

# Minutes

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| Meeting   | Lancashire Cricket Members' Representative Group                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Date | 31 March    |
| Location  | The Boardroom, Emirates Old Trafford & Microsoft Teams                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Time | 17:00-19:00 |
| Attendees | Daniel Gidney (Chief Executive Officer), Liz Cooper (Director of Commercial Partnerships), Christian Mullarkey (Marketing and Communications Assistant Director), Mark Chilton (Director of Cricket Performance), Alex Cropper (Heritage Manager), Claire Harkness (Operations Director), Scott Tyldesley (Head of Health, Safety & Resilience), Simon Reynolds (MRG), Phil Clarke (MRG), Kirti Sharma (MRG), Gaz Morris (Head of Guest Experience & Membership Secretary), Kate Crane (MRG), Freya Ryder (Membership Administrator) |      |             |
| Apologies | Jonathan Nuttall (Head of Ticketing Strategy, Data and Operations), James Price (Head of Marketing and Communications), Chris Blackburn (MRG), Jo Dibben (MRG Chair), Damian Owen (MRG), Phil Johnston (Member Relations Manager), Chris Peacock (Board Member for Member Services and Communication),                                                                                                                                                                                                                               |      |             |

| #    | Item                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
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| 13.1 | <b>Welcome/Apologies</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 13.2 | <b>Approval of Minutes</b> <ul style="list-style-type: none"> <li>The minutes from the meeting on the 5<sup>th</sup> November were unanimously approved.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 13.3 | <b>Matters arising/ outstanding actions</b> <ul style="list-style-type: none"> <li><b>8.5.1 Schedule formal and informal sessions for Members to enable them to engage with the Heritage project.</b> MRG acknowledged positive and regular engagement with the Heritage project and Alex (Heritage Manager).</li> <li><b>8.7.1 Discuss Farington transport with Paul Allott.</b> CH (Operations Director) to deliver updates following the Club taking control of the site. Action to be amended to reflect this.</li> <li><b>8.10.1 Review the decision surrounding an elevated view for the T20 fixtures.</b> Provisional plans shared with the MRG with upper and lower tier of one stand to be open with the opposing stand closed.</li> <li><b>9.7 Pre-match comms to include player availability to manage expectations.</b> MC noted that player availability fluctuates due to factors such as contract commitments and injuries. MC will endeavour to keep the comms team/ and Members informed of the context surrounding the selection of squads, whilst being mindful of what is appropriate to be shared in the public domain.</li> <li><b>10.12.1 Match day access to The Edge to be confirmed and communicated- pre-order system to be considered.</b> It was confirmed that there wouldn't be a food offering available in The Edge on match days due to lack of demand. Displacement has been observed when there are multiple areas offering catering during the same hours. Match day access included in the pre-season comms issued to Members.</li> <li><b>10.14- Explore ideas for a former players' match presentation and increasing Member engagement with former players- former player on the pitch at lunch proposed.</b> The Members' Coffee Morning held in March included a former players' Q&amp;A with John Abrahams and Mike Watkinson. It was noted that very positive feedback was received. PJ to explore further opportunities to engage.</li> <li><b>11.2.2 Explore the option of installing lockers for storage.</b> A provider has been identified but there are challenges surrounding their installation. Ongoing discussions with Counter Terrorism were confirmed.</li> <li><b>11.5 Phased approach to be implemented for Lancashire Over-The-Top (OTT) platform. Schedule a workshop for Members.</b> The success of LancsTV was discussed. The significant investment the Club</li> </ul> |

