

LEEDS HOCKEY CLUB



2021/22 Club Survey
Results & Responses

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Introduction

Following the first full season back after the COVID-19 Pandemic, Leeds Hockey Club undertook a survey of it's membership to understand the thoughts of its membership.

The Survey was open for responses from Monday 18 July 2022 until Monday 08 August 2022. The results were presented to the Club Committee in September with responses complied by the appropriate committee members in October. Finalisation of the responses has now been completed and is presented to our members.

The Club received 79 responses from the survey. The breakdown of number senior and junior responses is below.

- Senior members: 64
- Junior members: 15

Throughout this document the black text is response from the survey. The **blue text** is the Club's response where one has been given.

If you have any questions regarding anything contained within this document, please contact the Club Secretary, Chris Devine via secretary@leedshockey.co.uk.

Document Creation:

Role	Initials	Date
Author	ER	17 November 2022
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Approved for release	PS	25 November 2022

Training and Membership – Junior Responses

This section covers training and membership fees only. None of the responses were aware of the 'Sponsorship for Membership scheme'.

Minis

We had one response from the minis, a boy. The feedback was broadly positive however it was noted that

- *Having a better system to sign parents up and more communication and promotion for the minis would be appreciated"*

They marked the cost of membership or Mini's as too expensive.

[Response to Minis Hockey:](#) Due to pitch constraints, LHC only offered Mini's hockey at the end of the season. Mini Hockey has now returned for the 22/23 season. We are working with ClubBuzz to streamline the signup process for parents and juniors.

Boys U14

We received two responses regarding the boys U14 age group. Both responses marked that they did not feel there was enough coaching each week, and neither was happy with the coach that their child had

The response to value for money for membership was "About Right"

Boys U16

We received one response from the boys U16. The feedback was broadly positive however it was flagged around coaching that:

- *Regarding the enjoyment and structure questions this has been hit and miss. It's not the coaches fault it is the players availability as a high number of the boys were in their GCSE year. This impacted on training numbers and therefore affected the intensity of training.*

Comments regarding the transition from junior to seniors are all positive and the player entered senior hockey at an appropriate level.

The response to value for money for membership was "Expensive"

[Response for Boys Hockey Training:](#) Going into the 2022/23 season there has been a complete overhaul of the Boys section with a new Head of Boys Hockey starting and new coaches across all age groups. So far we have seen that this has levelled some of the chopping and changing that occurred due to switching of coaches last season.

Girls U12

Two responses were received for the U12 Girls. Neither response felt that they received enough coaching each week and they were not happy with the coach their child had had nor the structure of the sessions to allow for advancement or regression if required.

The response to value for money for membership was "About Right"

Girls U14

We received five responses for the Girls U14 age group. Only one response said that there was not enough training each week whilst a different response was not happy with the progression and regression of sessions.

The response to value for money for membership was "About Right"

Girls U16

We received four responses from the U16 Girls. One response felt like there should be more coaching each week and only one was not happy with the time allocated.

We received the additional feedback regarding coaching:

- *Wish there had been more junior training rather than a split of junior and senior.*
- *More focus on fitness and game related training*
 - *Switching training when it is cancelled (because of the weather etc) with fitness via zoom or something. So we don't lose a training session.*
- *Excellent coaching*

Two of the players who answered have progressed into senior hockey. One into the Women's 2XI and one into the Women's 7XI.

The response to value for money for membership and match fees was "About Right"

Response: Whilst LHC would like to provide additional training we currently have limited pitch availability due to the number that we already have. When Girls move into the U16 age group they are welcome to join in with a senior training session as well although we are aware of the clash between U16 training and the Women's 3XI and 4XI training on a Thursday night.

Response for value for money - Juniors: Over the summer LHC undertook a costing exercise looking at the offering from other clubs across Yorkshire. Following this it was felt that we were priced low for what was offered. The decision was also taken to collect match fees for the 22/23 season, something that has not been done for many years.

Senior Responses

Please find the level of response below

Team	Men's	Women's
1XI	3	2
2XI	3	4
3XI	5	1
4XI	2	5
5XI	4	3
6XI	5	6
7XI	6	6
8XI	7	N/A
Non-Playing	2	

Training

This section will cover training and has been separated into training sessions.

Men's 1XI

The Men's 1XI were broadly positive regarding training.

Response: None

Men's 2XI & 3XI

Of the eight responses:

- three did not feel they had enough coaching each week
- three were not happy with the time slot for their training, commenting it was too late in the evening.
- Two, both from the Men's 3XI, did not enjoy their training
- 60% of the Men's 3XI were not happy with their training sessions and did not feel there was enough progression or regression of skills if required.

Response: We do our best to provide as much training time as possible and as many coaches as possible but unfortunately we are limited by availability on both counts. M3 training was in line with the rest of the teams in the club and this isn't likely to change. Regarding the quality of training, please give feedback through either team captain or club captain to allow this to be addressed in good time where possible.

Men's 4XI & 5XI

Of the six responses:

- All felt they had enough time to train
- None were happy with the time slot they had for training.
- Two thirds were not happy with the pitch they have used for training
- All responded positively that they enjoyed their sessions, that progression and regression were allowed for where required, they were happy with the coach and there was enough space.

Response: Completely understand that training at Beckett isn't ideal, and if the opportunity to have this at Weetwood arose then it would be taken.

Men's 6XI, 7XI

Of the 11 responses:

- Three felt like they did not get enough training
- Six were not happy with the time of training
- One was not happy with the pitch used for training
- Five indicated they did not enjoy their training (with one left blank)
- Six indicated that there was no progression or regression with the training (with one left blank)
- Five were not happy with their coach (with one left blank)
- All were happy with the amount of space on the pitch

Response: The amount of training time provided, and timings, are in line with the rest of the club and pitch availability means this is going to remain the case unfortunately. The club struggles to recruit coaches each year and encourage anyone who is interested to help out. We are open to

creative coaching arrangements that mean individuals don't have to commit to every single session. We are also now offering coaching support to help our coaches develop.

