

U19 National Club Finals Supported by RAF Careers Evaluation Report 2007.

Scenario:

The U19 National Club Finals supported by RAF Careers 2007/08 saw 18 teams' winners and runners up from all 9 regions travel to Bournemouth on 3rd November 2007. After the event all 18 teams were invited to evaluate the performance of that event itself, it's staff, officials and other parts that contributed to the day.

The evaluation sheet comprised of ten questions that can be found in fig. 1, and answered on a 5-point scale of very good, good, average, poor, and very poor. Then an additional comments section, which gave an open-ended question for areas not covered in the previous section.

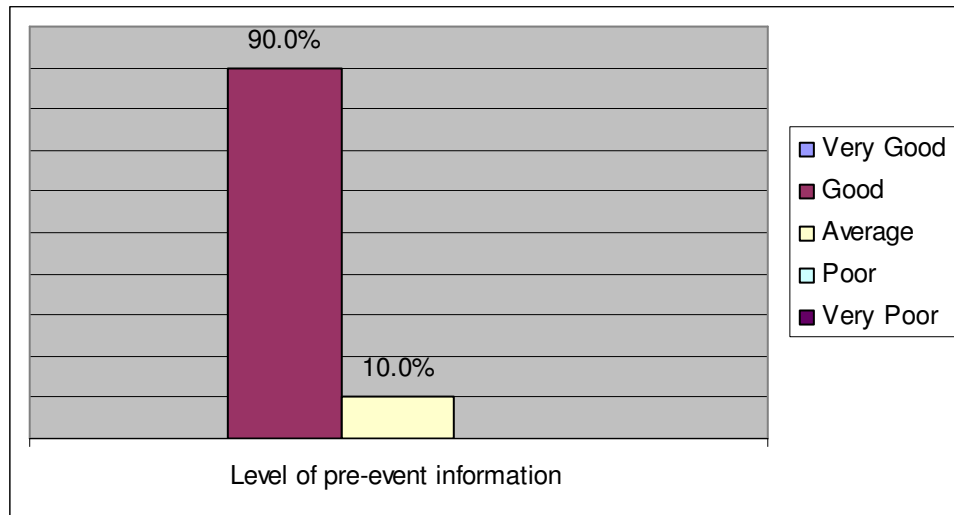
(Please tick box as appropriate)	Very Good	Good	Average	Poor	Very Poor
▪ Level of pre-event information					
▪ Event organisation on the day					
▪ Suitability of venue					
▪ Scheduling of matches					
▪ Umpire quality					
▪ Results service					
▪ Service of the venue staff					
▪ Refreshments					
▪ If you used the service, how did the First Aid provision?					
▪ Overall evaluation					

(Fig. 1)

Response:

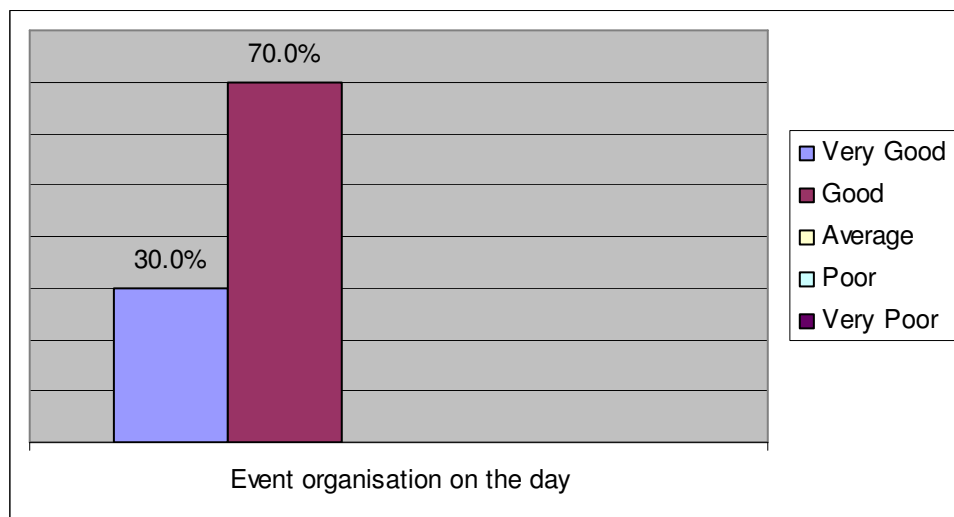
From the 18 forms sent out there was 10 teams replied, this is a rate of 55.5%
From this response the following was deducted.

