



Results on the Croquet New Zealand
Club Questionnaire 2013

August 2013

Contents

Introduction	3
Purpose 4	4
Methodology	4
Format	5

2013 Club Questionnaire Results

1. Structure & Governance	6
2. Volunteers and Officers	8
3. Finance	10
4. Planning	10
5. Communications	12
6. Facilities	13
7. Membership and Services	16

Introduction

In October 2012, the Executive of Croquet NZ (CNZ) appointed a Sport Development Officer (SDO) with primary objectives to;

1. Increase participation in competitive and social croquet throughout the country
2. Assist clubs to improve their delivery and capability through the provision of sport development services (advice, leadership, and training)
3. Increase the number and improve the quality of croquet coaches and officials

While the number of affiliated players and qualifications are reported to CNZ regularly, performance benchmarks are not. The 2013 club questionnaire goes some way towards providing the SDO and CNZ with a clearer understanding of the current landscape, existing challenges and opportunities.

The objectives of the SDO critically includes the three main areas of engagement in croquet; player participation, administration and officialdom. The development of skills and the experiences participants ultimately have in these three areas will be the determining measure of how successful Croquet NZ is in the future growth and development of the sport.

It is essentially a question of capability; Is Croquet NZ sufficiently resourced and informed to construct effective policy? Are regional associations supported and empowered to contribute to progress, and are croquet clubs able to deliver quality experiences? Finally, is the infrastructure and current state of croquet across all levels sustainable now and in the future?

Purpose

The purpose of this report is to:

- a) determine what we are collectively doing, how we are doing it, and how we are performing. Benchmarking of critical club questionnaire results are required to measure progress.
- b) assist the SDO with the development and prioritization of relevant and effective strategies according to the position's objectives and questionnaire results.
- c) provide feedback to clubs and associations with information and recommendations for improvements,
- d) progress activities that compliment CNZ's mission statement

“more people playing better croquet more often”

Methodology

109 Club Questionnaires were distributed to CNZ affiliated croquet clubs. 72.5% were completed and returned (79 Club Questionnaires)

A percentage of returns from clubs with 'x' players per lawn is used to determine if the questionnaire results are a fair representation of the entire croquet community when extrapolated to include;

Less than 5 members per lawn	70%	of clubs completed the questionnaire.
5 to 10 members per lawn	80%	
10 to 15	71%	
15 to 20	91%	
20 plus	57%	

On this basis, the results in this report are extrapolated to represent all CNZ affiliated croquet clubs in New Zealand.

Report Format

This report is not an executive summary. It is a full list of results from which conclusions can be made across the 9 indicators:

- Governance
- Volunteers and Officers
- Administration
- Finance
- Planning
- Communication
- Facilities
- Membership and services

This report does not comment in detail about individual clubs or their members but on the aggregated data and information of the clubs as a collective.

Acknowledgements

This report acknowledges the input from volunteers and officers of the participating croquet clubs. Responses to the club questionnaire and additional comments received have contributed very significantly to the outcomes of this report.

Greg Bryant | Sport Development Officer | Croquet NZ



level 5, Davis Langdon House, 49 Boulcott Street, PO Box 11 259, Wellington 6142
Ph: 04 916 0258 Mobile 0274 818152 email admin@croquet.org.nz www.croquet.org.nz

2013 CLUB QUESTIONNAIRE RESULTS

1. Structural

1.1 Legal Status

Is your club an incorporated?

yes	Charity	No	No reply
92.4%	1.3%	3.8%	2.4%

What is the age of the club?

The average age of Croquet Clubs in NZ is 83 years.

Does the club have a constiution or set of rules?

Yes	To Update	No reply
86.1%	7.6%	6.3%

Is the club's governing body a Board or Committee?

Board	Committee	All Club Members
1.3%	94.7%	4.0%

How many members are on the Board/Committee?

Club committee's have an average of 10.1 members

How frequently does the committee meet?

Club executive committees meet 11 times a year on average. 71% meet monthly. Two meet twice a year.

Are committee meetings run with formal agendas, reports, minutes?

Yes 98.7%
No 1.3%

Is the club considering any structural changes?

Yes 3.0%
No 97.0%

Does the club manage a succession plan for key roles?

Yes 15%
No 85%

1.2 Governance

Developmental management measures against Sport NZ best practice benchmarks.

Ensures the organisation complies with legal / constitutional requirements?

Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree
0.0%	1.4%	2.7%	59.5%	36.5%

Sets strategic direction and priorities?

Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree
0.0%	11.0%	19.2%	64.4%	5.5%

Sets policy and management performance expectations?

Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree
2.8%	31.0%	28.2%	35.2%	2.8%

Characterises and oversees the management of risk?

Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree
4.2%	4.2%	26.8%	62.0%	4.2%

Monitors and evaluates organisational performance?

Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree
4.2%	29.6%	21.1%	42.3%	2.8%

2. Sub Committees, Volunteers & Officers

2.1 Sub Committees

Does the club have sub committees?

yes	no
66.7%	33.3%

If so, how many sub committees?

Clubs' have an average of two sub-committees.

Do they have terms of reference?

yes	no
56.1%	43.9%

2.2 Volunteer roles

What other volunteers does the club have?

Grounds	publicity	coach	handicap	Referee	Captain	events
79.7%	64.6%	83.5%	83.5%	67.1%	94.9%	49.4%

Are volunteer positions filled easily?

Yes	No
64.3%	35.7%

Rate the 'value' of the volunteers in your organisation

No Value	Some Value	Undecided	Valuable	Very Valuable
0.0%	0.0%	0.0%	9.5%	90.5%

2.3 Umpires and Referees

How many of the club's members are AC Umpires?

90.8% of clubs have an average of 2.5 Umpires.
9.2% of clubs do not have an Umpire.

How many are AC Referees?

86.8% of clubs have an average of 1.7 AC Referees.
13.2% of clubs do not have an AC Referee.

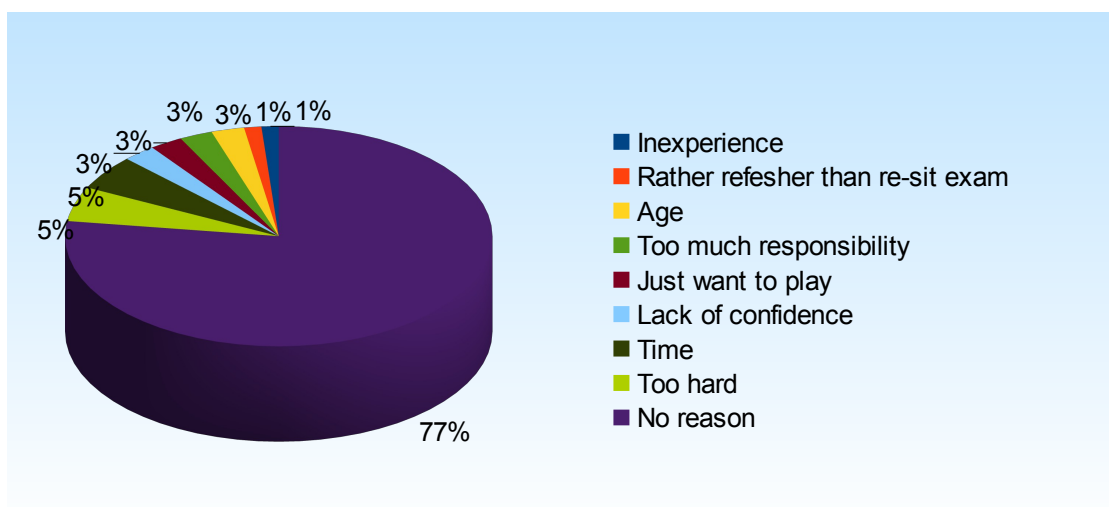
How many are GC Referees?

93% of clubs have an average of 2.1 GC Referees.
7 % of clubs do not have a GC Referee.

What plans does your club have for recruiting Umpires and Referees?



What do people give as reasons for not being an Umpire or referee?



3. Finance

3.1 Sustainability

At current rates, the club is financially sustainable for the next 3 - 5 years

Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree
4.2%	29.6%	21.1%	42.3%	2.8%

3.2 Income & Expenses

Income

members	green fee	grants	fundraising	other
46.70%	5.53%	16.10%	19.42%	12.31%

Expenditure

Lawns	facilities	administration	other
57.33%	15.92%	9.04%	17.71%

Our club is reliant on funding grants

Strongly disagree	Disagree	Undecided	Agree	Strongly agree
6.85%	38.36%	16.44%	23.29%	15.07%

4. Planning

Does the club have a long term strategic plan?

