

GLSML End of Season Survey 2017



GLSML
GREATER LONDON
SOFTBALL
MIXED LEAGUE

About the survey

This is the 3rd year the GLSML Committee has carried out an end of season survey, the purpose of which is to gather feedback from players and captains about their experience of the league and suggestions for how we can continue to improve the league going forward.

The 2017 survey was open from 2nd to 12th October and was promoted via Facebook and emails to captains and league members. A total of 245 people started the survey, of which 220 completed it in full. (Compared to 2015 and 2016 when we received 241 and 180 responses respectively.) Team captains and organisers made up 24% of respondents.

The full set of results and comments was circulated to the 2017 committee. The results will be made available to next year's committee members to help them prioritise their efforts.

Our membership

Of those who responded to the survey:

- 54.7% male, 43.7% Female, 1.6% non-binary / third gender or prefer to self-describe
- 25-34 the largest age group (42%) and under 18 the smallest (1/2%)
- 45% White British, 39% Other White / Mixed White Background, 14% other ethnicities
- 4.5% identified as having a disability as defined by The Equalities Act 2010
- 43% have played for 2-5 years, 37% for more than 5 years, 20% for 1 year
- 64% of respondents also play in slow pitch tournaments throughout the year
- Respondents across the league: 36% Red, 22% White, 41% Blue, 1% Softball 101 only

Summary of Responses

We asked how happy you were with a few aspects of the league as well as the tournaments and social events organised by the committee:

| | Quite happy or very happy | A bit or very unhappy | Variation* from 2016 |
|-----------------------------------|---------------------------|-----------------------|----------------------|
| <i>Playing Experience</i> | 94% | 6% | -4% |
| <i>Committee Communication</i> | 91% | 9% | +1% |
| <i>Umpiring standards</i> | 78% | 22% | +2% |
| <i>Grounds and equipment</i> | 78% | 22% | +6% |
| <i>End of Season party 2016**</i> | 80% | 20% | -2% |
| <i>Firstball**</i> | 93% | 7% | +6% |
| <i>Lastball**</i> | 95% | 5% | +16% |
| <i>All Stars**</i> | 96% | 4% | N/a |

* Variation measures increase / decrease in Quite happy + Very happy responses

** results exclude those who indicated they did not attend

- **92.5%** of respondents intend to play softball again next season.
- **7.5%** took advantage of the change to the 'playing up' rule allowing players to play up for a higher division or across for another Minors 3 team 4 or more times in the 2017 season. **23.5%** played up or across 1- 3 times, while **69%** never played up or across at all.

- **108** of 225 of you (48%) said you would be interested in attending open skills training sessions during the season. **52** (23%) of you are interested in attending female-only sessions. **116** of 227 (51%) of you said you would be interested in attending a league-run umpiring training session.
- Of the website and social media options, the GLSML Facebook group was once again the most popular with **41%** viewing the page at least weekly. However, **62%** of you said you never look the Twitter feed.
- Most of you are at least vaguely aware of who is on the committee and who to contact if needed. While **8%** still said you weren't aware of the committee at all, this is a marked improvement from 2015 and 2016 when this figure was 12% and 10% respectively.
- We asked captains a few additional questions. **59** captains/organisers responded as follows:
 - **78%** are quite happy or very happy with the fixtures schedule; **88%** said they were happy with the administrative elements – managing rosters, fixtures and results on the BSF website.
 - **84%** are quite/very happy with the communication and support from the committee.
 - **51%** of captains said they'd had some difficulties fielding a full team at some stage in the season; a slight improvement on 53% in 2016.
- When we asked how likely you would recommend the league to a friend or colleague, **97%** of people responded with a rating of 7 or higher (out of 10). This is a 2% increase on 2016.
- We asked you what you thought the best approach would be for the GLSML with regards to wearing helmets and we gave you a choice of three possible scenarios. A total of 221 of you responded as follows:
 - Option 1: It should be made mandatory for all batters-runners to wear helmets : **15%**
 - Option 2: It should be mandatory for teams to provide helmets, but players should have a choice whether to wear them : **23%**
 - Option 3: No change – helmets should continue to be optional : **62%**
- We asked which of the teams that you played against do you think demonstrated the best fair play and good spirit this season. **41** different teams were nominated across all the divisions with the result being a three-way tie between **Soft Boiled, Meteors Purple, and High Voltage**.

Comments – themes

What do you think works well with the league at the moment?

- Well organised fixtures / scheduling
- League structure
- Communication
- Regular league updates / conversations on Facebook
- Friendliness of the league; the balance between social and competitive
- Firstball and Lastball

“Well organised; good level of skill / competition; the introduction of the two ball sizes has made the games more exciting”

“The committee are responsive to queries and questions. There seems to be a lot of chat on the Facebook keeping people up to speed”

“Most things. It's a good league, changes are thoughtful and the committee responds well to ideas”

“The tournaments are getting more slickly run every year, and I love how non-committee members are able and willing to help out on the day - the sense of community remains strong”

What do you think should be priorities for the committee in future?

- Umpiring standards
- Quality & location of grounds
- Improving / clarifying rules

“Umpire training - again - but this will always be an annual issue. League does a good job pushing this each year and does put on coaching courses.”

“ Can the committee help bring consistency to the playing fields? Some are awful (e.g. Haggerston). Another challenge was rescheduling rain-outs; if the committee were more firm on the rules, it might help games get sorted sooner rather than last two weeks of the season.”

“80% of the grounds used to play are good, but a few need to go as they are unsuitable or dangerous, ie. Finsbury Park and Clapham South.”

Do you have any suggestions or feedback regarding tournaments and social activities?

- Earlier communication of dates
- Quality & location of grounds
- Improving / clarifying rules

“End of Season parties need to be arranged well in advanced to guarantee more attendance. The All Stars game should be at a different ground. Finsbury Park is awful.”

*“More food options at First Ball - long queues
More advanced notice for dates for social events - surely end of season party and tournaments could be communicated more in advance so dates can be blocked out in diaries.”*

“No feedback, great times at tournaments and socials.”