

Acton Cricket Club Annual Survey 2018

2 January 2019



Introduction and methodology

Acton Cricket Club's annual survey was made available to the club membership on 13 December 2018 and closed on 31 December 2018. The survey was created using Survey Monkey software and publicised to members through an email bulletin and across all social media channels. A total of 52 responses were received during this period. While the views of the membership are encouraged and welcomed by the Committee at all times, the survey was designed to ensure that these views are quantified and benchmarked to inform planning ahead of the 2019 season to identify opportunities and areas for improvement, as well as steer the Club's priorities and direction in the medium and longer term. While a priority of the survey was to generate quantitative data to provide an evidence base for Committee decision making, qualitative data was also collected through asking some open-ended questions, giving respondents the opportunity to include any additional feedback.

Any questions on the survey, please contact Ben Brennan (Club Secretary).

Summary, recommendations and action points

- The majority of responses were from playing members (71%). 63% of responders have been at the Club for over five years. Most responders were from the Club's higher teams, the first and second XIs (Questions 1, 2 and 3)
- Over half the responses received said that the 2018 season exceeded expectations, with only two responders stating that the 2018 season fell below their expectations (Question 4).
- 34% of responses stated that senior training sessions were of a high or very high quality, meaning the majority (64%) felt that sessions could not be described as high quality. This may be driven by lack of attendance at the sessions, with 46% of responders feeling unable to describe the sessions as either high or low quality (Question 5).

Recommendation: Committee to consider ways of improving sessions, considering comments made as part of the survey.

- 85% of responders felt that junior training sessions were above average or excellent. No responses stated that the sessions were below average or poor (Question 6).

Recommendation: Committee and Junior Section managers to consider specific comments made in relation to junior training sessions.

- Two responders felt that the standard of facilities offered by the club were low (Question 7).
- 79% of responders knew how to raise a safeguarding concern with the Club's Child Welfare Officer (Question 8).

Action: Committee to reiterate safeguarding and child welfare procedures to Club membership to ensure this figure reaches 100%.

- Over 80% of responders felt that the Club has a positive or very positive relationship with the local community (Question 9).

1. Who responded (Questions 1, 2 and 3)

Q1

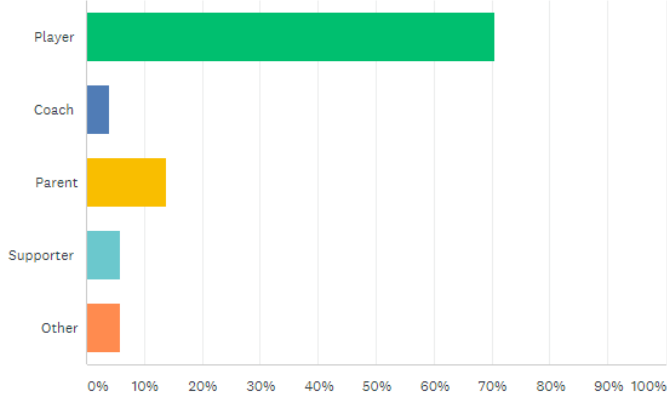
Show Benchmark

Customize

Save As

How are you involved with Acton Cricket Club?

Answered: 51 Skipped: 0



ANSWER CHOICES	RESPONSES
▼ Player	70.59% 36
▼ Coach	3.92% 2
▼ Parent	13.73% 7
▼ Supporter	5.88% 3
▼ Other	5.88% 3
TOTAL	51

