

**Minutes Sussex Squash and Racketball Committee Meeting held at the Black Lion on  
Wednesday 5th December 2012 at 7.30PM**

**Attendees**

Karl Manning (KM) Fiona Western(FW), Mick Sheeran (MS), Paul Millman (PM), Chris Markham(CM), Dave Snelson (DS) and Simon Tunley (ST)

**Apologise**

Camron Malik (CRM), Mike Tonge (MT), Dave Snelson (DS) and Ian Robinson (IR)

	<b>Action</b>
<p>1. <b><u>Matters Arising from minutes of last meeting 11<sup>th</sup> September 2012</u></b></p> <ul style="list-style-type: none"><li>Junior squads seem to have fallen into place under the new structure and FW confirmed that GS has taken over the admin for the squads. First weekend was quiet due to a tournament however overall 60 players have attended over the first three squads. There are still some session and registration fees to collect however at present books are balancing. CM still to finalise certain elements of the costs.</li></ul> <p>2. <b><u>Website</u></b></p> <p>KM confirmed all was going ok with the website; there are still six players in the men's league that do not have a ESR number attached to their name and they have been warned this must be done ASAP. Ladies and junior leagues not as robust in this aspect but work in progress. There was a discussion on re-arrangement of matches in the junior league and the fact results were being delayed from being entered. MS confirm changes were inevitable but would do his best to try and minimise.</p> <p>KM confirm he attended two meetings with ESR and other county reps about registration of members (See appendix A for meeting minutes). He was part of a working group to produce a paper to improve system of registering members with ESR and linking this better with county databases. The group agreed that the process of registering a member with ESR needs to be more than just a name but also include other contact details. ESR have acknowledged this and will be taking to council to ratify with the aim the ESR main database having a good interface with all county system databases.</p> <p>3. <b><u>Senior and Junior County Closed Events Updates</u></b></p> <p>Junior event went ahead at Corals but numbers were down on last year with around 60 entering. Overall this was disappointing but there is scope to improve on for next year.</p> <p>The senior county closed is now underway using the LMIS system. KM has had 22 entries and first rounds to be played by Christmas. Finals planned for January however this is likely to be put back due to the tight time frames involved.</p> <p>4. <b><u>Development Executive Post</u></b></p> <p>PM confirmed that he and ST/DS interviewed a number of candidates for the role and there was a varied range of applications. Three applicants were interviewed for the post and out of the three two stood out, however after some further discussions the panel felt Camron Malik should be offered the post. PM asked the committee if</p>	<b>CM</b>

<p>they would support this decision and the committee agreed, however they were all keen that he at least did his level 1 coaching badge ASAP as a requirement which will provide options in his role and provide relevant cover for CRB and insurance. PM to contact Camron to offer him the post and set up a meeting with him and ST to discuss the way forward. PM to also contact the other candidates especially Nic Davies who we felt could play a valuable part in helping Camron develop squash at a grass roots level in Sussex.</p>	<b>PM</b>
<p><b>5. <u>Treasurer's Report</u></b></p> <p>CM stated accounts were on track although inter county expenses are likely to be over budget. Income from the junior county closed down. There was a discussion over coaching bursaries and it was agreed we would support applications throughout the season as there is a need to build up our base of coaches although there is a need to also mentor these new coaches through to level 2 where possible.</p> <p><b>6. <u>Leagues inc Juniors</u></b></p> <p>Men's leagues going ok. Ladies knockout first round was a success and next round booked for February. MS stated junior leagues were going ok although there had been a number of changes in regards club reps.</p> <p>There was a discussion about the racketball league and the fact that some teams had not played as yet and some of the fixtures were late coming through. PM agreed to speak to MT to try and ensure all the league aspects are joined up at the start and ensure fixture generation is linked with the squash leagues.</p> <p><b>7. <u>County Teams</u></b></p> <p>Feedback on all the teams was very positive with the Ladies senior and 040's doing well and are in the mix for promotion in the next rounds. The men's 0'35, 0'45 and 0'55 have also had successful first stages and are all on course for promotion. A big thanks must go to the captains and organizers on this.</p> <p><b>8. <u>England Squash and Racketbaoll (ESR)</u></b></p> <p>PM confirmed ESR had a new Chairman and President and they were pushing hard to support the 2020 Olympic bid with the result being known in September 2013. ESR also waiting decision on whole sports plan which will dictate the level of funding they will receive from Sport England for grass root initiatives.</p> <p><u>Date of next meeting</u></p> <p>At the Weald SC at 7.30 on Wednesday 12<sup>th</sup> March 2013</p>	<b>PM</b>

