

MRG – Minutes of the Meeting

Meeting	Members' Representative Group	Date	27 May 2020
Location	Video-Conference	Time	2.00pm
Attendees (MRG)	Colin Core; Chris Bent; Kirti Sharma; Phil Clarke		
Attendees (Lancashire Cricket)	Daniel Gidney (Chief Executive); Paul Allott (Director of Cricket); Liz Cooper (Director of Commercial Partnerships)		
Apologies	N/A		

Minute Ref	Summary of Actions	Lead
	Welcome/Remembering David Hodgkiss	
2.1	Just before the meeting started a short period of silence was observed to remember our Chairman David Hodgkiss who recently passed away.	N/A
	Approval of the Minutes of the January 2020 meeting	
2.2	The minutes from Thursday 23 January 2020 were approved.	N/A
	Matters still outstanding	
2.3	Previous actions around MRG2 and Opening day of the season have been removed. It was agreed that the remainder should stay, though be categorised as "postponed until a later date".	N/A
	Covid-19 update from Daniel Gidney	
2.4	<p>Clearly it has been an extraordinary and catastrophic period for the Club that started on the week commencing 16 March with the decision to close down the Hotel & Point. The Club reacted quickly to Professor Ferguson's (Imp College London) key research in advance of Gov't guidelines. A voluntary staff meeting on 20 March, with seats 2m apart, informed staff that a duty of care meant working from home was now mandatory. Essential workers were identified - grounds team, essential maintenance staff, Hotel fire panel & protection staff. A rota of 15 – 20, with 6 on site at any time. Done on a voluntary basis with nobody being forced into work if they were uncomfortable.</p> <p>All non-essential expenditure was ceased unless it was grounds related for cricket purposes, emergency or H & S related. No Agency or casual labour. Pay deduction</p>	DG

right across the Club – players & staff. Players responded magnificently & very much wanted to share the same pain as everyone else.

Hand gel was made mandatory on entering the site.

Very fortunate that only 3 people reported they were experiencing symptoms.

Worked really hard to do the right thing for staff and customers. Customer well-being in the future will be incredibly important but before then it's staff, for example an England Elite player has returned to training with the support of PA and the medical team & we have needed their consent to return to work. We need to make it feel comfortable to come into the environment, recognise that everyone is different in how they react and respect their feelings. We are all going to have to work differently in the future with more working from home.

Information is moving rapidly and we need to keep pace with it. We have tried to communicate as often as we can with members. Staff has received regular well-being calls and weekly bulletins which has been particularly important for those furloughed. LC said there were over 100 furloughed leaving 33 in the business. Workload has inevitably been pretty full on for those still working.

Finances have inevitably been hit dramatically with an immediate £4m dropping out of the accounts for the current year. Payroll monthly costs alone are over £600k with no income coming into the Club. Whilst last year's good results have clearly helped, as has the Metro Bank refinancing deal, with no cash coming into the club the benefits of the 2019 results will have flowed through the Club by the end of the summer. We are not there yet.

MRG asked about impact on the project to build the new stand & museum. The development work will clearly need to be paused. Priority number one is to survive this financial year and to protect jobs. There is a need to rebuild cash, however there is belief that there will be a back end of the year recovery. Development work could start at best by the end of the 2021 season but maybe later. The scale of the project may need to be revisited dependent on the changing funding scenario, but this would have no impact on the members area or museum. Despite the challenges, DG remains totally committed to building the new stand.

Cricket update from Paul Allott

2.5

Proud that we are one of only two counties not to furlough players. We were keen to look after them with individual training regimes and nutritional schedules. Not able to give any cricket practice due to government and ECB guidelines. Those regulations are now starting to relax a little. We have had England players starting to bowl this week at EOT, Richard Gleeson had his first bowl today as part of his rehab. We are looking to integrate more players over the coming weeks. Target of mid-June to have some small group training.

PA

Optimism of getting some cricket is growing daily. Advanced talks are being held to get some International cricket in July. This will bring in much needed broadcasting revenue which is critical as it underpins the county game.

