



Parents and Carer survey 2024-25 - Boys section



Key points

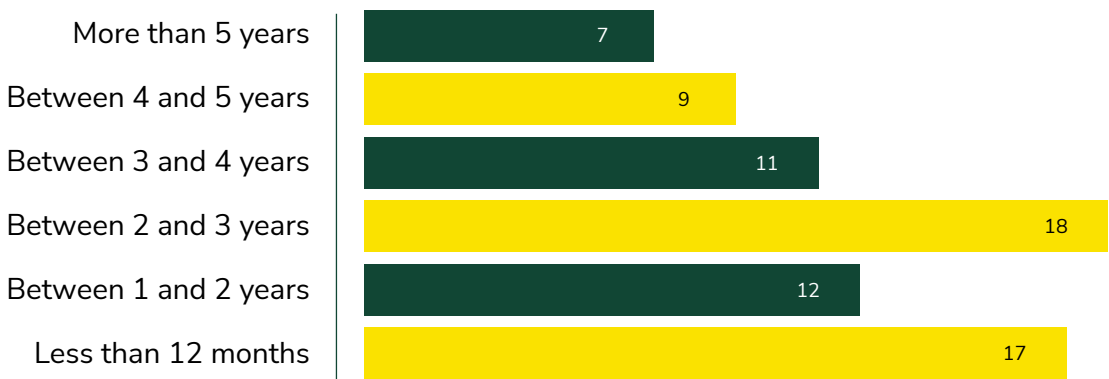
- Overall, respondents appeared very satisfied with most elements of WBC, although some improvements were suggested in relation to communication from the club, especially at key times of the season, and around fostering a sense of community and belonging.
- The overwhelming majority of respondents from the boys' section were generally very positive about the impact that involvement with WBC had on their children, and on their wider family, with a strong focus on mental health and social and emotional benefits in the open text responses.
- Respondents appeared to feel that WBC was an excellent organisation that provided lots of opportunities for young people, albeit with room to improve and do even more, in some areas.

Respondents

The Boys section received 74 responses in total (32 mothers, 55 fathers, 1 grandparent). The majority of respondents had children in the U8s – U11s (58%) and the U12s -U15s (23%) age groups. The vast majority (86%) of the children were white and only two had a disability. Seventeen of the respondents (23%) had been involved with the club previously, with the majority having been either a player (13), a coach (6), and/or as the parent or carer of another child (6).

Involvement

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



Children and families became involved with the club through a variety of routes, including **PODS, trials, friends and recommendations or word of mouth**. The reputation of the club was again mentioned as a reason why people had sought to get their children involved with WBC.



Parents and Carer survey 2024-25 - Boys section

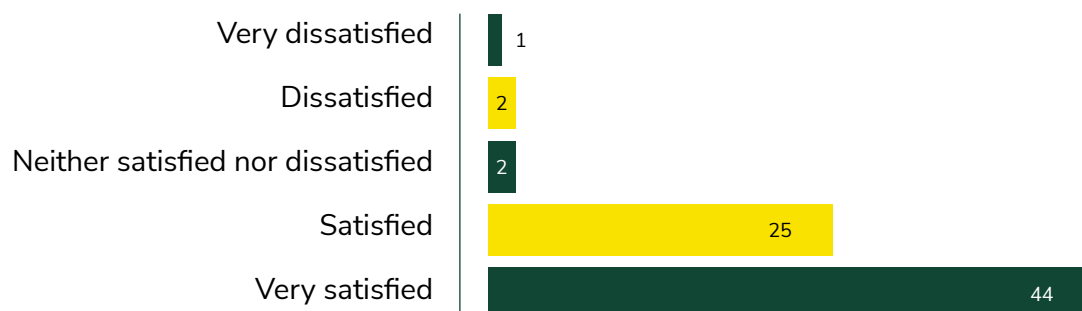


Satisfaction

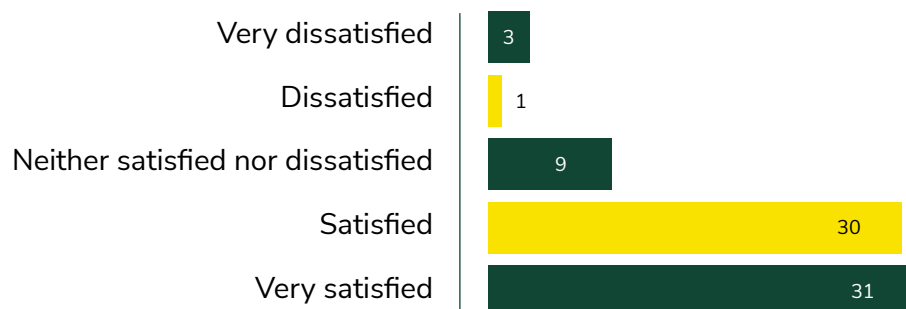
Satisfaction across all areas (including two new questions around 'safety of children' and 'sense of community and belonging') was generally very high, with 91% of respondents noting that they were satisfied or very satisfied overall.