### **Action Points for December 2012 Meeting**

#### Paul Millman

1. To offer Executive post to Camron
2. To speak to MT about racketball league

#### Chris Markham

1. CM to finalise junior squad fees and costs

## **Appendix A**

### **Notes of a meeting held 8 November 2012 at Horsley Park Hotel, Surrey**

#### **Attending**

Karl Manning           Sussex SRA  
Tim Stainton           Surrey SRA  
Richard Antcliff       Kent SRA

#### **Background**

The purpose of the meeting was to consider the paper prepared by Kent for the ESR Council Meeting to be held on 17 November 2012 and to agree a common set of changes to be made to the ESR membership database and access to information available to club and county officials.

#### **Outcome**

It was agreed that the requirements could be categorised into two components, namely, bug fixes and design changes.

The following points were agreed:-

1. Club officials should have access to and be able to edit member information.
2. A minimum data set be defined that must be entered before a membership number is generated.
3. The Members display via the club portal be modified
4. County officials should be able to view club level information for all counties and clubs.
5. The status of a members membership should be displayed ie are they paid up members, particularly coaches.
6. A statistics screen should be available on County log in, with number of members, activated members, quantity of e-mail addresses etc.
7. A web interface be created to allow two specified county officials to e-mail their county members with newsletters etc. Filters to be provided to target specific groups. All e-mails generated to have full audit trails.
8. A defined interface be available so that county league systems can interface with the ESR database to validate, player name, membership number and date of birth.
9. A logic be agreed for including with League Master, LMS etc a player grading system and potentially uploading this into a National system.

**Notes of a meeting held 13 November 2012 at  
Colets Health & Fitness Club, Thames Ditton, Surrey**

**Attending**

Jon Carney ESR Facilities Management	Karl Manning Sussex SRA
Steve Jones ESR Membership	Tim Stainton Surrey SRA
Steve Hubbard Warwickshire SRA	Richard Antcliff Kent SRA

RA outlined the background to the working party being formed and what the objectives were. There is a need to make information available to clubs and counties to give them the tools to manage membership effectively.

JC circulated a position paper that had been prepared to inform council members of the working party's activities.

It was agreed that the requirements could be categorised into two components, namely, bug/minor fixes and design changes.

**1. Minimum Data Set for obtaining an ESR Membership Number**

There was general agreement about what the minimum data set (MDS) should be, however, there was concern that clubs may not enter e-mail and postal addresses for fear of them been given/sold to commercial 3<sup>rd</sup> parties.

SJ noted that the ESR database was registered under the Data Protection Act and the registration with the Information Commissioner confirmed that information held would not be supplied to 3<sup>rd</sup> parties.

SJ/JC to confirm this point and then prepare a letter/ e-mail for Nick Rider to send to County Chairman for onward distribution to clubs. **Action JC**

The MDS would apply to new registrations and a target implementation was agreed for the end of January.

The MDS will be:-

Title

First name

Last name

Gender

E-mail address

Date of Birth

Valid postal address

**Action SJ**

Consideration was given to address validation via Royal Mail, it was agreed that the address be valid if it contained Address 1, City, County and a post code in the correct format.

It would be for counties to work with clubs to improve the data for existing members

ESR noted that their IT developers were to be changed in January and this may impact upon timely delivery.

**2. Editing Data**

It was agreed that clubs should be able to edit data associated with their members, consideration was given to whether Activated members should have their data editable by clubs, it was concluded that they should.