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|      | <p>has made into maintaining and developing the stream was noted. Live games to be streamed exclusively via OTT. LancsTV + will be a Member only stream but there will be the opportunity for non-Members to buy a subscription. Casting was confirmed as the primary means of connecting to the stream. However, investment will be made into connected TV apps to make the stream more accessible on TVs.</p> <ul style="list-style-type: none"> <li>- <b>11.6 Review membership pack budgeting, print and dispatch timeline for 2026.</b> Positive feedback received and noted. All Members received a digital membership card in 2026 too.</li> <li>- <b>11.7 Consider loyalty scheme for The Edge.</b> Loyalty scheme ideas to be explored that encompass other areas rather than The Edge exclusively.</li> <li>- <b>12.5 Issue a two-phase survey to Members, initially to measure satisfaction levels, as part of the Member Engagement Review.</b> Ongoing process but the two-part survey was issued. The series of focus groups which followed were also acknowledged.</li> <li>- <b>12.6 Continue to engage with Members on the heritage project.</b> Ongoing engagement acknowledged and update to be delivered as part of the agenda for the meeting.</li> <li>- <b>12.7 Key messaging around bike travel and schemes to be reiterated for the 2026 season.</b> Installation of new bike racks confirmed and included as part of the pre-season update to Members comms.</li> <li>- <b>12.8 Review the process for awarding county caps.</b> GM circulated the process and the MRG thanked MC for his work on this.</li> <li>- <b>12.9 Provide an update to Members on the use of The Hundred investment funds when appropriate.</b> Reference was made to the refurbishment of the changing rooms and investment in the cricket facilities. Bank loan re-payment was also noted. An update will be delivered by Vic Stewart at a Members' Forum scheduled on the 25 April.</li> <li>- <b>12.10.2 Plan preview event at Farington.</b> Members' Farington tours were conducted at the end of March. Plans are in progress for a test event to be held in conjunction with the Foundation later in the year.</li> <li>- <b>12.11 Club to share MRG feedback with Castore.</b> This was actioned and update included in pre-season comms to Members.</li> <li>- <b>12.12 Audit of out grounds to be conducted.</b> CH confirmed these had been completed.</li> <li>- <b>12.13 Full scale roll out of Lancashire OTT platform.</b> Revised schedule to be implemented over the 2026 season.</li> <li>- <b>12.14.2 Review the disposable cups and the policy.</b> Reusable cups levy to be introduced as part of the Club's sustainability initiative to reduce the volume of waste. Details published in the pre-season comms issued to Members.</li> </ul> |
| 13.4 | <p><b>Cricket Update (Mark Chilton)</b></p> <p><b>Men's team</b></p> <ul style="list-style-type: none"> <li>- The preparations ahead of the 2026 were described as successful with the men's team recently returning from a pre-season tour in Desert Springs. Confidence among the squad was observed. It was noted that Desert Springs is a great venue with the squad benefiting from spending time there.</li> <li>- The news of Mitch Perry's recurring stress fracture was described as disappointing. It was confirmed that there is no intention to replace him with another overseas player at this stage. The combination of the limited availability of overseas players and the confidence in the current seam attack was referenced as both contributing to this decision. Although this will be reviewed should injuries impact this. The opportunity this presents to domestic seamers was highlighted. Mitch Stanley was described as having a good winter. With Ajeet Singh Dale and Paul Coughlin referenced as looking strong too.</li> <li>- Mitch Perry was confirmed as contracted to play four, potentially five, games. The potential for exploring Chris Green's availability before the Blast was discussed. Although ensuring that maximum opportunities for developing domestic players as well as striking the right balance of the side were key considerations.</li> <li>- Keaton Jennings was confirmed as suffering from a calf injury so will miss at least one game. With Marcus Harris also scheduled to miss the first game, the batting line up isn't at full strength.</li> <li>- He discussed the experimentation in the preparation of the pitch, particularly in terms of the amount of rolling, the weight of the roller used and the length of grass that is left on the pitch. Jimmy Anderson's</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |

