



# Return to Events

Pilot Event Review



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# Images



# Physical Distancing Models



BT Murrayfield – 28 August



Brighton v Chelsea – 29 August

- **Pre match communications** – were very clear and consistent with both written and video content and readily understood
- **Ticketing** – every single supporter had printed off or downloaded ticket in advance to gain entry - which is great as this was the first time we insisted on 100% digital tickets
- **Phased arrival** – the flow of supporters was steady throughout the evening no queuing present and worked well. Consideration will be given to manage early arrivals going forward – and as necessary, and as the crowd sizes increase the opening time of turnstiles will extend.
- **Toilets** – were well managed and cleaned throughout and created no queues or congestion
- **Hand sanitiser** – was very visible and used well by supporters throughout the evening
- **Face masks** – were worn consistently by supporters. Further education to supporters on the benefits within a stadium environment would be beneficial.
- **Seating arrangements** – supporters were very compliant when passing each other and also by sitting in their designated seats
- **Catering** – physical distancing was well observed throughout
- **Phased exit from seating deck** – whilst overall there were no pinch points created in the use of a phased exit from the seating deck, communication of this strategy will be improved going forward
- **Isolation room** – was not required during this event

# Scottish Government Feedback to Scottish Rugby



- **Pre event information** – the information provided and requested pre-match was clear and informative. There was a lot of information to be conveyed, and I think it was presented well and clearly understood by those in attendance.
- **Event signage/Stewarding** – event signage and stadium announcements were really clear. The Stewards were well briefed and dealt sensitively with the public, putting them at ease in what might have been a stressful situation for some. Compliance with wearing face coverings was incredibly high, I didn't see anybody without.
- **Movement of people** - there were no obvious bottlenecks – queues at catering stands, transport links and toilet facilities were well managed.
- **On field protocols** – while eagle eye James picked up a couple of things, from our perspective those involved in running the game on the field and on the side-lines were complying appropriately with all the rules and protocols in place.
- **Household rules** – while I recognise that for simplicity of message and communication for the first test event, attendees were asked to attend in household groups only and not extended households. Going forward, with the right communication, consideration should be given to permitting extended households to attend together. Extended households are essentially seen in regulation as one household, with the intention of reducing loneliness, isolation and to provide mutual social support for those people.
- **Staggered departure** – the only element of the event that was slightly unclear was the process for the staggered departure. While stewards did their best, their role was difficult under the circumstances. Perhaps utilising the stadium announcer and departing by section number might work better.

## External Agencies

- **City of Edinburgh Council** – we presented our plans to Public Safety in advance and they were happy to support our proposals; and as a result chose not to attend on the evening.
- **Police Scotland** – the event was attended by Chief Inspector [redacted] and he was very complimentary about the arrangements and the delivery of them. He felt it was a good introduction for Police Scotland as to what this will mean for future events.
- **EPOG** – no issues experienced by the wider EPOG

# Transport

	Number	%
Walk	82	35.00%
Car	118	50.00%
Bus	18	7.50%
Train	0	0.00%
Tram	8	3.50%
Taxi	8	3.50%
Bike	1	0.50%

- No issues experienced on Trams
- No issues on Lothian Buses
- No issues on the rail network
- Management of the Tram stop worked well post event
- A reminder to fans on departure to continue to wear masks where physical distancing is difficult may be beneficial

# Supporters



	Yes		No	
Did you watch the matchday video before attending the game?	165	70%	70	30%
Do you feel that the guidelines were clear upon applying for tickets what would be expected of ticket holders (e.g. household groups only, wearing of face coverings etc)?	223	95%	12	5%
Did you complete our pre-event Travel Questionnaire?	196	83%	39	17%
The number of sanitising stations on site was satisfactory?	229	97.50%	6	2.50%
The signage throughout the ground was clear and readily available?	229	97.50%	6	2.50%
I purchased items from the catering units on matchday?	130	55%	105	45%
<i><u>Having experienced the precautions taken by Scottish Rugby, did you feel safe at the match?</u></i>	<b><u>235</u></b>	<b><u>100%</u></b>	<b><u>0</u></b>	<b><u>0%</u></b>



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