

Club Survey: Ready to Return
August 2020

Introduction

With limited club activity now able to take place indoors across the country, Table Tennis England conducted a Club survey to understand more about the current landscape.

The intentions of the survey were to establish;

- The number of clubs that are currently able to re-open
- The challenges surrounding facility access
- Ongoing support required from clubs as we progress through stage 3 and towards stage 4 of Ready to Return.

This document provides an overview of the key findings from the survey. It also highlights some guidance from Clubs across the Country to support a return to play and recommendations for next steps.

The survey was open for 1 week and received 337 responses.

Table Tennis England would like to thank all of Clubs who took the time to complete the survey, and the Leagues who passed it on to their Clubs.

Headlines

Clubs Reopening

- 45% of clubs have returned, or have a planned date to return
- 55% of clubs do not yet have a date planned for their return

Facility Access

- Venue closure, or venues not being open to external hirers is stated as the most popular reason for Clubs not being able to return to activity. With 65% of respondents stating this as a reason for not being able to return.
- Limited access to Community Centres and Village Halls is having a significant impact on returning to play.
 - 38% of Clubs that responded to the survey use these types of venues
 - 58% of Clubs using this type of venue do not yet have a date for return
- Leisure Centres, Schools sites and Religious Venues are also barriers to Clubs being able to return. Percentages of those using these venue types **without** a start date; 83%, 66% and 94% respectively.

Table Tennis England Support

- Financial support and lobbying for venues to reopen are recurring themes in support requested from respondents. There is also a call for guidance to continue to be regularly updated, and Table Tennis England to provide reassurance for Clubs, Volunteers and Venue Management as they seek to reopen.
- 57.6% of Clubs rated Table Tennis England's club support response to Coronavirus pandemic either 5/5 or 4/5.

Summary of Responses

Total Responses

337 responses

Responses by affiliation type

155 (46%) Associate Club

102 (30%) PremierClubs

80 (24%) not directly affiliated

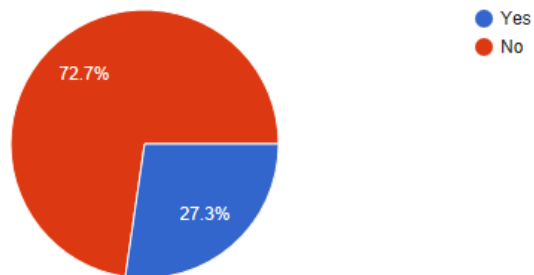
Responses by venue type

Venue Type	Those using this venue type (%)
Community Centre / Village Hall	38% 128
Dedicated Table Tennis venue	16% 54
Secondary School	10% 35
Multi-sports club*	9% 30
Leisure Centre	5% 18
Church Hall / Religious venue	5% 18
Primary School	4% 16
Social Club	4% 13
Youth Club	3% 9
Other	5% 16

Returning to Club Activity

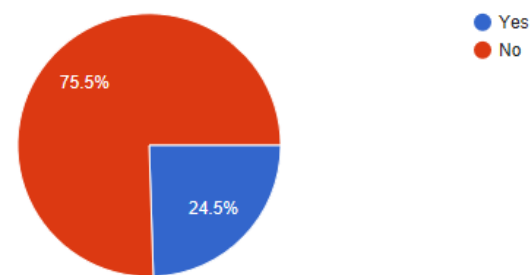
Has your Club returned to play following COVID-19?

337 responses



Do you have a start date planned for returning to Club activity?

245 responses



At the time of responding to the survey;

27.3% of respondents had been able to re-open following COVID-19

Of the 72.% that had **not** been able to re-open, a further 24.5% had a start date planned for returning to Club activity.

45% of those who responded have returned, or have a planned date to return.

55% do not yet have a date planned for their return.

Return to play by venue types

Venue Type	Those using this venue type (%)	Returned	Have a date to return	Do not have a date to return
Community Centre / Village Hall	38% 128	19% 24	23% 29	58% 75
Dedicated Table Tennis venue	16% 54	72% 39	13% 7	15% 8
Secondary School	10% 35	14% 5	20% 7	66% 23
Multi-sports club*	9% 30	37% 11	17% 5	46% 14
Leisure Centre	5% 18	11% 2	6% 1	83% 15
Church Hall / Religious venue	5% 18	6% 1	0	94% 17
Primary School	4% 16	25% 4	31% 5	44% 7
Social Club	4% 13	23% 3	23% 3	54% 7
Youth Club	3% 9	11% 1	22% 2	67% 6
Other	5% 16	0	6% 1	94% 1

What we know about the experience of those who have been able to reopen

Successes

There is demand from members and players to return.