It was agreed that on the club Members screen:

The post code should be removed

A marker should be inserted to show if the membership was activated

An Edit button should be added next to the Delete button

**Action SJ**

Following discussion, it was agreed that county officials should be able to view all club data but not be able to edit it.

**Action SJ**

### 3. Viewing Data

It was agreed that county officials should be able to view all data for players in other counties, since some players play in more than one county.

**Action SJ**

### 4. Membership Activation

The process was reviewed, having defined a MDS, it was questioned whether activation was still required. Activation is the process by which the individual creates a password which gives him/her the ability to access and edit his/her personal data. It was agreed that this should continue.

### 5. Exporting CSV Files

The ability of club or county officials to export a CSV file to a PC was considered, the Data Protection Act requirements imposed on ESR would be transferred to the individual. It was agreed that the rigour required to ensure the DPA requirement were met was such that this facility should not be pursued.

### 6. County Home Page

The County home page should contain an overview of the information about registered players in the county.

I was agreed that management information should include

Number of Individuals Registered

Number of which Activated

Number with e-mail addresses

Number with valid postal address

An ability to view this information by club should also be provided.

This information to also be available to ESR.

**Action SJ**

### 7. Search Results

Search results for players are often limited as players with similar names cannot be differentiated.

It was agreed that at County level, where an e-mail address has been provided, it would be displayed with searches. **Action SJ**

### 8. Bug Fixes

The Member Search in the County view does not always display the club through which membership payments are made, even though other searches show they are attached to clubs.

This bug is to be rectified. **Action SJ**

### 9. Database Interrogation

KM described the process by which LMS sent data to the ESR membership database for validation. It was agreed that this facility be made available to all county league systems that wish to use it.

Consideration was given to producing a list of league management system that were able to validate membership and hence eligibility to participate in the league.

The use of dates of birth in a grading system was discussed, further consideration is required about whether dates of birth can be downloaded due to DPA requirements, banding information may be more appropriate.

## **10. Web Interface E-mails**

The requirements of the system were aired.

Two designated county official should have the ability to e-mail everyone in their county.

Select in filters to be provided to choose, Adult Male, Female, Junior Male, Female.

Consideration needs to be given to the extent to which e-mails are sent to juniors.

An audit trail is required so that the originator of e-mails can be identified and the content and addressees determined.

E-mails will not display other recipients. Attachments will be permitted.

## **11. Progress**

ESR will provide an update when available on the procurement of a new web developer/support and any impact on envisaged timescale.

## **12. Next meeting**

15 Jan 2013 at Colets, Surrey at 13:00

The following points were agreed between Surrey, Sussex & Kent prior to the meeting:-

10. Club officials should have access to and be able to edit member information.
11. A minimum data set be defined that must be entered before a membership number is generated.
12. The Members display via the club portal be modified
13. County officials should be able to view club level information for all counties and clubs.
14. The status of a members membership should be displayed ie are they paid up members, particularly coaches.
15. A statistics screen should be available on County log in, with number of members, activated members, quantity of e-mail addresses etc.
16. A web interface be created to allow two specified county officials to e-mail their county members with newsletters etc. Filters to be provided to target specific groups. All e-mails generated to have full audit trails.
17. A defined interface be available so that county league systems can interface with the ESR database to validate, player name, membership number and date of birth.
18. A logic be agreed for including with League Master, LMS etc a player grading system and potentially uploading this into a National system.

## PAPER FOR ENGLAND SQUASH COUNCIL MEETING 17 November 2012

### England Squash Membership Database

The purpose of this paper is to :

1. Highlight the limited use the database has to Clubs which may be a barrier to clubs entering information about members
2. Highlight the limited use the database has for County officials who cannot access club and player data.
3. Describe the barrier to effective communications with members for ESR and County Associations
4. Address Data Protection Act issues.
5. Propose a way forward to address the above.