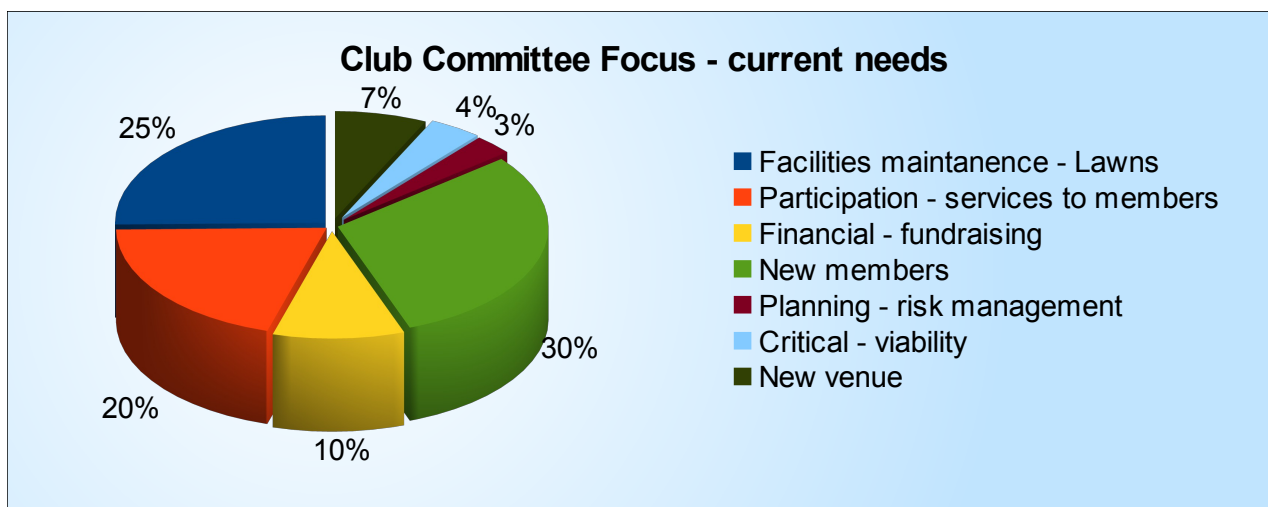
Yes	No
6.8%	93.2%

Does the club have an annual business plan including budget?

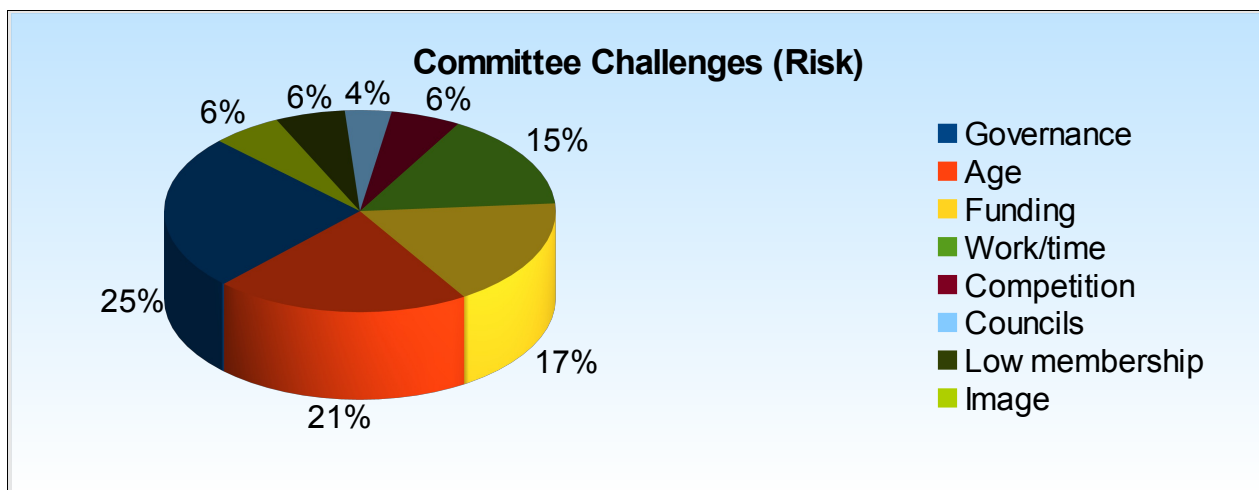
Yes	No
17.3%	82.7%

4.2 Club's Priorities

Priority planning activities



Common barriers to achieving priority outcomes



5. Communication

Does the club have internet access?

Yes	No
45.0%	55.0%

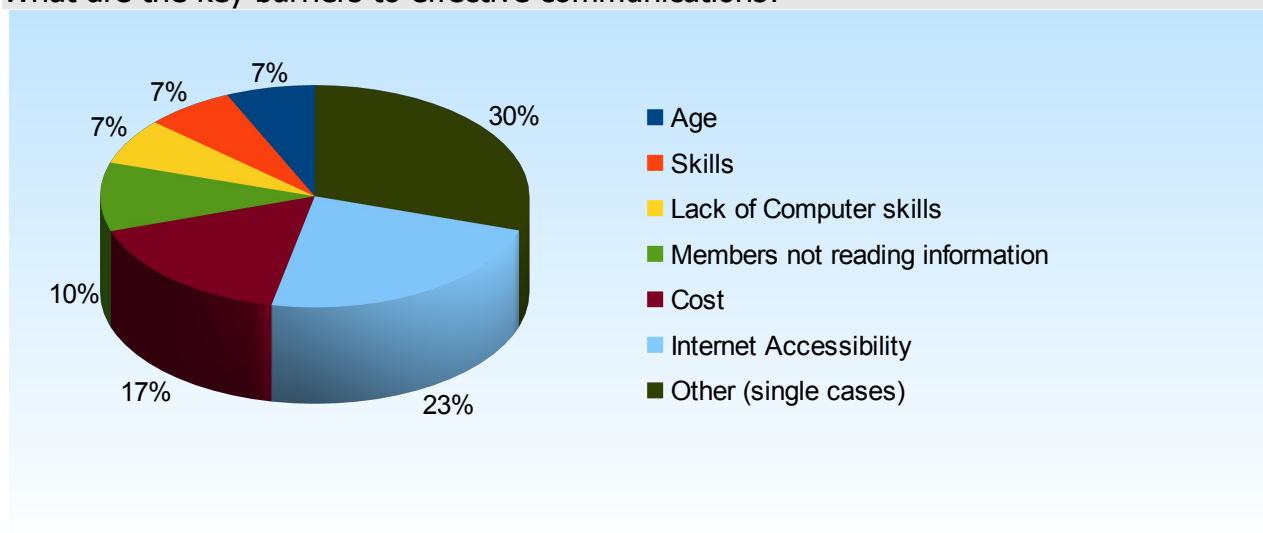
Does the club have a dedicated email address?

