

Lancashire County Cricket Club – Members Representative Group

Minutes of the 2nd meeting of the LCCC Members Representative Group 2017 (number 6 for Minute reference)

Held at Emirates Old Trafford Cricket Ground on 21st June 2017 at 13:00pm

Present (MRG): Chris Bent, Tony Shaw, Phil Clarke, Tony Rimmer, Timothy St. Ather, Amanda Fearn, Michael Poole, Tony McFarlane, Keith Hayhurst

Present (LCCC): David Hodgkiss (Chairman) Daniel Gidney (Chief Executive), Justin Hopwood (Sales & Marketing Director), Jonathon Nuttall (Head of Cricket Sales), Liz Cooper (Head of Key Accounts), Alice Kellaway (Event and Project Manager – Operations), Peter Ash (Conference and Events General Manager), Hollie Costigan (Head of Marketing)

Apologies: Michael Holdsworth, Nathan Boroda, Daniel Kupusarevic, Phil Johnston (Membership and Partnerships Manager), David Maguire, Stephen Wilson

1	Minutes of Meeting of 21st June 2017
1.1	Minutes were accepted. It was noted that Keith Hayhurst had been incorrectly omitted from the attendance list.
2	Meeting notes
2.6.1	<p>LCCC Business Presentation – In order to encourage greater transparency between the Club and the MRG and LCCC Members, Justin Hopwood presented the LCCC Business Presentation to the MRG.</p> <p>This presentation focused on the following key elements:</p> <ul style="list-style-type: none"> - Cricket update, Hilton Garden Inn Hotel, conference and events business, ticketing, marketing, financial update and a look to the next four years of the Club. <p>The MRG agreed that there were a lot of positive elements to the presentation and expressed that some of this positivity should be shared with the wider membership, to showcase what the Club has achieved in the last 12 months. JH agreed to deliver a shortened version at the Members Forum to be held later in the evening.</p>
2.6.2	<p>LCCC Chairman introduction –</p> <p>The new LCCC Chairman, David Hodgkiss, was invited to attend part of the MRG meeting in order to meet the MRG members. After introductions the Chairman expressed that he was fully behind the MRG and the Club's</p>

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	<p>Membership and that they have full commitment from the Board. In particular, he was keen to express that we are a members club and should not lose sight of that. The Chairman explained that he wants to build communication even further and would look to the MRG for the creation of new ideas to assist with this. Following a period of major structural changes in the ground, there is to be a move now towards cricket and members. He sees the MRG as the conduit through to membership.</p>
2.6.3	<p>Decision to move the 9th of July T20 to Liverpool CC –</p> <p>Whilst the Chairman was part of the meeting he explained that the decision to move the Leicestershire Foxes T20 match to Liverpool CC due to the re-scheduled Radiohead concert was an extremely difficult one. Any revenue gained from the concert will be put directly back into the Club. He explained that a significant element of the decision was with the view to helping Manchester following the tragic events at the Arena.</p> <p>Action: The MRG encourages the Club to make this aspect clear in its communication to Members.</p>
2.6.4	<p>LCCC & Kukri Cricket range -</p> <p>The new Kukri women's clothing range was shown to MRG members and earlier in the day to spectators in the crowd for their opinion. This will now be available in the Kukri Megastore on site.</p> <p>The point was raised by an MRG member that there is a lack of traditional Members attire in the Kukri Megastore, with tradition LCCC colours.</p>
2.6.5	<p>Lancaster Suite on a match day –</p> <p>It was raised at the MRG that the Lancaster Suite on a domestic match day can sometimes be slightly over run by Members who do not have a Lancaster Membership. A steward previously managed the suite and checked Membership cards to prevent this from happening.</p> <p>Action: The Club will look at this matter in order to agree how best to manage this.</p>
2.6.6	<p>Champions feedback – Each Champion gave a quick update on matters that had arisen in their area. A couple of specific concerns were - 1) the potential for glasses to fall over the middle balcony remains and has been unresolved for too long, 2) car parking for disabled users is always an issue and needs to get better. It was discussed that the Champions email route is not being used to any great extent. The process was due to be covered in the meeting but allocated time prevented this.</p> <p>Action: The MRG only meeting to review the Champions process.</p> <p>A request was made that Champions email addresses are put on the LCCC</p>