### BACKGROUND

For the winter league of 2012/13, Kent SRA decided to ensure that all players in the county leagues were members of ESR by insisting that ESR membership numbers be entered into League Master and preventing the nomination of player to a team if the membership number was missing. In addition, clubs were required to enter the names of all of their squash players into the ESR membership database. Verification of membership numbers proved an arduous task due to shortcomings of the ESR membership database.

ESR have previously given consideration to how clubs can be encouraged to enter information about their members, and in particular e-mail addresses, so that communication can be made between ESR, County Associations and members.

The outcome of the exercise has been a significant increase in the number of players individually registered by clubs, the exercise is ongoing.

### CLUB LEVEL

Clubs registering a new member enter the data as shown in Fig 1.

The screenshot shows a web browser window with the URL [www.englishsquashandracketball.com/manage/membership\\_datas/new](http://www.englishsquashandracketball.com/manage/membership_datas/new). The page features a navigation menu on the left with links for RANKINGS, CONTACT, and SUPPORT. The main content area is titled 'LOG OUT' and contains a disclaimer: 'Wherever possible please include individual e-mail addresses for each member. Our system will then automatically send them an e-mail with their membership number and instructions on activating their membership. You will not be required to provide any further information. If no e-mail address is provided we are unable to communicate with your members and the club will be responsible for providing members with their membership number and instructions on how to activate.' Below this is a note: 'To add a new member to your club, fill in the form below. Please note, you will be responsible for paying membership fees on behalf of the member.' The form fields include: Title (dropdown), First name\* (text), Last name\* (text), Member type (dropdown), Gender (radio buttons for Male and Female), Email address (text), Date of Birth (dropdown), Address 1, Address 2, Address 3, City, County, Postcode, Mobile telephone, Home telephone, and Business telephone. An 'ADD MEMBER' button is at the bottom of the form. The footer contains logos for PSL (Premier Squash League), DUNLOP, England Squash & Racketball Masters, and Tecnifibre. The system clock shows 16:27 on 04/10/2012.

Fig 1

Having entered all of the above data for a member, the only information available to a Club Secretary about members is as shown in Fig 2.

