



National Programmes Club Roadshow 2024 Questions and Answers

Area	Question	Answer
Digital	Can the registers on the ECB App (which I really like) be formulated in alphabetical order, based on forenames? This would save a significant amount of time.	We heard this feedback from the survey we ran near the end of the summer and ClubSpark are almost ready to release a new version of the App, including this change. It will include a few other improvements, such as being able to cancel sessions and communicate with parents directly from the app.
Digital	Why doesn't the ECB App register the Activator who runs the sessions like the participants, so we don't have to log into Clubspark to confirm the details?	This sounds like a great idea and we are always open to hearing about ways to make your lives easier. If you could reach out to our support team we'd love to have a conversation to fully understand how this could improve, and will see what we can do in the app.
Digital/Kit	I have just run a Dynamos, and got a box full of player cards, for those children who do not have a mobile of their own could the resource hub print a page?	It's great that you're giving out the Dynamos Topps Cricket Attax cards. We don't expect Dynamos to have their own mobile phone so the content that gets unlocked as a result from scanning the QR code on the card is designed with the parent or guardians' mobile in mind. However, the cards are popular and provide enjoyment in their own right so it is in no way essential for them to be used in association with a mobile device.

<p>Activators</p>	<p>ECB CoachDev “coaches” are not qualified to deliver National Programmes. Any chance of a conversion course to give coaches the National Programmes philosophy & child dev components? (Combined question)</p>	<p>Coaches have the skills and abilities to deliver All Stars Cricket and Dynamos Cricket but we still feel that we need a way to articulate the philosophy and specific resources linked to National Programmes. We would like the ability for coaches to have automatically completed the initial Activator training (i.e. face to face element) of the Activator course, but it's a challenge finding a technological solution for the system to recognise this. Whilst we work on this element, we are happy for coaches to complete the e-learning elements - as well as the safeguarding and DBS etc - that they would already do, and not attend the initial training. We are currently working with colleagues in Coach Development on a long term project to better clarify the role of the Activator, and where it sits alongside other coaching remits.</p>
<p>General</p>	<p>Can we get hold of the slides for afterwards - some of the text is so small it can't be read in the call 👍</p>	<p>The slides have been shared with Clubs, and all County Cricket Boards have a copy they can share locally.</p>
<p>Activators</p>	<p>How do you find out if parents want to help as we struggle in this area. Is there any advice in recruiting volunteers or plans for a national recruitment of Activators? (Combined question)</p>	<p>As part of the sign-up process, parents are asked if they would like to take part in supporting sessions. Activators can find this information in one place by clicking on the programme, selecting all participants and downloading a CSV (spreadsheet) file that lists this information. As part of our email communications to parents, we also highlight the opportunity for them to volunteer, (as well as ask the question in the sign-up process). We have produced an Activator Webpace with lots of ideas on helping with Activator recruitment as well as resources and templates to help you gain support. You can find all the information here: https://www.cricketactors.co.uk/about</p>
<p>General</p>	<p>Are there any significant changes planned for next year?</p>	<p>There are no significant changes planned for 2024. We encourage clubs and centres to continue to offer high quality, fun and engaging courses with the flexibility of this being either an 8 week course, or a holiday camp.</p>
<p>Marketing</p>	<p>Can you change the certificates to white backgrounds - they are great resources and the kids love them but they cost a fortune to produce in toner/ink</p>	<p>In response to previous similar feedback, we produced a plainer, simpler version of the certificates which are on the Resource Hub. They are predominantly white now however if these are still problematic, please get in touch and we can look at stripping them back even further.</p>

