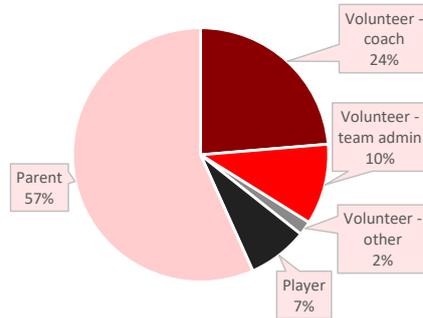


**Q: What is your primary role within the Club?**

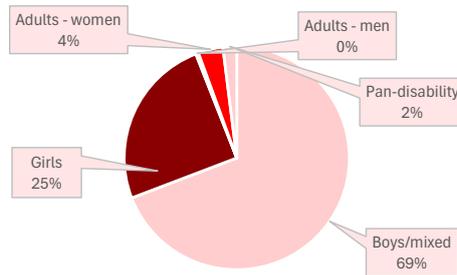
Role	Responses
Volunteer - coach	53
Volunteer - team admin	23
Volunteer - other	4
Player	17
Parent	127
<b>Total</b>	<b>224</b>

Role	Estimated no.	% Response
Volunteer	429	<b>19</b>
Player	200	<b>9</b>
Parent	2000	<b>6</b>
<b>Total</b>	<b>2629</b>	<b>9</b>

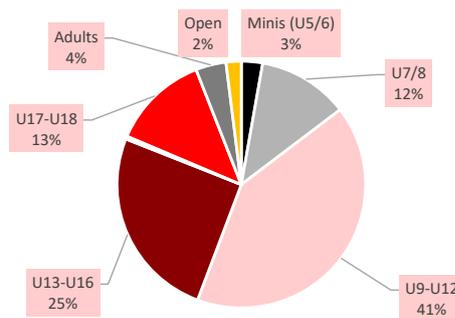


**Q: For the 2024/25 season, which category or categories of football does your role involve?**

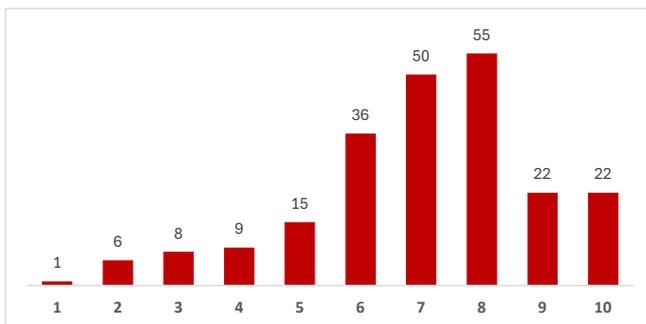
Role	Responses
Boys/mixed	175
Girls	63
Adults - men	1
Adults - women	9
Pan-disability	5
Minis	3
<b>Total</b>	<b>256</b>



Age Range	Responses
Minis (U5/6)	7
U7/8	30
U9-U12	104
U13-U16	64
U15-U16	1
U17-U18	32
Adults	10
Open	5
<b>Total</b>	<b>253</b>



**Q: Overall, on this scale of 1-10, how well do you believe the Club meets or exceeds your expectations?**



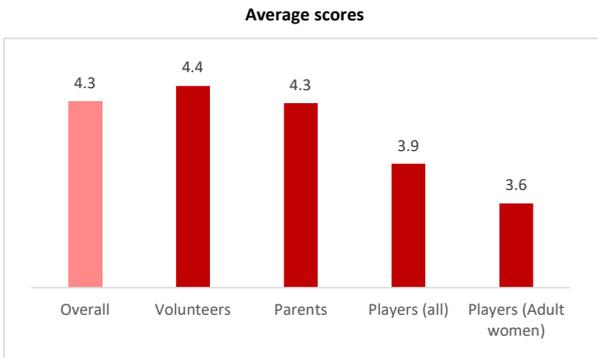
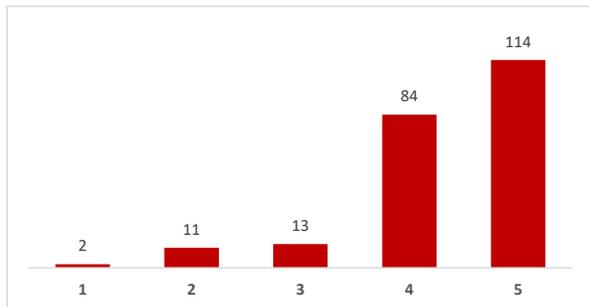
Role	Average Score
<b>Overall</b>	<b>7.0</b>
Volunteers	7.3
Parents	6.9
Players	6.6