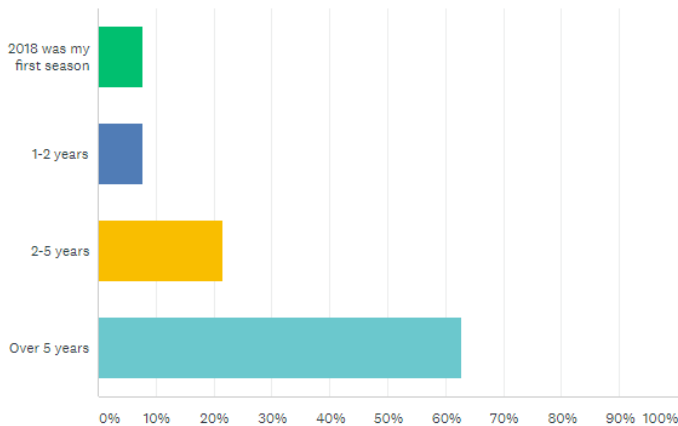
Q2

Customize

Save As

How long have you been involved with Acton Cricket Club?

Answered: 51 Skipped: 0



ANSWER CHOICES	RESPONSES
▼ 2018 was my first season	7.84% 4
▼ 1-2 years	7.84% 4
▼ 2-5 years	21.57% 11
▼ Over 5 years	62.75% 32
TOTAL	51

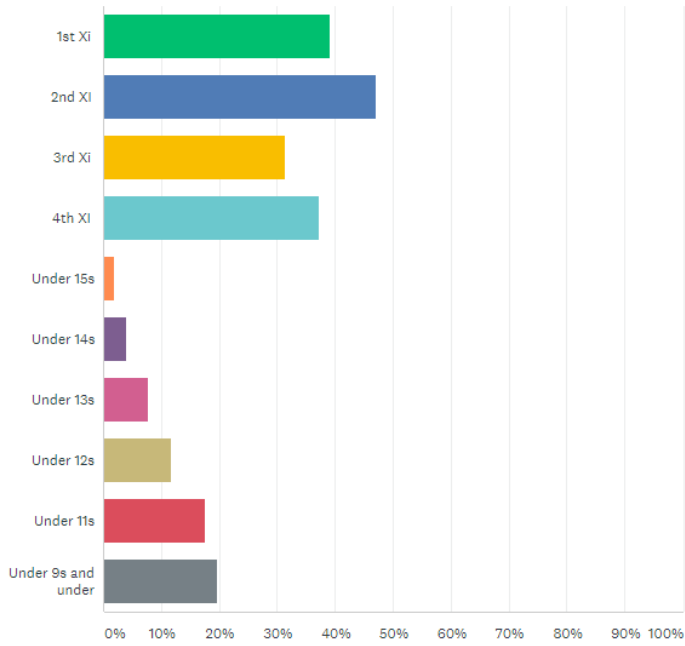
Q3

Customize

Save As

Please indicate which teams you are involved with

Answered: 51 Skipped: 0



ANSWER CHOICES	RESPONSES
1st XI	39.22% 20
2nd XI	47.06% 24
3rd XI	31.37% 16
4th XI	37.25% 19
Under 15s	1.96% 1
Under 14s	3.92% 2
Under 13s	7.84% 4
Under 12s	11.76% 6
Under 11s	17.65% 9
Under 9s and under	19.61% 10
Total Respondents: 51	

2. Enjoyment (Question 4)

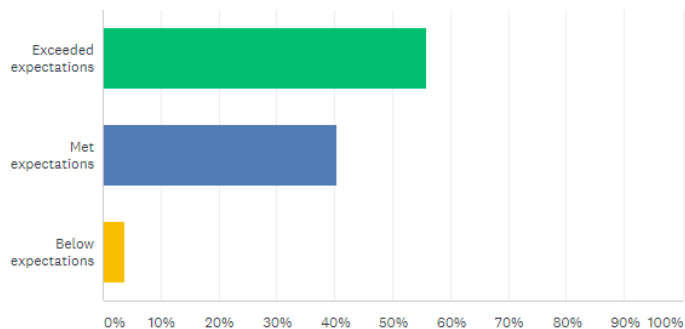
Q4

Customize

Save As

How would you rate your enjoyment of the 2018 season?

