

## **Appendix 6**

### **Additional MRG Information**

#### **Current Members**

MRG is currently comprised of the following members:

- Colin Gore (Chairman) (1864 member)
- Chris Bent (Vice-Chairman) (Traditional member)
- Phil Clarke (Traditional member)
- Joyce Palmer (Traditional member)
- Kirti Sharma (First XI member)

Support is provided by Phil Johnston, Senior Membership Executive, Lancashire Cricket.

There is a sixth position to fill following the current process to appoint a member with expertise to represent disabled member issues.

#### **Advertising and Appointing MRG Members**

In addition to what is covered by the MRG Terms of Reference the process for joining MRG can be summarised as follows:

- At the start of the year an invitation will be sent out to the membership with a deadline date for applications. Where, on occasion, any specific experience is sought this will be reflected on the advertisement, as was the recent case regarding disability.
- All applications will be received by the Nominations Committee and 20-30 minute interviews undertaken to ensure that the applicant both understands and is capable of meeting the MRG Terms of Reference.
- Should the number of applicants recommended by the Nominations Committee fail to exceed the number of places available then they will automatically be appointed to MRG.
- Should the number of applicants recommended by the Nominations Committee exceed the number of places available, then each of the applicant's credentials will be included with the AGM papers and the membership will elect their preferred candidate.

#### **Points of Contact**

In order to obtain information or express an interest in helping the MRG you can write to the Club, for the attention of Phil Johnston at Lancashire Cricket Club, Emirates Old Trafford Manchester M16 0PX or use one of the following email addresses:

**[MRGLancsCC@gmail.com](mailto:MRGLancsCC@gmail.com)**

**[Membership@lancashirecricket.co.uk](mailto:Membership@lancashirecricket.co.uk)**

#### **MRG Achievements 2019-2022**

- Helping the Club produce a Code of Conduct for Members
- Working with the Club to enable Members have access to the middle balcony, whilst respecting Lancaster Members views
- Supporting the process to ensure the proposal to have experience of member services & member communications represented on the Board was considered by the Senior Management Team and the Board
- Reviewing the PA system – quality and content (communicating with the new PA announcer)
- Working closely with the Club to look at all available car parking options with particular focus on areas for members that hold blue badges or have mobility issues
- Helping the Club with the content for match day communications
- Working closely with LCC over ticketing process when lockdown date extended 4 weeks (including reviewing the impact of an unprecedented level of phone calls)
- Getting the Club to increase the number of bicycle stands within the ground
- Getting the Club to put the Members Forums onto YouTube
- Ensuring scorecards continue to be made available on match days

### **MRG Achievements 2019-2022 cont'd**

- Supporting the Club in reviewing Health & Safety issues at EOT during the pandemic
- Running a member surgery during the first 2 days of the Yorkshire CC match
- Helping to organise member return from 17 May 2021 and the Cricket Café in April and early May
- Developing a members area in Spin and helping with a review of the magazine
- Making over 300 well-being calls to members during the pandemic
- Working closely with LCC over the handling of membership issues during the Covid restricted year of 2020 (including inputting members queries onto the FAQ page)
- Providing feedback during the 2020 season on the live YouTube screening of matches
- Reviewing of the Club's annual survey, in particular providing member feedback regarding gaps / issues
- Supporting the planning of the historic fixture at Sedbergh, in particular with regards to the free coaches from EOT and the organisation of the train / shuttle buses from Oxenholme
- Providing member feedback regarding the future membership strategy developed in 2019
- Providing member feedback on improvements to the in-game communications
- Getting agreement from LCC that members will be given the opportunity to see the presentation of players caps
- Improving heritage displays around the ground, including the displaying of the 2011 Championship pennant
- Through LCC, lobbying the ECB to ensure a fairer distribution of tickets amongst Counties on Finals Day
- Organising a special presentation to Jack Simmons OBE remembering his Tasmania Testimonial match
- Helping to organise a special day for the visit to EOT of the family of a former President of the Club
- Working with LCC during the period they sourced technology regarding the installation of see-through site screens at the James Anderson (Pavilion) end

### **Ongoing Activities**

- Setting up a Junior Member Group to liaise directly with the MRG
- Supporting an internal review of the website
- Supporting LCC in the creation of a diversity strategy and sitting on the working group
- Members of the Retain & Grow workshop organised by LCC to look at future membership growth
- Future creation of a memorial garden in remembrance of members who passed away through Covid
- Supporting new members with an initial tour of the ground
- Providing a member's representation into the new development project
- Sitting on the new Heritage Centre working group looking at both design options and Heritage Lottery Funding