Men's 8XI

Of the seven responses for the Men's 8XI, one stated they could not attend training and did not fill in this section. Of the six who responded:

- All were happy with the amount of coaching they received
- 50% were happy with the time slot allocated for training
- All were happy with the pitch used for training
- All enjoyed their sessions, were happy with the progression and regression and the coach.
- One of the six was not happy with the amount of space

The following additional feedback was submitted:

- *I don't mind the training time, but wouldn't mind an earlier time, i.e 7.30pm or 8pm but appreciate pitch space is limited.*
- *It was frustrating to see the M6 & M7 teams struggling for attendance and then see players who did not attend training still playing for them. Attendance picked up towards the end of the season but only the M8 coach was coaching which meant the sessions became very large.*
- *Much improved sessions from the season before. Finish time is quite late*
- *It would be better if we could have the earlier slot, perhaps the m6,7,8 and the ladies before could swap this year?*

Response: Please see above response regarding timing. Regarding selection, the club selection policy is being reviewed. If you have concerns throughout the season please speak to either the team or club captains.

Women's 1XI

Of the two responses, all were positive of the training sessions. One response said there could have been more advancement and regression in skills drills. There was no further feedback.

Response: This has been fed back to the Women's 1XI coach.

Women's 2XI

Of the five responses for the Women's 2XI

- 40% felt like they didn't get enough training
- All have been happy with the time and venue of training

Response: Training for the Women's 2XI are in line with all other teams apart from W1s. Player progression has improved between the W1XI and W2XI and the W1XI coach has invited a number of W2XI squad players to the W1XI additional training session on a Tuesday. There is also a high number of students in this team who also attend their university training sessions on a Monday. This action is to be monitored but no further action will be taken at this time.

Women's 3XI

Only one response was received from the Women's 3XI. The feedback was broadly positive other than the pitch used for their training. Additional feedback was given:

- *Training at Beckett constantly but playing games at Weetwood doesn't really give us a home advantage. Clashing slots with the fortnightly u16 session when they make up a large portion of our team isn't great planning for our team progression.*

Response: We have established a new role 'Transition Coordinator (TC)' this season at LHC which will be supporting the junior and senior sections. This role will support juniors transitioning into senior hockey, supporting coaches/captains with players movement between teams including attending the most appropriate training session and lead on ensuring attendance and selection policies are correctly followed (this is subject to change as this role is currently being developed).

In summary the TC is currently in discussions with the U16 coach to enable the U16 girls (who are in the W3/W4 squads) to attend their senior teams' sessions to provide team bonding and development. This is due to the U16 girls training session clashing with the W1, W2, W3 & W4 training slot.

Women's 4XI

The majority of feedback from the Women's 4XI was positive. Only one indicated they were not happy with the pitch used (although more have mentioned the pitch in the additional feedback). One response did not feel there was enough progression and regression, and one response was not happy with the coach.

Response: Unfortunately due to pitch availability for all teams at LHC, the pitch at Beckett has allowed us to ensure that all teams are given a 1hr & 30min training slot. It's not ideal. We as Club Captains have also supported the two teams who train at Beckett with ensuring they have the right equipment and this is currently a work in progress

Women's 5XI

Three responses came from the Women's 5XI. On the whole feedback was positive however one response indicated that they did not feel their sessions had enough progression and regression and another highlighted their was not enough pitch space for all three teams. The additional feedback provided was:

- *The ladies 5/6/7 share a pitch which is difficult to manage numbers and make sure everyone gets what they need from the training session. Thought needs to be given this session and how it is best used for each team. The range of ability from the 5-7 is greater than it has ever been.
Training has been used for 6v7 games, this should not be used for games as the 5s lose a training session. Higher teams would not be expected to use a training session for their games.*

Response: So far this season, no league fixture rearrangements have been made. Should this be necessary, we will consider using a training slot only as a last resort.

Women's 6XI

Six Women's 6XI completed the survey. Their responses:

- Two of the players did not feel they had enough training
- All were happy with the time of training and four of the six were happy with the pitch.
- Two players did not enjoy their training.
- Only one player thought there was enough progression and regression.
- Only two players were happy with the coach.

- Space was highlighted as an issue.

The following additional feedback was provided:

- *1/4 of a pitch for the amount of people we get is a struggle when everyone turns up. Despite asking the coach for more running the training was v static.*
- *In reference to a goalkeeper: I have been made aware of one session of coaching for GKs all year and that was unofficial. I asked at the start of the season if the GK specific training has previously taken place would be going on. I had no update all year. I've recently been informed that some sessions may have taken place but to only a select few. We pay the same fees as the other players – It's not right that we don't get coaching.*

Response: A new coach has been brought in for the team this season and with the coaches working with the 5XI and the 7XI. With regards to the goal keepers, this is being worked through with the Coaching Advisory Group.

Women's 7XI

Six of the Women's 7XI completed the survey:

- Two thirds did not feel they got enough coaching
- All were happy with the time of the session
- Half were happy with the pitch
- Two thirds enjoyed their sessions
- 83% of respondents were not happy with the coaching or space on the pitch.

The following additional feedback was provided:

- *There needs to be separate goalkeeper training*
- *Pitch was far too small, less than quarter of a pitch without a coach was unfair on the 7s when we all pay the same fees for training.*
- *Training sessions not structured well*
- *L7s have no coach. Top players should have to agree to attend a couple of lower team training sessions.*

This additional comment was made by a Men's 7 Player:

- *Coaching on ladies section. Ladies 5s have half a pitch while 6/7s have a quarter each*

Response: Women's pitch now split evenly between 5/6/7. Majority of feedback from players regarding this change has been positive.

Games

Match Times

Ten members of the 64 responses indicated that they were not happy with the times of their games.

Additional feedback:

- *Late slots for match games should be more evenly distributed across the non performance teams, it seems the M6s got short changed this year (a lot) (M6)*
- *Loosing training sessions to play matches I don't think is acceptable as you "can't find us a pitch" also the extra stress on captains to organise 2 matches in 4 days. (W6)*

- *The 7's were not given a regular time slot for home games which meant planning family life around it or being available was sometimes tricky and yet we always had advanced warning of away games. It was also embarrassing when the away team would comment on the club not knowing what it was doing. (W7)*

Response: As we have mentioned throughout we are limited on pitch space. This, along with league rules about when certain games have to be played (i.e. those travelling furthest get the middle of the day) means that our lower teams with more local opposition often get the earlier and later games. It has been fed back to the Fixture Coordinator about moving the teams about in this slot so that it isn't always the same team with a particular time.