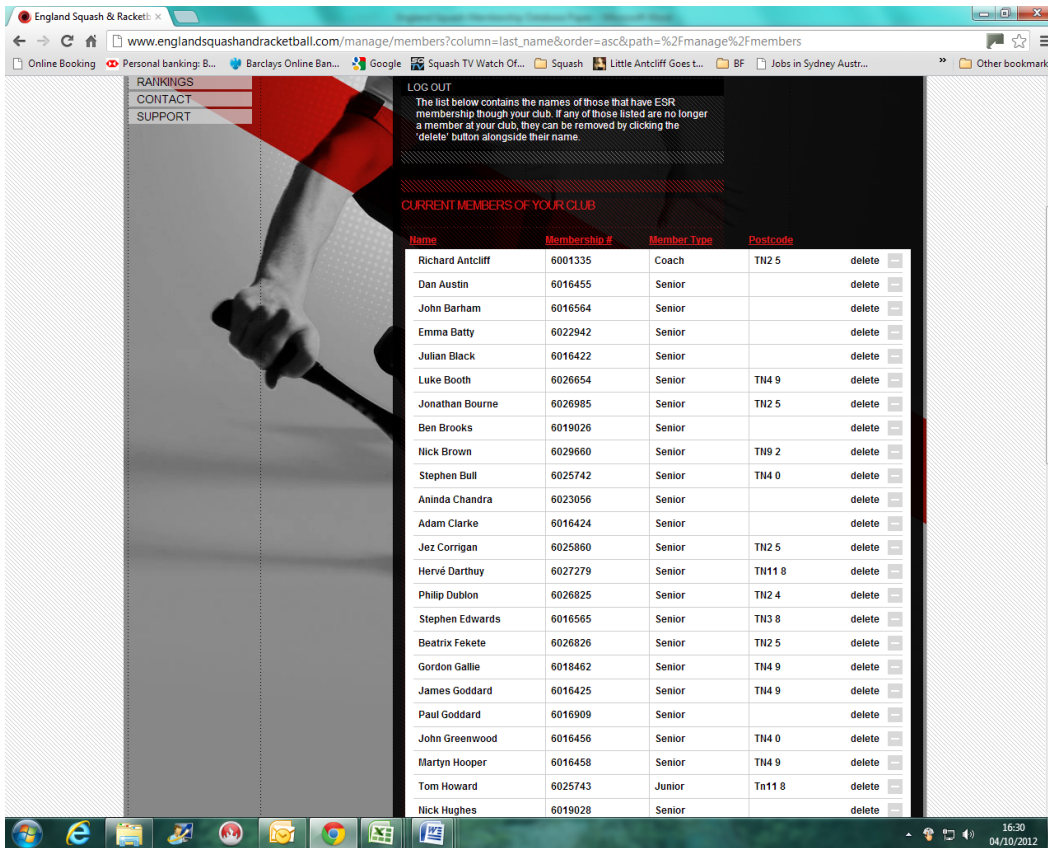


Fig 2

It is not possible to see whether a member has activated their membership.

There is no provision to view and edit the data. Whilst a player can log in and modify his own information, experience at club level is that players do not complete outstanding information or keep it up to date.

Once information is entered it is effectively lost to the club.

If clubs are to manage their membership using the ESR database they require a level of access to enable them to manage the data relating to their club.

It is currently possible to register a member by entering only their name. Minimum data requirements should be defined before a member is registered, ie a valid e-mail address and other data items must be entered before a membership number is issued.

#### COUNTY LEVEL

As a county official, very limited amounts of data are available about clubs and their members. The information available to a county official about the members of a club is shown in Fig 3



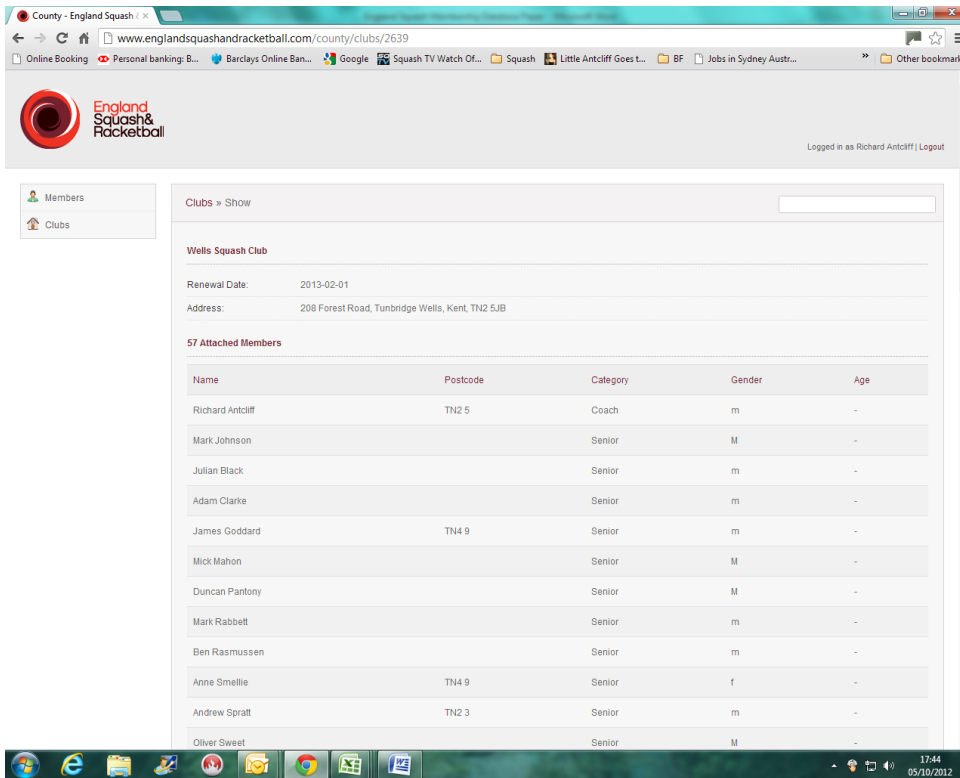


Fig 3

Membership numbers are not shown, it seems that, given the absence of postcodes that postal addresses have not been entered, it is not possible to determine whether players membership has been activated.