Sense of community and belonging, coaching, and communication from the club scored slightly lower than the other topics. No respondents reported being dissatisfied or very dissatisfied with the safety of their children whilst they were at the club.

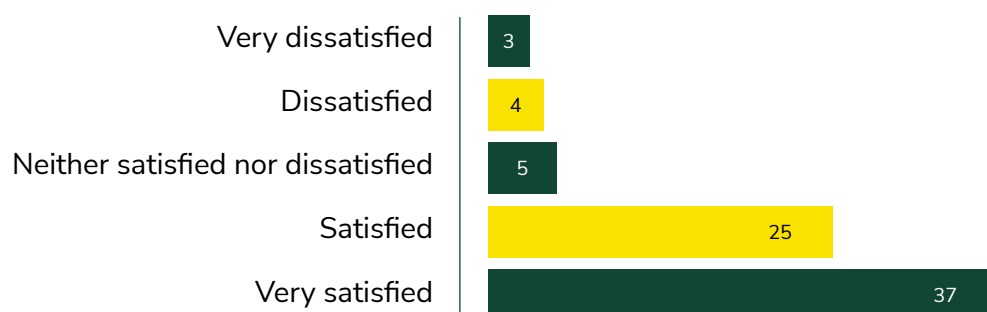
Facilities



Communication



Coaching

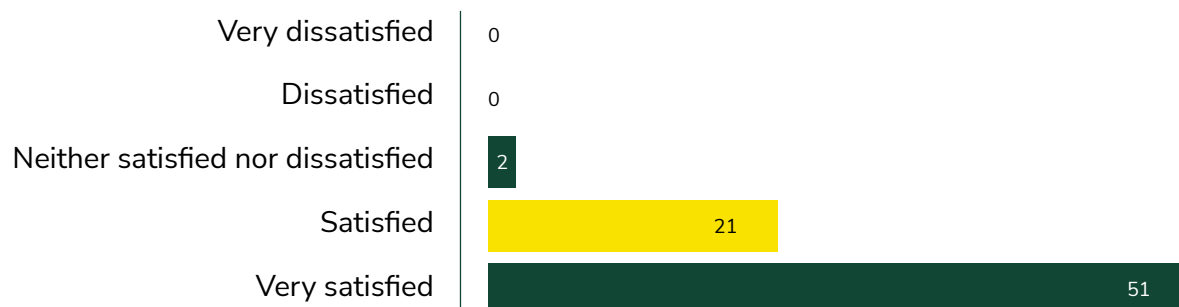




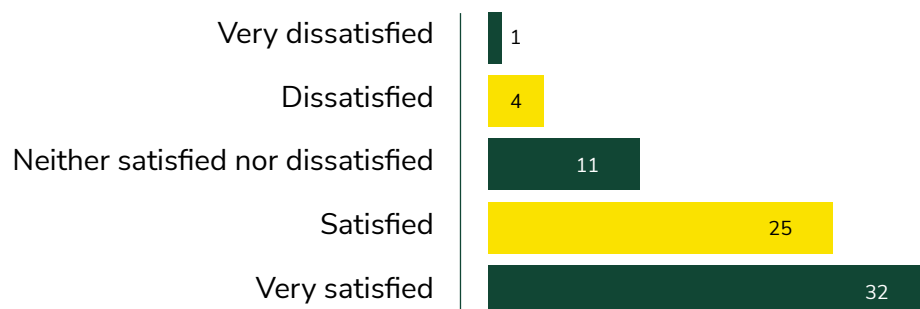
Parents and Carer survey 2024-25 - Boys section