Playing Pitch

Five responses of the 64 received were not happy with the pitch their games were played on, this included 75% of the Women's 2XI who responded and 66% of the Women's 5XI who responded.

Response: It is noted that the Women's 2XI played the majority of their games on Hockey 2, whilst training on Hockey 1 and that the Women's 5XI train on Hockey 1 but played a number of Games at LBU. This is due to the limited space available at SPW during the week and at the weekend where SPW host LHC, UoLMHC and UoLWHC.

Umpires

Generally positive feedback across the board. Some responses suggested taking umpires to away games.

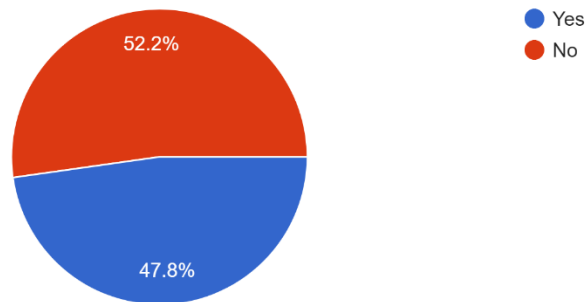
Response: Feedback has been passed onto the Umpires Coordinator for use in this season's appointments. In an ideal world we would be able to travel to every away game with an umpire, however LHC do not have enough umpires to do this. If you would like to get involved with umpiring please email umpires@leedshockey.co.uk. We the national restructure the league rules to ask clubs to provide two home umpires which means we need to fill appointments for those games first.

Spectating

Men's 1XI

Have you spectated a Men's 1XI Games this season?

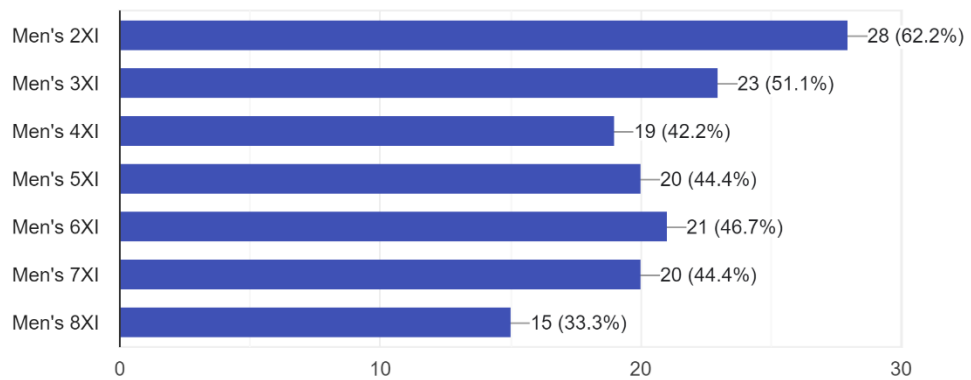
67 responses



Other Men's Games

Did you spectate any of the other Men's teams this season?

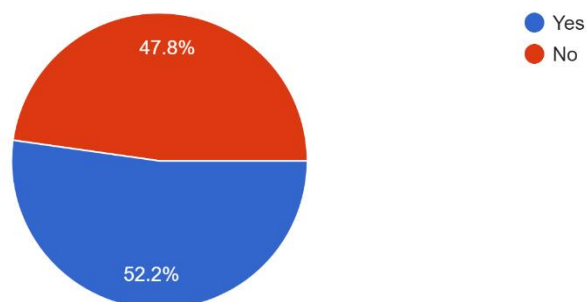
45 responses



Women's 1XI

Have you spectated a Women's 1XI game this season

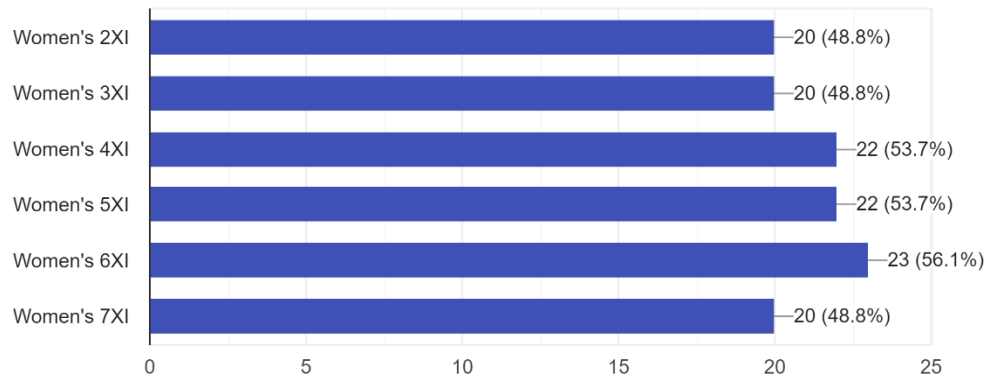
67 responses



Other Women's Games

Did you spectate any of the other Women's teams this season?

41 responses



The Aims for LHC

Following on from the AGM, questions were included in the survey regarding the aims of Leeds Hockey Club and how we can accomplish them.

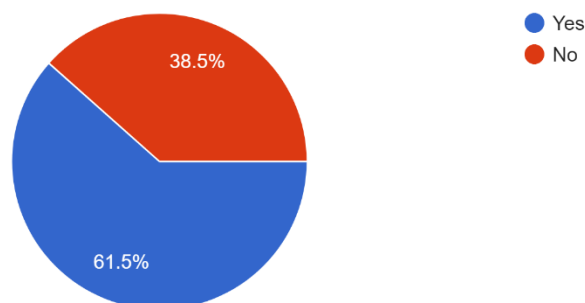
Response: We are collating the aims that you provided to us and will consult with the membership further before presenting refined aims at the AGM.