51% made positive references in relation to members / players eg. Sense of relief that members had returned, Members happy to return. There were also several mentions of social interaction eg. Seeing friends, bringing together people who have been isolated

There is good compliance with regulations

12% specifically mentioned compliance with regulations a success

Club personnel and Volunteers are integral to a return to play

8% made reference to the work of volunteers eg. Good organisation of sessions, committee pleased with outcome of delivery, hard work of volunteers recognised.

What we know about the experience of those who have been able to reopen

Challenges

The following were stated as the greatest challenges to a return to play;

- Committee concerns about a return to play (46.7%)
- Financial concerns (36%)
- Difficulty interpreting guidance (24%)
- Difficulty engaging with venue (21%)

Other challenges included;

- Members not wishing to return
- Difficulty in finding enough volunteers to support
- Implementing a booking system
- Completing risk assessments
- Communicating protocol with members

A small number of Clubs referenced that there had been very few challenges in returning to play (10%)

Clubs who are not yet able to reopen

What have been the reasons that you have not been able to return to Club activity?

- Venue is closed / not allowing external hirers 65%
- The Club do not yet feel it is safe to return 21%
- Running sessions is not financially viable 19%
- We cannot adhere to social distancing guidelines 14%
- Our members do not wish to return yet 14%
- We do not have enough volunteers to support 5%

What is the **main** reason that you have not been able to return to Club activity?

- Venue is closed / not allowing external hirers 56%
- The Club do not yet feel it is safe to return 9%
- Running sessions is not financially viable 6%
- We cannot adhere to social distancing guidelines 6%

Support Requested: Clubs who have reopened

- Continue with advice and information through newsletters and webinars
- Focus support on club / league participation, and support the transition of mass players
- **Financial support to cover losses, and costs associated with reopening**
- Sharing good practice with safe club operations and offering advice for smaller clubs would allow more clubs to restart.
- **Keep the advice up to date and relevant**
- Assist the return to play in multiple venue types
- Encourage a local approach – big clubs to support smaller clubs – prevent loss of league players and teams
- Reassurance that what we are doing is good enough – submit venue layouts / risk assessments
- Confirm the position on insurance
- More information on leagues and competitions
- Continue trying to grow the sport to get more people playing
- Greater support for ClubSpark (eg Q&A)
- Reduce reminders for membership renewals in these uncertain times
- Support bid writing / funding applications
- Lobby to Government and venues to support Clubs return
- FAQs on website

Support Requested: Clubs Preparing to Reopen (date in mind)

- Funding / financial support to cover losses and costs associated with reopening
- Continued access to ClubSpark Club management tool beyond September
- Keep updating information on the website
- Simple chart or diagram to show what needs to be done to safely return
- Help to find alternative venues
- Share survey results
- Information on long-term plans for doubles play
- Support for concerns at County level

Support Requested: Clubs with no return date

- Financial assistance
- Help for smaller venues – options for social distancing and venue layouts
- Lobbying with Government and Councils to reopen venues
- Reduce fees
- Access to sanitising equipment
- A generic risk assessment
- Share survey results
- Confirm insurance position relating to COVID-19
- Help to find alternative venue
- More volunteers (many existing volunteers are vulnerable)
- Reassurance for volunteers – many volunteers do not wish to take responsibility for COVID guidelines
- A clear and simple set of guidelines to follow – step by step
- Confirmation of approval process of Table Tennis England guidelines.
- Access to outdoor equipment

Hints and Tips from those who have returned

The next couple of slides provide hints and tips from those Clubs who have returned to Club Activity and may provide considerations for others who are preparing for a return.