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	website to help promote more communication from members. Action: HC to put Champions email addresses on the LCCC website
3	A.O.B
3.6.1	None received.
4	Dates of Next Meetings
4.6.1	28 th July (MRG Members only), 5 th September 15:30pm

Minute Ref	SUMMARY OF ACTIONS	
2.3.3	Mix of Audiences – the Club will review ticket sales in Stand A and speak to the safety officer	
2.3.5	Guttering under the 1864 Suite – smashed glass falling into middle balcony – Alice to report to maintenance to explore sealing the 1864 balcony and possibly boxes as well as via the guttering to prevent spills during the off season	
2.3.6	Players – some Lancs players don't seem to acknowledge the crowd (Pavilion) when they leave the pitch – the Club will consider the best way of raising this	
2.3.8	Ladies Matches / Second X1 – to raise profile HC will look to add the women's matches to the fixture list, subject to us having the fixture list in time	
2.3.10	Stand naming – further communication on thoughts around naming stands incorporating famous previous players can continue into 2017	
2.3.11	Paper towels in the toilets – Alice to look at the issue of providing more paper towels or install an additional hand dryer	
2.3.12	Retail / Members Merchandise – lack of Women's / Members Ties range in the Shop – JC will raise this with Kukri to understand why this is the case and encourage Kukri to offer more ranges	
2.3.13	Spin – MRG would like to have more than one page in Spin – AF to consider this and report back to HC	
2.3.16	Tannoy Announcements – Alice to look into the issue of volume and clarity and raise with the ops team to review over the winter months	

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2.3.18	Website – JH & HC to keep members updated of progress	
2.4.2	Suggestion Box – Suggestion box log to be added as an agenda item to each MRG meeting. Space for a name and contact number to be added to the suggestion box form. PJ & AF to organise.	
2.4.6	Naming of Stands - DG and JH to prepare a wider paper on player recognition within the ground to the LCCC Board and report back to MRG	
2.5.1	Staff Business presentation – Separate meeting to be arranged to present the MRG with the same business update presentation that LCCC staff were presented with.	
2.5.4	Second XI and Women's 2017 Fixtures – Justin to liaise with Hollie to ensure that these fixtures are made easy to find on the LCCC website and publicised where possible during fixtures and around the ground.	
2.5.4	Members AGM Minutes - Daniel to check with Julie if these had been completed so they can be issued out.	
2.5.5	Ticketing Issues on the first day of the 2017 season - Jonathon Nuttall to include a note of apology to members in the next email communication.	
2.5.7	Car Parking Issues on 10th May - LCCC to look into managing this differently in the future, perhaps using different entrances to split members from conference delegates	
2.5.8	MRG Champions - Champions to provide summary information for their theme to CB to enable an update communication for members	
2.5.9	Process Improvement Exercise – JH to consider whether TR's offer would be of benefit for the Club	
2.6.3	Decision to move the 9th of July T20 to Liverpool CC – LCCC to include in their communications to members the support they are giving to Manchester post the Arena tragedy	
2.6.5	Lancaster Suite on a match day – The Club will look at this matter in order to come up with a solution in order to ensure that it is only Lancaster Members that have access to the Lancaster Suite.	
2.6.6	Champions feedback – July MRG only meeting to discuss how the process is working. HC to put email addresses for each	



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	Champion onto the website	
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Colour Code:

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

Yellow background Ongoing action.

White background A new action from the most current minutes – dependent on Sub Committee discussions at the next meeting the colour code will change.