<p>Activators</p>	<p>Can you clarify what the requirements are to be an Activator?</p>	<p>If a club or centre lead adds an Activator onto the Clubspark system, they will receive an automated email that will tell them exactly the processes and steps needed. The Activator will then have a checklist of items to complete in order to be qualified. In addition to an up-to-date and valid DBS, these elements are; eLearning, an initial activator training session, run by the local county cricket board and the online ECB safeguarding qualification.</p>
<p>General</p>	<p>Why is there such a discrepancy between the amount of money that goes back to the club, between All Stars and Dynamos, i.e £10 and £25?</p>	<p>The recommended retail price for each programme is £40. To cover the costs associated with the programme, the ECB takes £30 for All Stars and £15 for Dynamos per participant. The remaining revenue goes back to the club. The cost for All Stars is higher as this covers the participant kit bag. As Dynamos participants receive a t-shirt only, this is why there is a difference in the amount that goes back to the club.</p>
<p>Digital</p>	<p>Is it possible to have a single sign on for all ECB sites? Currently there are different logins for activator / resource hub / play scorer / play cricket.</p>	<p>Absolutely, our intention is to expand our single sign-on offering across all of our products, so that you only ever need one password to access all our services. Unfortunately, this is highly complex so we are having to do it in stages. However, Clubspark is one of the next platforms on the integration roadmap, and we hope to have SSO in place by the 2025 season at the latest.</p> <p>In terms of the other products you mentioned, all of the Play-Cricket products are already using SSO, so you won't have to wait for any changes there, and for National Programmes collections on the Resource Hub, we have removed the login requirement altogether.</p> <p>Finally, if you're using iCoachCricket today for other coaching tasks, we're happy to say that the work to implement SSO there is underway right now.</p>
<p>General</p>	<p>Can we find out what feedback we got as a club/activators last year so we know where we can make improvements? (Combined Question)</p>	<p>The survey is designed to show trends and general insights that allow us to adapt the programme nationally. It is positioned as an anonymous survey so we don't feel it would be appropriate to share specific details with clubs. CCBs have access to the full survey, minus the comments, so they would be able to advise on local trends and general parent feedback.</p>
<p>Activators</p>	<p>Thanks for a really informative session. I've heard that all parents that want to help out will need to be DBS checked before they can help. Is that right?</p>	<p>A DBS check is only required if a parent volunteer supports in more than three sessions.</p>

<p>Marketing</p>	<p>How best can we set up the QR code can we have videos to support all the information on the websites?</p>	<p>QR codes can be created via free online QR code generator websites, or there is a simple way if you use Google Chrome as your web browser. However, if you are struggling to create a bespoke QR code please contact us via the Helpdesk and we will assist you. Regarding creating videos to support the information on our website, we have limited budget and videos tend to be expensive to create, meaning we have to prioritise specific pieces of content. However, please get in contact with us via the Helpdesk if there is content relating to specific information you have in mind as we are open to hearing new ideas.</p>
<p>Marketing</p>	<p>Can we have a slide deck we can use for school assemblies? Our club finds that this is a good way to get children to sign up.</p>	<p>We have uploaded a template slide deck onto the Resource Hub, located in a Collection called 'National Programmes Schools Assembly pack', which you can access here: https://resourcehub.ecb.co.uk/share/B3BE36D7-8EA3-4A94-90F2A798D628080F/?viewType=grid</p>
<p>Programme Content</p>	<p>Will there be any new content in 2024? Is there repetition in the programme and what consideration has been made for children who have done more than 2 years of the programme? (combined question)</p>	<p>Yes, we have produced 3 new activities for each programme this year and the resources for these activities will be available on iCoachCricket by the end of March. The curriculum is updated every year with some activities taken out and new ones added in. All of the removed activities remain in iCoach for Activators who wish to adapt the programme. As it stands, there is minimal repetition in All Stars (no activity being featured more than twice) this is based on insight showing that these are the most popular activities, and children of this age benefit from some repetition. With Dynamos the activities build up in complexity gradually, but are focusing on certain areas of technique and will seem similar due to the nature of being focused towards games. There are now 8 modified and pairs games, so Activators can choose different activities for each week. National Programmes are primarily a tool to introduce and transition players into other opportunities in the game. Children should progress at their own pace and their development should be age and stage appropriate, so if specific players are finding the activities not challenging enough, you could consider moving them into junior teams or signposting them to other opportunities within the game.</p>