Innovation

Again following on from the AGM where it was said that the sport of hockey should be looking to innovate to avoid stagnating we asked the club what they thought of two ideas that had been floated along with if they had any ideas of their own.

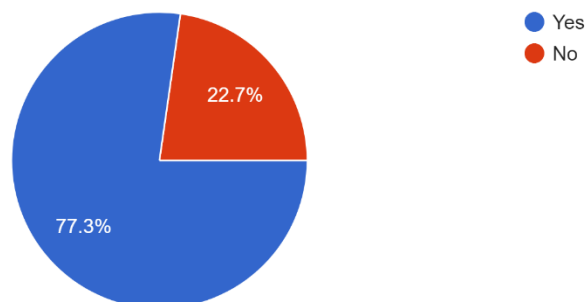
Would you be willing to consider playing league games on weekday evenings?

65 responses



Would you be willing to consider mixed gender but same ability training sessions

66 responses



The table below contains the ideas from members.

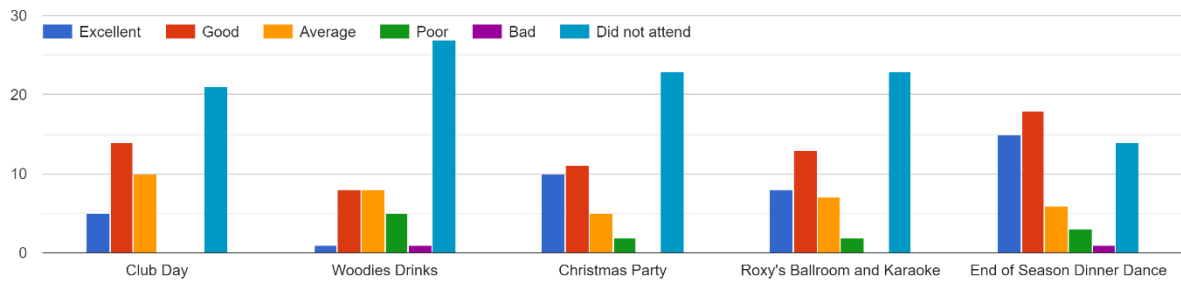
TEAM	ARE THERE ANY OTHER INNOVATIONS AROUND THE SPORT THAT YOU THINK LHC COULD TRIAL?	RESPONSE
M1	More videos and footage of 1st XI action	This would be ideal however we do not currently have the volunteers to do this.
M2	Continue with Saturday evening matches for M1 and L1	-
M3	More mixed, relaxed hockey would be good (hardly innovative though, so more a comment)	A mixed captain for the 22/23 season has been appointed.
M3	The club should look to start playing and encouraging local competition for indoor hockey. It's not only a good and enjoyable version of the game in it's own right but players develop skills that benefit their outdoor game.	There was a Yorkshire indoor league many years ago however it began to tail off with the cost of facility hire and the cost of fuel for teams from across the country to travel. We might be able to offer this to our own members if somebody were to step forwards to coordinate

TEAM	ARE THERE ANY OTHER INNOVATIONS AROUND THE SPORT THAT YOU THINK LHC COULD TRIAL?	RESPONSE
M5	A mixed team league midweek/Sunday's throughout the season. After summer league, there is no mixed hockey that I am aware of	See response above
M6	<p>Non member / occasional players to be able to play , although pay a match day premium (match fees plus) . Making it easier to become involved in the club for those who can only /want to play occasionally (extend to mixed hockey games)</p> <p>Mixed hockey section to be focused on and have the same importance as men/ladies section opportunity to grow this section</p>	<p>We do have the system set up for "casual" members however we must ensure that this isn't at the detriment of our existing members.</p> <p>Mixed hockey - See response above.</p>
M6	Friday/Saturday EVENING games against local opposition would be fine. Also good to encourage members to come along to watch those games.	The league rules have prevented friday evening games for the time being.
M7	<p>During return to hockey mens 678s had a weekly knockabout which was played at near to match pace and intensity. Focused more on skill rather than goal count this worked well. Just an example.</p> <p>Hockey needs to be a more accessible sport. We are locking out membership with our Saturday inflexibility.</p>	<p>As documented in some of the above response, the club are actively looking at how we support coaches/captains in running their sessions effectively, to create enjoyable sessions.</p> <p>The club committee have had some initial discussions this summer about how we can be more creative in our offering, particularly regarding when hockey is played so this is something that is under consideration.</p> <p>For league hockey, rules outside club control tend to leave very little room for manoeuvre regarding league matches apart from exceptional circumstances.</p>
W2	Off-pitch training and learning sessions with full-squad attendance to put a team ethos forward and plan set pieces etc	This has been passed to the coach.
W4	I think the club needs to more supportive when some one is transferred from a team after being with the team for a number of years and with no pre-warning or explanation of why.	When a player moves teams the captain should be having a conversation with the player in person before it happens, explaining the reasons. If this has happened last season, we apologise.
W4	Holding an open weekly skills session. We don't really ever get to practice or learn a new skill so this would be a good innovative session to trial. Each week players can sign up for a session. It could be a first come first served basis so that you can manage numbers. Players come along and learn or focus on a new skill. One week it could be practising reverse hits, another week could be learning 3D skills or elimination moves etc. Perhaps each session could be led by higher team players that specialise in those skills to show other players how it's done or to give players tips and advice.	Unfortunately we do not have the space for an additional session like this however the newly formed Coaching Advisory Group would be able to assist coaching in putting together sessions like this to assist with skill development within the team sessions.

