

Minutes – Lancashire Cricket Members Representative Group 2018 (number 9 for Minute reference)

Held at Emirates Old Trafford Cricket Ground on 20th June at 15:30pm.

Present (MRG): Amanda Fearn, Tony Shaw, Chris Bent, Daniel Kupusarevic , Stephen Wilson

Present (LC): Justin Hopwood (Sales & Marketing Director), Phil Johnston (Senior Membership Executive),

Further meeting held at Emirates Old Trafford Cricket Ground on 27th June at 2:00pm.

Present (MRG): Amanda Fearn, Tony Shaw, Keith Hayhurst

Present (LC): Justin Hopwood (Sales & Marketing Director), Phil Johnston (Senior Membership Executive),

Apologies: Philip Clarke, Mike Poole, Michael Holdsworth, Nathan Boroda, David Maguire, Tony Rimmer

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| 1 | Introduction and purpose of meeting |
| 1.1 | JH introduced the meeting, indicating that the day's meeting (and the one the following week) is an opportunity to bring 2015-2018 MRG together to review previous points from the last year, all actions, any new points, and update everyone on the new MRG structure and developments at the Club over the last six months. |
| 2 | Previous MRG actions reviewed (please see summary of actions) |
| 3 | Other completed actions |
| 3.1 | PJ led the conversation on recently raised and progressed actions, which included; TV connectivity in the Lancaster raised and corrected within two days |
| 3.2 | Wifi in Red Rose building was unavailable at end of last season, this was raised by MRG and set up and tested for start of 2018 season. |
| 3.3 | TS raised details of the Club's website information around travel guidance specifically to Blackpool website, this was updated to include travelling from North West or Midlands |
| 3.4 | Lancaster Members have raised point of seating at out grounds, following discussion with MRG it was agreed that seating would be allocated for |

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| | Lancaster Members alongside the Red Rose Members |
| 4 | New Feedback |
| 4.1 | MRG raised question of what would be the outcome for Members in regards to rained-off T20 fixtures. JH indicated that we should wait and see the outcome and any specific circumstance around the matches ahead of any decisions, and to consider that Membership is a different structure to a season ticket. |
| 4.2 | TS reported that some Lancaster Members have raised with MRG the opportunity to take a sabbatical from Membership in 2019. JH and PJ said that the Club appreciates that some Lancaster Members have concerns about Membership based on the location of fixtures in 2019 that may not be able to provide specific raised seating and facilities. JH advised that the Club needs to understand more detail around the fixture structure ahead of confirming Membership and benefits for 2019, once these have been confirmed the MRG will be updated. (note – since meeting, the Club CEO updated the Members forum on Tues 26 June that the Club was aiming for five CC games to be at EOT in 2019, but was very early stages in fixture scheduling.) |
| 4.3 | TS and CB asked for One Day fixtures to be early in season with reserve days allocated. MRG requested session with Daniel Gidney to discuss their thoughts and ideas ahead of any future ECB meetings, which JH agreed would be a good idea to gather thoughts and opinions and have wider MRG input. |
| 4.4 | Some water marks have appeared on some seats and stand areas/drip under Red Rose - PJ to investigate |
| 4.5 | Request to publish longer term financial projection in the annual accounts/reports, JH to discuss with Lee Morgan to update prior to next year's annual reports |
| 4.6 | MRG asked about the need for the board to be involved with the appointment of the MRG. JH explained that it was the Club's policy to ensure that the nominations committee was part of the process rather than the Board, which has been the case. JH also updated the meeting to advise that the board would be formally notified of the new MRG selection at the monthly board meeting on Tues 26 June. |
| 4.7 | MRG expressed concerns at a lack of updates on the notice boards with old information regularly shown. PJ and JH agreed to ensure that in line with improved communications, this would be updated. |
| 5 | New feedback from 27th June 2018 |
| 5.1 | Request for squad and fitness update on Members newsletter. JH agreed to communicate this to the media team, and a more regular and detailed update would be issued as part of current newsletter format. |

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| 5.2 | MRG raised concerns for heritage items not being displayed. Lancashire Cricket has requested for Malcolm Lorimer and Keith Hayhurst to do a full audit of items in storage and on display, and any other known items to then assess what opportunities exist. |
| 5.3 | Following the recent attendance of the Air Ambulance at the ground, Lancashire Cricket to arrange collection for Air Ambulance at a day's play, and include details on donating online in forthcoming newsletter. |
| 6 | <p>Update of new structure of MRG. PJ and JH updated meeting; Interviews with the nominations committee have now concluded. Successful candidates are to be informed and the Club will update MRG once all have accepted followed by bulletin to Members and article in spin.</p> <p>After confirmation MRG will meet to elect a Chairperson ahead of first meeting of new term.</p> <p>PJ and JH believe that Club has a good progressive group to move things forward, be collective and make a change and an impact, which can be subject to on going review over the next couple of years.</p> <p>MRG to have a discussion regarding two page article for Spin magazine, CB suggests all MRG to view and agree article prior to publishing (MRG to progress).</p> <p>Phil Johnston to continue to have more active role with MRG and improved communication between club and MRG, this has been in place since early January. Some attendees confirmed that progress and improved communications had been seen and noted and there was a level of positivity and progress amongst the group.</p> <p>JH confirmed Members survey results are to be published soon. The results were received in the Spring and not in time for the first issue of Spin magazine (March print deadline). The Club felt it was important for the MRG to see first ahead of the result being published in the next issue of Spin in August.</p> <p>JH confirmed that Sara Tomkins (board member and chair of nominations committee) would like to meet with the MRG when all new Members are in place</p> <p>TS and CB asked if certain updates on email could be 'highlighted/prioritised/sign-posted/better so that they are not 'lost' amongst match updates or other details. PJ and JH to communicate to team at Club and look to achieve this for the future.</p> |
| 7 | <p>Club update – JH confirmed Emirates have renewed their Vitality Blast shirt sponsorship and that UA92 had joined as a new partner, with a few others to be formally announced.</p> <p>International on Sunday (ODI) had sold out and club has introduced temporary stand A1 next to the pavilion, game was highest attendance of</p> |