Level of pre-event information.



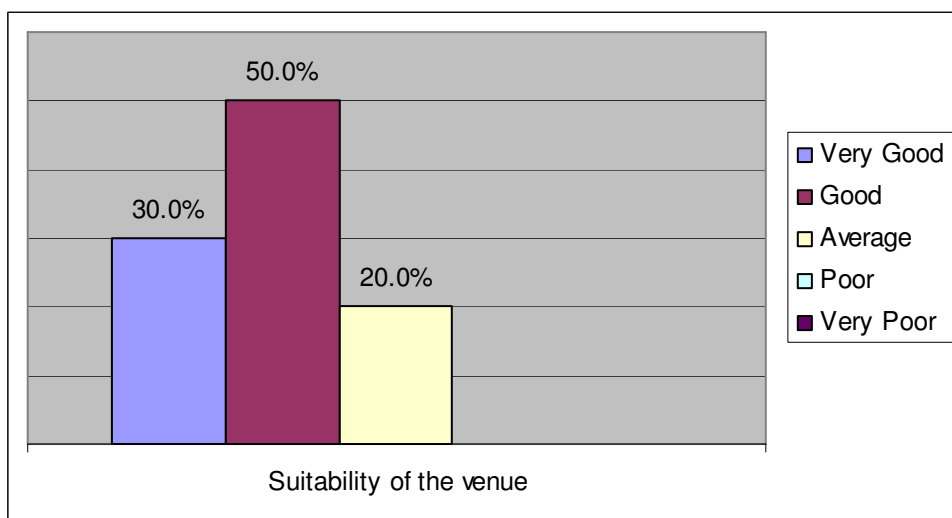
With 90%, the pre-event information was rated as Good. With 10% stating it was Average.

Event organisation on the day.



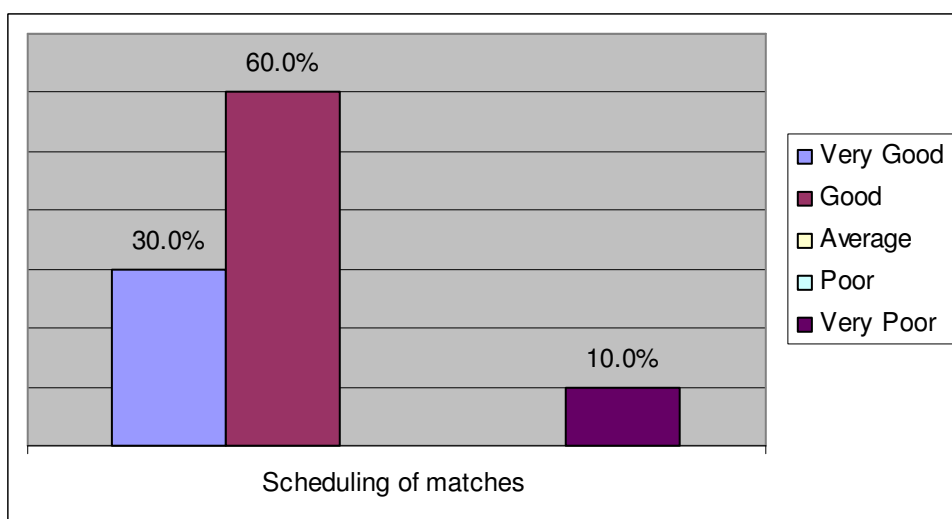
The event organisation on the day received 70% as good and 30% as very good, rating it as Good.

Suitability of the venue.