TEAM	ARE THERE ANY OTHER INNOVATIONS AROUND THE SPORT THAT YOU THINK LHC COULD TRIAL?	RESPONSE
W6	<p>I think there should be trials to assess the players ability i think teams have stagnated and it would allow people to move up and down and if the captains of 4-7s and other people are there. The onus would be on the captain which will make their job easier and allow transparency and fairness.</p> <p>Do not mix men and women. As a lot of girls/women are coming up and training should be a safe space to try new things and feel comfortable. I also don't want to spend my trainings watching guys with massive egos swing their sticks and hog the ball.</p>	<p>The Women's 5/6/7 undertook a trials and reassessment this season to help settle the new members into the correct teams much earlier than happened last season.</p> <p>The opinion is that this has been well received.</p> <p>Comment noted regarding mixing sessions.</p>
W6	<p>1 addition training session per week open to all members to go and work individually / together on specific skills - most people cannot access pitch space outside of training which limits progression for less able players</p>	<p>Unfortunately we do not have the space to accommodate this session however with the change in set up for the Women's 5/6/7 we hope there has been more skill based training this season.</p>
W6	<p>One off specific training - other clubs do it. See Harrogate hockey club FB for ideas. They charge extra for each session.</p>	<p>As above</p>
W7	<p>Back to hockey drive for both women and men. More advertising as it was really hard to find a hockey club in Leeds. Although, now I play there seems to be quite a few.</p>	<p>We did not run back to hockey this season as we did not have a volunteer to run the sessions. If you would be willing to help out, please let the club know by contact womenscc@leedshockey.co.uk - We will make club resources available to you.</p>
W7	<p>Goalkeeper training sessions</p>	<p>Action is currently with the Coaching Advisory Group.</p>
W7	<p>Opportunities for each of us to train up occasionally?</p>	<p>We hope that this will be happening with the free movement of players across the social teams this season.</p>

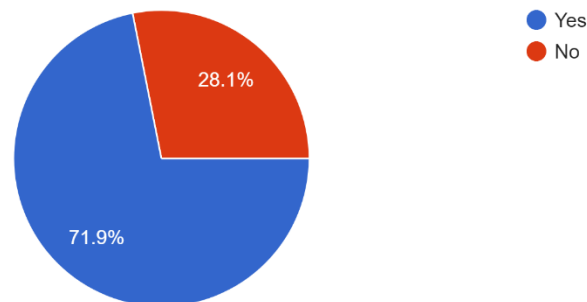
Socials

Please rate your experience at the socials this season.



Do you feel the socials have been suitably advertised?

64 responses



Things particularly enjoyed this season:

- *Very good venue for end of season dinner*
- *The dinner dance venue was excellent.*
- *I like the Christmas party being at Weetwood*
- *Mixing between the men's and women's section*
- *The atmosphere, everyone is welcoming and wants to have a good time*
- *Had fun at the Christmas party, roxy social and dinner dance.*
- *Variety and frequency*
- *Opportunity to meet other members of the club*
- *Good to meet people from other teams*
- *Roxys was good apart from karaoke room was too small*
- *Nice to meet up with other members of the club*

Things that were noted that could be improved upon:

- *The relaxed attitude was fun but led to a bit of a less planned atmosphere which sometimes led to problems*
- *Probably more for those in different social groups. It caters well for my crowd already, but know others have mentioned more organised events*
- *More planned socials*

- *Socials which include ALL teams. Always the same teams which go which creates a small divide in the club*
- *Communication and advanced noticed of events +3 weeks*
- *Yes. More socials (not enough last year), more interaction (treasure hunt early season), different types of socials (e.g. quiz night - some may think boring but some would enjoy). Maybe form a small social committee and get people on it to take responsibility for a social each - or get groups of teams to lead on some socials?*
- *Organised with more time in advance*
- *Less focus on drinking and more involvement from the top teams*
- *Sometimes I don't hear about the socials*
- *The variety of training. A set calendar at the start of the season so I can make sure I am available for the socials.*
- *Advertising the socials more would definitely improve the attendance. 2 of the socials this year weren't known about until a week before due to word of mouth.*
- *Promote on social media, shout outs at training and on game days (to increase attendance)*
- *Things that can get more people involved. A senior group of women in particular (5s I think) make going to socials unenjoyable at times.*
- *At socials teams only seem to socialise with one another and there is no facilitation of mixing/activities by unenthusiastic social secs*
- *As above, more encouragement from coaches and captains to attend some non-drinking activities at the start of the season, for teams and the club as a whole*
- *Encouraging players to watch other teams in the club. We need to improve our Spector numbers*
- *Don't just plan drink events around 1st team games, it doesn't make lower teams feel included or valued.*
- *Cost for Dinner Dance was too high for the value received*
- *Organisation. Dates in advance. Actual socials rather than turn up and watch the 1s play.*
- *The cost of the dinner dance was disgusting. Actually having regular socials - not just a drink after the 1s game*
- *Advertise well in advance*
- *We really classing watching the ones then going to woodies as a social?*
- *More socials, non-drinking socials*
- *Soft drinks to be provided*
- *I wasn't allowed to attend as they were all 'boozy affairs' & I'm under 18. We're a sports club, could our socials also reflect this sometimes?*
- *Better coffee in the view bar*

We also asked what members would like to see in the future.

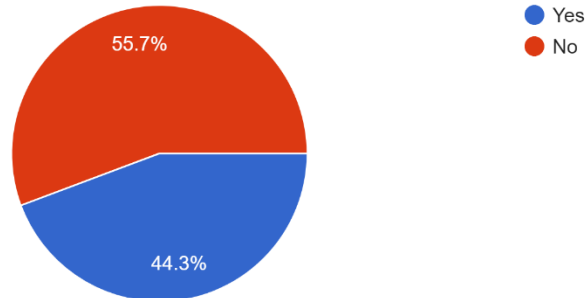
[Response: These have been passed onto the Social Secretaries](#)

Kit

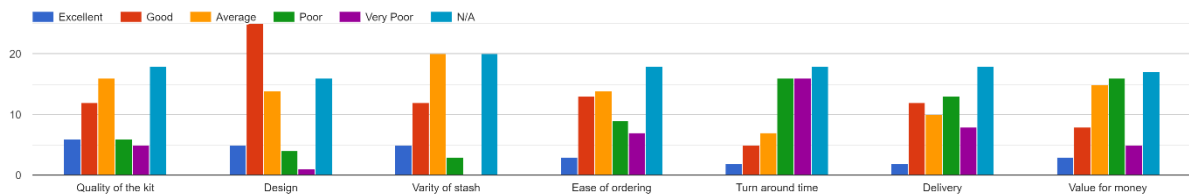
Senior kit was provided by Stag Sports for the first time this season. The junior kit was also provided by Stag Sports as with previous years.

Have you purchased kit this season?

