



DERBYSHIRE FA – Council Report

Operational Update October 2021

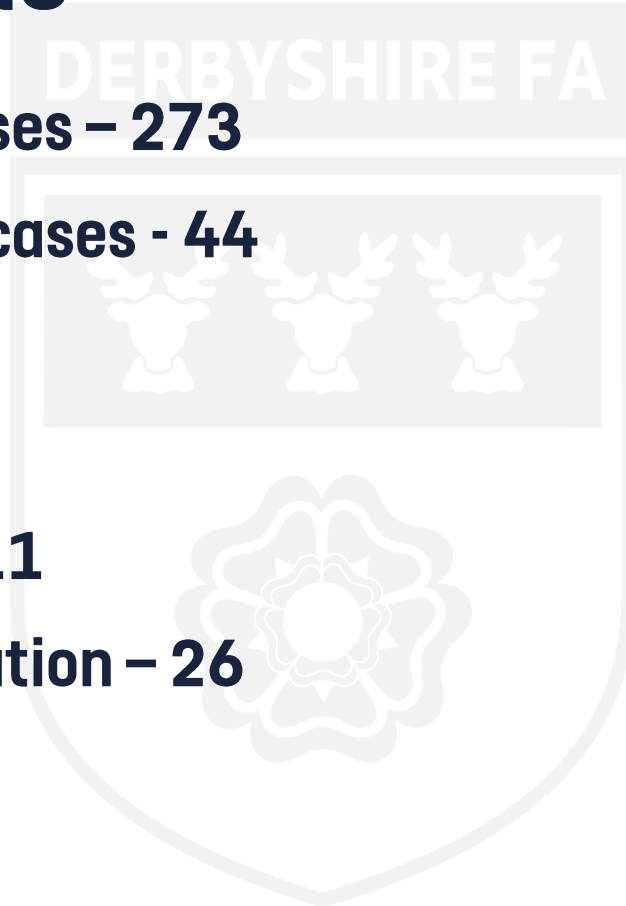
Discipline Update

Season 2020/21 – Total Cases – 273

Season 2021/22 – Current cases - 44

Season 2021/22 Cases

- **Cases require hearings – 11**
- **Cases still under investigation – 26**
- **Completed cases –**
- **Total cases - 14**



