

# Minutes

<b>Meeting</b>	<b>Lancashire Cricket Members Representative Group</b>	<b>Date</b>	<b>7 August 2024</b>
<b>Location</b>	Box 1, Emirates Old Trafford	<b>Time</b>	<b>17:00 – 20:00</b>
<b>Attendees</b>	Daniel Gidney (Chief Executive), Jonathon Nuttall (Head of Ticketing & Hospitality Sales), Liz Cooper (Director of Commercial Partnerships), James Price (Head of Comms), Chris Peacock (Board Member), Christian Mullarkey (Head of Marketing), Gaz Morris (Head of Guest Experience), Phil Johnston (Member Relations Manager), Mark Chilton (Director of Cricket Performance), Sandy Mitchell (Head of Heritage & Community Wellbeing) – MRG reps Jo Dibben (MRG Chair), Kirti Sharma (MRG Vice Chair), Steph Neville (MRG), Simon Reynolds (MRG), Kate Crane (MRG), Freya Ryder (Membership Administrator/ minute taker)		
<b>Apologies</b>	Lee Morgan (Club Secretary), Angela Hodson (Sales Director), Mark Orr (MRG), Phil Clarke (MRG)		

# Item

## 8.1 Welcome/Apologies

- Jo Dibben appointed as MRG Chair and Kirti Sharma as Vice Chair. Voted in MRG standalone meeting

## 8.2 Approval of the Minutes of the February 2024

- In addendum- at the previous meeting it was confirmed that the change to seating for Vitality Blast fixtures followed feedback which both the MRG and Lancashire Cricket had received from Members. This feedback highlighted the challenges Members had in 2023 for booking seats together. The new system allows Members to book a ticket in a specific stand and select a seat on arrival with friends, regardless of when tickets were booked.
- Unanimous decision to approve minutes from the February 2024 meeting.

### Matters still outstanding

- **5.10 Membership guide** – the membership booklet has been published and contains all the information that Members will need for the 2024 season. Available for Members to collect at Pavilion Reception by presenting their membership card. This will be reviewed at the end of the season and any relevant updates will be made.
- **5.13 Coaches for away games** - Survey sent in a Members' Newsletter. There was a low response rate and low demand. This will be reviewed annually to measure any changes to the level of interest.
- **6.10 Access to pitch for spectators** – combination of factors involved in the decision process. This includes pitch maintenance and health and safety considerations (to mitigate the chances of a spectator being hit with a practice ball). Club would prefer to err on the side of caution on both counts. Matt (Head Groundsman) tries to ensure that the outfield has some moisture. Permission can only be granted when there is a prolonged dry spell of weather, and no negative impact on the pitch can be guaranteed. This a limiting factor but when there is an opportunity to do so then we will.

- **6.13 New Member Event** – new Member event held and follow up survey sent to measure satisfaction rates. More Member engagement plans are being discussed.
- **6.15 Platinum Members' wall** – the wall has been updated and unveiled.
- **7.6 Stand opening 2024**- Member comms drafted and to be published pre-Members' Forum. Agreed that this will be signed by CP and Jo as MRG Chair. CP thanked everyone at the Club for their co-operation in getting to this stage.
- A full review of how matches are delivered has been undertaken. Through a series of meetings and risk assessments the site plan for Vitality County Championship, Metro Bank One Day Cup and Lancashire Thunder fixtures has been revised to reflect the appropriate risks. All permanent stands will be open for these games for the remainder of the season and moving forward.
- DG highlighted the challenging nature of the process surrounding this. It's the right call but has taken a lot of time and resources to achieve.
- T20 games are a separate discussion. Stewarding requirements step up when the capacity exceeds 2,000. Dynamic sales compared to CC, ODC which tend to have sales under 2,000.
- **MRG Question:** what is the rate of Members reserving a ticket for a game but not attending? How can we encourage fewer Members to reserve tickets if they don't plan to attend?
- **Lancashire Response:** the drop off between Member tickets booked vs Members attending was confirmed as around 20%.
- **MRG request:** comms on the best practice for cancelling Member tickets.
- **Lancashire Response:** suggested that this information can be included in the Members' Booklet next year.
- **MRG Question:** can a cancel your ticket button be added to the Members' Portal or website?
- **Lancashire Response:** we could create a web page form instead. Members would need to complete a form. The ticket office would then need to draw a report and action.
- **MRG Response:** agreed that the web page is a good alternative.
- **7.8 Future fixtures at Liverpool Cricket Club** – MC confirmed that the Second XI fixture went well. Continue dialogue with Liverpool.