79 responses



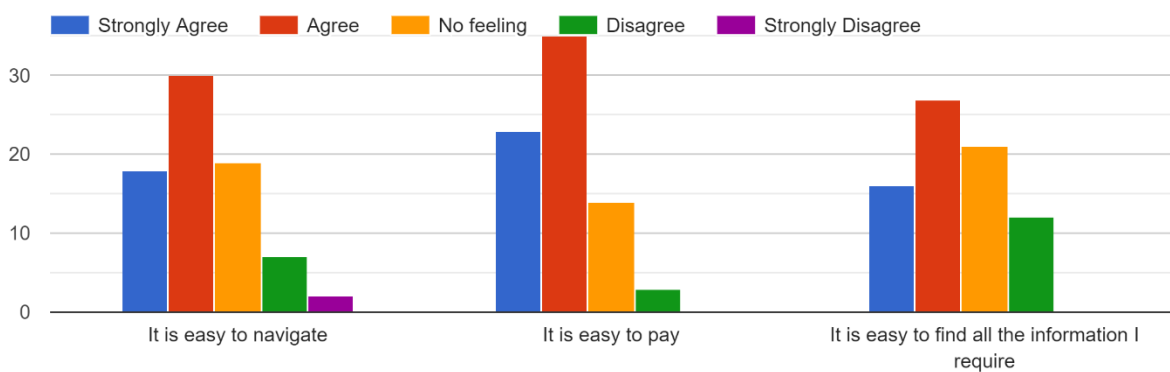
Please rate the following:



Response: The feedback has been passed onto Stag Sports

ClubBuzz and The Club Website

How do you feel about the following aspects of the Club Website



The following question was asked to feedback to ClubBuzz.

Members requested the following from the system:

- *Be an app for iOS and android*
- *Reimbursing petrol money better / more transparently*
- *Umpire selection*
- *I'd like to be able to export games to my outlook calendar*
- *Show us who else is selected in the team.*
- *Omissions are confusing for captains*

Response: All of the above was passed to ClubBuzz upon completion of the Club Survey. The Android app is currently in development and the remaining items have been improved or are in development except knowing who else is selected in a team.

There was also some feedback that wasn't necessarily regarding ClubBuzz but is closely related.

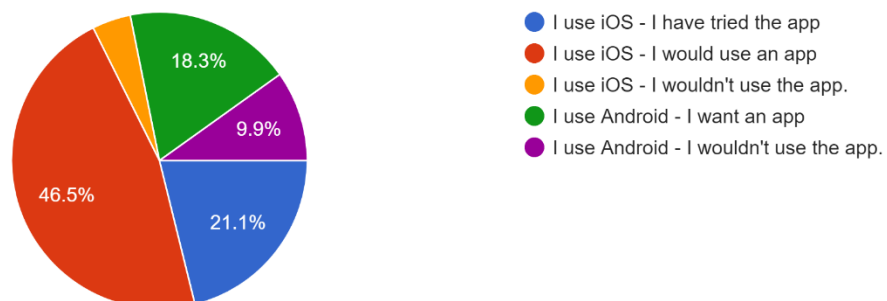
- *Timings of matches (other clubs in the same leagues managed) . This was woeful last season. All very last minute & made planning & sorting arrangements hard. A little more info on upcoming fixtures and well in advance for scheduling.*
- *Would like to be able to see all game info. Where it is, what time, who against, selected or not.*
- *I've always struggled to pay and have paid the club via BACS*

Response: When fixtures were added to ClubBuzz, not all start times were on GMS. In some cases last season, the club did not receive start time until 10 days before the match. When captains received their start times, they should have added them to the system.

If you are having issues making payment please contact it.support@leedshockey.co.uk

Would you use an app?

71 responses

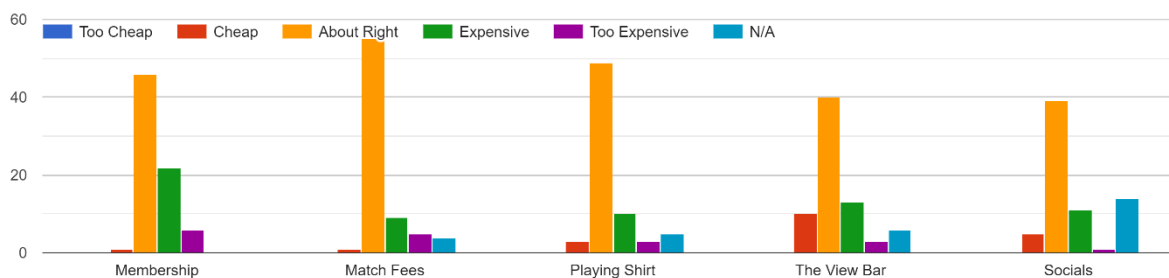


Response: It is encouraging to see so many willing to use an app to manage their club profile.

Finance

We asked our members how they felt the club was value for money.

Please tell us how you find the following costs as value for money



Membership

Of the Senior members who responded 42% said that membership was expensive (16/49) or too expensive (5/49).

Of the eight students that completed the survey 50% said that membership was expensive.

Response: Members are reminded that the membership rate is set at the AGM and if they wish to have their say, they are welcome to attend. We have not commented on junior and family memberships following the increase voted through at the 2022 AGM.

Match Fees

Five senior members were of the opinion that match fees were too expensive whilst another eight felt they were expensive.

One student through their match fees were cheap, with the rest saying about right.

Response: Match fees fall within the purview of the committee. As it stands they will not be changed but the committee reserves the right to do so.

Playing Shirts

Three responses through that the playing shirts were too cheap (Junior, Senior and Non-playing)

The Senior members who responded said that the shirts were expensive (8/49) or too expensive (2/49).

The View Bar

22% of respondents said they found the view bar expensive (13/72) or too expensive (3/72).

10 respondents said they found The View Bar prices to be cheap.