Freshdesk

July 2021

1574 tickets created
1500 tickets resolved

Customer Service Satisfaction

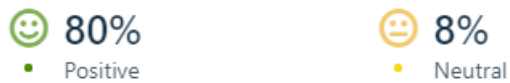
July 2021



August 2021



September 2021

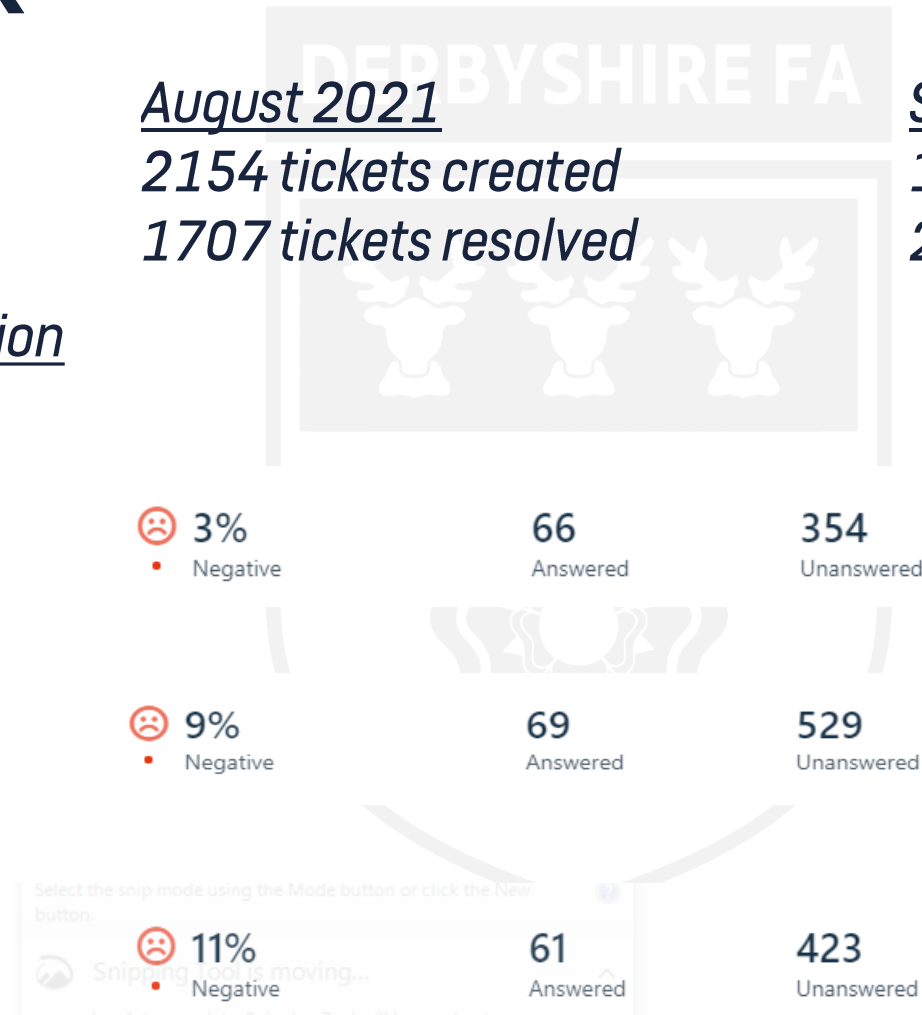


August 2021

2154 tickets created
1707 tickets resolved

September

1787 tickets created
2065 tickets created



Affiliation

Not Started – 17

In Progress – 12

Ready For Review – 1

Submitted And Invoiced – 0

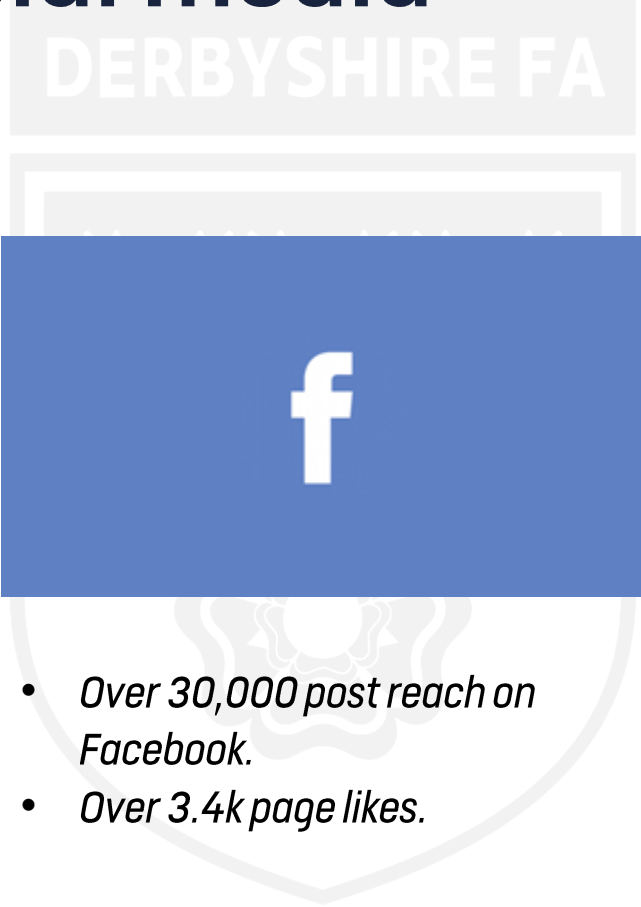
Completed - 346



** Figures accurate as of 29/09/2021*



| Key stats on social media



- *Over 125,000 impressions on Twitter.*
- *Currently on 9,773 followers.*



- *Over 30,000 post reach on Facebook.*
- *Over 3.4k page likes.*



- *Nearly 2,000 impressions on Instagram.*
- *On over 1.3k followers.*



High-performing posts

DERBYSHIRE FA

Strategy announcement



Referee Promotions



Coaches Community



Andy Page refereeing at Paralympics



| Referee Development



- ***Referee Courses: -***

- ✓ *Glossopdale School – 15th July 2021 – (16 Referees completed)*
- ✓ *Kirk Hallam Academy – 5th August 2021 – (24 Referees completed)*
- ✓ *Staveley Miners Welfare – 19th August 2021 – (24 Referees Completed)*





| Facility Projects

- ***Sleetmoor United New 3G FTP*** – *Awaiting sign off and then work can start on site*
 - ***Glossop North Community Club New 3G FTP*** - *Awaiting sign off and then work can start on site*
 - ***Charles Hill Pavilion project in Heanor*** – *FF application submitted in July. Awaiting a decision (October 2021)*
 - ***The Arc Leisure Centre in Clowne, Bolsover New 3G FTP*** – *FF application submitted in July. Awaiting a decision (October 2021))*
 - ***Mickleover FC New 3G FTP*** – *Not funded via FF. Opened in August 2021*
 - ***Ilkeston Town FC 3G New 3G FTP*** – *Not funded via FF. Opened in August 2021*
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Facilities & Investment



Goalposts = £1,515

DERBYSHIRE FA

TOTAL
£21,515

The central graphic features a large, light grey shield with a white floral emblem at the bottom. A green circle is superimposed on the shield, containing the text 'TOTAL £21,515'. Above the shield, the text 'DERBYSHIRE FA' is written in white on a grey rectangular background.

Grass Pitch Maintenance Fund = £20,000