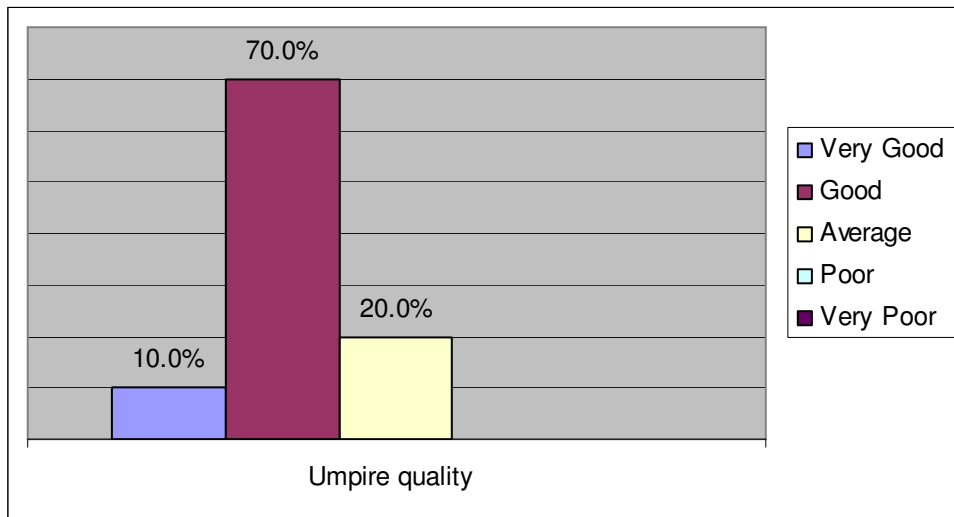
A varied response was received when it came to the suitability of the venue, 30% at very good, 50% at good and 20% at average. Giving the venue an overall rating of good.

Scheduling of matches.



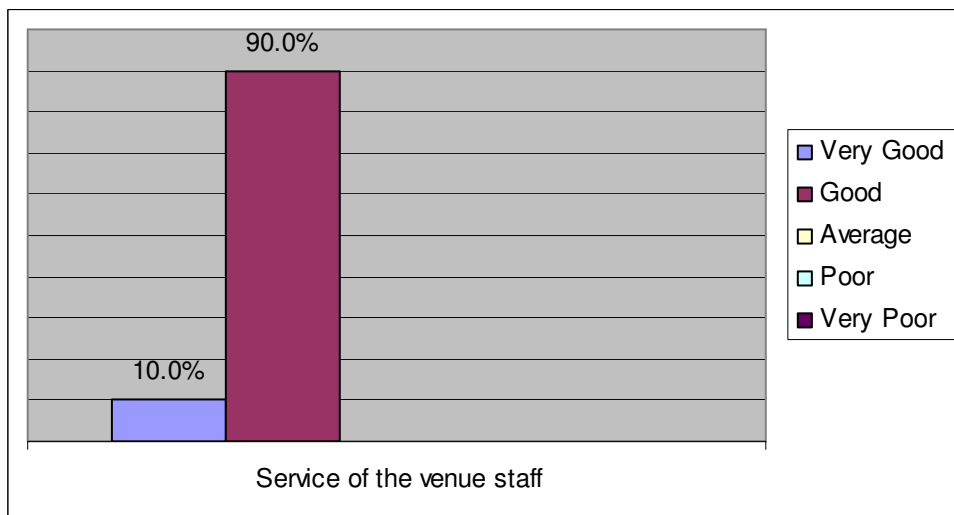
Scheduling of the matches was rated at 60% as good, 30% as very good and 10% as very poor.

Umpire Quality.



