

Swim England Sport Operations Committee

Minutes of the meeting held 12 March 2019
SportPark, Loughborough

Draft minutes subject to approval at the next meeting

Present:	Neil Booth Ian Mackenzie Sue Smith Emma Griffin George Wood Damian Stevenson Jon Glenn John Hidle Pippa Jones	Chairman Board Director Board Director Operations Director Sports Development Director Insight and Partnerships Director Learn to Swim & Workforce Director Regional Chairs Representative Swim England Member
Staff:	Ali Sibcy-Allen Claire Coleman Jon Keating	Senior Administration Officer Head of Pathways and Volunteering, item 2.2 Club Development Director, from item 3.1

Min No:

1. Standing Items

1.1 Chairman's welcome

The Chairman welcomed the group.

1.2 Apologies

James Boucher – Swim England Member

Alex Harrison – Swim England Member

1.3 Declarations of Interest

Ian Mackenzie – National Swimming League, Institute of Swimming

2. Items for Decision

2.1 Policy Review – Appointment of the Jury of Appeal at Swim England events

The policy was accepted with recognition that much of the content is already being implemented by numerous counties and regions. It was discussed whether the panel members would be able to operate remotely, as they should not be watching the events to remain impartial. This concluded with the view that currently panel members need to be on site but it could be considered in the future.

Training for Jury members was discussed as there is currently a lack of training available with a request for this to be built into the programme.

It was agreed the implementation date for the policy would be no earlier than 1 September as juries are either planned or already in place for the summer

events. This would also enable training resources to be developed and communication to be distributed to the relevant individuals.

It was queried whether an EIA needed to be completed for the policy or whether an abridged version could be used instead. EG advised she would liaise with People Development and report back.

The discussion continued to consider whether it would be beneficial for SOC to review all policies that are applicable to the sport. It was agreed that policies with fundamental changes are submitted to SOC as procedure and other policies relating to the sport would also benefit from this review. EG agreed to distribute the schedule for policy updates to SOC.

2.2

Focus areas of volunteering

The Head of Volunteering and Pathways (HVP) joined the meeting for item 2.2.

The HVP presented an overview of the proposed Swim England volunteer approach, including the five focus areas:

- Empowerment
- Recruitment
- Training
- Retention
- Ownership

The HVP advised that the document will include a number of images and infographics with work being done to ensure that these are appropriate and reflective of the roles. Agreement was given that the document needs to be relatable for members to ensure it was usable. It was also advised that volunteer coordinators are going to be recruited to help embed the advice at all levels from club, county and region through to national. Recognition was provided that unless there is buy in at all levels it would be a huge challenge to deliver, and that the volunteer coordinators would be key in helping with this.

The HVP asked for SOC to provide feedback on the content and agreed to submit the designed document prior to implementation for final recommendations. The discussion continued to query the budget for the proposal with confirmation provided that the resource was going to be available electronically and that the Sport England funding would cover any costs.

Further information was provided relating to the future progress for the approach with confirmation that this resource was step one and plans are in place to build upon this. The support provided to volunteers was further deliberated with the HVP providing details of the plans in place and the considerations surrounding these.

3.

Items for Discussion

The Club Development Director joined for the remainder of the meeting.

3.1

Actions arising from previous meeting

3.1.1

Athlete voices: Advised that BS have a group to consult as necessary but no formal panel. Confirmation that SOC would like to have a formal panel to consult as this will help to build relationships with SE athletes. EG to scope TORs and investigate cross-discipline membership.

3.1.2

Discipline management groups: reminder about setting an annual plan for their meetings.

- 3.1.3 Discipline 'summit': Potential meeting dates to be circulated, including the night before the AGM.
- 3.1.4 Masters Membership Review: consideration to be given to the timing of the review.

3.2 **Local level customer satisfaction survey**

Further information was provided on the no cost pilot approach to the Net Promoter Score programme. The first element is due to be ran during a Regional Age Group Championships in May, followed by the second element being ran from September onwards in clubs.

The SOC members suggested that the questions need to be considered further to ensure they are suitable and phrased appropriately. DS confirmed that the questionnaire had developed since the briefing paper and advised a more current questionnaire will be circulated.

Advice was given that the results of the questionnaire need to influence local level delivery before influencing upwards. DS agreed that the full costs of the programme will be brought back to SOC at a later date once the programme roll out is better known.

