**April 2019**

**A clear participation offer to all players and clubs**

**Embedded and Ongoing**

1. **Meeting Customer/Club and Player Needs**
2. We will continue to work with our clubs to develop & maintain insight into the needs, expectations and perceptions of people from all parts of the L&DCC community.
3. The insights we collect will be used to inform the local decisions we make about everything we do*.* We will use ongoing feedback from National Cricket Playing Surveys as part of this process.
4. We will use these insights to develop specific action plans to innovate and improve, ensuring that we work towards our agreed outcomes
5. **Working in Partnership**
6. We will continue to seek, develop, and maintain mutually beneficial partnerships within the LCF and L&DCC network and with external partners to help develop an innovative and efficient service which meets the needs & expectations of our community. In particular we will ensure:
7. Effective relationships between players, clubs and the LCF/ ECB
8. Identified economies of scale with ECB and LCF e.g. bulk purchases, ECB/LCF Club support programmes, LCF GA,
9. Aligned and integrated programmes with ECB and LCF
10. **Managing the Future**
11. We will continually review the future challenges, risks and opportunities facing L&DCC cricket
12. We will be adaptable and flexible to ensure we respond effectively to political, environmental, economic, social and technological changes that impact on us
13. We aim to create a secure long-term future for L&DCC cricket for future generation