Some of the key themes that arise include;

- Regular communication with members
- Thorough planning
- Follow Table Tennis England Guidelines
- Considerations for alternative fees / session structure

Hints and Tips from those who have returned (Community Centre / Village Hall)

- Splitting sessions into a smaller time frame can be a good way to ensure more people are able to play. Eg 2 x 1.5 hour sessions, split into 3 x 1 hour sessions
- Increase your prices if necessary, review your Club membership scheme, ask your landlord for a temporary reduction in rental payments, seek grant funding assistance for your local authority and Active Partnership
- Follow the guidelines. Use a booking system – it's worth the effort
- Prepare well, and be prepared to be flexible
- Make sure you have at least one person in charge of sessions
- Starting with a strong level of contact with venues helped achieve a smooth return under conditions that everyone was comfortable with. Communicate with your members to ensure everyone understands the challenges and rules for return....to get buy in.
- Make safety of members a priority. Make sure all government advice is adhered to
- Be positive, don't look for 'why not's' look for ways to do it
- Using Google forms (microsoft forms or survey monkey too) to create a player registration form that confirms they have read your clubs Covid-19 club procedures and risk assessment. This can also be used for booking sessions (if you don't have a system already) that also acts as a register for track and trace purposes. This has allowed our club to be prepared for any Covid-19 situation should it arise.
- Check all guidelines are adhered to and if in doubt contact TTE by phone. Contact your centre manager and make them aware of all procedures and work together. Contact all club members and make them aware how return works and send photos and all details to each member. If they have no email, then phone them to make sure contact is resumed with all members.
- Keep the advice to members clear and concise. There can be an urge to put too much into communications. 5 bullet points in large print. Detail is still there for backup if needed.
- Take it slowly, be flexible and remember TT must be fun and not an anxiety. Accept members will have different views on returning to play and respect those feelings

Hints and Tips from those who have returned (Dedicated TT Venue)

- Give all members the chance to play. Do not pressurise members to return until they make that decision themselves. Some members are more keen to return than others.
- Just carry out a risk assessment and follow the TTE guidelines as best that you can. All clubs are different.
- Ensure members are happy with safety measures (members will return over time).
- Use of Clubspark is good to manage members. Liaise with the group and see what peoples concerns are. Crack on and do it!
- We deep cleaned our venue before the date and set a firm tone with the procedures. If you are going to be strict, do it right away, you can always ease off after a week or two but making things tighter is a hard sell.
- Keep liaising with your members, we've sent out almost daily emails with updates
- Just have all PPE in place and remember social distancing and stay safe.
- Take your time, follow all the guidelines, and constantly gain feedback to monitor the situation.
- Don't forget how successful your club was pre COVID
- Complete comprehensive Risk Assessment and Method Statements that are 'specific' to your circumstances.
- Hygiene and safety officer crucial to success.
- Make sure you have follow the guidelines to the letter, and try to preempt the issues that might arise. Be prepared to be flexible too, we had no idea that mornings would be so popular so have had to recruit a retired volunteer to run two of these sessions.
- Read the guidance and ask questions if unclear. Put your control measures in place and reopen, not everyone will want to return to play yet.
- Prepare; communicate and update protocols
- Wow! Do a lot of reading of the guidelines! You maybe surprised how much help there is out there when people really want to do something, quite a few members brought in / provided various ppe. We are charging the same price for one hour as we would for a whole evening, people will pay to play!
- Put the correct measures in place and oversee they are being adhered to
- Keep a record of all activity

Table Tennis England Support

Which of the following online content has your Club engaged with?

25% Club Webinars

19% Play at Home content

15% Club one to ones

23% None

18% Other

How would rate Table Tennis England's Club support throughout the Coronavirus pandemic?

5 / 5 = 19.6%

4 / 5 = 38%

3 / 5 = 30.6%

2 / 5 = 8.9%

1 / 5 = 3%

Next Steps

Table Tennis England will consider the findings of this survey, and particularly where we can have most impact for Clubs in England. We will publish further information outlining the current support offer and any plans for future support regarding a return to play for Clubs based on the findings of this survey.

Within the survey, 33 Clubs requested a call back. We will be working to contact those who have requested a call back before the end of August.

In addition to the Club support, Table Tennis England will soon be sharing guidance for Leagues, along with a survey for Leagues to provide greater detail on support required by those organising local competition.

All of the current Ready to Return guidance can be found here;

<https://tabletennisengland.co.uk/our-sport/major-events/ready-to-return/>

For any questions relating to this survey and associated findings, please contact

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