



DERBYSHIRE COUNTY
FOOTBALL ASSOCIATION
LIMITED

9th September 2020

Council Meeting



DERBYSHIRE COUNTY
FOOTBALL ASSOCIATION
LIMITED

Operational Update



Engagement Sessions

- ✓ Monday 18th May, 10am – Club Engagement (29)
- ✓ Tuesday 19th May, 7pm – League Engagement (27)
- ✓ Wednesday 20th May, 7pm – Club Engagement (57)
- ✓ Tuesday 26th May, 7pm – Club Welfare Officers (27)
- ✓ Wednesday 27th May, 2pm – Club Welfare Officers (13)
- ✓ Thursday 28th May, 7pm – Referees (36)
- ✓ Friday 29th May, 10am – Referees (14)
- ✓ Thursday 25th June, 6pm – DBS Verifiers (36)
- ✓ Tuesday 21st July, 7pm – League Engagement (20)
- ✓ Monday 27th July, 7pm – Club Engagement (166)
- ✓ Wednesday 29th July, 6pm – Adult League Welfare Officers (8)
- ✓ Thursday 31st July, 10am – Club Engagement (66)



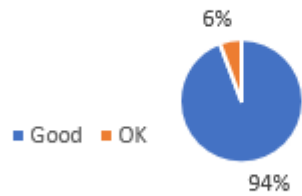
**659 People registered across
all engagement sessions**

499 People attended

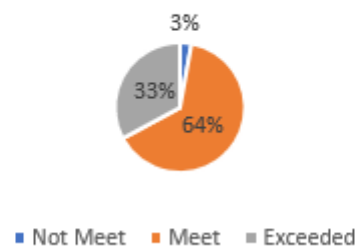


Engagement Sessions - Feedback Charts

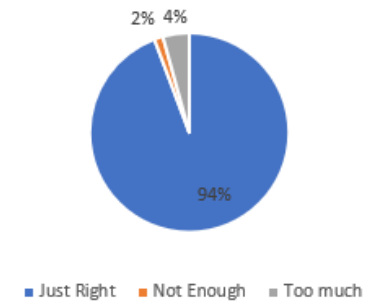
Were the instructions clear to access the meeting?



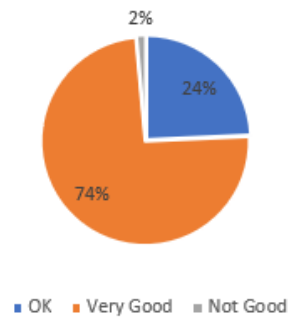
Did the session meet your expectations?



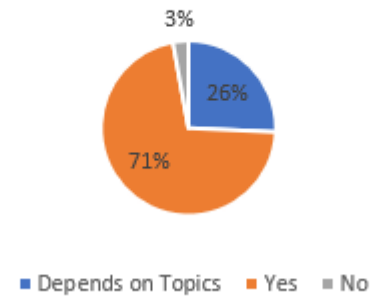
Was there enough detail on the topics covered?



Please rate the suitability of Virtual Meetings



Would you like to attend another virtual meeting?





Affiliations 2020/21

- Affiliation opened on 1st June 2020
- All clubs were emailed instructions and a link to the membership guide

Figures*

- Not started – 46
- In progress – 43
- Ready for review – 5
- Submitted and invoiced – 26
- Approved – 2
- Completed – 273

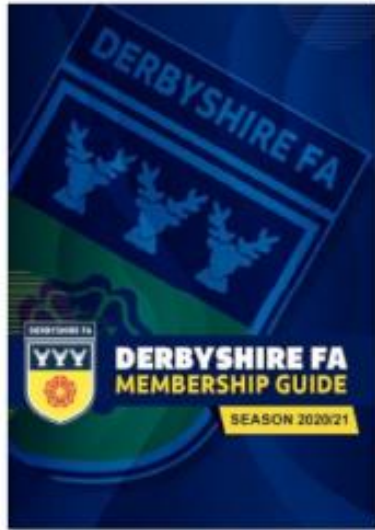
*As of 20th August at 3pm



Membership Guide

Derbyshire FA Membership Guide statistics

Published on May 28, 2020



TOTAL VIEWS
2.6K

TOTAL DOWNLOADS
65

TOTAL PAGE VIEWS
61.7K

AVERAGE READING TIME
3:02

TOTAL LINK CLICKS
237

TOTAL SHARES
25

TOTAL FAVORITES
0

TOTAL COMMENTS
0

Explore statistics for a specific period **Last month**

734

VIEWS

14.2K

PAGE VIEWS

2:05

AVG. READING TIME

14

DOWNLOADS

66


LINK CLICKS

1

SHARES



Membership Guide



DERBYSHIRE FA
Offering and developing football in Derbyshire since 1883.

