**ESFA NATIONAL FINALS 2023**

**PLAYER FEEDBACK OVERVIEW**

The ESFA created four surveys designed specifically to capture the feedback of players within this season’s National Finals:

1. Stoke City – Schools’ Cup Players
2. Stoke City – Rep Team Cup Players
3. PlayStation F.C. Schools’ Cup Players
4. Pokémon Schools’ Cup Final Players

Please find below an overview of the responses to these surveys:

1. **RESPONDENTS**
2. The ESFA received 97 responses to these surveys

Stoke City – Schools’ Cup Players (26)
Stoke City – Rep Team Cup Players (42)
PlayStation F.C. Schools’ Cup Players (22)
Pokémon Schools’ Cup Final Players (6)

1. **THE VALUE OF REPRESENTATION**
2. 100% of school players said that they enjoyed representing their school in National Cup competitions in the 22/23 season
3. 93% of rep team players said that they enjoyed representing their Association in National Cup competitions in the 21/22 season
4. **QUALIFYING**
5. 80% of respondents said they were “really excited” upon qualifying for National Finals following their semi-final match
6. 18% of respondents said they were “excited” upon qualifying for National Finals following their semi-final match
7. 2% said it felt “ok” to quality for National Finals following their semi-final match
8. **NATIONAL FINAL VENUES**

**West Bromwich Albion (WBA)**

1. Respondents were given a slider system (0 – 100) to provide an answer to the following question: “How did you feel when you found out your final was to be held at West Bromwich Albion FC?”

The average response was 96/ 100

1. Respondents were asked to rate WBA as a National Final venue on a 5 star rating scale (where 1 star was “very poor” and 5 stars was “excellent”)

The average rating was 4.9 stars

1. Respondents were asked to rate the facilities e.g. changing rooms, pitch, post-match meal etc. at WBA on a 5 star rating scale (where 1 star was “very poor” and 5 stars was “excellent”)

The average rating was 4.9 stars

 **Stoke City FC – Rep Teams**

1. Respondents were given a slider system (0 – 100) to provide an answer to the following question: “How did you feel when you found out your final was to be held at Stoke City FC?”

The average response was 85 / 100

1. Respondents were asked to rate Stoke City as a National Final venue on a 5 star rating scale (where 1 star was “very poor” and 5 stars was “excellent”)

The average rating was 4.7 stars

1. Respondents were asked to rate the facilities e.g. changing rooms, pitch, post-match meal etc. at Stoke City FC on a 5 star rating scale (where 1 star was “very poor” and 5 stars was “excellent”)

The average rating was 4.6 stars

 **Stoke City FC – School Teams**

1. Respondents were given a slider system (0 – 100) to provide an answer to the following question: “How did you feel when you found out your final was to be held at Stoke City FC?”

The average response was 90 / 100

1. Respondents were asked to rate Stoke City as a National Final venue on a 5 star rating scale (where 1 star was “very poor” and 5 stars was “excellent”)

The average rating was 4.6 stars

1. Respondents were asked to rate the facilities e.g. changing rooms, pitch, post-match meal etc. at Stoke City FC on a 5 star rating scale (where 1 star was “very poor” and 5 stars was “excellent”)

The average rating was 4.7 stars

1. **EVENT COVERAGE**
2. 100% of respondents said that they watched the YouTube coverage of their National Final back after playing
3. 100% of respondents said that they were happy we were able to stream their National Final

1. **EVENT HIGHLIGHTS**
2. There was a relatively even spread of ‘highlights’ across all respondents:
3. Some of the additional highlights players listed included:

“Everything ”

“Scoring a goal”
“Being with family and friends”

“Scoring a Hattrick, receiving the match ball and player of the match”

1. **SAFETY**
2. 100% of respondents said they felt safe whilst attending the event at WBA
3. 100% of respondents said they felt safe whilst attending the event at Stoke City

**WBA:**

1. 85% of respondents said they would report any concerns or worries at the event to their team Manager
2. 15% of respondents said they would report any concerns or worries at the event to the event organiser
3. 4% of respondents said they would not know who to report any concerns or worries at the event to
4. 8% of respondents said that they were ‘unsure’ who they should report concerns to

**STOKE CITY – School teams**

1. 90% of respondents said they would report any concerns or worries at the event to their team Manager / Coach
2. 9% said they would report any concerns or worries at the event to the event organiser
3. 1 respondent said they were ‘unsure’ who they should report concerns to
4. 1 respondent said they would not know who to report any concerns or worries at the event to

**STOKE CITY – Rep teams**

1. 93% of respondents said they would report any concerns or worries at the event to their team Manager / Coach
2. 7% said they would report any concerns or worries at the event to the event organiser
3. 12% said they would report any concerns to their Association Welfare Officer
4. 5% of respondents said they were ‘unsure’ who they should report concerns to
5. 1 respondent said they would not know who to report any concerns or worries at the event to
6. **OVERALL RATING**

The overall rating given across all National Finals at WBA and Stoke City this season was 4.8 stars out of 5.

**POKEMON PRIMARY SCHOOLS’ CUP FINALS FEEDBACK**

Primary school pupils were asked different questions to those competing in secondary age National Finals and have therefore collated these results below.

There were 10 respondents to this survey, from 5 different participating schools.

* 100% of respondents enjoyed representing their school in the 22/23 Pokémon Schools’ Cup Finals
* Respondents gave a 5-star rating out of 5 for the organisation of the Pokémon Schools’ Cup Finals
* Respondents gave a 5-star rating out of 5 for the facilities at King Power Stadium, Leicester
* 100% of respondents said they felt they and their teammates were well looked after upon arrival and throughout the day
* 100% of respondents said that they felt safe during the event
* 50% of respondents said that they know what the Respect Code of Conduct is
* 100% said it was clear who members of ESFA event staff were
* 100% said they enjoyed the medal / trophy presentation, post-match
* Respondents rated the medals / trophy presented to them 4.5 stars out of 5
* The overall rating given for the National Primary Finals was 5 stars out of 5