Lancashire players have been fantastic. Sports psychologists have been on hand should they be needed. No injuries through training have occurred. All players have done an excellent job in keeping in contact with members, partners and sponsors (*MRG asked how many calls to members the players had made & the nature of discussions held. It would be interesting to get a flavour. Action : James Price to provide information*). Many have put training regimes and coaching tips on the website. They have participated in lots of interviews with Warren Hegg. A number of players have been involved in age group coaching. There is a regular Monday afternoon Q & A session with all age groups at the Club. Keaton Jennings, Rob Jones & Alex Davies have been heavily involved, but everyone has provided support.

Until we get a start date from the ECB, it is hard to have a training schedule. Probably need between 4-6 weeks to get the players back to full fitness and ready to play. They will be eased back over the next few weeks and then ramp up accordingly.

MRG3 update

2.6 Appreciation was given to Amanda Fearn and Tony Shaw whose MRG terms have expired. Both were original members of the MRG and DG expressed that he had valued their efforts over the years. N/A

MRG would like to link with a Junior Committee as a think tank that could provide input for future meetings. KS to be the lead from the MRG.

Action: KS to organise Junior Committee in the coming months.

2.7 Calls to members during Lockdown

2.7.1 PC & CB have together made over 120 calls to members and have both been touched by the responses. Following DG's caring letter to members in late March, the MRG contacted the Club with the idea of making these calls but could not have anticipated quite how successful and rewarding they would be. There have been some lovely stories and anecdotes and we have felt humbled to be able to lift people's spirits. The general feeling is that members have been coping with lockdown remarkably well though obviously missing the cricket and some have expressed loneliness. It has not been unusual for calls of 20 – 30 minutes. Without exception we have been thanked for getting in touch.

2.7.2 The loyalty membership scheme was a topic for discussion last week. Of the 15 members who gave feedback, 12 were not going to ask for a refund, 1 was & 2 were undecided. LC has been making calls too and had received some feedback from members saying they had always seen themselves as loyal members N/A

2.7.3 LC described the number of phone calls and emails coming through to the Club following the refunds letter and expressed her thanks for members getting in touch. The Club are exploring the possibility of bringing Phil Johnson back from furlough leave to help with further enquiries and questions that are being received by email. Phil should be back by Monday 1 June. Members are being asked in the first instance to look at the FAQ page on the web that can answer most of the issues being raised and will be constantly updated. *Action PC & CB: any future questions that can't be answered when on a member's call, to be emailed to Phil Johnson and added to*

FAQ's. It is impossible to have every query covered. Offering partial refunds was a good example of something that the Club was criticised for not covering, but it is not possible to answer until the shape of the season is better known. DG & LC expressed their thanks to the MRG in assisting with both the initial letter & FAQ document.

2.7.4 Specific items raised by members:

Refund process regarding tickets bought for the Hundred & T20 seat reservations. Clarity required. One member asked if it would be possible not to receive a refund for the Hundred and be allowed to keep the seats for next year.

Lancashire Cricket response: anyone who has bought a ticket for the Hundred will get a refund. This is ECB funded so we await their instruction. DG has been pressing for a schedule for the season whilst recognising that it may get pushed to later in the year. Members will understand any delays. There is a genuine belief that cricket in front of reduced crowds will be possible at some stage and the Blast is currently scheduled for Aug / Sept. In the event of members not being able to access any domestic cricket on 2020 there will be a route to a refund in October 2020. Process to do this is significantly better than last season as the Club can now do automatic refunds. Only once the schedule is known can members be offered a refund. For future Internationals, etc where a game is cancelled, then members can opt to have a credit on their account if they contact the Club. Regarding the query about keeping your seat for the Hundred for next year, the ECB have confirmed refunds across the board and not mapping onto 2021 matches.

2.7.5 *Guest Vouchers:* Members could previously organise on the day of a match, which was helpful if weather conditions were adverse. Now the process is to book online before the day of the match, is there a way that a voucher can be cancelled on the morning of a match? *Action CB to email DG with specific details.* DG's instinct is to support this if an email is sent on the morning of the match, but will discuss with appropriate staff.