Yes	No
20.0%	80.0%

Club website / facebook / social network page?

Yes	No
32.0%	68.0%

What are the key barriers to effective communications?



Does the club have access to a computer, i-pad or media device?

Yes	No
65.0%	35.0%

6. Facilities

Does the club own or lease the croquet lawns?

Own	Lease
25.3%	74.7%

Clubrooms and other buildings?

Own	Lease	No reply
69.6%	25.3%	5.10%

If applicable, who is the landlord?

District Council	Bowling/Sports clubs	Incorporated Sports Trusts
69.6%	25.3%	5.10%

If facilities are shared, who / what?

Bolwing Clubs%	All Others
67.00%	33.0%

Is the partnership or arrangement with other sports or community groups beneficial to the club?

Unworkable	Not beneficial	Neutral	Beneficial	Very Beneficial
0.0%	0.0%	23.1%	53.8%	23.1%

Has the club considered or discussed 'shared facility options' ?

Yes	No
25.0%	75.0%

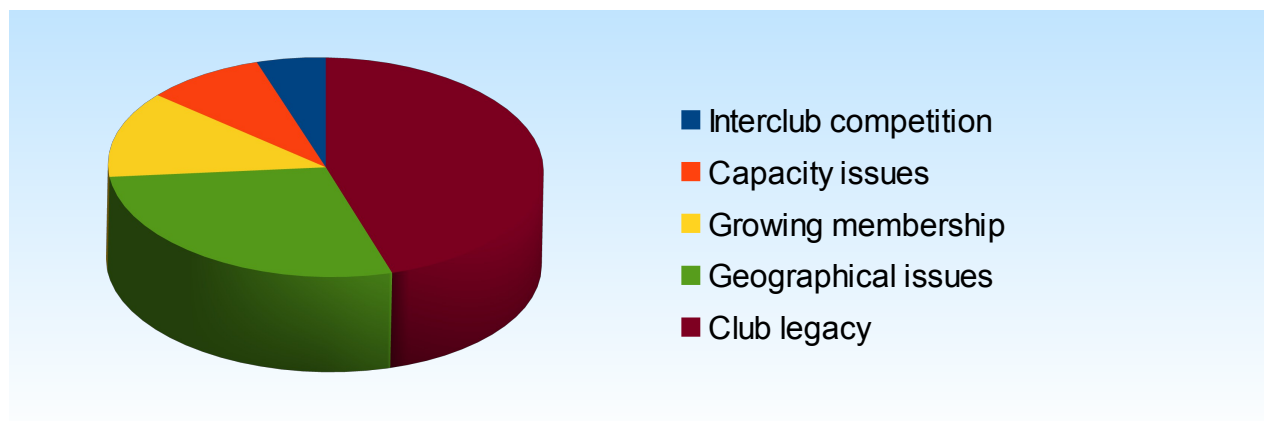
Has your club amalgimated with other croquet club last 5 yrs?

Yes	No
2.6%	97.4%

Considered amalgamation last 5 years?

Yes	No
6.7%	93.3%

What key factors support the club's viability as an independent club



How many full size, and how many less than full size lawns does the club have?

Total number of lawns (Approximate)	Full size	Less than full size
402	25.3%	5.10%

Are the number of lawns sufficient to cater for all players at peak times?

Yes	No
85.7%	14.3%

Plans to increase, reduce, or retain the same number of lawns?

Increase	Reduce	Retain the same
6.4%	1.3%	92.30%

Is the club's lawn maintenance undertaken by;

Club Members	Contractors
51.1%	48.9%

What is the club's annual lawn maintenance budget?

Average \$5,555.40 per year

Is the lawn maintenance budget sufficient to maintain desired standard?

