

Tulse Hill Junior Football Club Survey Report

The club committee felt that a survey would provide a useful way to understand how satisfied parents are with the experience, coaching, and facilities provided by Tulse Hill Junior Football Club and the staff.

This report will be presented at our bi-monthly committee meeting, where we will discuss your feedback, in particular the feasibility of any suggestions for improving our club. Our aim is to be as transparent as possible about how and why decisions are made, and also to give parents and players a fair input into that process.

What you said

Who responded

A total of 49 people completed the survey. All of these people were parent or guardian to a child who attends our training sessions, with 72.9% of those children also playing in matches on Sunday for the club. Respondents covered all age groups at the club, and had been training/playing with Tulse Hill for between 0 – 24 Months.

Age group	Percentage
Under 7	28.6%
Under 8	30.6%
Under 9	18.4%
Under 10	22.4%

Time at club	Percentage
0-1 Month	6.1%
1-6 Months	44.9%
6-12 Months	34.7%
12-24 Months	14.3%

Offers to help

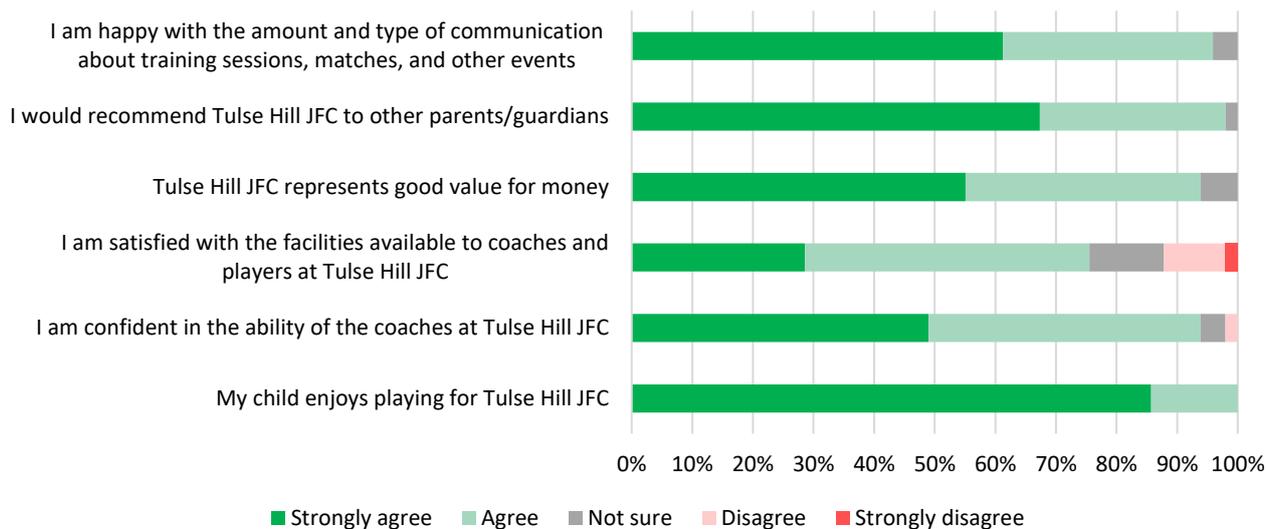
A number of respondents expressed an interest in helping with the running of the club. The number of respondents are detailed below by role.

Role	Number of people interested
Coaching	4
Sponsorship	6
Event planning	7
Match-day kitchen duties	3
Other administrative roles	10

Satisfaction

The graph below shows the level of agreement with a number of statements we asked parents and guardians. It shows that:

- 100% feel their child enjoys playing/training at the club
- 94% are confident in the ability of coaches
- 76% are satisfied with the facilities at the club
- 94% feel the club offers good value for money
- 98% would recommend the club to others
- 96% are satisfied with the communication they receive from the club



Suggestions for change

As with many clubs, Tulse Hill JFC runs on a tight budget, and relies entirely on volunteers to keep us going. As such, we cannot guarantee that the suggestions that have been made are feasible. Nevertheless, we will discuss the topics raised, in good faith, as a committee. The following topics were raised in the survey by at least one or more people:

- 12 people said they had a child who would be interested in girls-only training sessions, with a further 17 saying they knew other parents/guardians who might be interested
- Finding a more reliable, available pitch for matches
- Buying goal posts for Saturday training
- The possibility of two teams at under-9 level
- More focused and structured training for players who play Sunday matches
- Further goalkeeping training
- Training coaches (FA qualifications)

Comments

Below are a few select comments and praise offered by those who completed the survey:

"Thanks to the whole Tulse Hill club leadership for everything and keeping the club going for our kids."

"Thank you for all your hard work and passion. I am grateful that we found you."

"Have thoroughly enjoyed all aspects of THJFC, it's a great club."

"Coaches are great. Really good atmosphere about the club."

"It has been very exciting to see the journey the club has gone on in the last 2 years. We are very impressed with everyone who keeps the club going. Keep up the hard work."