The Members view for county officials is also very limited. Using the Club Find a Member search facility when logged in as a club reveals that there are 4 members with the name James Green and three of them are linked to clubs, see Fig 4.

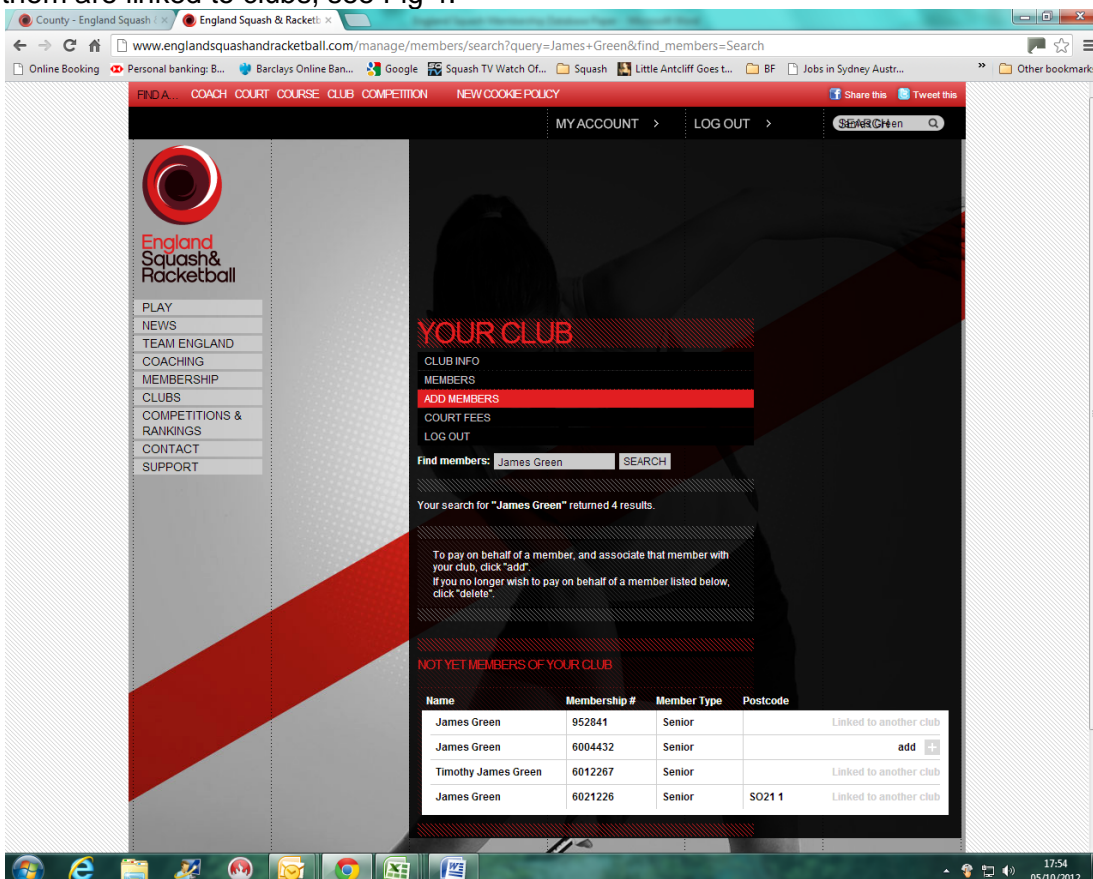


Fig 4

When searching as a county official it is not possible to determine which clubs each player is associated with and which membership number applies to which club, see Fig 5. Although three of the players named James Green are linked to clubs, Fig 5 shows that only one club is listed.