Marketing	Can the flyers/ posters/social assets be easier to amend please?	Editable PDFs are the most efficient way to create bespoke marketing materials however we recognise they can be challenging to use, especially if some computers don't have appropriate software such as Adobe Acrobat on them. You can download a free version of Adobe Acrobat from the internet however, if you are struggling to amend marketing materials, please contact us via the Helpdesk and we will assist you.
General	Thanks for the info tonight. Is there a checklist we could follow in organising All Stars/ Dynamos for next season that we can follow so we don't miss anything?	This is a great idea, we will explore its creation.
General	Have any provisions been made for larger families? Paying for 3 under 8's to attend All Stars can be prohibitive? Pay for 2 siblings 1 half price?	Unfortunately the current financial model for the programme doesn't allow for this option
Digital	Is there a way to provide feature requests/feedback on the ClubSpark website? There are several aspects of the user interface & functionality to be improved	We are currently in the process of redefining our partnership with Clubspark, and this is very much part of how we want to work in the future. We've got plans to create a product portal where you can suggest and vote on improvements for the product, and will share more information on this as soon as we can.
Kit	For holiday camps can we have different colour t-shirts. So if you attract the same children you do not get the same t-shirt as 2 months earlier	There are no plans to provide additional coloured t-shirts in 2024 but this could be something we explore in the future to provide differentiation.
Marketing/kit	Could certificates be made available to buy on the All Stars & Dynamos Cricket App	We can look into this and potentially offer them through the club shop, we will let you know closer to the programme launch date.
General	Do you have any plans to make programmes more affordable? E.g. Option to opt out of kit for 2nd time participants or voucher codes so clubs can fund places?	In 2024 we will have the ability for clubs to offer voucher codes to participants. You may have a sponsor who has donated the club money, have the opportunity to receive funding from an external source, be working with a community partner on a project to reach a new group of participants, or, as a club, want to offer a sibling a free place. In any of these scenarios, you can apply for bursary places through an online form and these enable you to fully fund either individual's places or a whole course, so parents can register online but without the need to pay as your funding will cover their costs. If you are interested in knowing more about this, please contact our support centre – allstarscricket@ecb.co.uk

General	Any thoughts on doing a resource pack with the games on that can be sent out to participants after the sessions to keep them engaged?	'All Stars At Home' videos align to the course curriculum, and these are a great resource that can easily be shared with parents for all to access online. They can be viewed on the National Programmes pages of the ECB website, or the All Stars Activity Space https://www.allstarsactivityspace.co.uk . We may consider updating these for All Stars, and creating some additional Dynamos content further to what is already on the Dynamos App.
Digital	Please can you simplify and speed up the sign-up process for priority and new registrations. Sharing a direct link with the Clubs for example.	We'd love to learn more and to hear more from you about how we could make your lives easier. If you could reach out to our support team we'd love to have a conversation to fully understand how this could improve, and we'll look at what we can do to help out.
General	Will there be an early registration date notice given for those who came last year and is there a registration date	There will be a priority window phase again in 2024, where previous bookers, and anyone who has registered interest, get the chance to sign up early to an available course ahead of the national launch date. This is scheduled for Wednesday 6 th March 2024.
General	When downloading a spreadsheet of attendees from Clubspark, why does which school the All Star attends not appear? Also why has the address disappeared from the club facing details and can we do photography consent centrally (Combined Question)	When considering access to data we are required to justify the need for sharing any information based on safeguarding and GDPR considerations. It was felt that this information wasn't vital for clubs to run the programme so access to this information was removed. From 2024 your CCB will have access to school information so will be able to tell you trends of schools that you are attracting kids from. The ECB cannot ask for photographic consent on behalf of clubs within the system on sign up so if you would like to ask for photo/image consent this needs to be done separately.
Digital/General	Every year I ask for a Clubspark system change whereby it totals the number of attendees. We have over 100 All Stars please can you change the system for 2024	We'd love to learn more and to hear more from you about how we could make your lives easier. If you could reach out to our support team, we'd love to have a conversation to fully understand how this could improve, and we'll look at what we can do to help out. Email - allstarscricket@ecb.co.uk
Kit	When will the All Stars online shop be back up again please? I don't want miss out on credits we have.	The online shop will re-open week commencing 9 th April 2024. Due to closing the shop early in 2023, if you had remaining credit that you wish to use in 2024, please get in touch with the HelpDesk - allstarscricket@ecb.co.uk