**Net Promoter Score (NPS) = -13**

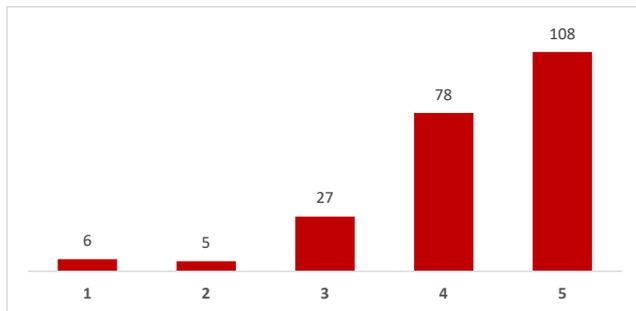
A "good" NPS is generally considered to be anything above 0, indicating more promoters than detractors.

**Promoters 9-10, Passives 7-8, Detractors 0-6**

**Q: On this scale of 1-5, how do you feel generally about the safety of the football environment during training and in matches ?**

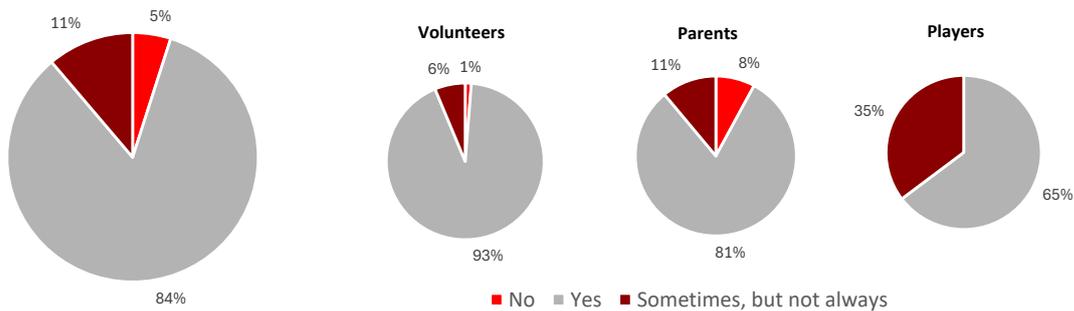


**Q: On this scale of 1-5, how often do you feel that coaches and team mates are supportive of all players?**



Role	Average Score
Overall	4.2
Volunteers	4.4
Parents	4.2
Players	4.2

**Q: Do you feel like you can speak up if you have a concern about safety?**

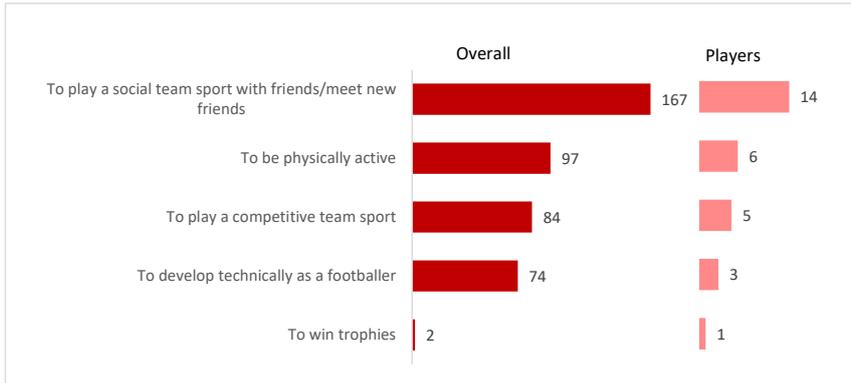


**Please provide any specific comments regarding safeguarding or any suggestions for things that could be done better.**

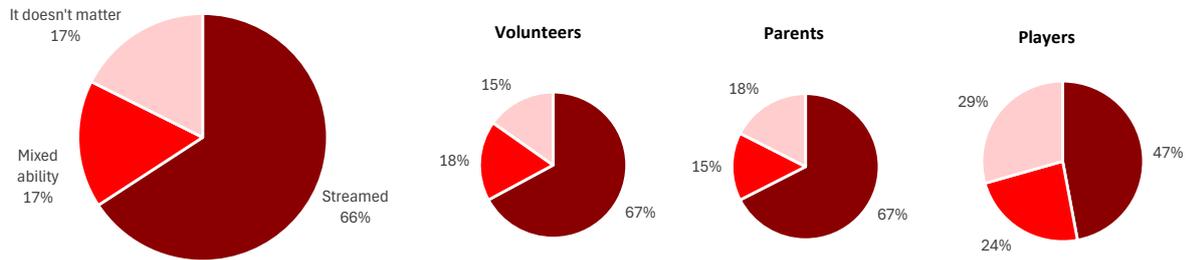
Role	Responses
Volunteer	16
Player/Parent	31
<b>Total</b>	<b>47</b>