Answered: 52 Skipped: 0



ANSWER CHOICES	RESPONSES
Exceeded expectations	55.77% 29
Met expectations	40.38% 21
Below expectations	3.85% 2
TOTAL	52

Additional Comments (6)

- The club is more galvanised than I can ever remember - brilliant committee and just a great club. It would be great to be 20 again to do it all again now.
- More than just a cricket club
- Colts section goes from strength to strength
- Amazing club to be a part of
- The addition of the veteran team in a t20 competition was great fun!
- More than just a cricket club.

3. Training sessions (Questions 5 and 6)

Q5

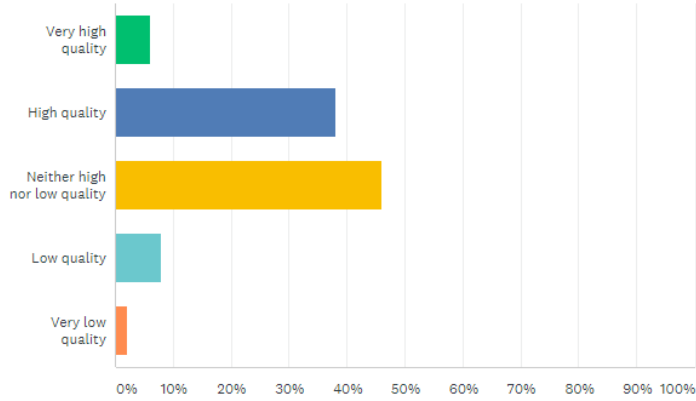
Show Benchmark

Customize

Save As

How would you rate the quality of senior training sessions?

Answered: 50 Skipped: 2



ANSWER CHOICES	RESPONSES
Very high quality	6.00% 3
High quality	38.00% 19
Neither high nor low quality	46.00% 23
Low quality	8.00% 4
Very low quality	2.00% 1
TOTAL	50

Q6

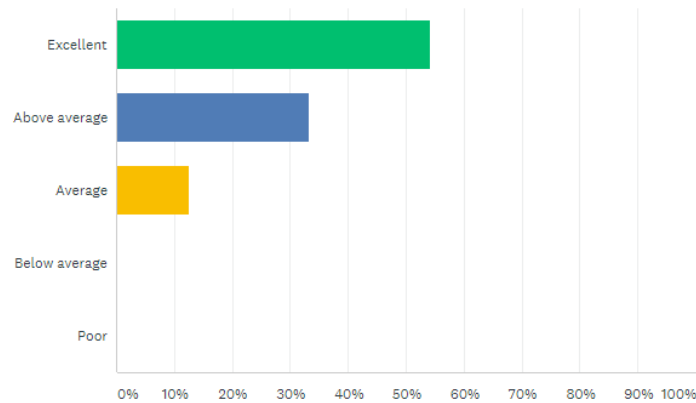
Show Benchmark

Customize

Save As

How would you rate the quality of junior training sessions?

Answered: 48 Skipped: 4



ANSWER CHOICES	RESPONSES
Excellent	54.17% 26
Above average	33.33% 16
Average	12.50% 6
Below average	0.00% 0
Poor	0.00% 0
TOTAL	48

Additional Comments – Senior sessions (7)

- Players should have their own plan on what they want out of the sessions, rather than just batting/bowling. Up to each individual to communicate.
- Change of evening disrupted my group practice but was still able to get in necessary personal practice.
- Good start to year bad finish in terms of turnout
- Hard to work on things when you can't get there until later
- Everyone willing and capable of conducting a session.
- Get out what you put in
- Wasn't able to attend any so can't say.