3.3 **Relationship between clubs and operators**

Details on the progress so far was provided, highlighting that the initial idea to have both operators and clubs in the same room was not possible. Following the recruitment of an independent facilitator the format for the initial engagement with the parties changed to individual interviews, which have now been completed. GW and DS have met with the facilitator to discuss the outcome and confirmed that there is desire from both the operators and clubs for SE to intervene and a proposed timetable of activities and timelines have been suggested. Agreement was given to share these results with the operators and clubs who were involved.

It was queried whether the guidance framework should be developed as described. Confirmation was given that the document could be produced internally but that it would be beneficial to keep an external facilitator, as they are seen as independent of SE and impartial. The associated cost was considered and confirmed as being available from current budgets. A request for Local Authorities to be involved was tabled with this being fully accepted with the caveat that the most suitable people, who had a good understanding of sport and leisure and decision making capability, were spoken to.

It was suggested that when the advice is launched it could be beneficial to host seminars within the counties for clubs and operators, using the framework as a base to shape discussions. These would also provide an opportunity to show examples of both good and bad practice liaisons.

It was agreed that SOC are happy for the proposal to move forward on a stage by stage basis and that by the next meeting, stage one will be completed as a minimum.

SOC were asked to forward any thoughts on how to get the counties / regions involved to GW and DS.

3.4 **Club survey results**

The Club Development Director (CDD) presented the headlines of the club survey results, with guidance given that some of the results cannot be drilled

down and investigated further. Questions were raised as to whether the right people within the clubs were completing the survey and if they had all the information to be able to accurately respond.

The survey showed clubs engaged with SwimMark had a more favourable perception of Swim England and that responses correlated positively with current work programmes. It also identified that the potential challenges have not changed although the priority order of these may have done.

Moving forwards it was suggested that the overarching question needs to be fully confirmed and the supporting questions need to be asked consistently. It was also suggested that obtaining rolling feedback following engagement with a club may help to provide more accurate data, as the relevant people will be automatically contacted. Additionally, it was proposed that SE need to promote and celebrate what is being delivered to highlight what support is, and can be, provided so more club members are aware. Further, the reasoning behind areas of dissatisfaction need to be identified along with measures to rectify these.

3.5

Stronger affiliation

Currently, c. 55% of clubs have SwimMark and it is likely that Sport England will be encouraging NGBs to have affiliation requirements for all clubs. This will require 45% (approx. 45-50,000 members) of clubs to submit additional documentation annually.

The CDD presented the recommendation to remove the following six elements from SwimMark and make them compulsory for all affiliated clubs to complete:

- Club Constitution
- Risk Assessments
- Club Personnel Record
- Sample of Safeguarding Certificates
- Welfare Officer Statement
- Club Chair Statement

The resource required to make these items compulsory was discussed and confirmation provided that clubs will be able to upload using the SwimMark system and that support from the regional officers may be required.

SOC agreed with the proposal in principle but requested timescales and a strategy to engage with the clubs the proposal will impact upon. It was noted that many of these clubs could potentially cease and SE would need to ensure that displaced swimmers could be accommodated in affiliated clubs as there is a risk most swimmers in these clubs would be category one members who could just leave the sport.

The CDD advised that the next step for the proposal was to engage with the Regional Chairs at their next meeting.

4.

4.1

Items to note

Discipline representative updates

It was advised that progress is being made within all of the disciplines and that any issues have been raised with the relevant people.

- 4.2 **Update on management group Terms of Reference process**
The group were advised that a considerable amount of work is being completed to standardise the TORs across the Discipline Management Groups as well as ensuring they are fit for purpose.

Once the first draft has been finalised they will be circulated to both SOC and the Discipline Management Group Chairs. Further information pertaining to the constitution of the group and their name was provided along with advising the framework for member roles and terms of office.

- 4.3 **Minutes of the meeting held 15 January 2019**
The minutes were agreed as an accurate record of the meeting.

- 4.4 **Minutes of the Swim England Board Meeting held 30 January**
No matters on the minutes were raised.

5. Any Other Business

- 5.1 It was reported that the Synchro Management Group are considering the merits and timing of phasing in the name 'artistic'. SOC requested for a proposal paper to be submitted. Claire Coleman to liaise with the Synchro Management Group.

- 5.2 Hall of Fame panel: Two SOC members are required to sit on the panel, neither can be staff and one must be a Board representative. Pippa Jones agreed and either Neil Booth or Sue Smith will fill the second role.

- 5.3 GW advised that the Membership Project will be coming back to the next meeting, followed by the Commercial Committee before going to the Board meeting in May.

6. Future Meeting Dates

Tuesday 7 May 2019

Tuesday 9 July 2019

Tuesday 27 August 2019

Tuesday 26 November 2019