Category	Count
Club Policy	8
Coaching	17
Communication	4
Specific incident	5
Training	4
Other	2

**Q: What are the most important reasons why you (or your child) play football at West Bridgford Colts? Select upto 2 answers?**

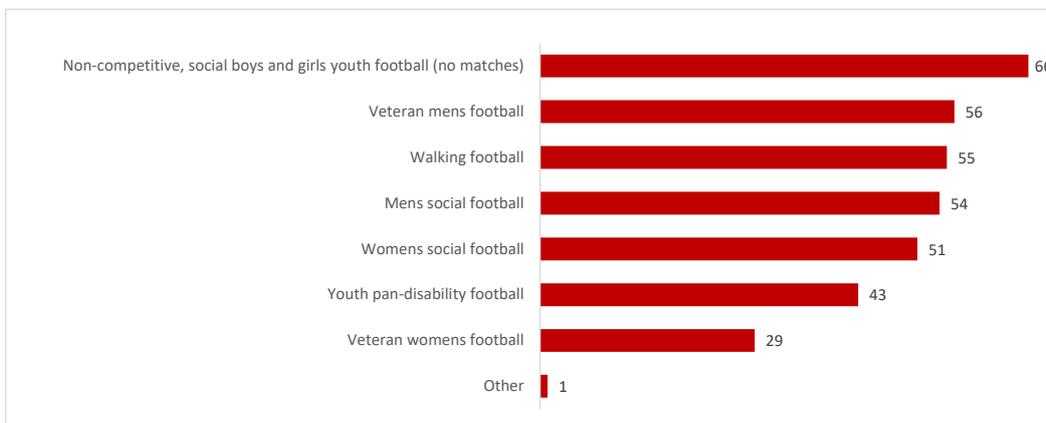


**Q: Set teams within a year group should be....?**

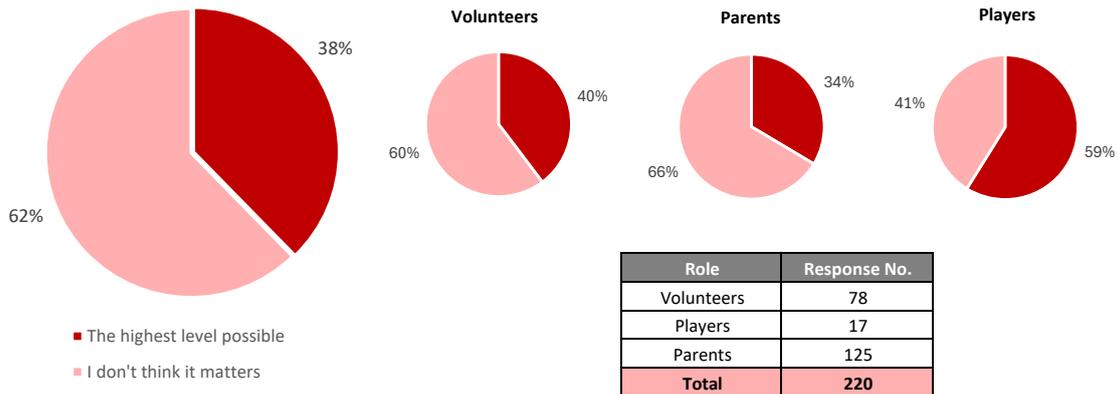


Response	Volunteers	Parents	Players
Streamed so that everyone plays with others at a similar development level	53	85	8
Mixed ability, based on school and/or freindship groups	14	19	4
It doesn't matter as long as everyone gets to play football	12	22	5
<b>Total</b>	<b>79</b>	<b>126</b>	<b>17</b>