**Action:**

- Member comms for cancelling tickets/ explore the option of creating a 'hand back your ticket' web page.
- Review of stand openings for T20 men matches for next year and stewarding requirements.

- **MRG Question:** why did I need to leave the stadium to access food and drink during the women's fixtures?
- PJ confirmed that access to Caffé Nero was available through the hotel entrance. We will continue to review food and beverage options. However, to be able to offer more we need to first increase sales/ demand.

**Action:**

- To include detail in the match day guide advising access to Caffé Nero through the hotel entrance for Lancashire Thunder fixtures.

- **MRG Question:** why is there no pedestrian exit on Great Stone Road?
- Confirmed that this has rectified. Now managed via the use of a safe walkway and no vehicle movement in Car Park 3. In immediate effect post-match and has been put in place by the Safety Officer to allow this to happen.

#### Cricket update (Mark Chilton)

- Busy few weeks. Tough start to the season but recovered well during the Blast campaign. Looking forward to the T20 Quarter Final. There should be good availability with high profile players likely to be available, such as Phil Salt and Liam Livingstone. Jos Buttler's availability will be injury dependent.
  - Chris Green highlighted as one of the best overseas players they've had at the Club. His performance, as well as his character, has been impressive. Unfortunately, he won't be available for the QF as he has a Caribbean Premier League deal.
  - Should Lancashire qualify for T20 Finals Day there are likely to be availability challenges. England players very unlikely to be available due to scheduling and contract complications. They're in discussion with Rob Key regarding players that aren't in the starting XI and the potential for them to be released.
  - Nevertheless, the squad has demonstrated that it can win the games without high-profile players.
  - Metro Bank One Day Cup is a learning opportunity for young players. Lancashire have lost 11 players to The Hundred. Coaching team are challenging players to play in a manner to win tournaments. This is perhaps outside their comfort zone. The coaching team have challenged players to be more pro-active and show intent. Used the example of the Somerset game, suggesting that they should not be letting a left arm spinner to bowl, no disrespect to Jack Leach, so economically. Instead, we should be encouraging batters to post a match winning score and rely less on the bowlers to win the game.
  - Doesn't excuse under par performances but this is part of a long-term strategy. Culture change won't happen overnight. Importance of giving the coach time to instil his methods and encourage a style of play that will win games. And also enabling Dale time to identify which players he'd like to move forward with.
- 8.4
- DG reinforced MC's explanation and the context provided. Every player missing due to The Hundred has an impact. But that applies to all counties. Under the previous coach, Glen Chapple, there was a "don't lose first" mentality, although we didn't win many tournaments. And it's a challenging mentality to change. To encourage freedom is difficult. This isn't about The Hundred, it's about player's not performing as well as they could. Matty Hurst and Tom Aspinwall's inclusion in The Hundred is illustration of coaching success. The challenge is getting players up to speed, invested in the new mentality and translating this to an improved performance.
  - **MRG Question:** are there plans to bolster the One Day Cup side with more experience?
  - **Lancashire Response:** the focus of the MB50 is to develop our younger players as we have seen so far this season. It will be challenging but will put the Club, and these exciting players, in a positive place going forward.
  - **MRG Question:** requested clarification surrounding the loss of experience in the One Day Cup team (Croft, Vilas, Jones)?
  - **Lancashire Response:** to put a strategy in place for that competition is very difficult. County Championship and T20 Blast are considered the priority. The key is how quickly they develop and respond to increased responsibility. The MB50 tournament is an opportunity to develop young players.
  - DG affirmed that it wouldn't be an effective use of resources to invest in players for this competition. The transition into a riskier style of play might make us easier to beat but offers us the opportunity to edge forward in competitions in the future and win more trophies.
  - MC suggests the optimum time for the change is now when there is coach in his first year to instil the new philosophy and to identify players for the future. Selection for the tournament is delicate and will continue to be reviewed. Also, Rocky Flintoff has been impressive.
  - Keshana Fonseka was fast tracked for the ODC and has a rookie contract.

