

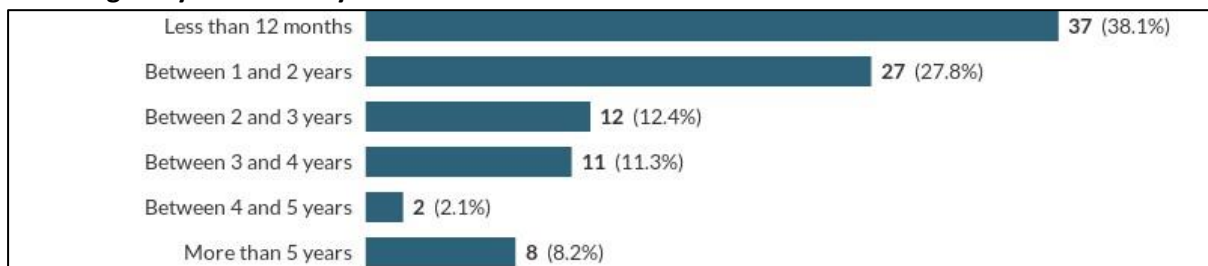
Parents and Carer survey - Boys section

Respondents

The Boys section received 97 responses in total (44 mothers, 49 fathers, 2 grandparents). Twenty respondents lived in the NE28 postcode area, with the remainder spread across various different areas, including addresses in Durham, Northumberland, Sunderland, and Teesside. The vast majority (90%) of the children were white and none had a disability. Twenty-one of the respondents had been involved with the club previously, with the majority having been either a player (17), a coach (7), and/or as the parent or carer of another child (3).

Involvement

How long has your child or your children been involved with WBC?



Children and families **became involved** with the club through two main routes: through **existing connections such as friends or family**; and through **club activities** such as PODs, open trials, and school holiday camps. The club had been recommended to some parents, whilst others found the club through their own research or through social media posts. A smaller number of respondents mention **the reputation and history of the club** and three people mentioned the locality of the club in their response.

Most **first impressions** of the club were positive with the majority of the responses (51) highlighting the facilities or 'set up', followed by the organised and 'professional' feel (35), the friendly and welcoming atmosphere (19), and positive comments around coaches or coaching (14). There were lots of generally positive comments (27) without mentioning specific areas and a small number (11) of generally negative responses, which generally focused on facilities needing improvement.

Well organised. Professional. Impressive ground. Grass pitches amazing.

Well organised, helpful when it came to set up. High standard of training facilities and coaching staff.

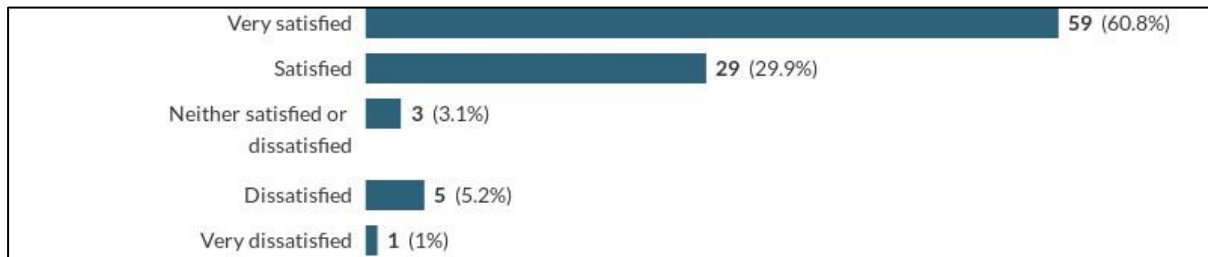
Very positive...a very professional feel to the place, and the coaches and staff were very welcoming.

Fantastic club, great coaches, and a real professional atmosphere.