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|      | <p>expertise has been utilised to inform this experimentation process. The results were described as an unknown. The tightening of regulations surrounding pitches was noted with more severe punishments expected by the cricket regulator should a Club be found guilty of not preparing the best surface.</p> <ul style="list-style-type: none"> <li>- It was noted that the Academy will also be travelling to Desert Springs.</li> </ul> <p><b>Women's</b></p> <ul style="list-style-type: none"> <li>- It was reported that the women had returned from their pre-season tour which was moved to South Africa. Reports from the trip have been positive.</li> <li>- Meg Lanning was described as an exciting signing and an impressive character.</li> <li>- The women's England schedule is likely to impact domestic competitions more this year than previous ones.</li> <li>- Mitigating the impact caused by scheduling and selection for England or England Lions is expected to be a challenge. In particular, the men's Lions programme impacts the first phase of the Blast tournament. Similarly, the women's England programme and the Women's World Cup could impact the availability of players for domestic competitions.</li> </ul> <p><b>Caps policy</b><br/>The following protocol was outlined as below:</p> <ul style="list-style-type: none"> <li>• When a player signs a contract with the Club, they will receive a cap with a rose bud on.</li> <li>• Only when they have been 'officially' capped will they receive a cap with a full rose on.</li> <li>• To be 'officially capped' there will be a recommendation to the Cricket Development Group from the Cricket department, who will consider the request and make the recommendation to the Board. Approval of a First XI cap will be based on Cricket Development Group's view whether the player has made significant contribution to the performance of the first team.</li> <li>• Red ball cricket will be weighted more heavily, but performances in other formats will be taken into account</li> <li>• Any player playing red ball cricket for the Second XI team will receive an 'academy' cap that has a red outline of a rose embroidered. These will be handed out to all Academy players but loaned to Second XI trialists.</li> <li>• Wherever possible any official capping will be well communicated in advance to Members and performed in an appropriate manner so that Members can engage and enjoy the experience</li> <li>- Apologies were issued for any confusion caused.</li> </ul> <p>Action:</p> <ul style="list-style-type: none"> <li>- Improve comms surrounding the awarding of county caps. In particular, highlight distinction between the awarding of a cap with a rose bud on when a player signs a contract vs 'official capping'.</li> <li>- Cap policy to be included as part of the minutes, alongside FAQ document on the policy.</li> </ul> |
| 13.5 | <p><b>Pakistan Players in The Hundred</b></p> <ul style="list-style-type: none"> <li>- It was affirmed that Manchester Super Giants is committed to ensuring that players from all nationalities have a fair and equal selection process, based on cricketing performance, availability and the needs of the team.</li> <li>- It was confirmed that no instruction was received not to select Pakistan players. Any such instruction would have been discriminatory under UK law and triggered an emergency Board meeting too.</li> <li>- The unpredictability of outcomes in auctions was discussed.</li> <li>- In addition, the unreliability of player availability and the impact of non-objection certificates was highlighted.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 13.6 | <p><b>AGM and SGM update- times and SGM explanation</b></p> <ul style="list-style-type: none"> <li>- The Annual General Meeting was referenced with the notice to be issued in due course.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |

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|      | <ul style="list-style-type: none"> <li>- <b>Member question:</b> please can you explain in layman's terms what SGM 1 is about? Why there is an SGM 2? And why are they being conducted on the same date?</li> <li>- <b>Lancashire response:</b> the predominant reason for SGM 1 is to clarify and simplify rules and practices. This follows a combination of feedback from the AGM and SGMs last year, the Member Engagement Review and England Cricket Board (ECB) guidance. One of the rule changes targeted is increasing the threshold for requisitioning a SGM from 100 signatures to 5% of the membership or 250 Members (whichever is higher). The ECB have expressed concern over the number of SGMs called and the small number of Members required to reach the threshold with some individuals voting a number of times on the same subject because they were Members at multiple counties. The ECB have begun a consultation process to initiate this change. The Club is taking a pro-active step on the matter. With regards to proposing that the number of ex-employees on the Board is increased to three, it is considered a compromise particularly if the Club's President is a former player. Although there are some Members proposing that this should be an increase to four ex-employees on the Board and this is what SGM 2 relates to. The Board is expected to have a safeguarding expert, an accountant, a lawyer, a marketing expert and someone who runs a £35 million pound company. The Cricket Development Group (CDG) is effectively the Board's subcommittee that runs the cricket department. The CDG have delegated authority to run the cricket department.</li> <li>- <b>Member question:</b> how will you communicate this information to Members?</li> <li>- <b>Lancashire response:</b> there will be a series of communications to Members including details around the investment in cricket. There are interviews with Dame Sarah and open letters scheduled. There will also be emails sent to the wider membership.</li> <li>- <b>Member comment:</b> some Members have expressed a lack of understanding over what they're voting for, and some have requested an explanation at the meeting before voting online. As I have experience working in these matters, in a charity organisation, I understand that this isn't how proxies work. However, how do we explain the resolutions in simpler terms and encourage more Members to vote? There has been a lot written in the press and on social media. I appreciate that the Board must be composed of individuals who have experience in different areas, and they're not a separate entity. They are Members too. Clarifying the role of the Cricket Development Group that is chaired by John Abrahams, with Mike Watkinson sitting on it, would help to explain how the Club and the Board operate.</li> <li>- <b>Lancashire comment:</b> the role of a non-Executive Board member of a company and an Executive officer is very different and there is often misunderstood</li> <li>- <b>Member question:</b> the MRG have received a lot of correspondence. There has been some criticism received over the responses Members have received from their questions, with suggestions that some of their points have not been adequately addressed.</li> <li>- <b>Lancashire response:</b> any feedback relating to the SGMs is reviewed by the Board and the executive team with an appropriate and proportionate response composed and issued. We will identify the key themes and consider these as part of the communications plan.</li> <li>- <b>Member question:</b> on the subject of SGM 2, are the petitioners asking for four ex-employees plus the President?</li> <li>- <b>Lancashire response:</b> we believe it is four, including the President, although the President isn't referenced.</li> <li>- <b>Member comment:</b> a Frequently Asked Questions would be helpful to assist Members in understanding the administrative process and making an informed decision when voting.</li> <li>- <b>Lancashire response:</b> a FAQ document will be produced.</li> </ul> <p>Action:</p> <ul style="list-style-type: none"> <li>- Devise FAQs document for the SGMs.</li> </ul> |
| 13.7 | <p><b>Farington update (Claire Harkness)</b></p> <ul style="list-style-type: none"> <li>- The target of hosting some first class fixtures this summer was discussed. It was confirmed that there will be a test event ahead of this, although this will be dependent on the ovals. It was noted that the event will test infrastructure, ingress/egress, seating etc. The installation of furniture in the pavilion and the players' dining area was referenced.</li> <li>- Meetings with the local authority regarding the development of the dome were confirmed as in progress. Some alteration to the outdoor dome facility design was noted with planning permission submissions to be completed within the next three weeks. July was identified for the scheduled completion of the car park.</li> <li>- 750 seats are due to be added into the professional oval with the community oval seats to be installed next year.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |

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|       | <ul style="list-style-type: none"> <li>- CH clarified that the Club didn't pay £18 million for the site contrary to what has been published in some articles. The site was described as leased to the Club.</li> <li>- The appointment of a General Manager for the site was confirmed with a site maintenance team in place too. It was noted that catering partners and commercial opportunities will be explored.</li> <li>- It was reported that the ECB visited the site and were impressed by the site. The dome was highlighted as a particularly important facility.</li> <li>- The strength of the relationship between the Club and the council was emphasised. It was acknowledged that they are a key partner and stakeholder.</li> <li>- It was stated that there is still a lot of work to be done but positive progress is being achieved.</li> <li>- <b>Member question:</b> I went on one of the Members' tours and would like clarity on the catering that will be provided from the triangle (kitchen).</li> <li>- <b>Lancashire response:</b> Members will have access to the pavilion as a bar and the players' dining will be catered from that kitchen. There is an area on the pathway that we are describing as an 'event village'. There'll be external resources located there for some games.</li> <li>- <b>Member question:</b> the main concern relating to the Farington site are its transport links. How will Members get to the ground if they don't drive?</li> <li>- <b>Lancashire response:</b> there is a bus stop located outside the ground with a number of viable routes on public transport. Dame Sarah visited the site via train and walked from the train station. Car sharing will be encouraged. Paid shuttle bus service could be explored for 2027 onwards. Green travel will be promoted.</li> <li>- <b>Member question:</b> on the tour, there was a reference to the limit on the number of events that could be held in the triangle room. Is this correct?</li> <li>- <b>Lancashire response:</b> yes, there will be of 52 'hallmark' events and cricket games. This is due to it being such a residential area and as part of the planning consent. The council have been guiding on the premises licensing process.</li> <li>- <b>Member question:</b> when will you be able to determine when games can be hosted there?</li> <li>- <b>Lancashire response:</b> we will know more at the end of April/ beginning of May. We're hopeful of playing four first class games there by the end of the season (two men's and two women's).</li> </ul> <p>Actions:</p> <ul style="list-style-type: none"> <li>- Photographs of Farington to be included the minutes.</li> </ul> |
| 13.8  | <p><b>Member Engagement survey update (Christian Mullarkey)</b></p> <ul style="list-style-type: none"> <li>- It was confirmed that although the Member Engagement Review was ongoing, the first phase was completed at the end of 2025.</li> <li>- It was reported that there had been just under 1,000 responses to the surveys with two focus groups held to investigate the key themes that were identified in the results of the surveys in more detail.</li> <li>- The key themes were outlined as follows: <ol style="list-style-type: none"> <li>1. Increased transparency in decision making around cricket (including cricket vision and player availability).</li> <li>2. Clarification of Club rules. This was referenced as informing SGM 1 with removing some ambiguities.</li> <li>3. Player and Member interaction. This included increased engagement with players and enhancing service to Members particularly in terms of ticket and communication to Members across all Club channels.</li> </ol> </li> <li>- Transparency, understanding and engagement were emphasised as key themes.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 13.9  | <p><b>Junior membership push (Christian Mullarkey)</b></p> <ul style="list-style-type: none"> <li>- It was confirmed that engagement with junior Members and their offering is being discussed internally. Potential ways in which engagement with junior Members can be improved on match days was discussed.</li> <li>- Promoting junior membership and their benefits was identified as an area for improvement.</li> <li>- Growing the junior membership was noted as a shared goal among the counties. PJ's working group discuss this theme so this will help to inform our development.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 13.10 | <p><b>Heritage project update (Alex Cropper)</b></p> <ul style="list-style-type: none"> <li>- It was confirmed that there are 4 months left of the development phase with submission to Round Two of the application process due in the first week of August 2026.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |

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|       | <ul style="list-style-type: none"> <li>- Mid-term requirements were outlined as follows: sharing drafts of Business Plan, Marketing and Comms Plan, Activity Plan and RIBA Stage 3 Draft 1.</li> <li>- Round 2 requirements were listed as including the Management and Maintenance Plan, New Partnership Agreement and Service Level Agreement and the Evaluation Plan.</li> <li>- A NLHF Board Meeting to decide on the application is due to be conducted in November. It is hoped that a decision will be made in December with permission to start granted in January 2027.</li> <li>- April 2028 was confirmed as the target for the opening of the museum.</li> <li>- AC discussed moving into RIBA Stage three in the design process; from concept design to mapping.</li> <li>- A Content Management Plan for each story and its interpretation method (object display, interactive, graphic etc) will be developed with the population of more content in the period between Round Two Submission and permission to start phases.</li> <li>- It was noted that Creative Core has begun mapping the space that will be based around five key interpretative themes.</li> <li>- Some design ideas for interactives were introduced, such as 'meet the players' from different time periods.</li> <li>- Plans were confirmed as in progress for the Collection Store which will also function as an activity space and the temporary exhibition area.</li> <li>- A plan based on a 'Think', 'Feel', 'Do' approach to the museum project was described. It was stated that there had been engagement with over 1,000 people. It was highlighted that Members' feedback was collected through a Members' Heritage Survey, via consultation boards at a Members' Coffee Morning and a MRG focus group.</li> <li>- The Activity Plan was acknowledged as a significant part of the delivery of the project, involving identifying which programmes, events and activities will be delivered and to whom.</li> <li>- An Outreach programme aimed specifically at celebrating the history of Lancashire club through oral history, art and exhibition was mentioned.</li> <li>- Creating a welcoming, social and safe place for all, in which collections can be explored in a relaxed manner was noted as a key aim.</li> <li>- It was noted that an event was recently held, inviting the Club and Foundation partners as well as cricket heritage enthusiasts, and Vice Presidents to become Founding Patrons of the Project.</li> <li>- Filling the match funding gap for the Delivery Phase of the project was described as a work in progress. With all match funding pledges required by August.</li> </ul> |
| 13.11 | <p><b>Member charges for the Pavilion – The Hundred and Balcony</b></p> <ul style="list-style-type: none"> <li>- <b>Member question:</b> please can you explain the rationale behind the introduction of the £15 charge to sit in the Pavilion Terrace for Members during The Hundred? And the lack of communication surrounding the change? In some of the descriptions, it suggests that the area is considered an upgrade with the platinum price category signifying that the seats include access to a private suite with enhanced facilities. Yet, there is advice suggesting that Members can still get access to the Long room on production of the membership card. So, how will the area be managed?</li> <li>- <b>Lancashire response:</b> thank you for sharing this feedback. This has been taken on board and will be reviewed. Members' tickets have been assigned to 'Bronze', 'Silver' and 'Gold' categories. Members can still claim Hundred tickets as part of their allocation, although the seats this equates to differs. The Hundred ticket package has been re-designed in collaboration with Manchester Super Giants so that it will be an area with an enhanced match day delivery as opposed to Pavilion Terrace seating only. Nevertheless, Members' access to the Long room has been protected.</li> <li>- It was noted that Lancashire Cricket are not the majority shareholder in Manchester Super Giants and the relationship and set up is new. The involvement of England Cricket Board in the overall process across the counties was described as complex, particularly as the ownership levels differ. This complicates the communication process.</li> <li>- <b>Member comment:</b> there has been some criticism that this should have been communicated ahead of the membership renewal so that Members were aware of The Hundred product detail. It was requested that feedback is shared with RSPG that Members expect Pavilion Terrace access</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |

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|       | <ul style="list-style-type: none"> <li>- <b>Lancashire response:</b> it was emphasised that RSPG recognise the value of membership. Feedback will be shared and there will be a review at the end of the season.</li> <li>-</li> </ul> <p>Action:</p> <ul style="list-style-type: none"> <li>- Review feedback on The Hundred changes.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 13.12 | <p><b>Stewarding plans and stand opening for the new season (Scott Tyldesley)</b></p> <ul style="list-style-type: none"> <li>- ST stated that a full review of stewarding plans, policies and operations had been conducted. It was highlighted that consideration for Members' preferences and their facilities was a key focus during the process. A more dynamic and responsive driven deployment plan was confirmed.</li> <li>- Significant investment in CCTV and infrastructure was referenced, as well as enhancements to better enable public reporting.</li> <li>- It was emphasised that safety critical positions must be supervised at all times but reducing the entrances by one will facilitate a more dynamic stadium operation that adheres to the venue's risk-based safety certificate.</li> <li>- Striking a balance between safety, security and delivering the best service to Members was identified as the ultimate goal.</li> <li>- Work with Counter Terrorism was noted.</li> <li>- It was reported that an improved reporting system was now live, which will track trends.</li> <li>- Stand openings plans as shared in preseason communications to Members were referenced.</li> <li>- It was remarked that there had been enhanced medical training for stewards had been delivered, particularly due to the increase in cardiac arrests in sporting grounds. Shortening the time period that medical teams can respond and be in position was noted as a target.</li> <li>- <b>Member comment:</b> the pre pre-season comms regarding stand opening only refer to County Championship and Metro Bank 50 over matches. As there are different safety rules for larger attendances which may impact on stand openings, it would be helpful if communications were issued prior to T20s starting at EOT to explain any significant changes to stand openings and the reasons for them.</li> </ul> <p>Action:</p> <ul style="list-style-type: none"> <li>- Issue comms prior to T20s starting at EOT with an update on stand openings.</li> </ul> |
| 13.13 | <p><b>AOB</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |

| Minute Ref | SUMMARY OF ACTIONS                                                                                                                                                                                                                      |            |
|------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|
| 8.5.1      | Schedule formal and informal sessions for Members to enable them to engage with the Heritage project                                                                                                                                    | JB         |
| 8.7.1      | Discuss Farington transport plans with Paul Allott                                                                                                                                                                                      | DG         |
| 8.10.1     | Review the decision surrounding an elevated view for T20 fixtures                                                                                                                                                                       | PJ         |
| 9.4.2      | Insight into the decision-making process for access to the pitch to be included in the Members' Booklet                                                                                                                                 | PJ         |
| 9.7        | Pre-match comms to include the likelihood of player availability to manage expectations                                                                                                                                                 | JP         |
| 10.5.1     | Schedule a Farington focused Members' Forum in 2026- due to revised Members' Forum schedule for 2025. Farington update delivered as part of the Members' Coffee Morning on the 21st November and a FAQ document shared with all Members | GM/ PJ     |
| 10.11      | Trial one Spin issue per year                                                                                                                                                                                                           | JP         |
| 10.12.1    | Match day access to The Edge to be confirmed and communicated- pre-order system to be considered                                                                                                                                        | JH         |
| 10.14      | Explore ideas for a former players' match presentation and increasing Member engagement with former players- former player on the pitch at lunch proposed                                                                               | PJ         |
| 11.2.1     | Ensure the bag policy is shared across all social media channels ahead of the T20s. Include bag policy FAQs in the Members' newsletter and publish alongside the match day guide. Clarify position on the outgrounds                    | JP/ GM/ PJ |
| 11.2.2     | Explore the option of installing lockers for bag storage                                                                                                                                                                                | ST/ GM     |
| 11.5       | Phased approach to be implemented for Lancashire Over-The-Top (OTT) platform. Schedule a workshop for Members                                                                                                                           | JP/ JW     |
| 11.6       | Review membership pack budgeting, print and dispatch timeline for 2026                                                                                                                                                                  | CM/ JN/ GM |
| 11.7       | Consider loyalty scheme options for The Edge. Amend to consider catering loyalty scheme                                                                                                                                                 | JS/ PJ     |
| 12.5       | Issue a two-phase survey to Members, initially to measure satisfaction levels, as part of the Member Engagement Review                                                                                                                  | CP/ CM/ GM |
| 12.6       | Continue to engage with Members on the heritage project                                                                                                                                                                                 | AC         |
| 12.7       | Key messaging around bike travel and schemes to be reiterated for the 2026 season                                                                                                                                                       | PJ         |
| 12.8       | Review the process for awarding county caps                                                                                                                                                                                             | MC         |
| 12.9       | Provide an update to Members on the use of Hundred investment funds when appropriate                                                                                                                                                    | JP/ PJ/ GM |
| 12.10.1    | Share Farington Frequently Asked Questions document and video of the MRG site visit                                                                                                                                                     | GM         |
| 12.10.2    | Plan preview Member event at Farington                                                                                                                                                                                                  | GM/ PJ     |
| 12.11      | Club to share MRG feedback with Castore                                                                                                                                                                                                 | GM         |
| 12.12      | Audit of out grounds to be conducted                                                                                                                                                                                                    | CH         |