- Other signings include the batter, Michael Jones on a three-year contract. Seamer contracts for the four-day game have not materialised. Ollie Sutton has been unfortunate with his injury at Blackpool. Luke Wood is not expected to play a lot of four-day cricket. Charlie Barnard deserves his opportunity; we couldn't ignore the quality of his play. Regardless of the players you sign, it is impossible to judge how an individual will cope with the high intensity of playing on the field.
- With regards to the Lancashire Thunder team, there's a lot of work taking place behind the scenes since the tier one status has been awarded. This includes funding and contracts. The batting has been below par. But there are two signings in the pipeline that will add quality to the team.

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#### Heritage Centre Update (Sandy Mitchell)

- Introduced himself as the Head of Heritage and Community Wellbeing. The purpose of this new role and the Heritage Centre is to drive and promote heritage in a new, innovative way. An update was sent to Members last week. Conceptual images shared via a presentation, which were designed and used to engage the Lottery in the first instance.
- Desire to promote Lancashire heritage since the closure of the previous museum.
- There is an active volunteer group, and the Foundation are supporting the venture.
- The Hotel extension has created an opportunity and a space to create this. The Club has gifted the first-floor space to the project.
- Lancashire Cricket Foundation, in partnership with Lancashire Cricket, are embarking on a £5.2 million project to develop a heritage attraction that will connect people across the region and beyond. This will be achieved through a programme of activities, exhibitions and events that engage with schools, grassroots cricket clubs and communities.
- Intention is to engage communities as well as serving the current Members. Also, encourage new people to engage in the brand, facility, venue, cricket and heritage.
- Three key aims:
  1. Inspiring communities through cricket- engage with local, regional, national and international communities.
  2. Education and learning- maximise learning opportunities.
  3. Making collections accessible- provide public access to our archive items, media, interactive experiences
- How the project will be delivered:
  1. Heritage Hub- street facing Heritage Hub located on the ground floor of the new hotel extension featuring formal heritage collections, interactive games, exhibitions, technology. To attract as wide an audience as possible
  2. Heritage Trail- utilising the whole stadium and extend the reach of heritage in the venue. Guided and self-guided tours.
  3. Outreach Programme: deliver an Outreach Programme that takes heritage outside Emirates Old Trafford. Targeting schools and communities.
  4. Funding- the Club have been awarded an initial sum of £176,650 by the National Lottery Heritage Fund to pilot a range of activities over the next 12 months. This will assist with the next stage of the application, the Delivery Stage application, for further funding of £2.1 million. This will be submitted to The National Lottery Heritage Fund in 2025.
- Members integral to shaping this project. There are Member representatives already involved. Both formal and informal sessions with Members are planned. Desire to get the Members involved and receive input.

8.5

#### Action:

- Schedule formal and informal sessions for Members to enable them to engage with the Heritage project.
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## Autorenewal and membership cards (Christian Mullarkey)

8.6

- **Member question:** noted that the first draft of the comms on autorenewal was shared with the MRG. Following MRG feedback, digital membership cards were altered to an opt in possible, rather than an opt out.
- **Member Question:** what is the carbon footprint of the membership card?
- **Member request:** list the benefits in the comms and on the website if the environmentally friendly agenda is pursued as a main reason in next year's auto-renewal.
- **MRG Comment:** highlighted that from a young person's perspective, it is a positive move and helps to make memberships more accessible to a younger audience.
- **MRG Question:** why is the date of the auto-renewal the 19<sup>th</sup> August? There have been some questions relating to the choice of timing for the auto-renewal process.
- **Lancashire response:** the on-sale dates for memberships and tickets are driven by the international sale dates. These are determined by the England Cricket Board. To ensure that there is an international priority window for Members, which the Club views as an important Member benefit, the auto-renewal process must take place first. Hence the 19<sup>th</sup> August date.
- **MRG Question:** auto-renewal is new, what if Members don't want to renew or they'd prefer to wait until closer to the 2025 season?
- **Lancashire response:** the auto-renewal process is optional. There is the option to opt out and Members can renew later, if preferred.
- **MRG Comment:** I missed the auto-renewal comms.
- **Lancashire response:** there will be reminder comms issued via email, text and social media up until the auto-renewal date.
- **MRG Comment:** auto-renewal comms went into junk folder
- **Lancashire response:** we will investigate to ensure that we capture all Members.
- **MRG Question:** there are broadly two brackets of Members. There are those that are used to renewing in August for the priority access to tickets, and the second that wait until the cricket fixtures are released.
- **Lancashire response:** there will be comms that highlights the benefits of the auto-renewal process, including international priority and benefiting from the early bird rate.
- **MRG Comment:** the membership prices table should be included in the body of the comms rather than as a button that must be clicked to be reviewed. The table should include a breakdown of the membership categories and the price according to date. Previously noted in the consultation process with Members.
- **Lancashire response:** we can make the discount more visible to Members. Feedback noted.
- **MRG Comment:** Surrey is highlighted as a good model in terms of its marketing for student membership.
- **Lancashire Comment:** there have been some controversial messages posted on social media. But auto-renewal is part of everyday and many companies utilise it. It's normal and it's an optional process.
- **MRG Response:** agree that the MRG should not be commenting individually from their personal accounts. But the MRG X account will be used to focus on facts and clarify situations rather than enter debates. Members will be directed to use the MRG email address to send any issues.
- **Lancashire Comment:** we have received positive feedback via other channels e.g. the membership email address.
- **MRG Question:** will it be possible to pay for 2025 memberships by direct debit?
- **Lancashire Response:** Members can choose to pay by PayPal or Klarna to spread the cost over 3 months. This option is already available to Members. However, Members will need to opt out of the auto-renewal process and purchase their membership when they go on general sale.