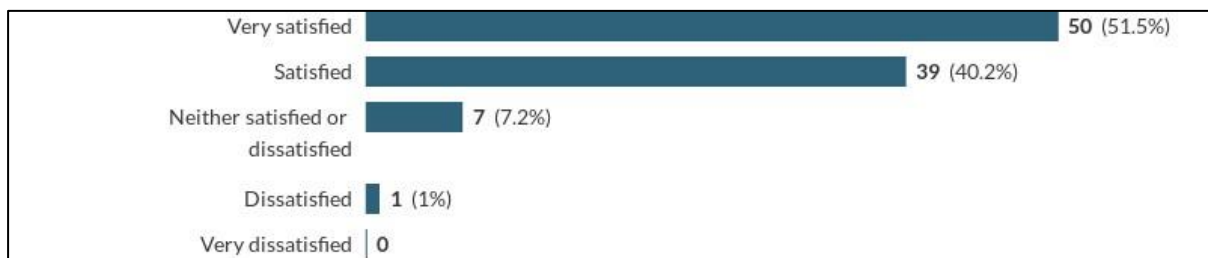
Nice pitches but club house and parking were not the best.

Satisfaction

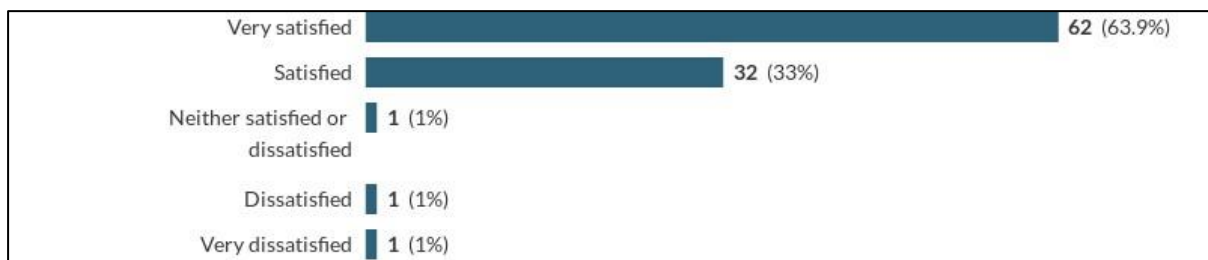
Facilities



Communication



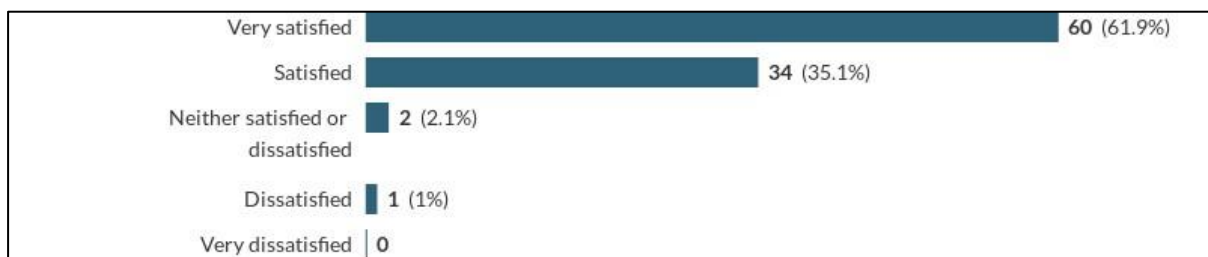
Coaching



Environment / atmosphere



Overall satisfaction



Overall, respondents appeared to be overwhelmingly satisfied or very satisfied with all aspects of the club, albeit with a small number of dissatisfied responses relating to the facilities, which may be explained by the timing of the survey. Most of the text comments relating **to satisfaction** mentioned **coaching/coaches** (21) and/or facilities and pitches (16). A smaller number (8) mentioned **communications or club decisions**, and an even smaller number (5) were **generally positive**. Most of the comments were positive although a number of the responses relating to facilities suggested dissatisfaction and/or room for improvement and there was also dissatisfaction expressed in relation to some coaching and communications or club decisions.

The facilities are very good, but the number of times games get cancelled as there are concerns about the grass getting damaged is poor.