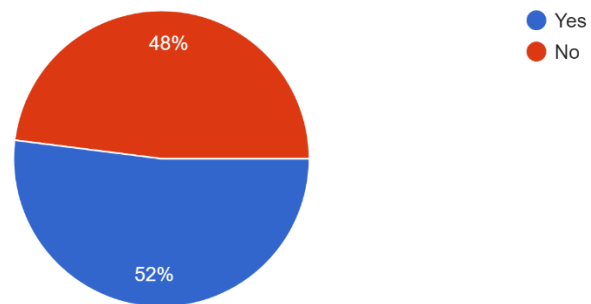
Socials

Five respondents found socials cheap, 11 found them expensive and one found them too expensive.

Sponsorship for Membership

Are you aware of the 'Sponsorship for Membership' scheme, where the club would pay your membership if you brought in a sponsor?

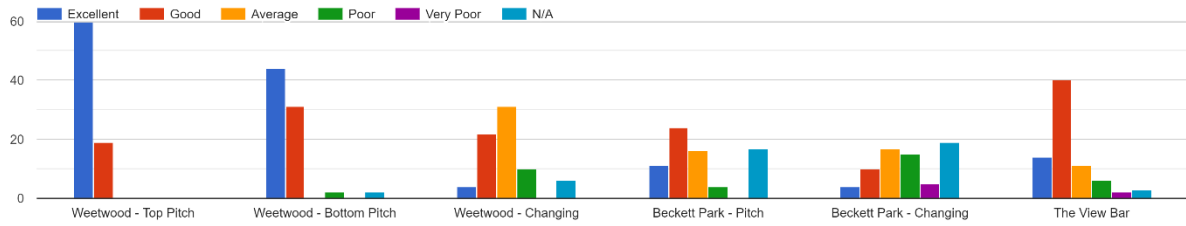
75 responses



Response: Emails at the start of the season were sent out repeatedly to remind members of the scheme. Hopefully the number who know the scheme grows next season.

Our Facilities

We questioned our members on how they found the facilities they use.

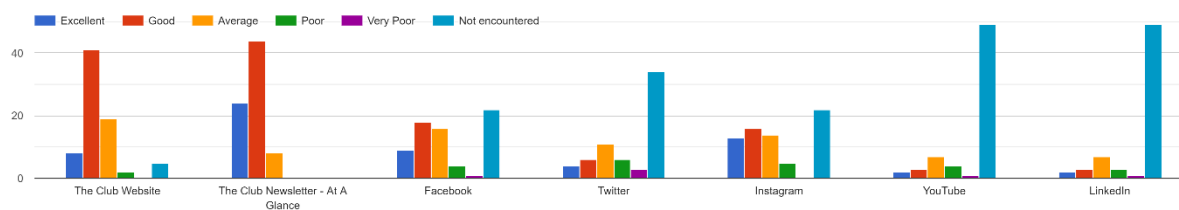


We also asked in this section for things we had done well and things we could have done better relating to facilities but the majority of respondents took this question more generally and the answers are addressed later on.

Response: Appropriate feedback regarding the facilities were passed back to Sports Park Weetwood and Leeds Beckett University.

Communications

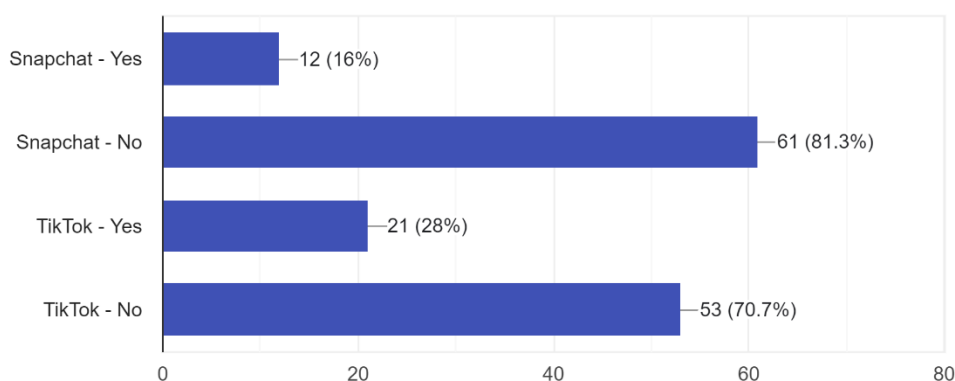
Please rate the quality of our communication channels



We asked about the use of Snapchat and TikTok:

The Club has accounts on Snapchat and TikTok but we do not use them. If we were to start using them, would you engage?

75 responses



Response: Given this response, the club has decided that we will not diversify to TikTok and Snapchat.

We asked what we did well with communications this season:

- *I enjoy the instagram story's with the round up of the scores in each team, and information about anything going on in the club.*
- *The at a glance emails. Nice to know what's going on in the club as a whole*
- *The turnarounds on reports and emails was good, also socials were spot on covering all teams and not just the 1s*
- *Better use of instagram*
- *Insta stories*
- *Professional photography*
- *The frequency and content*
- *Fixtures and results sharing, photos*

Response: It took a while but we now have two volunteers in to undertake the social media coordination. The Club would like to thank Khuram Khan for his consistent support in providing photos of games over the last few years.

We also asked what we could improve at:

- *Sometimes important information is tucked at the end of very long emails - the preceding information all being fairly standard stuff which could've been left til after.*
- *also club emails seem to go out at very strange hours, often around midnight, few hours earlier would improve open rates."*
- *Frequent comms bursts, calander of what's coming up*
- *Wasn't aware of club twitter etc, this should be better advertised*
- *Finding out about socials early on would be an improvement.*
- *More focus on lower teams, bring back match reports*
- *Shorter emails*
- *Ensuring players read it!*
- *If there are tasks or reminders then to plan a timeframe to repeat and provide gentle reminders "*
- *I find LHC too impersonal. Everything is very efficient but misses the personal touch. I have WhatsApp with the team captain but I have no idea who anyone else is in the club. I wouldn't know who the team captain is and my daughter also didn't know who the team captain was even after a while of playing. As a parent I know my daughters junior coach but have never spoken to any other person associated with LHC. Summer 7 hockey is another example of that. There is an impersonal email address we are meant to use to contact someone. My daughter only went once as we weren't sure what was meant to be happening. The communication channels are all there just impersonal in my view.*
- *Consistency of club emails.*
- *More player-specific information to share e.g. player of the match updates on socials for each weekend*
- *The club newsletter are very long and clunky. I miss important information in them a bullet point at the top of important information would be useful*
- *Spread across lower teams*
- *Timetable published in advance*
- *More junior focus on the socials*

Response: The Comms are provided by volunteers in their own time. For example this survey will have taken about 20 hours to draft, compile the feedback and draft responses. This can lead to volunteers working late into a night as we try and get everything done. We are looking to use At A Glance to be brief updates pushing members to look in more detail via the website. Please note all of our social media channels are linked at the bottom of At A Glance. With regards to finding LHC "too impersonal" a lot of our decisions around email addresses are so that they can be passed onto the next person who takes on a role and the contact address stays consistent. Hopefully it is clearer this season who the captains are. Our team pages (starting with Senior last season and updating the junior pages this year) identify who the key people are in a team/age group.