### Actions:

- List the environmental benefits of the digital membership card if it is promoted as a sustainability move.
- MRG account X back up and running to clarify and stick to facts. Direct issues to MRG email address.
- Send additional comms following feedback surrounding the auto-renewal email going to some Members' junk folder.
- Bigger membership launch scheduled with the research findings to be shared towards the end of August.

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## Farington

- 8.7
- Feedback following a publication of a video on the project.
  - **MRG Question:** will Farington be accessible via public transport? A transport plan was referenced in the latest comms. Will there be a coach/ bus service?
  - **Lancashire Response:** we won't be providing a coach service from EOT. However, a walking route will be developed. There are likely to be shuttle buses, in a similar manner to Sedbergh. Currently working with relevant authorities to devise plans.
  - **MRG Question:** what areas will be available for spectators? We have concerns surrounding those with access needs.
  - **Lancashire Response:** the grass bank is an aesthetic and pragmatic decision. We will be using dug up soil to create the grass bank. However, chairs will also be provided. Accessible needs will be catered for.

### Actions:

- DG to discuss transport plans with Paul Allott.

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## Middle Balcony

- 8.8
- **MRG Update:** no further feedback received.
  - **Lancashire Response:** positive feedback received, particularly among previous Lancaster Members, regarding the cost and availability.
  - **MRG Question:** what is the Junior Member policy for the Middle Balcony?
  - **Lancashire Response:** there is no age restriction for the Middle Balcony. Junior Members can also upgrade their ticket.

### Actions:

- Clarify Junior Member access to the Middle Balcony and Pavilion Terrace in the Members' booklet for 2025.
- Red seats available across the CC and MB50 fixtures.

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## The Hundred Update

- 8.9
- There will be continued updates to Members. An in-depth Hundred update was issued last week (01.08.24).
  - There is no referendum on the Hundred. The ECB are proposing a sale of the shareholdings in the eight Hundred teams. The ECB will retain ownership of The Hundred tournament. There are no plans to sell shares in Lancashire Cricket or any of its assets. The Hundred transaction is likely to take place with the proposal offering us the opportunity to accept 51% of the shareholding in Manchester Originals team. The remaining 49% of the shareholding of the Manchester Originals team will be sold. Lancashire Cricket are committed to ensuring that the potential co-owner is a cricket partner and not a purely financial one.
  - The Hundred's ability to attract an increasingly diverse demographic is something that can be celebrated.
  - **MRG Question:** will they target Lancs players for the MO team? The Oval Invincibles referenced as a good example for pooling their talent.
  - **Lancashire Response:** yes and no. It is complex. DG and MC are not Directors of the MO team, therefore are not directly involved in the team. But 51% of the shareholding would give us some leverage and the opportunity to adopt an holistic approach to recruitment. For instance, explore the option to subsidise availability with franchise teams. However, the draft will determine the number of Lancashire players that they can secure.
  - **Lancashire Comment:** there are benefits that are not just financial. Finding the right partner for the 49% is key. The Board will interrogate the process. Members don't have the fiduciary rights and accountability like the Board. The strategic and legal obligations rest with the Board. The conversations are ongoing, and

the Club are engaging with the ECB on the subject. The Club will continue to update Members, and any transaction summary will be shared with Members.