SAFESID

KEEPING CHILDREN SAFE IN DERBYSHIRE

CONTENTS

Staffing Structure 2020/21	4
Introduction from Chairman	5
Covid-19 Update	6
Club Affiliation	8
Safeguarding Requirements	10
Fees for the 2020/21 season	12
Insurance	15
New Clubs/County Cops	16
Safeguarding	18
Required roles and qualifications	20
Policies and templates	22
Validation Visits	25
Best Practice	26
Safe Sid	27
Education	29
Charter Standard	30
Facilities	32
Football Foundation	34
Local Football Facilities Plans	36
Grass Pitch Improvement Programme	37
Online Support	42
Useful Links	43

Derbyshire FA - Membership Guide - Season 2020/21

STAFFING STRUCTURE 2020/21

RICKY STEVENSON
CHIEF EXECUTIVE OFFICER

RYAN HAYNES
FOOTBALL OPERATIONS MANAGER

JAKE LAHNE
DIGITAL MARKETING & COMMUNICATIONS OFFICER

JACK WAGSTAFF
FOOTBALL SERVICES OFFICER (PLAYER REG, DISCIPLINE SUPPORT AND COMPLIANCE)

ALISON SMYTH
FOOTBALL SERVICES OFFICER (AFFILIATION, SANCTIONING AND COMPLIANCE)

VACANCY
FOOTBALL SERVICES OFFICER (DISCIPLINE)

JENNY BLEWITT
DESIGNATED SAFEGUARDING OFFICER

LIAM ROONEY
FOOTBALL DEVELOPMENT MANAGER

ADAM WING
FOOTBALL DEVELOPMENT OFFICER (LEAGUE LEADERS AND WORKFORCE)

ANGIE HARPER
FOOTBALL DEVELOPMENT OFFICER (SMALL PATHWAY)

LAUREN MELLOR
FOOTBALL DEVELOPMENT OFFICER (DISABLED PATHWAY)

REECE DAVIES
REFeree DEVELOPMENT OFFICER

NATASHA ALLDERIDGE
COACH EDUCATION COORDINATOR

■ SENIOR MANAGEMENT TEAM
■ FOOTBALL OPERATIONS TEAM
■ FOOTBALL DEVELOPMENT TEAM

INTRODUCTION FROM CHAIRMAN



Welcome to the Derbyshire County FA Membership booklet. This E-Booklet is designed to give you information on the current situation regarding Covid-19, affiliation and the benefits of being one of our member Clubs.

Whilst the 2019/20 season ended prematurely, we would like to thank you and all the coaches, committee members, players, parents and volunteers for all the hard work you invest to ensure football in Derbyshire continues to thrive.

It is important that we face these challenges together as a football community and I can assure you that the Derbyshire County FA Board and remaining staff continue to work hard in the background to deliver support packages to assist our members to return to the game safely. We are in constant communication with the Football Association, who in turn receive regular guidance from the Government with regards to grassroots sport moving forward. Our plans, including the membership fees for the new season, will be announced when more detail is announced with regard to the restart of grassroots football and when it is appropriate and relevant to do so. We look forward to working with you in the new season.

Take Care,
Frank McArdle

Derbyshire FA - Membership Guide - Season 2020/21

CLUB AFFILIATION 2020/21

Affiliation is the process by which clubs "register" with their County Football Association, allowing them to play affiliated football for the season. Every club must affiliate each season, this involves supplying details of the teams, as well as the key officers and team officials involved in the running of your club to the County FA.

AFFILIATION PROCESS

To commence the affiliation process the Club Secretary will need to log into the **Whole Game System** with their email address and password.

If, when you try to log into the system, you receive an error message "This email exists on more than one account. Please contact myaccount@thefa.com to resolve the issue". You will need to follow this link in order to resolve the issue - WGS Login - my email exists on more than one account

IN PROGRESS

Once you have logged into the system you will be able to commence the affiliation process. Once you have completed the following, you will be able to submit your application:

1. Club Details**
2. Club Officials
3. Club Grounds**
4. Teams*** and County Cup entries
5. Supporting Documents (Personal Accident & Public Liability)
6. Membership Fees and NGS can be purchased
7. Summary Page
8. Submit for Approval

* Any Club wanting to change their name will need to email info@derbyshirefa.com with full details of the current name and the proposed change. The County FA will review the request and inform the Club in due course of the decision.