**Q: In addition to what we do now, West Bridgford Colts should have....?**



**Q: How important is it to you that the Club has a mens and womens team competing in the highest league possible?**

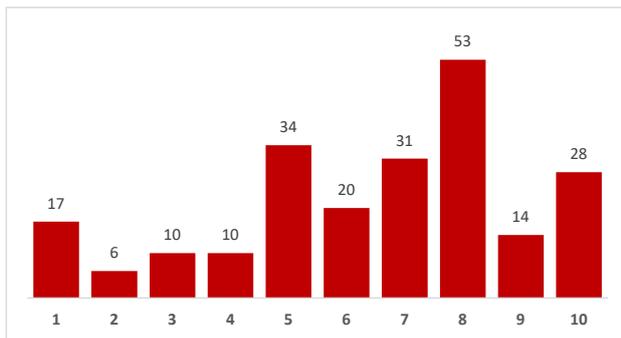


**Please provide any other comments regarding the football you would like to see provided by the Club in the future.**

Role	Response No.
Volunteer	16
Player/Parent	33
<b>Total</b>	<b>49</b>

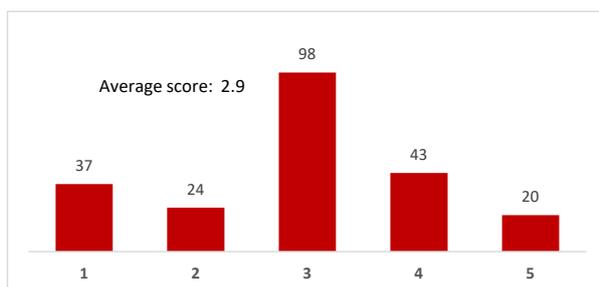
Category	No.
Streaming/Player development	14
Club Policy/Processes	13
Team/League Structure	8
Coaching	5
Facilities	3
Positive feedback	3
Other	2

**Q: On the following scale of 1-10 how important is it to you to feel like you belong to a larger club rather than just one individual team?**

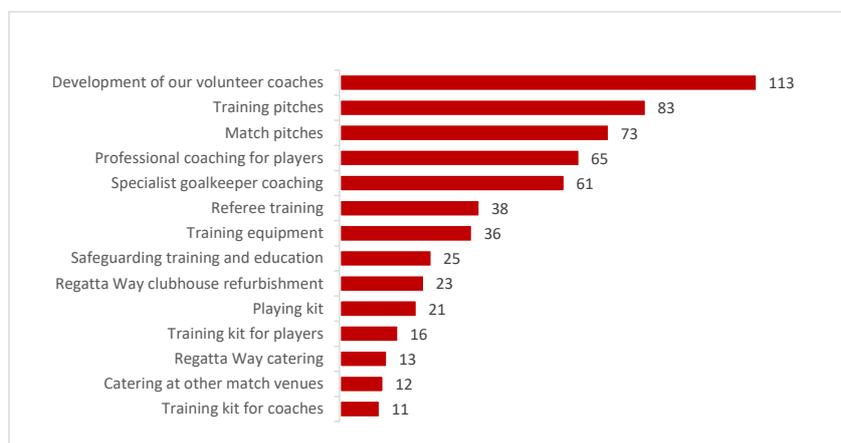


Role	Average
<b>Overall</b>	<b>6.4</b>
Volunteers	6.9
Parents	6.4
Players	4.5

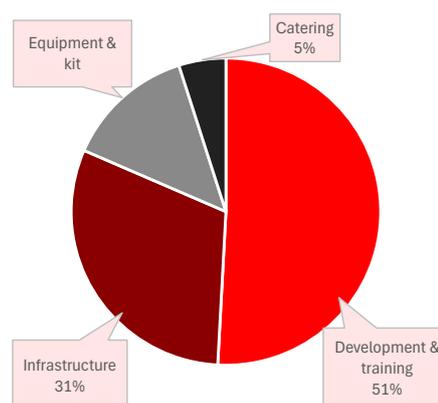
**Q: On the following scale of 1-5, what membership fees and subs do you think the Club should be charging in the future?**



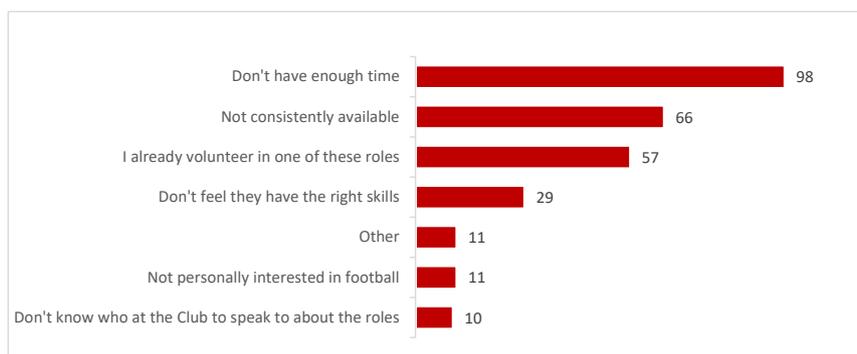
**Q: Please select upto 3 items from the list below that we should be investing more in over the next 2 years so that the quality or quantity provided in that area is improved or increased from where it is currently.**