Yes	No
83.0%	17.0%

Is the lawn maintenance budget sustainable?

Yes	No
75.0%	25.0%

Does the club have an automated irrigation system?

Yes	No
81.0%	19.0%

Who is the main service provider? (other than club members)

contractor	complex	council
21.30%	4.30%	74.50%

Does the club have an effective relationship with service provider?

Yes	No
79.4%	20.6%

Estimate the average lawn speed during the playing season

7 or less	8-9 sec	9-10sec	10 plus
8.80%	50.90%	15.20%	15.80%

Dethatched / verticut / cored this season

Yes	No
63.2%	36.8%

Treated for moss, weeds this season?

Yes	No
94.8%	5.2%

Fertilized this season?

Yes	No
94.8%	5.2%

Top Dressed this season?

Yes	No
68.0%	32.0%

Does the club refer to the CNZ Establishment & maintenance of croquet lawns book?

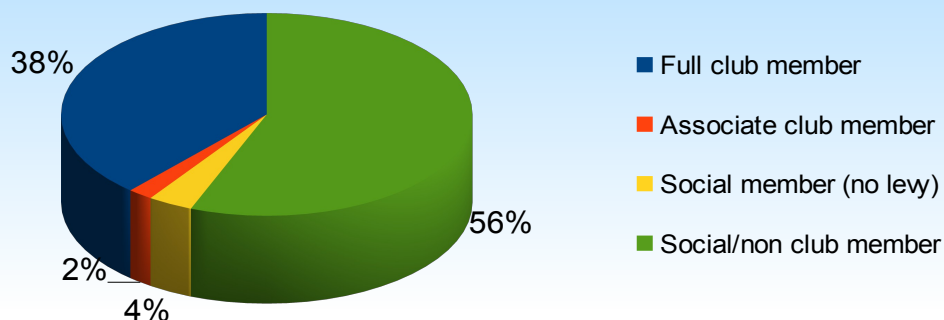
Yes	No
71.6%	28.4%

What existing barriers to lawn maintenance exist?

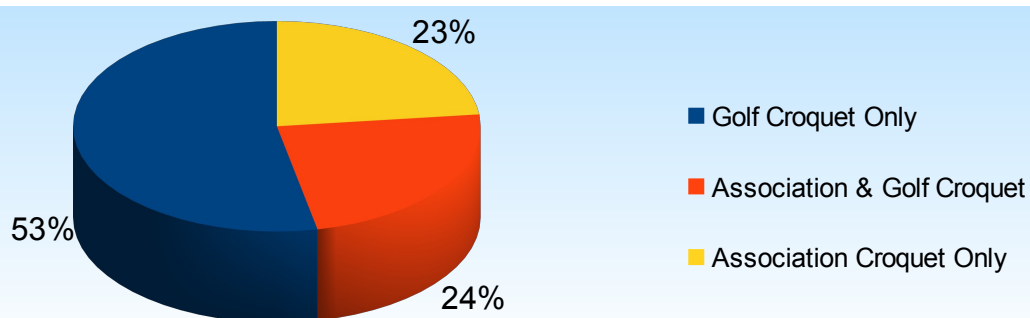
Funds	Water	Manpower	Other
50.00%	19.60%	25.00%	5.40%

7. Membership & Services

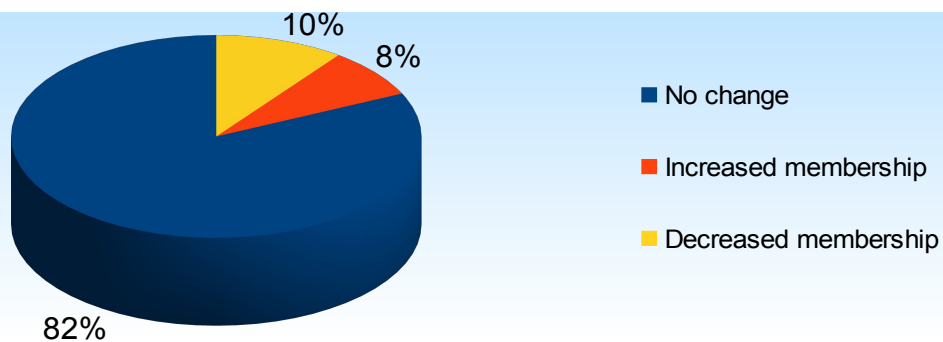
How is the public engaging with croquet



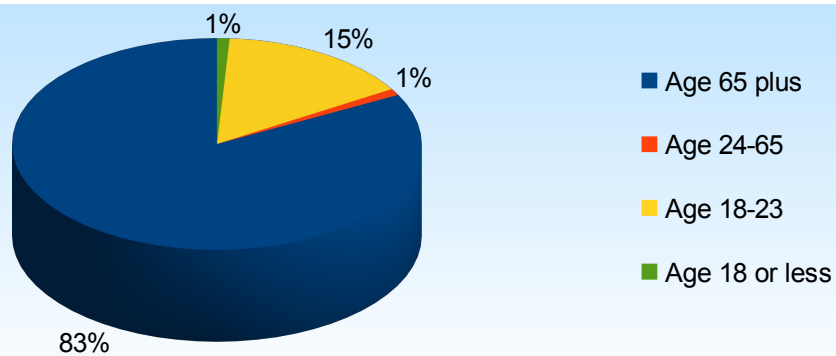
What codes are club members playing?



