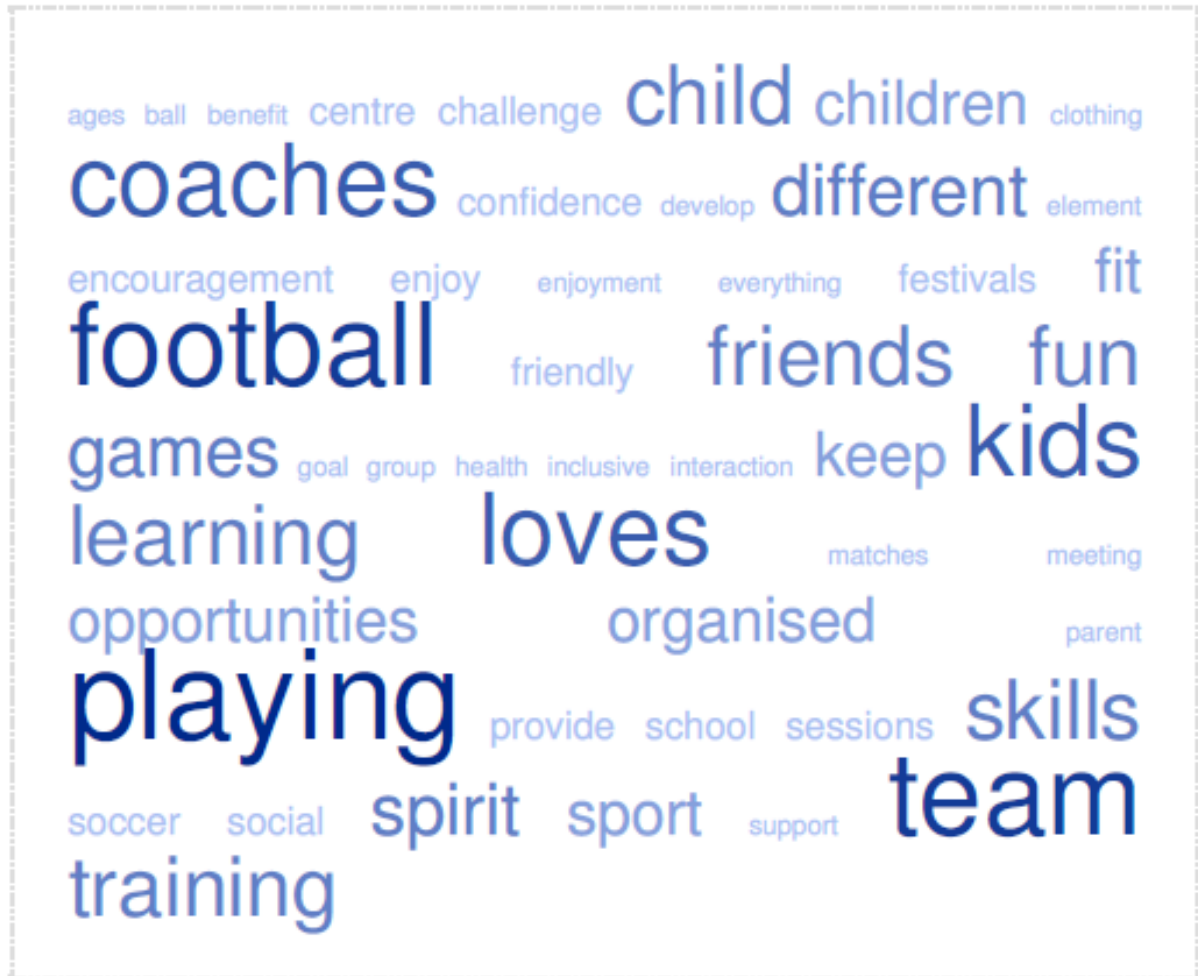


Lochgilphead Soccer Centre/ Red Star Youth Squads Customer Survey - October 2019




Executive Summary

1. What do you or your child like or enjoy most about the Lochgilphead Soccer Centre or Red Star youth squads? 44 Responses

The image below is a 'tag cloud' showing the most popular words used by emphasis.



Our Volunteers – 37 Responses

2. Please rate how much you value your coaches/volunteers.						Response Percent	Response Total
1	Excellent					84.09%	37
2	Good					13.64%	6
3	Fair					2.27%	1
4	Room for Improvement					0.00%	0
5	Poor					0.00%	0
Analysis	Mean:	1.18	Std. Deviation:	0.44	Satisfaction Rate:	4.55	answered 44
	Variance:	0.19	Std. Error:	0.07			skipped 3

Being Involved – 31 Responses

Please insert a few words on what would encourage you to get involved in supporting the children of Lochgilphead Soccer Centre/ Red Star youth squads? Below is a summary of the most common type of responses.