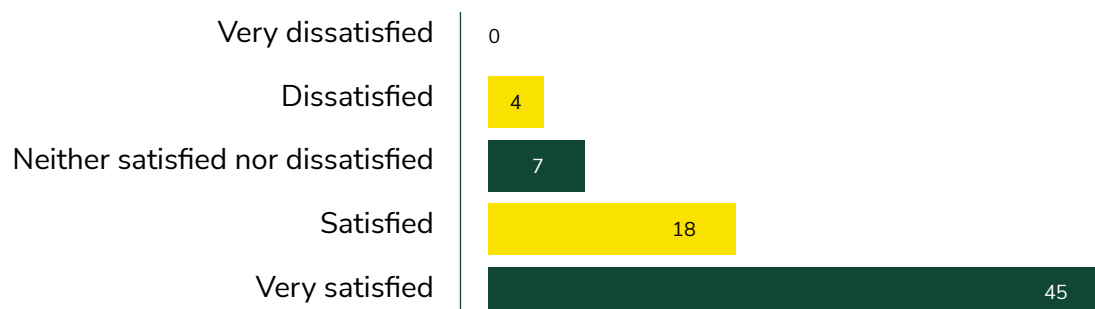
Safety of children



Sense of community and belonging



Environment / atmosphere

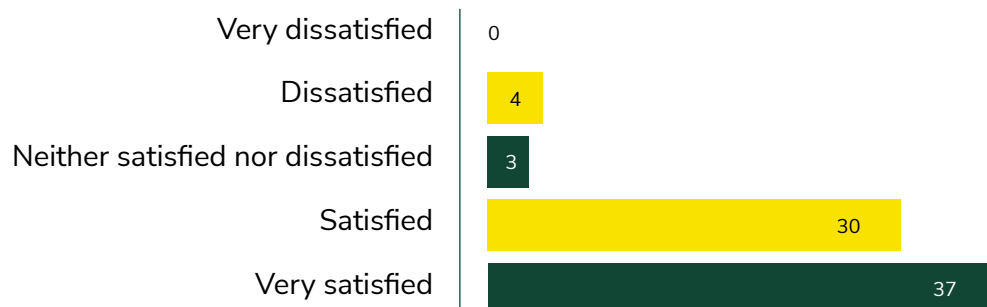




Parents and Carer survey 2024-25 - Boys section



Overall satisfaction



The closed questions above were supplemented with a number of comprehensive responses to the request for more context and explanation. Whilst the majority provided support for the positive findings above, there were also some more mixed responses in terms of coaching, communication (especially around trials and relating to team changes), and facilities, with a large number of respondents mentioning the potential to improve the choice of refreshments on offer and making greater use of the hub during training and matches. The text responses were a little polarised in places, with some very positive comments and a very small number of very negative responses, which tended to focus on experiences with their child(ren) as opposed to potential wider issues.

The club is brilliant, having a child with another local club I have to say WBC comes out on top in all areas.

I really think to make the most of the new building, encourage people in, so they can see what else is on offer and to offer spectators something more, you should consider moving the refreshments inside the building and offering food - at least on a weekend.

Both my boys love being involved and around the club. Great facilities and environment for children.

Fantastic facilities and great coaching/management. Enjoyed the frequent newsletter - think this no longer happens.