** If due to the current situation regarding Covid-19 you are unable to confirm your venue for home matches and training, please enter the venues you used last season and update us if and when this changes.

*** The FA have completed the team migration of data, this will copy drafts of last season's teams, club/team officials etc which clubs will need to review. Any amendments need to be forwarded to info@derbyshirefa.com

REVIEW

The County FA will then review your Affiliation. This process can take up to a week dependant on the size of your club. Following the review, we will either submit the affiliation to the invoicing stage or feedback to you any required amendments.

These may include but are not limited to, adding a coach to a team, informing us of which league the team will be playing in, providing your insurance certificate.

The feedback will be via email to the club secretary; therefore, it is important that the club secretary monitors their emails on a regular basis.

SUBMITTED AND INVOICED

The only payment required at this stage will be for Public Liability Insurance and this will be processed through the Whole Game System. Due to Covid-19 we advise that all Clubs pay online to avoid delays.

(Please see below for more information on prices and payments for the 2020/21 season)

APPROVED


Once payment has been submitted, the County FA will conduct a final review before confirming your completed affiliation.

COMPLETED

Following the final review, the County FA will approve your Affiliation and send a confirmation email to the club secretary with the club Affiliation number. Until receipt of the confirmation email you are NOT Affiliated.

RESUMPTION OF GRASSROOTS FOOTBALL

Once we confirm a restart date for Grassroots football the County FA will contact you regarding payments and any outstanding safeguarding requirements for the Club/Club Officials.



Derbyshire FA - Membership Guide - Season 2020/21

Derbyshire FA - Membership Guide 2020/21



Discipline

The FA are now allowing personal hearings to be done online providing that the individual charged doesn't have more than 3 witnesses.

Outstanding Cases

Correspondence - 2

Personal Hearings - 5

FA Hearings – 4

Education Packages – 3



Freshdesk – Customer Excellence

- We have been utilising Freshdesk through the period of time that we have been working from home with all staff emails being forwarded into the system
- It has allowed the business to continue offering support to members with timely responses.



Freshdesk - Enquires

May 2020

430 tickets received

428 resolved

June 2020

760 tickets received

728 tickets resolved

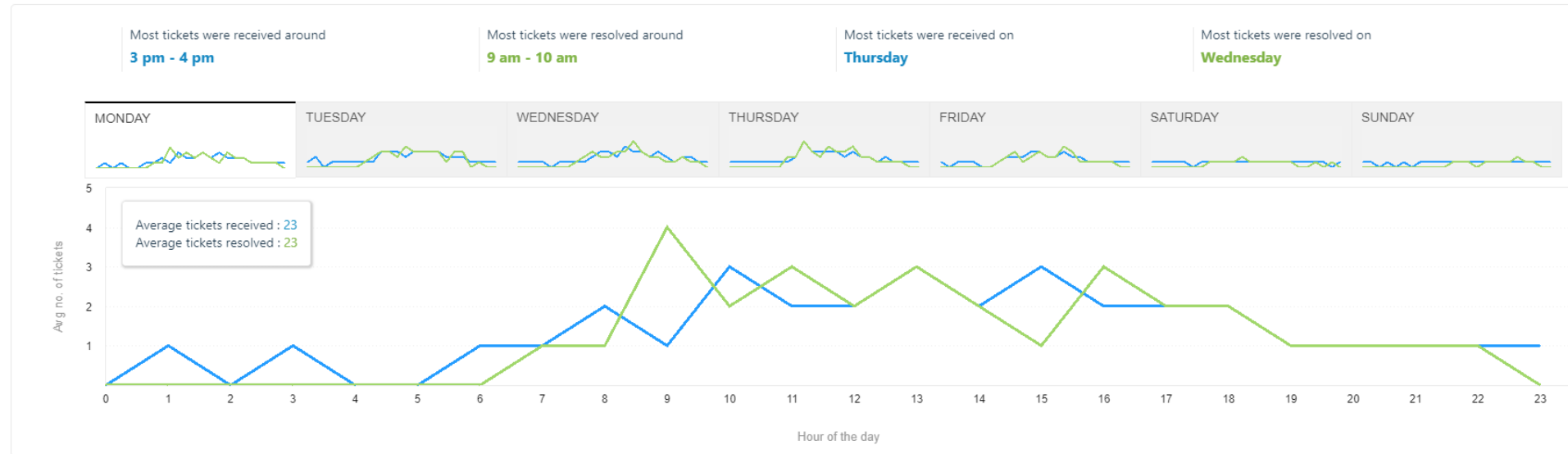
July 2020*

438 tickets received

406 tickets resolved

Day of the week and Hour of the day trend

See which hour of which day receives the most number of tickets and allocate your staff accordingly



*As of 15th July 2020 at 10am



Freshdesk - Feedback

May

How would you rate your overall satisfaction for the resolution provided by the agent?