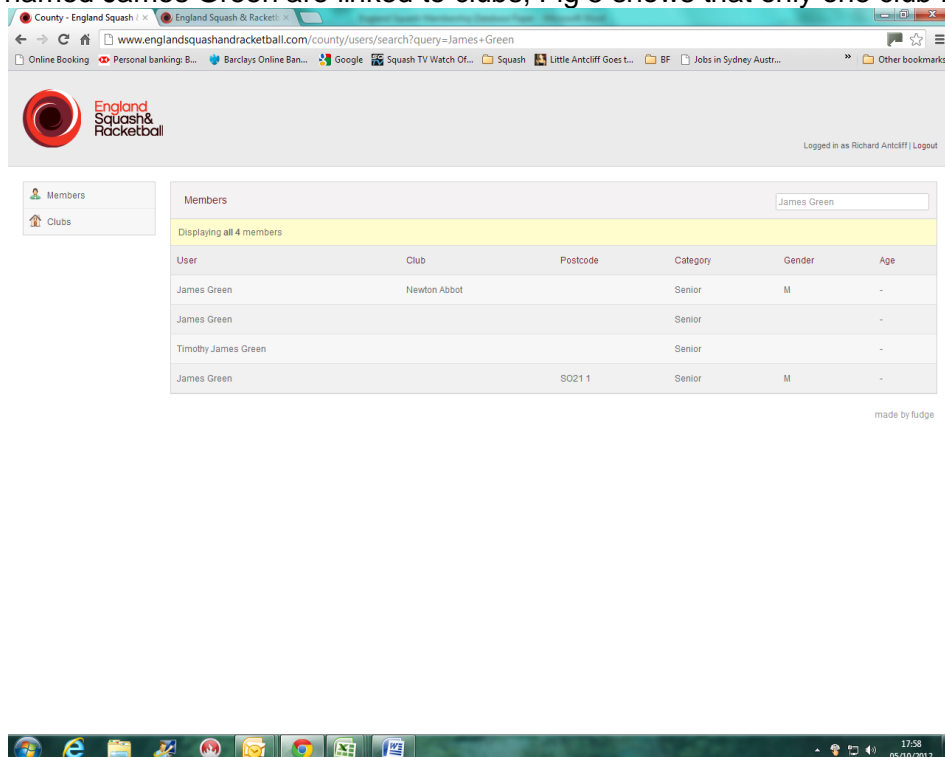


Fig 5

## DATA PROTECTION ACT 1998

The act has eight principles

1. Data may only be used for the specific purposes for which it was collected
2. Data must not be disclosed to other parties without the [consent](#) of the individual whom it is about
3. Individuals have a right of access to the information held about them, subject to certain exceptions
4. Personal information may be kept for no longer than is necessary and must be kept up to date.
5. Personal information may not be sent outside the [European Economic Area](#)
6. Subject to some exceptions for organisations that only do very simple processing, and for domestic use, all entities that process personal information must [register](#) with the [Information Commissioner's Office](#).
7. The departments of a company that are holding personal information are required to have adequate security measures in place
8. Subjects have the right to have *factually incorrect* information corrected

Clubs and County Associations have a justifiable need to access data relating to club members, access is not precluded by any of the above principles. The Kent SRA Constitution states that it is the local agent of ESR.

## COMMUNICATIONS

ESR and County Associations have a need to communicate directly with members, this is not possible at present with the database access available.

The minimum cost communication method is by e-mail and this should be the preferred method of communication with members. When adding a new member via the club portal, there is no minimum data requirement before a membership number is issued. It should be a mandatory requirement that name and e-mail address are entered before a membership number is generated.

## RECOMMENDATIONS

Council are invited approve the following recommendations

1. Clubs be given full access to data relating to it's members with the ability to edit and delete it.

2. County officials be given full access to data relating to clubs in their county and read only access to data relating to other counties.
3. An e-mail members facility to added to (or the existing one activated) the database to enable ESR and counties to e-mail members directly
4. A minimum data set be defined that must be entered before a membership number is generated.
5. All actions be completed within 3 months.
6. A progress report be made to the next Council meeting.