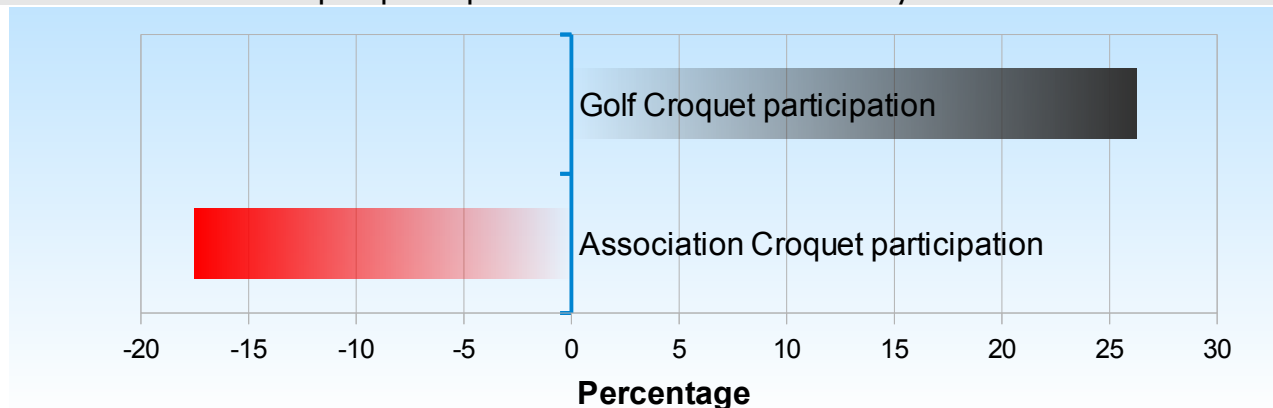
Club membership trend during the last 3 years



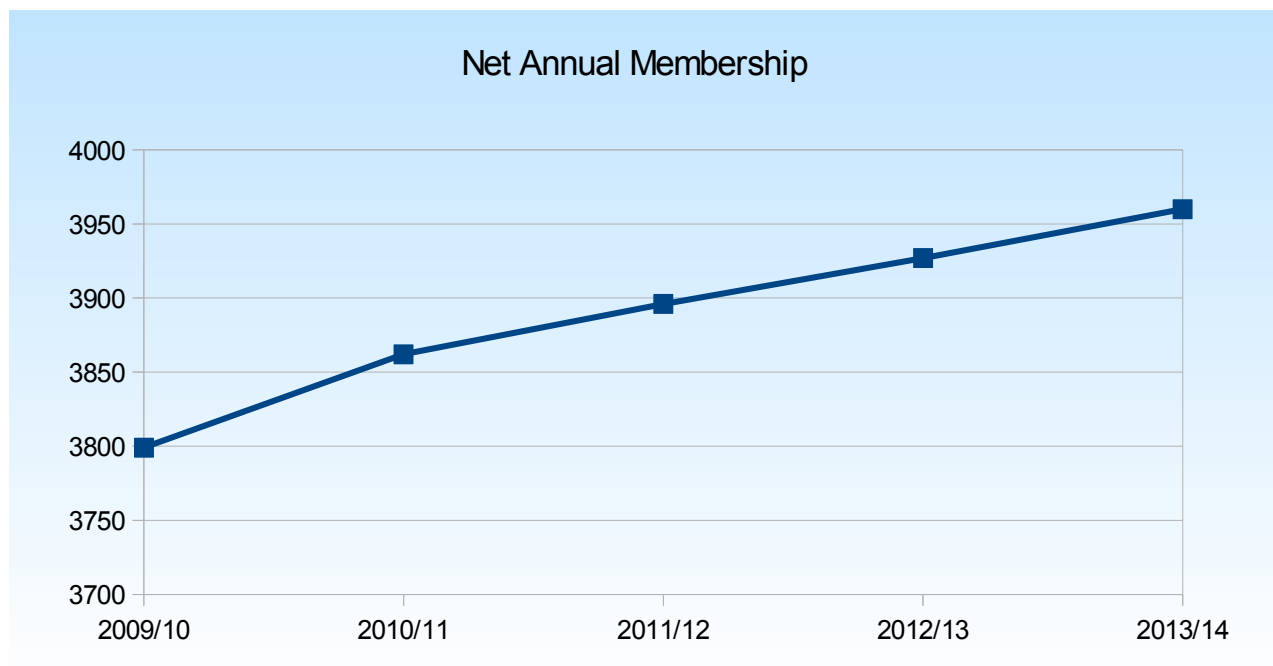
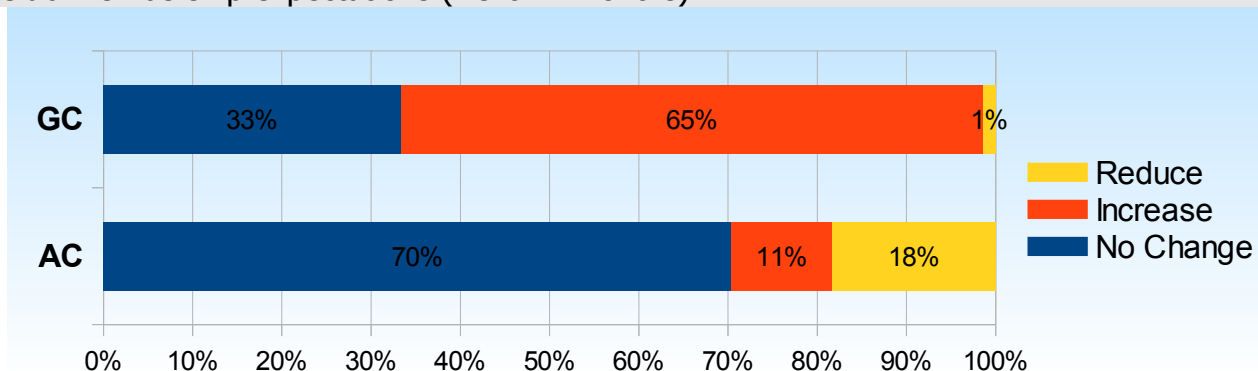
Members in the following age groups