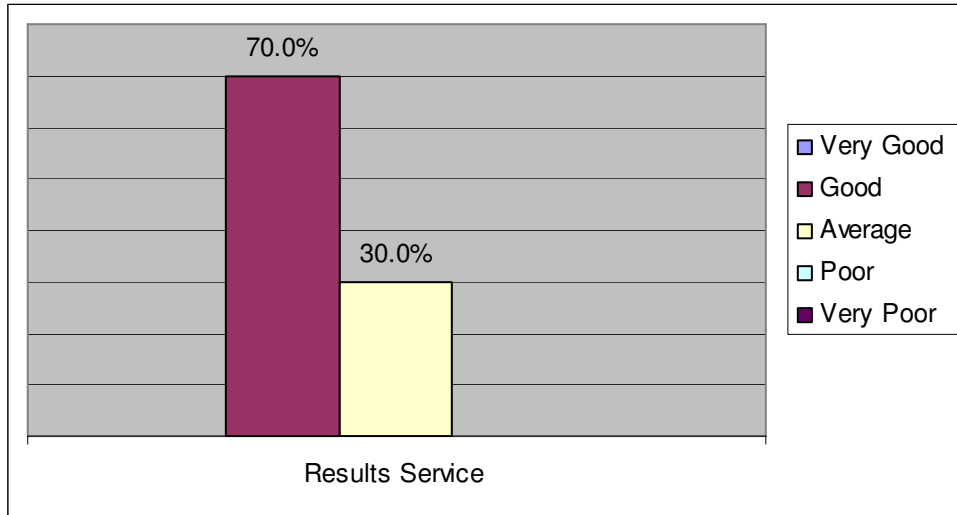
Umpire quality was seen by the teams as Good with a 70% rating. 20% at average and 10% at very good.

Service of the Venue Staff



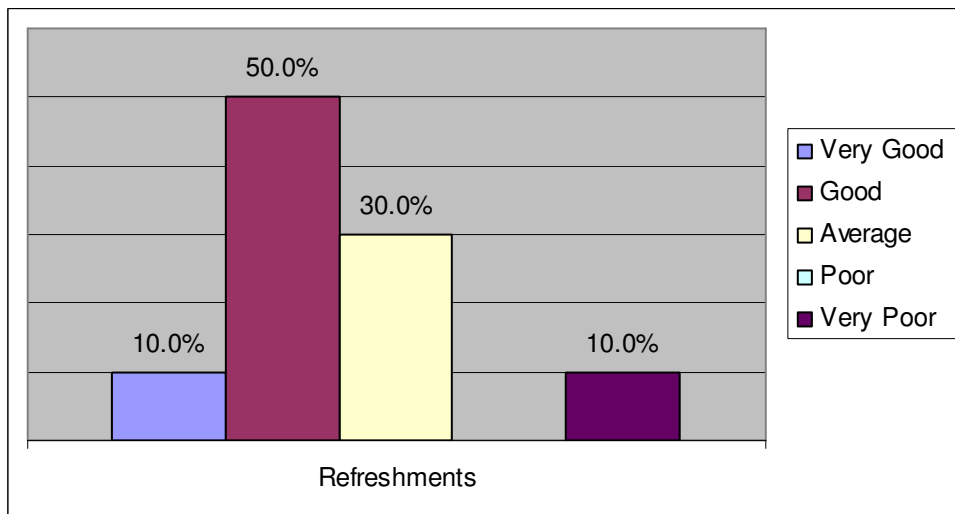
Venue staff received 90% of the results rating them at good and 10% at very good.

Results Service.



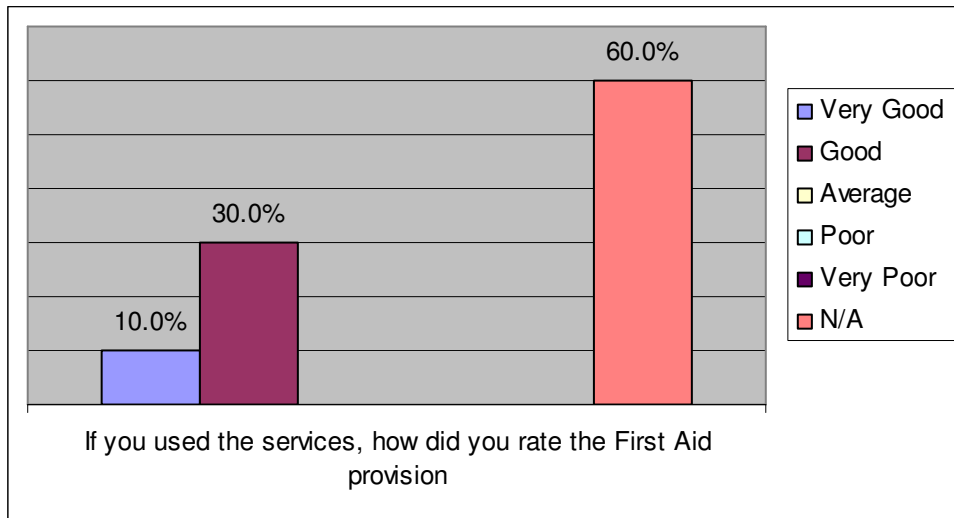
The results service received a mix review with 70% at good and 30% at average.