<p>General</p>	<p>Please can we start our sessions earlier than May to tie in with junior start of the season?</p>	<p>The national start date for National Programmes is 10th May 2024. We encourage all Clubs and Centres to start from this date, however you are welcome to deliver courses at a time that works best for you and your participants' requirements, including in the summer holidays and indoor in the autumn/winter. Please be aware that we are experiencing some delays to our usual process. We aim to get participant kit packs out before the course start date however if your course starts before 10th May we cannot guarantee all participants will receive their kit before the first session.</p>
<p>General</p>	<p>Is there a view for the future to maybe run an 11-14 National programme for individuals who may not have had access to all star or dynamos</p>	<p>There are currently no specific plans to run national programmes post 11 years of age</p>
<p>Digital</p>	<p>Pls can the registers be more user friendly? By the time you get to week 3 you can't see the name & week no on the same page on a phone or iPad- we use paper.</p>	<p>We heard feedback in this area from the survey we ran near the end of the summer and Clubspark are working on a new app release at the moment. This includes improvements to the registers, in particular sorting by first name to make it easier to find people. We'd love to hear more from you about how we could improve this, so please reach out to our support team and help us understand what we could do to make your lives easier.</p>
<p>Activators</p>	<p>Is there a reason why cricket boards only run a small number of Activator courses? There needs to be more options available - & when the courses are underway.</p>	<p>County Cricket Boards balance up the time they have and the cost of delivering training against the needs and requirements of clubs and volunteers. Our CCB colleagues work hard to cater for all and focus their resource to times when there is the biggest need for training. This is generally in the period between March and May/June. Last year several county boards ran additional sessions later in the season, with the aim of attracting new volunteers that might have been introduced to the programmes as parents and carers. In general, they found that there was limited demand, but we will be encouraging this in 2024. If you have a specific group of volunteers that need training, we suggest talking to your local CCB representative to let them know and see if there is solution that can fit. Remember that parent/carer helpers can be an invaluable tool to support sessions and not every volunteer has to be fully qualified. We would recommend getting a DBS completed initially and then, should parents and carers wish to qualify, they can be signposted to the sessions in the next year.</p>

<p>Kit</p>	<p>As there is a new logo, will Activators get new clothing. It has been 7 seasons since we did and the club should not fund it.</p>	<p>We will begin to see new logo and brand on activator clothing in 2024. However, due to our sustainability policy we are currently phasing out items in stock with the old logo. Currently, clubs are encouraged to purchase Activator clothing with their club credit. However, we would encourage clubs/centres to reach out later in the year if you are desperately short of activator clothing and have been running the programme for 5+ years.</p>
<p>Kit</p>	<p>The money for each child that goes back to the club - is that credits we had to spend on AS/D kit? We don't need more ASD kit but do need funds!</p>	<p>Each All Stars Centre setting the course price at £40 is entitled to a £10 income per child, and Dynamos courses with a £40 course price receive £25 per child. The surplus, directed to the ECB, is allocated for participant kits, club kits, digital systems, program infrastructure, and national marketing campaigns. Additionally, each club is entitled to £5 in store credit for every child, promptly added within 48 hours of their registration.</p>
<p>General</p>	<p>Any plans for county All Stars festivals/skills tournaments?</p>	<p>Some counties have competitions or festivals in place, but we have no plans currently to run this on a national scale</p>
	<p>Do we have any confirmed dates for when the system will be up and running, the priority window and national launch? (Combined question)</p>	<p>We are happy to confirm that registrations will now be open nationwide from Wednesday 13th March, a priority window for last year's participants and those who have registered an interest starts on Wednesday 6th March. Delivery of courses can start from Friday 10th May 2024.</p>
<p>Activators</p>	<p>In response to requests for new games - could you offer enhanced training and/or CPD on STEP and the child dev framework to differentiate activities?</p>	<p>The STEP model and adaptations are covered within the Activator Handbook. Each activity also has a handy 'Change It' section on the Activity Card, where variations and adaptations are provided. Should activators wish to upskill their delivery we would recommend looking into coach education courses and we are working with our coach development on creating a clearer and more coherent link between activating and coaching. Specific guidance on the STEP model can be found by visiting the UK Coaching website: www.ukcoaching.org/resources/topics/videos/subscription/the-step-model-explained</p>