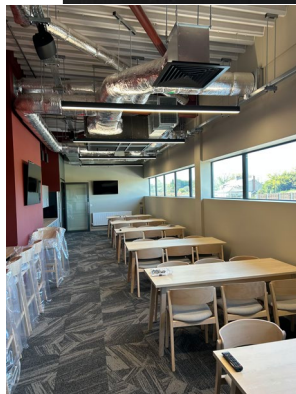
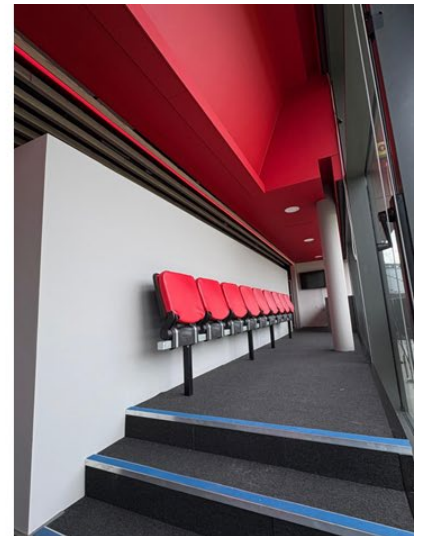
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|---------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|
| 12.13   | Full scale roll out of the Lancashire OTT platform                                                                                                                                                | CM/ JP |
| 12.14.1 | Advanced planning for MRG meetings                                                                                                                                                                | PJ     |
| 12.14.2 | Review the use of disposable cups and the policy                                                                                                                                                  | CH     |
| 13.4    | Improve comms surrounding the awarding of county caps. Ensure there is a clear distinction between the awarding of a cap with a rose bud on when a player signs a contract vs 'official capping'. | JP     |
| 13.6    | Devise FAQ document for the Special General Meetings                                                                                                                                              | GM/ CM |
| 13.7    | Photographs of the Farington site to be included as part of the MRG Minutes                                                                                                                       | CH     |
| 13.11   | Review The Hundred operation for Members at the end of the season                                                                                                                                 | CH/ JN |
| 13.12   | Issue comms prior to T20s starting at EOT with an update on stand openings                                                                                                                        | JP/ GM |

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 [MRG@lancashirecricket.co.uk](mailto:MRG@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                                     |

Farington Photographs





## **FAQ: Club Cap Policy and Capping Process**

### **Why has there been confusion around player caps?**

There has been some confusion due to inconsistencies in how caps were previously issued. In particular, some overseas players were given caps featuring a full rose despite not being officially capped. This decision, made by management at the time, has since been recognised as an error.

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### **What happened with previous cap presentations?**

In some cases, caps with a full rose were presented in a way that suggested an official capping had taken place when it had not been formally approved. For example, a cap presentation was made to a player based on their contributions, but it did not follow the correct process, which added to the confusion.

The club acknowledges these mistakes and apologises for any misunderstanding caused.

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### **Which players have received a full rose cap but are not officially capped?**

The following players have received caps with a full rose but have not been officially capped:

- Lyon
  - Bruce
  - Harris
  - Turner
- 

### **What is the new cap policy moving forward?**

A clear protocol has now been agreed to ensure consistency and transparency:

#### **1. What cap does a player receive when they sign?**

When a player signs a contract with the club, they will receive a cap featuring a rose bud.

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#### **2. When does a player receive a full rose cap?**

A player will only receive a cap with a full rose once they have been officially capped.

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#### **3. What is the process for being officially capped?**

- The Cricket Department will recommend a player to the Cricket Development Group (CDG).
- The CDG will review the recommendation and decide whether to put it forward to the Board.
- The Board will make the final decision.

Approval is based on whether the player has made a significant contribution to the First XI team's performance.

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#### 4. What performances are considered for capping?

- Red ball cricket performances will carry greater weight.
- Contributions in other formats will also be considered as part of the overall assessment.

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#### 5. What caps do 2nd XI and Academy players receive?

- Players representing the 2nd XI in red ball cricket will receive an Academy cap, which features a red outline of a rose.
- These caps will:
  - Be issued to all Academy players
  - Be loaned to 2nd XI trialists

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#### 6. How will official capping events be handled in future?

- Official capping presentations will be communicated in advance wherever possible.
- They will be conducted in an appropriate and engaging manner, allowing members to enjoy and be part of the occasion.

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#### Is there an acknowledgement of past issues?

Yes. The club recognises that previous processes were not as clear or consistent as they should have been and sincerely apologises for any confusion caused.

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#### What is the goal of the new process?

The updated policy is designed to:

- Ensure clarity and consistency
- Maintain the integrity of the capping process
- Provide a meaningful and well-communicated experience for players and members alike