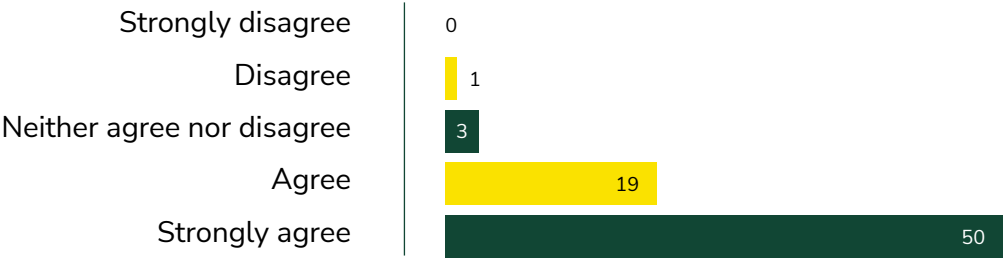


Parents and Carer survey 2024-25 - Boys section

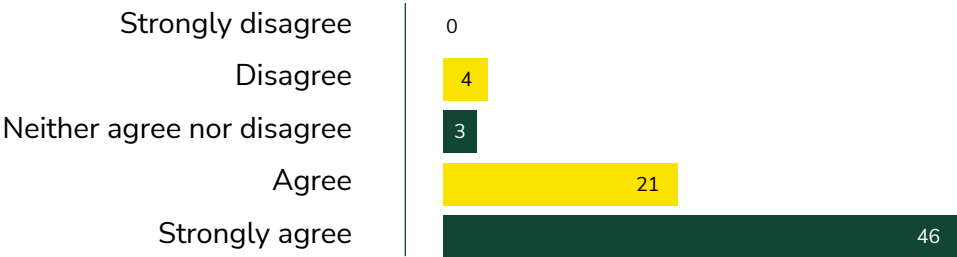


Benefits to children

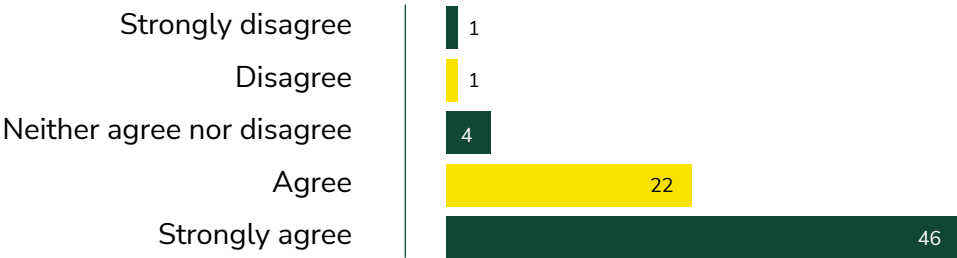
Physical health



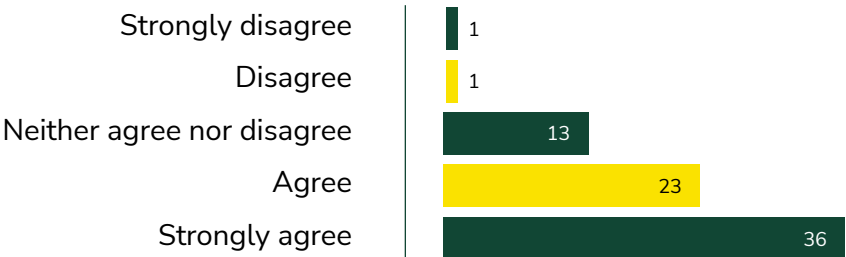
Mental health



Social and emotional



Citizenship

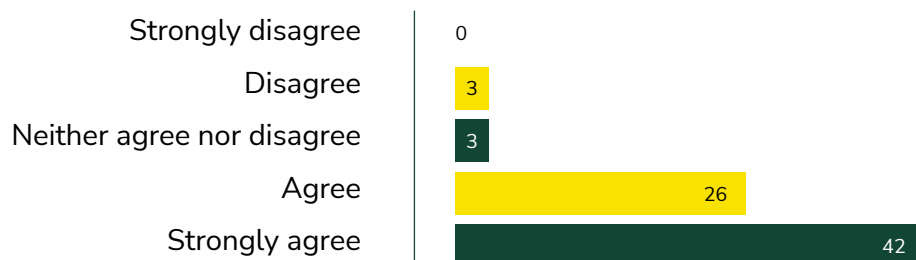




Parents and Carer survey 2024-25 - Boys section



Overall happiness



Most of the responses to the request to expand on these topics were again very positive. Several of the responses related to the wider benefits of involvement, and not just the physical benefits of involvement with a team. Terms such as 'respect', 'pride', and 'standards' appeared in a number of the responses.





Parents and Carer survey 2024-25 - Boys section



Benefits to family life

This year, we asked new questions about the impact of playing for a team at WBC on wider family life, in an attempt to understand any benefits or drawbacks affecting other members of players families. The majority of responses were generally very positive, with many highlighting opportunities to watch children grow and develop, spend more time as a family, and developing new friendships as a result of going to watch training and matches. Some of the more negative responses focused on the competitive elements associated with the club and with grassroots football – generally in relation to other clubs but with some comments about competition within WBC teams.

It definitely helps with my own mental health as a father. I really look forward to taking him to training and matches at the weekend. It's been great to meet new people too since joining WBC.

It is something for me and my son to enjoy together. I take him to all of his training sessions and games and gives us a chance to talk on the way etc which may normally not happen if he was just in his room on a games console.

He's made loads of friends. It's lovely how all of the team mix together and cheer each other on. My mum and dad come to all of the matches and it's a lovely family atmosphere.

I love the routine of it, the regular connections and opportunity to watch see my child grow and be able to help the club when I can.