Refreshments.



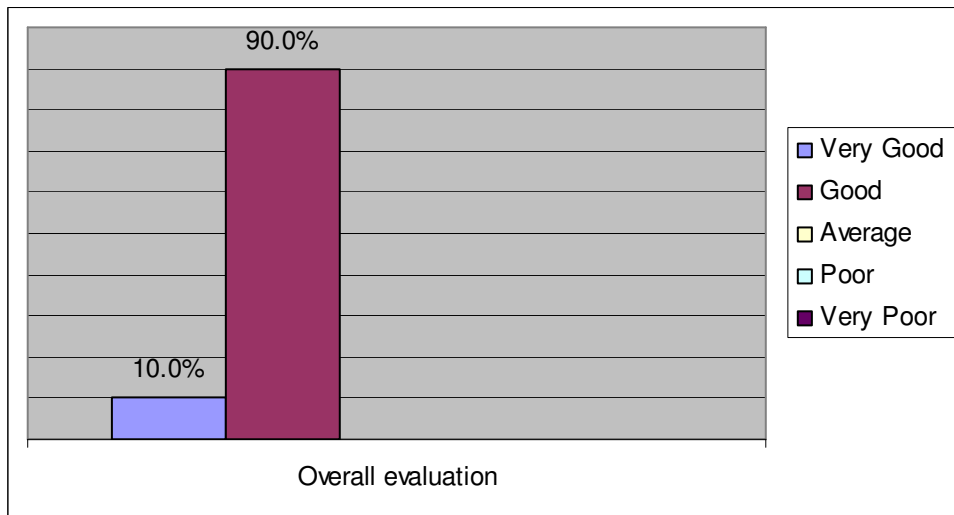
Varying responses saw the refreshments rated at 50% good, 30% average, 10% at very good and very poor.

If you used the service, how did you rate the First Aid provision?



With only 40% of the teams using the first aid provision, 30% rated it as good and 10% at very good with N/A at 60%.

Overall Evaluation.



With a comprehensive 90% the overall rating was good with 10% at very good.

Additional Comments:

Below are the subject topics and the additional information provided on the evaluation sheets that were received by head office.

Suitability of the venue

- Maybe a more central venue would be better.
- The venue is too far away for clubs in the North to come to certainly if it is a regular occurrence for some of the clubs.
- We should have next years at a northern venue.
- While we liked the venue – for us and others that I spoke to we find it hard travelling such a distance.
- If the venue is to be used regularly then pooled fairs would be a good idea.

Scheduling of matches.

- Teams travelling furthest should not play in the early rounds.
- Could late starts be considered for the teams travelling a great distances.

Umpire Quality

- Overall the umpiring was quite good, but some of the umpires we encountered were excellent in the morning but in the afternoon not quite so good. Maybe the excellent ones should have been available for semis and finals.

Refreshments

- For a sport that should be promoting a healthy lifestyle and diet, the food available for purchase was decidedly inappropriate. Fast food and sweets are not suitable foods to be supplied at such an event.

Overall evaluation.

- Very enjoyable Tournament. Weather good just sad we didn't play to our potential. Thanks to all involved.
- Couldn't have asked for better weather – great atmosphere.
- We really did enjoy the day.
- Overall no complaints.

Conclusion:

From the information gathered in the evaluation of the U19 National Club Finals 2007/08 the following conclusions were established.

One of the main areas of concern was the venues location, and the fact that this competition is continually in the South. We take this on board and understand that this is a problem for the Northern teams. England Netball has made it a key issue to find central venues for the national finals and has done so for many of the other national finals. This National Final has had a fantastic partnership with RAF Careers and therefore has been restricted on the venues.

England Netball is always happy to listen to peoples opinions on the services they deliver, and strive to improve year on year. We take on board all comments that are put forward but not all is possible to move forward as there are many contributing factors.

Overall England Netball felt that the U19 National Club Finals were very successful with a great standard of netball.