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| | <p>Australia series (across all five ODIs)</p> <p>Yorkshire Blast is due to set a new attendance record.</p> <p>Club has agreed to a collection for the Air Ambulance following recent attendance at a match. Details to be announced.</p> <p>C & E and Hotel businesses are progressing well and on track for 2018 objectives</p> <p>ICC Cricket World Cup – Members had received access to tickets after discussion with tournament organisers, details were sent out via email and post. The Club has the rights to the hospitality product which will launch in coming weeks.</p> <p>Ashes – Members ticket priority to start from early/mid-August</p> <p>Foundation has seen a lot of healthy updates and is making progress with enhancing the relationships with the affiliated clubs, which included all 331 club chairman being invited to the One Day game Vs Yorkshire, which approx. 270 chairman attended, with more events and initiatives to follow. MRG suggested it would be good to meet with Foundation chairman and maybe other key individuals. PJ to progress around next meeting</p> |
| <p>8</p> | <p>Members Cricket Forum/Surgery</p> <p>A reminder to be sent on the details of both Cricket forums and surgery dates for this season, as a follow up to Spring issue of Spin magazine (page 13) as shown below</p> <div data-bbox="373 1368 1129 1675" style="background-color: #e6f2ff; padding: 10px; border: 1px solid #add8e6;"> <p>Dates for your Diary</p> <p>The dates for the coming season's Members' Cricket Forums are Tuesday 26 June and Tuesday 7 August with the focus being on the cricket, whether that is First XI, Second XI, Women's cricket, Academy or recreational cricket in the North West.</p> <p>The Club is also delighted to confirm the date for the Members' Christmas party, which will be Monday 17 December.</p> <p>The Club will also be holding a number of Members' Q&A Surgeries on specific dates which will have all, or a number of, Daniel Gidney (CEO), Anthony Mundy (Operations Director) and Justin Hopwood (Sales and Marketing Director), and other key individuals from the Club's staff present. Details of these will be announced soon.</p> </div> |
| <p>9</p> | <p>Recommendations for future</p> <p>Agreed that MRG will meet more often. Review champions structure when new MRG is in place and further recommendations in point 5</p> |
| <p>10</p> | <p>Dates of Next Meetings – July/early August date tbc. PJ to finalise with MRG</p> |

| Minute Ref | SUMMARY OF ACTIONS | |
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| 2.3.3 | Mix of Audiences – the Club will review ticket sales in Stand A and speak to the safety officer | Agreed that stewards are all briefed regarding behaviour in stands |
| 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 Meeting agreed for point to be closed | It was acknowledged by the MRG that is has improved and been noted. JH still in conversation with Paul Allott around continued development in this area |
| 2.3.10 | Stand naming – further communication on thoughts around naming stands incorporating famous previous players can continue into 2018 with view of exploring other areas of ground for naming After discussions with MRG, club has agreed to arrange signage for Brian Statham end and James Anderson end | JH confirmed that there was one stand remaining to be named from a commercial perspective, which would hopefully be confirmed in coming months. Plus a couple of other areas will be named after former players that were voted for in original member survey. Details to be announced soon. |
| 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 | PJ incorporated into 2.3.10 |
| 2.5.8 | MRG Champions - Champions to provide summary information for their theme to CB to enable an update | Agreed 2018-2020 MRG to |

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| | communication for Members | update PJ on points raised |
| 2.7.1.1 | LCCC 2018 Membership cost/value/categories – Keith Hayhurst to ask other counties for details regarding what is included in their Membership costs. MRG to suggest communication in Member’s newsletter regarding | Club will discuss structure of Memberships with MRG when new group is in place at first meeting. Agreed to discuss with MRG and continued enhanced communication to Members |
| 3.7.3 | Action- Keith Hayhurst to investigate the location of the Championship Pennant | Club committed to concluding this item this summer. |
| 3.8.1 | Suggestion Box – Alice to add suggestion box feedback as a permanent agenda item for each MRG meeting moving forward. | Actioned before start of 2018 season |

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