68%
Positive



20%
Neutral



12%
Negative

25
Answered

69
Unanswered

June

How would you rate your overall satisfaction for the resolution provided by the agent?



94%
Positive



4%
Neutral



3%
Negative

78
Answered

279
Unanswered

July*

How would you rate your overall satisfaction for the resolution provided by the agent?



88%
Positive



9%
Neutral



3%
Negative

34
Answered

149
Unanswered

*As of 15th July 2020 at 10am



Freshdesk - Comments

Efficient and friendly with prompt reply.

“A most prompt and helpful resolution to my query. Many thanks”

“Very helpful and straight forward thankyou”

“Very good prompt service thank you”

Always have good service. Always quick to respond and always helpful.

“Efficient and friendly with prompt reply.”

“Immediate email responses much appreciated so issue was resolved very quickly. Many thanks.”



DERBYSHIRE COUNTY
FOOTBALL ASSOCIATION
LIMITED

Football Development Update



Football Development - Update

145 FA Charter Standard Annual Health Checks Approved





Referee Development Team

Reviewed DCFA Referee Development Team



✓ *New Terms of Reference*

✓ *County Core*

✓ *Referee Observing*

Future Topics



Mentoring



Courses



CPD



Fitness



Referee Associations



FA Grassroots Awards 2020

- **Coach of the Year (Youth)** – Liam Thompson (Level 2 Coach at Codnor Boys FC)
- **Project of the Year** – Stanton Ilkeston (Built a new Clubhouse following funding from FF)
- **Club of the Year** – New Tupton Ivanhoe (Chesterfield)
- **Volunteer of the Year** – Kirsty Westran (Belper Sports FC)
- **Rising Star of the Year** – Ryan Williams (Glossop North End Jnrs)
- **Match Official of the Year** – Ralph Morton (Referee – Chesterfield Sunday League)
- **League of the Year** – North Derbyshire Youth Football League
- **Grounds Team of the Year** – Morton FC (Russell Cole)





Sport England Community Emergency Fund - £20m

- **Currently Frozen due to the high number of applications (over 10,000)**
- Sport England released a new funding opportunity which is made available to Football Clubs and Leagues who have a role in supporting the nation to be active but who are experiencing short-term financial hardship or the ceasing of operations due to the impact of coronavirus. Organisations can apply for grants between £300 and £10,000.
- The types of organisations eligible include local sports clubs forced to close at short notice but who are facing ongoing costs around maintenance and utility bills, and voluntary and community sector organisations who deliver or enable sport and physical activity.

<https://www.sportengland.org/how-we-can-help/our-funds/community-emergency-fund>



Pitch Preparation Fund

- 57 Successful applications = £118,900 across Derbyshire





Club Preparation Fund

- 69 Successful applications = £34,500 across Derbyshire

NEW GRANT
CLUB PREPARATION FUND
Play it safe with a £500 grant to help get your building ready for football's return
APPLY NOW >

The graphic is a dark green rectangular area with a brick-like texture. It contains white and green text. The words 'NEW GRANT' are in green, 'CLUB PREPARATION FUND' is in large white bold letters, and the rest of the text is in white.



Facilities & Investment Small Grants 2019/20



Ball Stop Netting = £5,375

25 Pitch Revenue Grant Applications = £627,896



Football | Hockey | Rugby



Clubhouse Refurbishment = £50,000



Goalposts = £55,702

Total = £884,983

Grounds Maintenance Equipment = £27,110



57 Pitch Preparation Fund Applications = £118,900





Football Stadia Improvement Fund

- **Alfreton Town FC** – Replacement of boundary fencing, purchase of ball stop netting, installation of a borehole and purchase of Grounds Maintenance Equipment – Total Project £74,115. FF Grant £51,881
- **Buxton FC** – Replacement of the roof to the main stand and refurbishment of existing kitchen facilities – Total Project £69,175. FF Grant £48,432
- **Ilkeston Town FC** – Ground Improvement Works – Total Project £263,290. FF Grant £150,000



Facilities & Investment Capital 2019/20 3G Projects

- ✓ Staveley Miners Welfare Total Project £736,246.00. FF Grant £572,758.00
- ✓ Highfield School(Matlock) Total Project £692,641.00. FF Grant £338,704.00