2.7.6 *Suspension of Lancashire Line & Friends of the Foundation weekly draws:* Request to put an article on the main header of the website to draw members attention.

2.7.7 Can a life member make a gift contribution to the Club and get Loyal Member benefits?

Lancashire Cricket Response: This is a good point. The whole idea of the Loyalty Member is for those making a donation to the Club. Would need to work out what a reasonable sum would be. Action DG to look into how the Club could make this happen. If a solution is found, the item could be added to the FAQ's.

2.7.8 Can an additional item be added to the Loyalty Member options to allow for a charitable donation to be made to the Foundation?

Lancashire Cricket Response: This is a nice gesture but is not appropriate to the Loyal Member Category that is all about helping the Club through these rocky waters. A gift aided donation to the Foundation can be made at any time.

Spin magazine

Unfortunately the MRG, for the first time, was not able to provide an article for the current edition of Spin due to an unworkable deadline.

- 2.8 *Lancashire Cricket Response:* This was caused by changes to deadlines brought about by the desire to send out copies of the Annual Report with the Spin magazine. The Club apologised for the impact this had on the MRG and recognised even slightly earlier communication would have helped. To avoid this occurring in the future a Spin publication calendar with copy proof deadlines will be produced and shared with the MRG. *Action on JP.* Rather than wait for the next edition of Spin, DG offered the MRG a future website / email newsletter platform to communicate their article. N/A

Member online forums / AGM

- 2.9 The Club will be holding an online forum in early June.
- The Club is still keen on being able to hold an AGM later in the year with members present. If that is not possible, an online AGM will be organised.

Next MRG meeting

- 2.10 It was decided not to fix future meetings at the moment, particularly with the number of staff having been furloughed. The MRG are hugely grateful to DG, LC & PA for finding time in a really pressurised environment to hold today's meeting. The future is a moving feast and we are all likely to know when it is right to meet again.

Minute Ref	Summary of Actions	Lead
2.3.10 and 2.4.6	James Anderson and Audrey Statham to be invited to formally unveil end naming signage.	PJ
4.3.1	Members Forum Minutes - The Club is looking at ways to diversify forums by making them more accessible to Members, including online forums and using social media platforms (e.g. Facebook Live) to connect Members who cannot attend in person, Club to consider how to make these digitally accessible. Ideas will be presented to the MRG for thoughts and feedback.	PJ
5.7.1	Heritage project - MRG to assist club on heritage project	CB

1.6	New stand - Further internal meetings to discuss Members facilities for 2021 and beyond.	JN/PJ/PC
1.9	New members - Look at appropriate dates and club officials to attend, will liaise with the MRG as this is good opportunity to introduce them to new Members.	PJ
2.5	Calls from players to members – Identify how many calls have been made during the lockdown period and the nature of the discussions.	JP
2.6	Junior Committee – Create a Committee that will be a think tank providing feedback to the Club through the MRG.	KS
2.7.3	Loyal Member FAQ's – Queries received from members that are not covered by the FAQ document to be emailed to LC	PC/CB
2.7.5	Guest vouchers – process is now to book online before the day of the match. Look into whether it is possible to cancel a voucher on the day of a game (significant if the weather is poor).	CB/DG
2.7.6	Suspension of Lancashire Line & Friends of the Foundation weekly draws – Information to be put in a prominent position on the website.	DG
2.7.7	Life member making a gift contribution to the Club to get Loyal Member benefits – Club to look into this and add to the FAQ's.	DG
2.8	Spin Magazine – publication calendar and copy proof deadlines to be produced and shared with the MRG. Article to be provided for a future email newsletter / website.	JP/PC/CB

Should members wish to contact the MRG about any of these items or if there is anything that they would like to be raised at a future meeting, please use the email address membership@lancashirecricket.co.uk

Green background Action complete – item to be removed following approval of minutes.

Yellow background On-going action.

White background A new action from the most current minutes

Turquoise background Action postponed to a later date