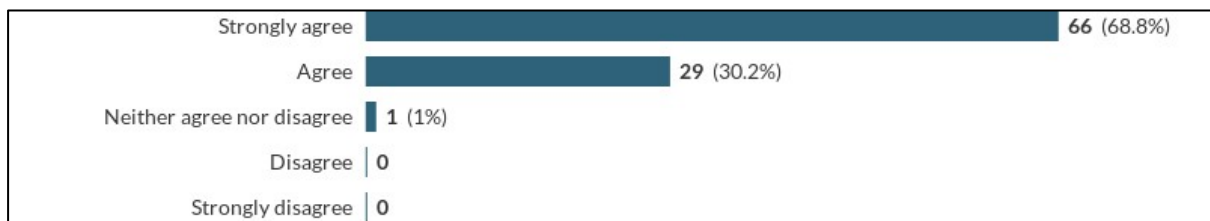
The coaching team are fantastic and provide brilliant comms.

Toilet facilities need cleaning up and checking regularly. Car park is often a nightmare.

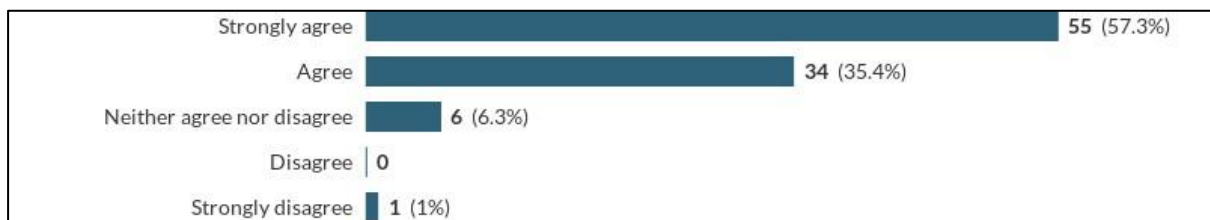
My son joined at the end of last season. Since then he never looked back. He has very good coach with brilliant training sessions. He really enjoys playing for Wallsend.