Additional Comments – Junior sessions (9)

- Not enough senior players coaching for the size of groups
- Great focus and planning.
- I can't really compare it. The only thing I think would be good is for kids to get more a steer of how they're doing, where they need to improve and for perhaps them to be in the same groups with the same coach each week.
- Sven mark et al did a great job
- From the top down the coaches install passion, pride, and performance as key virtues.
- Superb colts section and well supported by a number of senior players during coaching and league and cup games
- Colts are pivotal in the club success and they really enjoy the sessions
- We need more helpers and coaches so we can do skills with the kids rather than just nets
- Some coaches better than others
- Junior net sessions could be better organised and more structured. Organisation for Junior matches is a bit hit and miss with short notice of matches and questions on availability. We tried introducing Teamer last year but to no avail. Mark Williams does a fantastic job with the team when coaching matches but a lot rests on him for admin etc. I was disappointed there was no end of season presentation for the colts as in previous years meaning there was no venue to celebrate successes so the season kind of fizzled out. Next season we will be losing a lot of key players in the U12 due to boys boarding and I am concerned we won't have sufficient strength in this age group which in the last few years has been exceptional.

4. Facilities (Question 7)

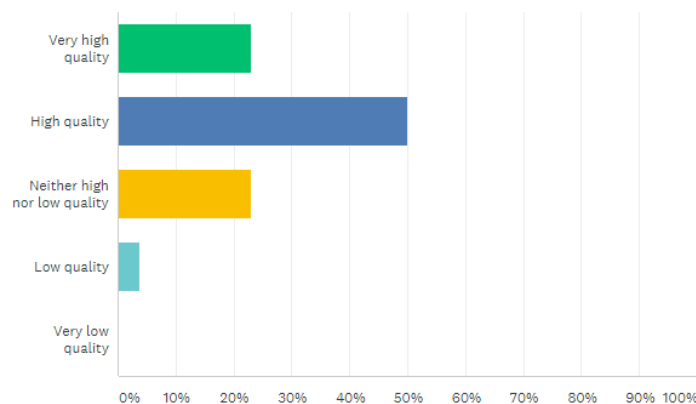
Q7

Customize

Save As

How would you rate standard of facilities offered by the Club?

Answered: 52 Skipped: 0



ANSWER CHOICES	RESPONSES
Very high quality	23.08% 12
High quality	50.00% 26
Neither high nor low quality	23.08% 12
Low quality	3.85% 2
Very low quality	0.00% 0
TOTAL	52

Additional Comments (4)

- The ground has massively improved and the work that Matty/Scott/Helen/John and many more who got the clubhouse up and running was amazing.
- Our temporary facilities have been great. The toilets, lack of hot water and lack of shade for spectators will need to be addressed for next year.
- With many experience and knowledgeable club members, ideas and improvement are often conveyed and act upon.
- All needs catered for

