club Secretary</b>	<b>Mr. D. Wilshaw</b>

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## TRAFFORD COUNCIL

**Report to:** Safety at Sports Grounds Sub - Committee.  
**Date:** 14<sup>th</sup> March 2014  
**Report for:** Information  
**Report of:** The Director of Environment.

### Report Title

**Request by Lancashire County Cricket Club for an additional pedestrian corridor along Brian Statham Way for the 3rd Ashes Test Match, 1<sup>st</sup> to 5<sup>th</sup> August and One Day International 8<sup>th</sup> September 2013.**

### Summary

**Report describing the additional pedestrian corridor decision process**

### Recommendation

**That the report be noted**

Contact person for access to background papers and further information:

Name: Tony Bibi – Team Leader (Pollution & Housing) Public Protection.

Extension: 3840.

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

# **Request by Lancashire County Cricket Club for an additional pedestrian corridor along Brian Statham Way for the 3rd Ashes Test Match, 1<sup>st</sup> to 5<sup>th</sup> August and One Day International 8<sup>th</sup> September 2013.**

## **Background**

Lancashire County Cricket Club requested a Multi- Agency Meeting to discuss their proposal to erect a temporary fence on Brian Statham Way as part of an extended boundary of the Cricket Ground. A Multi Agency Meeting was held on the 15<sup>th</sup> May 2013 which resulted in the Club being informed that concerns were raised in connection with safety issues, crowd dynamics and evacuation procedures.

The Club submitted a detailed revised proposal on the 8<sup>th</sup> July 2013 and a further subsequent Multi- Agency Meeting was held on 15<sup>th</sup> July 2013 to discuss the submission.

## **Proposed pedestrian barrier**

The Club proposed the provision of Zaun Fencing with a minimum loading factor of 3Kn between the North Side of Gate BG4 and the South Side of BG6 securing the foot path of the west side of Brian Statham Way. The proposal included the removal and prohibition of a number of gates, as well as the provision of a new emergency gate in the outer fence. The Zaun fencing formed a 6 lane access point for spectators entering the stadium.

## **Conclusion**

The details of the proposal were considered by those in attendance at the Multi-Agency Meeting and due to the tight deadline of only 2 weeks prior to the first game of The Ashes Test Match and the need to order and facilitate the erection of the fencing, it was not considered expedient to refer the proposal to a formal Special Safety Advisory Group meeting. The proposal was approved at the meeting by those in attendance.

## **Recommendation**

The report is noted for documentation purposes.



# Agenda Item 7

## TRAFFORD COUNCIL

**Report to:** Safety at Sports Grounds Sub - Committee.  
**Date:** 14<sup>th</sup> March 2014  
**Report for:** Information  
**Report of:** The Director of Environment.

### Report Title

**Application by Lancashire County Cricket Club to amend the General Safety Certificate to enable an increase in the capacity for the 3rd Ashes Test Match, 1<sup>st</sup> to 5<sup>th</sup> August and One Day International 8<sup>th</sup> September 2013.**

### Summary

**Report to increase the seating capacity of Lancashire County Cricket Ground to cover a maximum limit of 26,000.**

### Recommendation

**That the report be noted**

Contact person for access to background papers and further information:

Name: Tony Bibi – Team Leader (Pollution & Housing) Public Protection.

Extension: 3840.

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

# **Report regarding an application by Lancashire County Cricket Club to amend the General Safety Certificate to enable an increase in the capacity for the 3rd Ashes Test Match, 1<sup>st</sup> to 5<sup>th</sup> August and One Day International 8<sup>th</sup> September 2013.**

## **Background**

Following the issue of a General Safety Certificate dated 7<sup>th</sup> May 2013 to Lancashire County Cricket Club, it became apparent that there was an anomaly between the actual stadium capacity for the 3<sup>rd</sup> Ashes Test Match and that shown for the ground on the certificate.

The ground capacity approved under the said certificate was 24,151 whereas the available seating capacity for the Test Match was 25,477.

The Club accepted that the figure in the certificate was communicated by them to the Council and was then subsequently included as a capacity condition of the approved certificate.

## **Summary**

The Club sought to apply to increase the ground capacity to 26,000 so that the additional seating installed for the Test Match could be included in a new General Safety Certificate with a small additional contingency provision to cover any deviation for any further events. The Club were satisfied that they could meet the proposed increase in capacity and that safety would not be compromised.

Guidance requires that changes in capacity should be considered by the Safety Advisory Group (SAG), however due to the limited time to be able to arrange for SAG to meet to discuss the proposal prior to the Test Match, it was considered expedient to seek the views of members of the SAG by e-mail.