- A referendum would not eliminate the Hundred. Sky has no desire to increase the schedule. The broadcast deal is up to 2028. Any changes to the domestic schedule would have to be put to a vote among the 18 First Class Counties and would require a two-thirds majority. As confirmed in a previous Members' Forum, The Hundred would be a ringfenced company. Lancashire Cricket would not hold any residual losses and there would be no parent company guarantee.
- **MRG Question:** have any risks been identified?
- **Lancashire Response:** the risk element is more in relation to other counties through negotiation of The Hundred deal (minor counties vs host counties) rather than a risk to the Club itself.
- DG highlighted that from a transaction perspective, we have a wealth of experience on the Board. The Board will oversee the whole process. Even the minor counties could get a cash influx. It is a model with the recreational game set to receive investment.
- The first phase will involve sifting through potential investors (September). The Club are seeking a suitable, preferably cricket, partner. So, they will interrogate shortlisted investors in the second phase (October/ November). December/ January could be a potential transaction time. Although lawyer input will be required.
- **MRG Question:** is there a risk with the potential sale of other counties' shares and an increased risk of the two-thirds majority tipping the scales so that they vote to extend The Hundred?
- **Lancashire Response:** we are not selling any shares in Lancashire County Cricket Club or EOT. We are a Members Club. There is little incentive for many counties to sell shares, as Hampshire and Yorkshire have. So, it's very unlikely to occur. Lancashire are opposed to the two tier Hundred proposal. Lancashire won't support this. Lancashire will continue to play with a Lancashire team.

#### Actions:

- Continue dialogue with Members through Members' Forum and more comms. Lots of engagement to encourage questions and inform people of the benefits and risks (minimal).
- Continue comms to address any concerns and re-iterate that Lancs isn't for sale.
- Explore a supplementary Q&A format event (LIVE) post season with a select panel so that Members can ask questions relating to The Hundred. Involve the MRG in the process.
- Webinars to be hosted outside working hours to widen access.
- MRG invited by CP to share ideas on engagement with the subject of The Hundred.

#### Points from letter sent on 24 July

- Issue: Why were only two stands open for the Nottinghamshire T20 fixture?
- Response: Open letter to Members will be published confirming that all stands will be open for ODC and CC games moving forward. Solution agreed.
- Issue: Why was the ticketing system show that the game was a sell out when there were only two stands open?
- Response: Any stands that aren't on sale will show as sold out. Only two stands were opened for the Notts T20 fixture.
- Issue: No pedestrian exit from EOT towards Great Stone Road.
- 8.10 - Response: Access re-instated. Entry gates included in the match day guide.
- Issue: Concern surrounding the impact that the concerts had on the outfield.
- Response: Not true. There was some frustration following the rained off Yorkshire T20 game. Yorkshire required a win to qualify. An inspection followed that game. But the Worcester game was a high scoring game which is illustration that there has been no significant damage to the outfield.
- Issue: The Club previously promised an elevated view.
- Response: We honour our commitment to offer an elevated view for the CC and MB50 games. We understand that there is an expectation to offer this for T20s and this will be reviewed in the future.
- Issue: Official confirmation that the MRG notice board will be in place no later than the start of next season.

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- Response: PJ confirmed that a new location has been identified and it will be in place for the 2025 season.
  - Issue: The live stream from Lancs TV will be shown in the Pavilion during games.
  - Response: This has been requested for all Lancashire games by PJ.
  - Issue: Free scorecards will be available to Members.
  - Response: Scorecards will be made available to Members free of charge at the Members' bar on production of their membership card. Comms to follow.
  - Issue: Where and how will the spreadsheet of concerns be hosted.
  - Response: PJ confirmed that the spreadsheet will track themes and not data. PJ to discuss further with the MRG

**Action:**

- Review the decision surrounding an elevated view for T20 fixtures.
- Free scorecard comms.
- MRG spreadsheet of Members' enquiries and concerns to be created. PJ to discuss further with the MRG.
- Share a copy of the Board spreadsheet tracker with the MRG.