Benefits

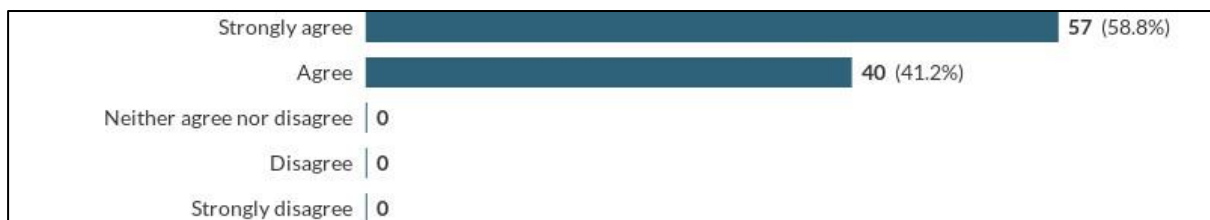
Physical health



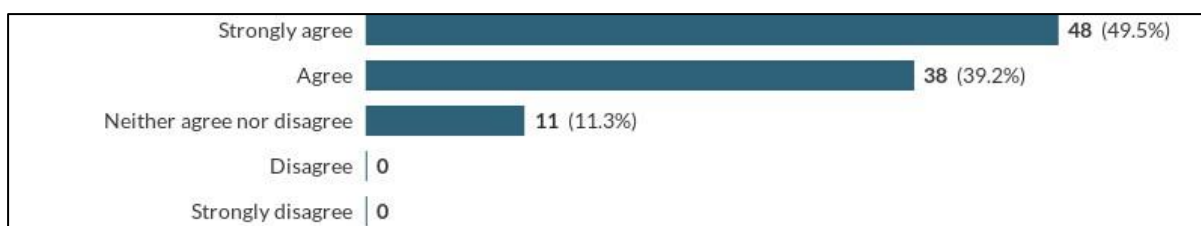
Mental health



Social and emotional



Citizenship



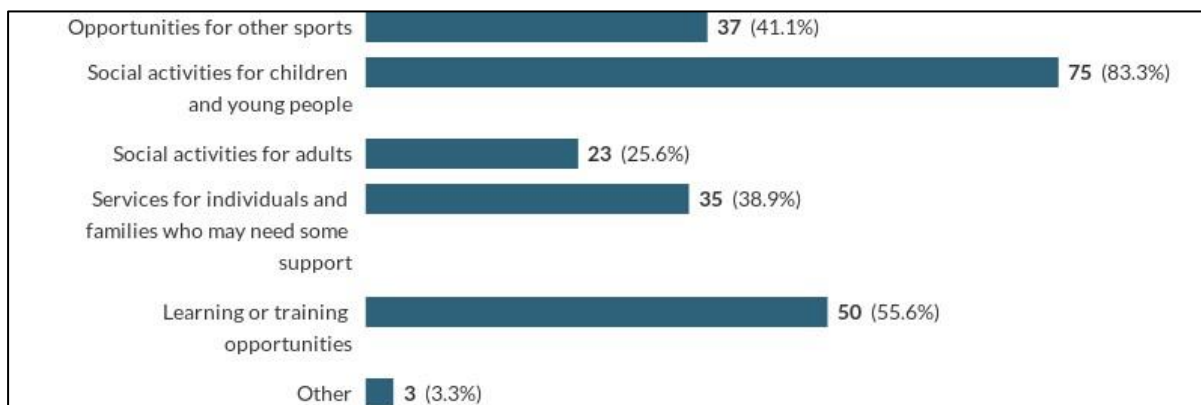
Again, most parents or carers responded very positively to the questions about benefits of involvement with the club. All responses agreed or strongly agreed that there were social and emotional benefits of involvement, and only a small number expressed no agreement or disagreement in relation to citizenship skills and mental health benefits. The text comments relating to the **benefits of involvement** revolved around two main themes: the **wider benefits of involvement**; and the **enjoyment and enthusiasm** that children had for the club and **the friendships** that they had made there.

The team is very positive, coaches and parents are all supportive.

Our coach always keeps everyone involved and encourages them they are a team. Socially the boys have become friends away from football also.

My son loves being part of a team and loves his football at the club.

Community hub



More than football

Parents and carers responded that 'More than football' was related to the holistic development of young people (50), and the family/community feel of the club, and the strength of lasting friendships (40). A smaller number of responses (9) mentioned the role that the club plays in the wider community, and some (7) didn't know, were unaware of the motto, or felt it wasn't acted upon.

You learn a lot more skills than just football skills, confidence, resilience, teamwork, friendships, positive wellbeing.

It's also about education, socialisation and building confidence.

Friendships, fun and happy memories for us all.

Haven't seen any aspect or more than football.

Single most important thing

The opportunity to play football, get exercise and do 'something that he loves' was the main theme (44 responses) that emerged in response to the question about the single most important thing that the club offered to their child. Other responses included the friendships and relationships and being part of a team or community (32), development opportunities and the instilling of values, and standards (32), and the provision of a safe, health and positive environment with excellent facilities (24).

A sense of belonging and a chance to just do what he loves doing and with a smile on his face.

A safe environment where he is able to play football.

Being part of a team and a sense of identity. Being involved with something extremely positive.

A safe and friendly environment to thrive at the sport he loves.

Anything else

There were a range of responses when asked if there was anything that respondents would like to add, with three main themes emerging: football related response (17) which included issues around coaching, kit, and equipment etc., facilities (15) and suggestions for improvements; and people expressing satisfaction with everything and nothing to add or suggest (13). A small number (4) suggested more support for young people around their mental health and safety.

The club to allow more games to go ahead on the grass pitches, games get called off too easy.

Facilities open when kids are on sight even late evening training.

Key points

- **Boys were most likely to come to the club through existing connections with friends or family or via club sessions such as PODS and open sessions.**
- **Respondents from the boys section were generally very satisfied overall, especially in relation to coaching and the environment and atmosphere at Kirkley Park.**
- **All respondents agreed or strongly agreed that their children gained from their involvement with the club, especially in relation to social and emotional benefits, but slightly less so for citizenship skills.**
- **The most important things identified by respondents were the opportunity to play football, the friendships and relationships that develop from being part of a team, and personal development via the emphasis on values and standards within the club.**