We have a lovely team parents group. We help each other out if needed, for example, taking other players to training.

At times, other parents most certainly look down on you because you are new to the club. At times, we have felt like outsiders as parents because we haven't been at the club as long as other people have, which is a shame.

WBC I would say has a very elevated sense of parent competition, and there is constant discussion of individuals, as opposed to teams! It's a very famous institution and one which induces fierce competition in some parents.



Parents and Carer survey 2024-25 - Boys section



Community hub

There were a number of mixed responses to questions about the Peter Olsen Community Hub (POCH), although nearly 70% of respondents' children had used the hub since it opened, with the majority of these attending team meetings, holiday camps and/or awards events in the hub. When asked about what else might encourage people to use the hub more, some respondents identified better communication, opportunities for more team bonding activities, use of the hub before training, and for the purchase and consumption of refreshments.

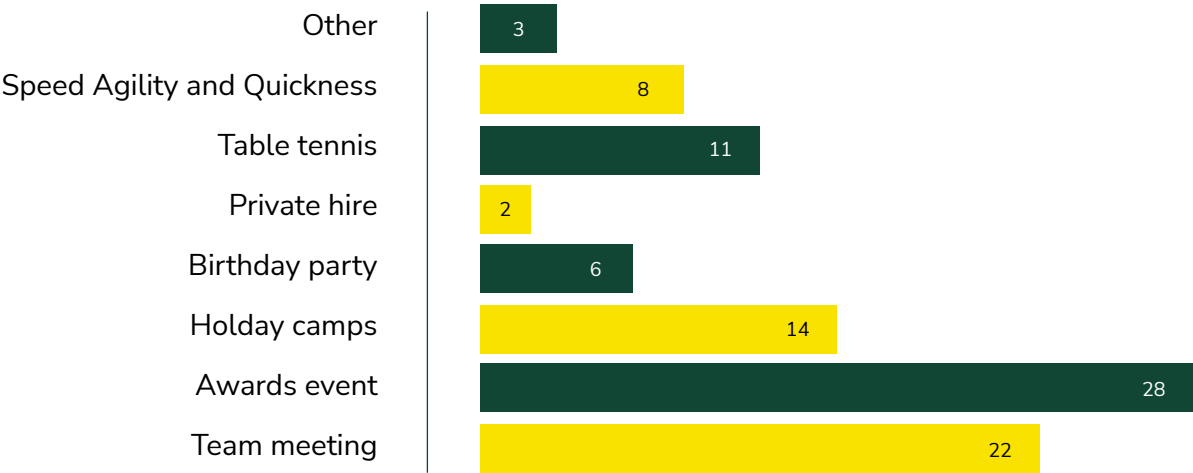
Others pointed out that they were already very busy with other commitments, that they lived too far away or were unlikely to be able to commit to more time at the club than they already did.

We don't live locally so wouldn't use it I'm afraid. I'd spend more money there while watching training and matches though if there was hot food and a bar... and the balconies were built.

Be really good to see what the regular timetable looks like, very little on social media about it.

A nice seating area serving good coffee would be a huge benefit during training sessions.

Activities that children have attended





Parents and Carer survey 2024-25 - Boys section



More than football

Many respondents to the question about what 'more than football' meant to them, highlighted more non-football related activities at Kirkley Park and for players. Some people made the connection between providing more/better refreshments and players and families spending more time together after training and matches. Other also mentioned the opportunity for the club to get more involved in community and charity-related activities and events.

Could look to add family fun days at Kirkley Park, i.e. maybe bouncy castles, fairs, small market/stalls maybe?

I feel the club do lots in the community and are more than football. When you join you become part of something that is bigger than football.

Perhaps more charity drives for the local area like a periodic foodbank collection. I think the parents would get right behind something like that.

Single most important thing

Respondents highlighted the provision of a safe space, high quality coaching that helps to facilitate personal growth and development, and a sense of belonging, with opportunities to make new friends, be part of a team, and experience new opportunities, when asked about the single most important thing that WBC provides.

Enjoyment. He loves to play. He loves meeting with his friends twice a week. He's developing from a child into a young man and WBC has played a big part in that.

The opportunity to build lasting friendships whilst doing something that he loves.

I love the pride my son gets from saying I play for Wallsend, he feels like he belongs.

Pride in being part of a club with a strong heritage, great coaching and good reputation.

Safe environment with great facilities.