Members of SAG were required to raise any concerns regarding the re-issue of the General Safety Certificate, incorporating the amended capacity limit within 5 working days.

## **Conclusion**

No concerns were raised in connection with the increased capacity and an amended General Safety Certificate was issued on the 26<sup>th</sup> July 2013.

## **Recommendation**

The report to be noted for documentation purposes.

## TRAFFORD COUNCIL

**Report to:** Safety at Sports Grounds Sub - Committee  
**Date:** 14<sup>th</sup> March 2014  
**Report for:** Information  
**Report of:** Director of Environment

### Report Title

**Annual Match Visit of the Safety at Sports Grounds Sub-Committee to Lancashire County Cricket Club, on Saturday 3<sup>rd</sup> August 2013.**

### Summary

**Report describing the annual match visit 2013.**

### Recommendation

**That the report be noted.**

Contact person for access to background papers and further information:

Name: Tony Bibi  
Extension: 3840

Background Papers: None

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

## **ANNUAL MATCH VISIT LANCASHIRE COUNTY CRICKET CLUB**

### **1. BACKGROUND**

- 1.1. Each year the Safety at Sports Grounds Sub-Committee are invited to carry out a match visit to Lancashire County Cricket Club (LCCC). This year's visit took place on Saturday 3<sup>rd</sup> August, 2013, at the Third Ashes Test Match, England against Australia.

### **2. SUMMARY**

- 2.1. The match was attended by Councillor David Higgins, Chairman of the Safety at Sports Grounds Sub Committee, Councillors Dave Quayle and Paul Lally along with Council Officer's Paul Harvey and Tony Bibi.
- 2.2. Entrance to the ground which was scheduled to open at 09.00 was initially delayed for all spectators due to a delivery vehicle breaking down close to the main gate entrance, in an area unauthorised for vehicles. This untimely incident could have potentially compromised public safety at that location. Ground management eventually managed to move the vehicle across the site to an area that was made safe by effective steward control and all entrance gates to the ground were promptly opened by 09.30 hours.
- 2.3. On entering the ground the visiting group were welcomed by Richard Mulcaster, Events and Safety Manager and Peter Fearon, Senior Fire Safety Steward. Peter Fearon escorted the group on a short tour which included the new hospitality development known as The Point, the temporary 'D' stand structure with a capacity of 8,500 and a view of the operations of the adjacent 'Fan Fare' area.
- 2.4. This was followed by a meeting in Washbrook House with Anthony Mundy, Director of Operations and Richard Mulcaster who provided an overview of the venues safety to the party. In particular, feedback was provided on the safety evaluation for the previous two days play which can be summarised as follows:
  - Improved circulation for spectators along the passageway at the rear of the Red Rose Building due to the erection of temporary fencing on the footpath along Brian Statham Way. This was viewed to be successful.
  - Requirement to ensure a daily brief is given to stewards who may not be familiar with the ground to re-enforce stewarding knowledge.

- Minimal behavioural problems resulting in very few arrests, ejections or ticket touting issues.
- Question and Answer (Q&A) sessions provided by former test cricketers Mike Gatting and Shane Warne proved to be very popular resulting in a 'pinch point' in the circulation area close to the VIP entrance – the problem was later resolved by moving the sessions close to the VIP marquee.
- Minimal delays on entry to the ground by increasing stewarding and signage to facilitate spectator flow - waiting times were restricted to no more than 10 minutes with all spectators within the ground by 11.10 am.

2.5. Following this was a full tour of the stadium provided by Peter Fearon, reviewing the operational issues of a 'full house' event. A forecast capacity attendance being 25,477 for the match, with all stands, including the temporary seating structures occupied.

The group considered the following matters during the tour:

- operation of stewarding and their management, particularly concerning access, egress, congestion points and toilets. Stewarding of the bar areas to provide efficient customer service and the control of spectators in the temporary stands 'between overs' was observed to be most effective.
- the location and assistance for disabled patrons.
- medical and first aid arrangements – medical staff advised no serious accidents with the main incidents being related to sun cream affecting patients eyes and insect stings.
- food concession arrangements and litter management.
- functioning of the temporary seating structures – observed the provision of excellent 'sight lines' and suitable and sufficient gangways and access arrangements.
- Marketing of hotel rooms in The Point which had been converted to be utilised as Corporate Boxes.

The tour of the ground concluded with a visit to the new Players Media Building including the Event Control Room and a review of the arrangements for policing and management control.

### 3. RECOMMENDATION.

3.1. That the report be noted.

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