Anything Else

This section was meant to ask for what we did well relating to facilities however that wasn't clear in the question, and we received general feedback about what we did well:

- *As it was my first full season playing for Leeds I feel I was welcomed and accepted within the team, and the level of hockey was superb and I believe I developed due to this.*
- *Got the club back up and running again after the enforced break.*
- *good comms and organising of away fixtures as there is significant travelling across the North East*
- *Christmas social was really fun and an atmosphere at the club which meant staying around often to watch other teams*
- *End of season ball*
- *The pitches are brilliant to play and we are lucky to have them.*
- *Mixed hockey, and get players out for each team*
- *Good comms (liked the weekly emails), dinner dance was amazing, great to see the ladies 1s doing so well too*
- *got through everything it needed to with a smile on its face!*
- *Great captains, good training facilities, expanding junior section*
- *Good coaching, I have really enjoyed this season overall*
- *Higher intensity training, well organised summer league*
- *Return to hockey was well ran*
- *Social media seemed to pick up towards the end of the season.*
- *Better communication than we have ever had*
- *Got 95% of the games played and junior to senior integration*
- *Got all teams out most weekends*
- *I've really enjoyed playing with my team, they've made my season great.*
- *Restarted hockey after the pandemic*
- *Adaptability after covid and getting out the teams this year was a real achievement. It isn't easy to do. And we'd all had a few years off*
- *You kept hockey going*
- *I received help as finances are hard. The summer league has been fun more relaxed but still with the desire to win, which seemed to happen more.*
- *I have enjoyed training*
- *Coping with after effects of covid*
- *The hockey tour (Junior)*
- *Great coach and lots of matches 🇬🇧*
- *lots of junior matches*

And what we could have done better:

- *Coaches for lower teams. Better junior integration.*
[A Transitions role has been created for the 22/23 season.](#)
- *Get a kit sponsor.*
[If you know of any please email sponsorship@leedshockey.co.uk](mailto:sponsorship@leedshockey.co.uk)
- *Recognise that there is a cost of living crisis and stop charging and in most cases over charging for absolutely everything.*
[The club aims to make a small profit each season in the expectation of some unforeseen costs. Therefore the income levels are set to cover those costs. That dictates the level of](#)

subs and match fees. If more income can be generated consistently by other means e.g. sponsorship then contributions from members can be reviewed.

- *More coaches*

This season sees the largest number of junior coaches at the club and a dedicated coach for every team in the Women's section. We have struggled to find volunteers to coach the Men's section and if you would wish to become a coach for the Men's teams please contact menscc@leedshockey.co.uk

- *Announce fixture times further in advance. I work weekends so without good warning, I can't arrange my work shifts around games.*

Please check <https://yne.englishockey.co.uk/> for the latest fixtures

- *A live stream camera fixed on the fence behind one of the goals - many local cricket teams are using them nowadays and they are great to allow live streams of the game on YouTube and allows you to watch the full game back afterwards. I am sure members would love this If we could secure sponsorship to purchase and run, this could be done.*

- *food, the fact the 1s have different teas to us was annoying looking from a lower team perspective*

This is a requirement of their league.

- *Players understandings of what happens behind the scenes and being more responsive when asked to do something.*

If you have any questions about the committee, we are all contactable, feel free to reach out - <https://www.leedshockey.co.uk/about-the-club/club-committee/> and our guiding policies can be found here - <https://www.leedshockey.co.uk/about-the-club/club-governance/club-documents-and-policies/>

- *Reduced costs*

At this time, the costs have risen for the club as well. We have managed to limit the increase for members where possible.

- *Better financial support for people supporting the club through coaching/umpiring/committee roles - the expectation to volunteer their time before offering to pay people who help the club run feels very outdated for a club of this size.*

- *Becketts and weetwood have not been able to fulfil pitch needs. Need to source other options for pitches as back up. We know the game in advance sourcing pitches early on in the season rather than waiting until last minute.*

If you wish to assist the Fixtures Coordinator, please get in touch -

fixtures@leedshockey.co.uk Also please note there are limited hockey pitches in Leeds and those which are available are already operating at or very near capacity

- *Transparency throughout the club*

If you have any questions about anything within the club please contact secretary@leedshockey.co.uk who will be able to assist you or point you in the right direction.

- *Supported the lowest teams by having a fairer spread of the players*

This has been happening on the women's side to ensure that we get teams out however due to the drop in availability some weeks this hasn't always been the case.

- *Selections earlier (a lot of time in limbo whilst the team my daughter would be playing for that week was decided.*

Selections are undertaken as early as practicably possible. We understand that at the start of the season, a player's team is more fluid until the teams settle. By now (November) we do not expect too much movement across teams without prior warning.

- *Team structure and management, fixed match times to allow planning. More organised training working in small groups of ability rather than one shoe fits all.*

Fixed match times will always lead to one team losing out with the 17:15 game every week and that is not fair. If fixture times are not on ClubBuzz then they should be available on the YNE Hockey website.

- *Promote the club at junior level outside of GSAL*

This may fall under part of the remit of the new Transition Officer. The role description is currently being drafted. The junior boys lead has created a poster which is currently being distributed around Leeds, schools and local area to promote boys hockey. Further work with the girls side will follow but not a key focus at the moment as numbers are good.



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