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**MRG recruitment process 2025 (Chris Peacock)**

- 8.11
- Update sent by FR to CP and the MRG.
  - MRG recruitment will dovetail the Board recruitment so that Members are aware of all upcoming positions.

**Action:**

- Flow chart of the recruitment process to be created by FR.

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**AOB**

- **MRG:** suggestions to raise attendance of the 50 Over game. Referenced family days, cider and beer festivals such as the one held at Somerset Cricket Club during one of their MB50 games. Explore ways to grow the game.
- **Lancashire Response:** we have experimented with the use of music etc to attract a younger audience. Although this led to a volume of complaints. In some respects, it is seen as an extension of the County Championship. Nevertheless, we can re-open the debate and put some questions to the Members.
- **MRG:** have we considered a student day- target audience for specific fixture / theme?
- **Lancashire Response:** previously low uptake. However, we will continue to review and explore new ways to market tickets.

**Actions:**

- Create a survey that includes questions relating to themed match days and gauge interest in the use of music/ fan village entertainment specifically for select MB50 match days.
- CP to discuss with Malcolm the idea of a 'festival of cricket' at Southport and he's already suggested a brass band. Engage with local authorities to explore the potential for collaborating on the event, including funding.

Minute Ref	SUMMARY OF ACTIONS	
5.10	<b>Membership guide (Handbook)</b> – Club to review with MRG and ensure all relevant membership information is captured in one place	JN/GM
5.13	<b>Coaches for away games</b> - Survey ready to go to 2024 Members to gauge interest	GM
6.10	<b>Access to pitch for spectators</b> – review with other departments to see if can improve access to pitch at lunch break Meeting arranged with relevant department prior to start of season.	MC
6.13	<b>New Member Event Follow Up</b> – arrange survey to attendees around first year as Member to gain feedback	CM
6.15	<b>Platinum Members wall</b> – Club to look at missing names and arrange new artwork for next season to be installed	GM
7.6	<b>Stand opening 2024</b> – Keep reviewing stewarding operation and review option to open part of E stand as overflow to Members pavilion.	MH
7.7	<b>Flexi members – use of Membership cards for entry</b> – once testing is complete communication will be sent out to Members to update them on the ticket process for 2024	JN
7.8	<b>Future fixtures at Liverpool</b> - continue dialogue with Liverpool and site visit planned.	MC
7.9	<b>T20 ticket process for 2024</b> - Members comms to be drafted and send to MRG for feedback.	JP
7.12	<b>Women’s ticket allocation in Membership</b> - Club to arrange for communications on this subject.	JP
8.3.1	<b>Member comms for cancelling tickets/ explore the option of creating a ‘hand back your ticket’ web page</b>	CM/ JN
8.5.1	<b>Schedule formal and informal sessions for Members to enable them to engage with the Heritage project</b>	SM
8.6.1	<b>MRG X account to be used to clarify facts-</b> direct any issues to the MRG email address rather than engage in debates	MRG
8.6.2	<b>Send additional auto-renewal comms to Members-</b> some Members commented that the email went to junk folder	CM
8.6.3	<b>Share membership research findings-</b> membership launch scheduled at the end of August	CM
8.7.1	<b>Discuss transport plans with Paul Allott</b>	DG
8.8.1	<b>Include Junior Member access to the Middle Balcony and Pavilion Terrace in the Members’ Booklet for 2025</b>	PJ
8.8.2	<b>Red seats to be available across the County Championship and MB50 fixtures</b>	PJ
8.9.1	<b>Keep Members updated on any developments relating to The Hundred-</b> continue dialogue through Members’ Forums and more comms	JP/ CM/ PJ
8.9.2	<b>Explore supplementary Q&amp;A format event-</b> to enable Members to ask questions relating to The Hundred- involve the MRG in the process	JP/ PJ
8.9.3	<b>Webinars (The Hundred) to be hosted outside working hours to widen access</b>	JP

8.9.4	CP invited the MRG to share ideas on engagement with the subject of The Hundred	MRG
8.10.1	Review the decision surrounding an elevated view for T20 fixtures for 2025	PJ
8.10.2	Free scorecard- confirm process and issue comms	PJ/ FR
8.10.3	MRG spreadsheet of concerns	PJ/ JD
8.10.4	Share a copy of the Board spreadsheet tracker with the MRG	GM/ FR
8.11.1	Flow chart of the MRG recruitment process	FR

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