Response	No's
Can't commit formally but happy to help out, either; <ul style="list-style-type: none"> informally at sessions, festivals my kids age group off the pitch; fund raising/ baking; social events calendar 	10
Happy to help if there is clear guidelines on what is required.	
Could this be on the website?	5
Monthly/ improved communications on events	
Need a push in the right direction.	
Can't help – sorry.	6
Already involved	7
More friendly atmosphere/ friendly coaches.	3
Less emphasis on supporting talented kids and more focus on getting all kids involved.	1

Festivals – 44 responses

4. Festivals – how many festivals a year are you prepared to travel to within the West of Scotland in a year?								
						Response Percent	Response Total	
1	2			<div><div></div></div>		9.09%	4	
2	5			<div><div></div></div>		13.64%	6	
3	7			<div><div></div></div>		27.27%	12	
4	10			<div><div></div></div>		9.09%	4	
5	11+			<div><div></div></div>		40.91%	18	
Analysis	Mean:	3.59	Std. Deviation:	1.37	Satisfaction Rate:	64.77	answered	44
	Variance:	1.88	Std. Error:	0.21			skipped	3

Lochgilphhead Soccer Centre/ Red Star Squad Membership – 41 responses

5. What do you think the level of annual membership fee should be?								
						Response Percent	Response Total	
1	Less than £5					0.00%	0	
2	£5		<div></div>			7.32%	3	
3	£10		<div></div>			29.27%	12	
4	£20		<div></div>			29.27%	12	
5	More than £20		<div></div>			34.15%	14	
Analysis	Mean:	3.9	Std. Deviation:	0.96	Satisfaction Rate:	72.56	answered	41
	Variance:	0.92	Std. Error:	0.15			skipped	6

Maintaining a positive playing environment;

Please provide your thoughts on parent/guardians being involved in supporting a positive playing environment - 37 responses received and summarised below.

Summary of Comment	No'
Happy to support initiatives to support this (and no further comment)	9
Children who behave poorly should be supervised by their parents.	13
Coaches should inform parents of poor behaviour.	7
Environment is fine at present	1
Clear guidelines/ code of conduct required Parents to review code of conduct with their child	2
Non coaching parents when supervising unruly children should not be allowed to influence the coaching.	1
Introduce 3 strike rule/ time out for poor behaviour.	1
Ensure adults as well as kids have the right attitude.	1
Introduce a rota for parents to provide support	1
Introduce quarterly reviews on performance and behaviour.	1
Parents should only get involved if they have coaching experience.	4
Coaches seem to use only 10% of their energy to accommodate 90% of the children – need to change this balance to provide additional support to those that need it.	1
Parents should need to be involved during training/games.	1

Please provide your comment on what you think is an acceptable level of actions for coaches and parent helpers to respond directly to individual children whose behaviour persistently interrupts a positive playing environment. 42 Responses and a summary is available below.

Summary of Comment	No'
<ul style="list-style-type: none"> Yellow Card/ Red Card then 'time out' Three Strike System then 'time out' 	32
In worst cases ask child to leave with parents.	9
One week suspension/festival ban for persistent poor behaviour (in discussion with parent).	10
Parents who want to know if their child whose behaviour persistently interrupts a positive playing environment.	4
Suspended child still requires to be supervised if on site	1
During 'time out' child needs to be educated.	3
For persistent poor offenders parents required to supervise	4
Reinforce code of conduct	5
Consistent application of rules by coaches.	1

Soccer centre annual awards – please provide any comments you may have to improve this important annual occasion. 32 Responses and a summary is available below.

Summary of Comment	No'
All primary school children should receive certificates and/or medals for attainment.	6
Awards should go to players who attend Friday night soccer centre and not to mid-week 'Red Star' squad players.	5
Individual awards should be given out from a young age.	1
Not much for P1s	1
Limit number of awards any player can get to 1.	2
Have more categories so more players can win an award.	2
Really enjoyed the awards, keep up the good work.	9
Awards be presented by an ex-professional or Red Star First Team Player	3
Parents control their children	1
Parents refrain from talking when awards are being issued.	1
Add raffle/ fundraising	2
Introduce more opportunity to mingle.	1
Recognition for coaches from players	1
Take team photos	1
Seems to be same players winning awards each year/ unfair selection.	1
Host an annual Christmas Raffle/ Disco	3
Plenty of age categories for boys to win awards – should be equal to girls.	1

Please a) make suggestions on any other areas for improvement or b) any other comments you may have.

28 Responses and a summary is available below.

Summary of Comment	No'
Advise all children of squads available to play in – does not appear to be public information.	2
Advise all parents of festivals that they can participate in and sufficiently in advance; some parents do not seem to be aware of this until after the event.	2
Introduce 'peer learning'/ buddy system; connect stronger with weaker players to reduce elitism and provide stronger players opportunity to develop leadership.	1
Soccer Centre is well run/ good job/ thank you	13
Become a feeder club for a bigger club in Glasgow to allow our most talented players to progress.	1
Host own annual festival	2
Team selection for festivals – all age appropriate children (Friday nights and mid-week kids) should be selected before older children (out with the age group) are selected.	3
More focus on development and less focus on winning.	1
Greater clarity/structure between Friday night soccer centre and mid-week 'Red Star' squads.	2
[Parents] create a fund raising committee/ support those less well off	2