5. Child welfare / safeguarding (Question 8)

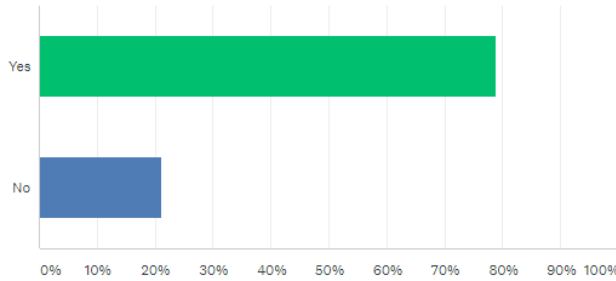
Q8

Customize

Save As

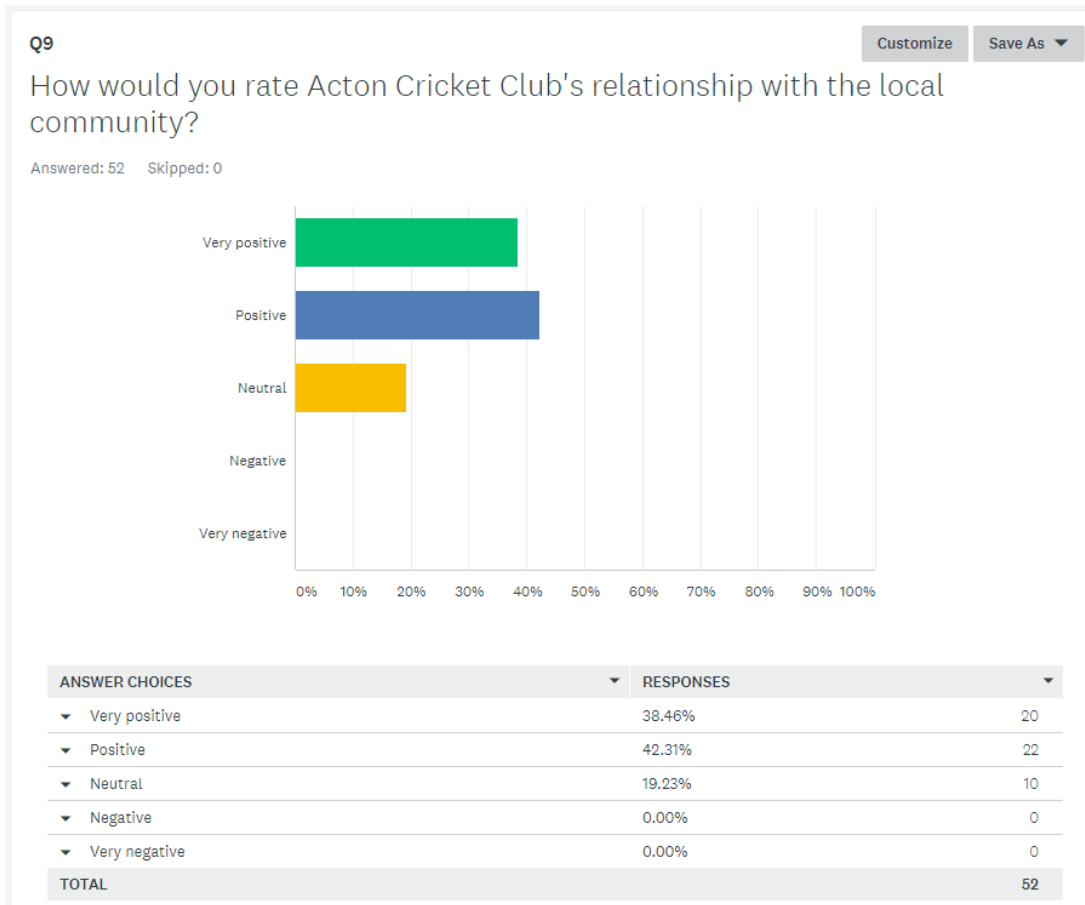
If you have a concern over child welfare or safeguarding, do you know how to raise this with the Club's Chld Welfare Officer and/or appropriate organisations?

Answered: 52 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	78.85%	41
No	21.15%	11
TOTAL		52

6. Community involvement (Question 9)



Additional Comments (4)

- Our reputation often precedes us, but that has improved through better social comms and a club togetherness that is obvious to see.
- The club was built around the local community and everyone is welcomed
- As I've pointed out earlier, more than a cricket club.
- Club des sports, wlca, shooting Starz, west London tennis and David Lloyd relationships are all very positive and valuable

7. Do you have any other comments, questions, or concerns? Are there any changes that could be made to improve your enjoyment and experience at Acton Cricket Club? (Question 10)

- A massive thank you. I would not be anywhere else.
- Superbly run club
- No issues
- I would love to see the club enter all cup competitions as sometimes the league can become tedious and playing against the best clubs/players from other leagues can bring out the best in some players and raise the profile of our club.
- Great ethos and spirit throughout the club, everyone knows everyone else, and the game of Cricket is played with a smile on the faces of all those involved.
- I would like to see more inclusive events organised for next season. The summer party was brilliant and lots of women attended. We have a small but growing female junior membership and in order to build and develop this, we need to have female representation across the club. Social events can be a good place to start, if they are friendlier than darts night, more summer parties please!
- Adding cup games to the lower leagues again would be great.
- Great family feel to the club a place where everyone has the chance to be one of the crowd
- I'm all good see you next season
- No, looking forward to next season.
- Need to have the changing rooms closer to the ground. Also can't pay parking for the whole day of cricket.