Association & Golf croquet participation trends in the last three years



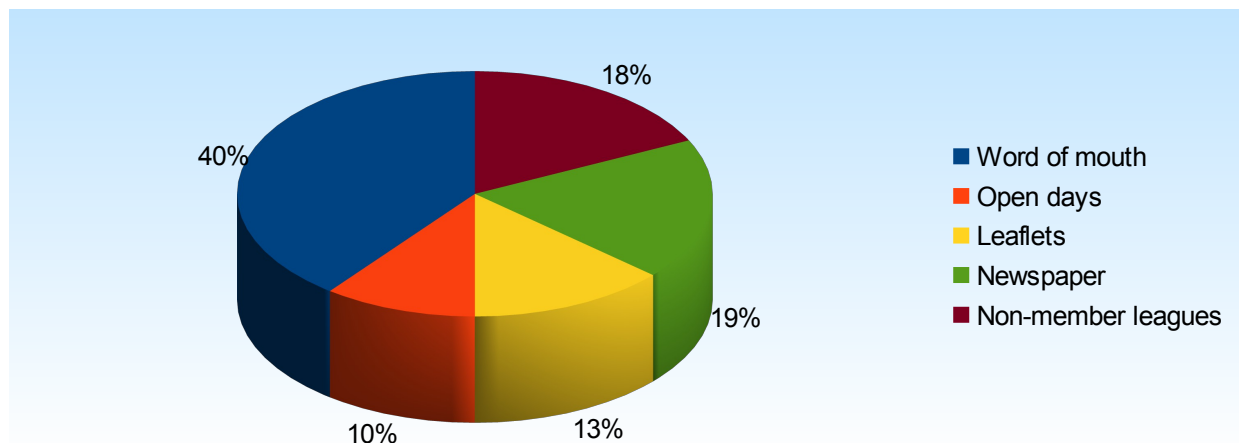
Club membership expectations (Next 12 months)



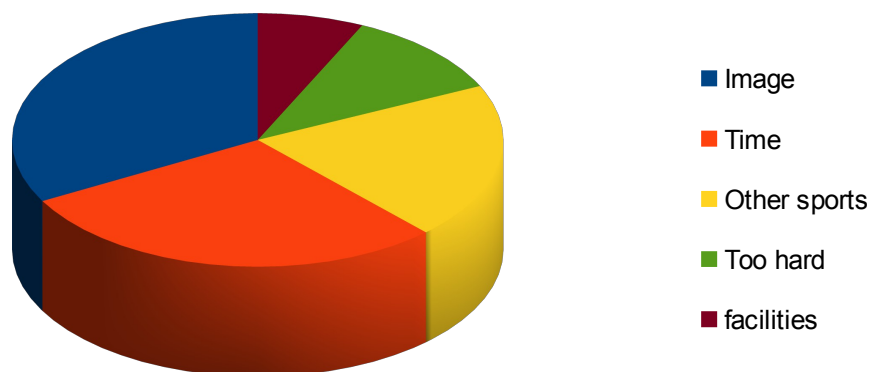
Is the club actively seeking new members?