Category	Options	%
<b>Development &amp; training</b>	Safeguarding training and education	<b>51</b>
	Referee training	
	Professional coaching for players	
	Specialist goalkeeper coaching	
	Development of our volunteer coaches	
<b>Infrastructure</b>	Regatta Way clubhouse refurbishment	<b>31</b>
	Match pitches	
	Training pitches	
<b>Equipment &amp; kit</b>	Training kit for coaches	<b>14</b>
	Training equipment	
	Training kit for players	
<b>Catering</b>	Catering at other match venues	<b>5</b>
	Regatta Way catering	



**Q: What are the barriers or factors that can stop you volunteering for some of these other important roles within our club?**



**Please use this space to share any other thoughts you have on the future strategy of the Club.**

Role	Resonse No.
Volunteer	34
Player/Parent	55
<b>Total</b>	<b>89</b>

Topic	No.
Club Policy/Structure	34
Positive feedback	19
Training (players)	12
Training (coaches)	8
Facilities/Admin	6
Streaming/League	6
Finances	3
Kit	6
Team policy	2
Girls football	1

# Summary of survey feedback

## What we need to hold on to:

### Strong Individual Team Experiences

- Dedicated volunteers - multiple mentions of "amazing" coaches and administrators who go above and beyond
- There are good examples where the club successfully accommodates all skill levels and abilities
- Player enjoyment - many children genuinely love playing for the club and have made lasting friendships

### Community Impact & Scale

- We are successfully accommodating huge numbers of young people who want to play football
- Growing girls' participation year-on-year
- Volunteer spirit - recognition of the enormous effort volunteers put in

### Facilities & Organisation

- Many acknowledge the complexity of running such a large operation
- Training facilities - when available locally, training venues are appreciated

### Development Success Stories

- Youth coaching - several positive mentions of young coaches being particularly effective
- Player retention some players staying engaged from age 6 through to university
- Transition to adult football - players motivated to continue playing at university level

### Values in Action

- Welcoming atmosphere - new families feeling quickly integrated
- Supportive community - parents grateful for the opportunities provided
- Appreciation for the "no small feat" of managing such a large club

The feedback shows that where WBC works well - with the right coaches, clear communication, and inclusive approaches - it creates genuinely positive experiences that families acknowledge. The challenge is making these positive examples the standard across the whole club.

## Areas to consider:

### Identity

WBC operates as a collection of franchises rather than a unified club. Multiple respondents describe feeling disconnected from the broader club, with teams operating independently and lacking shared values or philosophy. This underlies many of the other issues identified.

## **Size vs. Quality Trade-off**

There's strong consensus that the club may have grown too large, with quality of experience declining as a result. Key concerns include:

- Stretched resources (pitches, referees, administrative support)
- Reduced sense of community and belonging
- Inconsistent standards across teams
- Volunteers stretch in terms of time and capacity
- Teams rarely playing at the main Regatta Way facility

## **Player Development & Streaming**

The current approach to player transitions and team selections is causing some frustration:

- Difficult transitions between age groups (5v5 to 7v7 to 9v9 to 11v11)
- Lack of transparent selection policies
- Top teams recruiting externally rather than developing internal talent
- Inconsistent streaming philosophy, particularly for girls' teams
- Player pathway isn't clear.

## **Coaching Quality & Support**

Volunteer coaches need better support:

- Coaches feeling neglected without adequate training or resources
- Need for professional development and consistent club philosophy
- Poor behaviour from some coaches going unaddressed
- Variation in coaching quality across teams
- Lack of specialist training (eg goalkeeper coaching)

## **Cultural & Behavioural Issues**

Some concerning patterns around club culture:

- Unhealthy rivalries between WBC teams in same leagues
- Poor communication and negative attitudes from some club officials toward volunteers
- Safeguarding concerns not being properly addressed
- Inconsistent respect for referees and fair play
- Cliquey atmosphere that excludes some families

## **Financial Transparency**

Parents would like clarity on where their money goes, particularly regarding:

- The kit deal
- Individual team sponsorship opportunities
- Subsidies to the men's team
- Value for money

## **Facility & Administrative Issues**

- Last-minute training cancellations
- Poor communication systems
- Access to Regatta Way facilities
- Need for 3G pitch investment

## **Recommendations for Club Development Plan**

1. **Define club identity and values** - Create a unified philosophy that all teams must adopt
2. **Cap growth** - Focus on quality over quantity of teams
3. **Establish clear player pathways** with transparent selection criteria
4. **Invest heavily in coach development** and create consistency standards
5. **Improve internal communication** and eliminate the franchise mentality
6. **Address cultural issues** proactively, including intra-club rivalries
7. **Increase facility utilisation** at Regatta Way to build club identity
8. **Create financial transparency** and ensure value for members