

Aims

To improve the week-to-week on-the-pitch experience for all, by providing:

- **More umpires**
 - Enough for the Area and its clubs to appoint umpires of appropriate quality to games, with improved gender balance.
- **Better umpires**
 - Coaching and support available to all.
- **Happier umpires**
 - Umpires feel supported and valued.

What clubs need to do

Clubs have a fundamental responsibility to provide umpires to the sport. Everyone understands how difficult this can be.

1. Provide a named umpiring contact to liaise with the Area.
2. Understand the 'umpiring health' of their club.
 - a. Clubs need to know their umpires' qualifications, and ability, and any aspirations they have to progress.
 - b. Clubs need to know where additional support may be needed to meet their obligations.
 - c. Clubs will need to assist with an annual review of its 'umpiring health', conducted by the Area.
3. Aim for a club culture in which their umpires are supported and valued.
4. Aim to have at least one Level 1 assessor within their club, subject to its size.
5. Manage feedback/complaints from other clubs/teams appropriately.
6. Understand the requirements of league/cup regulations for their teams.

What the Area will do for clubs

The Area will support clubs to meet their obligations.

1. Provide a named contact for club umpire development queries and issues.
2. Provide a range of support options, such as:
 - a. Advice on how to introduce people to umpiring.
 - b. Advice on how umpires can progress with their qualifications.
 - c. In-person development days at clubs (subject to resources).
 - d. Good practice advice on managing a group of club umpires.
 - e. Suggestions on how clubs can show umpires they're valued within a club (e.g. awards, shirts, radios, payment/membership fee reduction).
3. Liaise with the club as needed, including carrying out an annual review of the 'of umpiring health' of the club.
4. Manage issues with clubs if the Area receives reports of incidents which adversely affect the welfare or experience of umpires.
5. Provide a feedback system for teams to report significant problems with umpiring standards.
 - a. This system will avoid trivial complaints. It will be limited to serious issues such as misconduct, malpractice or poor knowledge of the Rules of Hockey.
 - b. The Area will pass these on to whoever appointed the umpire - club or Area - to manage.

What the Area will do for umpires

The Area will support all umpires, whether in clubs or Area-appointed.

1. Provide club-relevant umpiring news and information.
2. Support the welfare of umpires by providing a means to report abuse; pursuing issues with clubs as needed.