Yes	No
94.9%	5.1%

What are the most effective strategies used to attract new members?



Common barriers to gaining new members?



Our club's primary focus/activity is Golf Croquet

Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree
14.30%	51.90%	5.20%	16.90%	11.70%

Our club's primary focus/activity is Association Croquet

Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree
20.80%	54.50%	6.50%	11.70%	6.50%

Our club's primary focus/activity is providing access to both codes

Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree
2.60%	2.60%	2.60%	50.00%	42.30%

The roles and duties to manage our club are shared proportionately

Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree
2.60%	19.50%	2.60%	55.80%	19.50%

If roles are not proportionately shared, why not?

Indeterminate.

What, if any, barriers or issues does the club face in providing GC and AC activities?

A 30% response to this question. 30% of respondents reported a lack of available lawns at peak times.

Our club is willing and capable of providing both codes now and future

Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree
1.3%	2.6%	1.3%	61.0%	33.8%

Our club is tending toward facilitating GC activities predominantly

Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree
14.5%	61.8%	5.3%	10.5%	7.9%

Our club is tending toward facilitating AC activities predominantly

Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree
17.1%	61.8%	10.5%	9.2%	1.3%

Our club is benefiting from the migration of existing players to our dominant code

Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree
9.3%	28.0%	53.3%	9.3%	0.0%

Yes, some evidence of migration in our region. We think it is beneficial for clubs and players

Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree
2.8%	25.0%	62.5%	8.3%	1.4%

Well organised club competitions made available to all members

Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree
0.0%	1.3%	5.3%	58.7%	34.7%

Club competitions are well attended

Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree
0.0%	6.8%	4.1%	71.6%	17.6%

Organised social events/ occasions

Yes	No
98.7%	1.3%

Participation in inter-club competition

Yes	No
96.1%	3.9%

Participation in the CNZ Arthur Ross competition

Yes	No
57.9%	42.1%

Participation in the NZ Secondary Schools event

Yes	No
13.3%	86.7%

Provides coaching sessions for new members

Yes	No
95.9%	4.1%

Provides coaching sessions for existing members

Yes	No
86.7%	13.3%

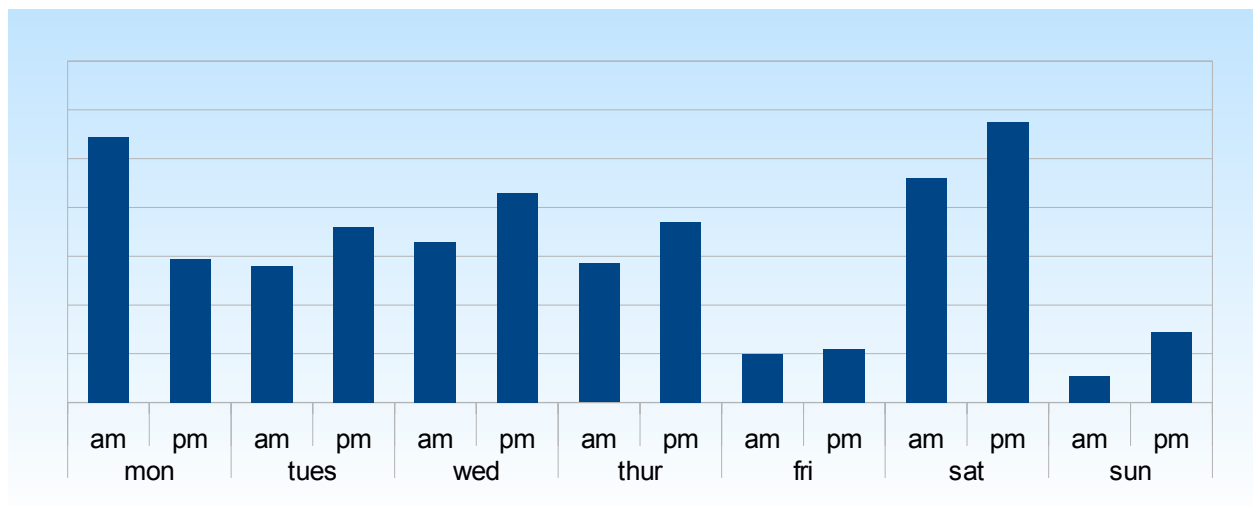
Coaching for umpires referees (or by Association)

Yes	No
56.2%	43.8%

Provides business house / corporate competitions

Yes	No
50.0%	50.0%

Scheduled playing days and times



Our club operates during

Summer	All year
35.5%	64.5%

Active relationship with local schools

Yes	No
25.7%	74.3%