

DWSC Club Race Team Support (CRATES) Process

The Sailing Committee (SC) is introducing a new process to support Race Teams, both to help attract more members to volunteer as Race Officers (RO's) and to continually improve race management. The process (i) provides someone to answer any questions the RO may have before a race and (ii) captures, collates and shares best practices identified from RO, Safety Coxswain and sailor feedback. The new process, introduced from the start of 2017, is described below. Any suggestions on how to improve the process are always welcome.

Background

The 2015 survey of member opinions identified quality of racing as a major driver for member satisfaction. It is also a key element of the club's external reputation. As a members' club, DWSC relies on its members to form the Race Teams rather than bringing in professionals. Race Teams are at the front line of all the volunteer members that help keep the club running. There is a wealth of experience in the RO Cadre that is available to help new RO volunteers.

Overview

The Race Team Support (CRATES) process is focused on transferring best practices and learnings, to help less experienced RO's get quick answers to questions, and to aid in co-ordination between club racing and other events on the water. The process also aims to reinforce sailor respect for Race Teams (think rugby officials vs football officials) by demonstrating club support for them. The process will be introduced for the Sunday morning series, which is the club's flagship racing offering.

The member survey also identified that several competitors do not feel confident starting Sunday racing because they aren't clear how it works. RO's are therefore requested to offer competitor briefings in the wet bar 1 hour before the first start – at least for the first Sunday of a Series and on the first Sunday of a month.

CRATES team

A CRATES team has been created so that at least one person each week will be available to answer Race Team questions ahead of races and also collect and collate best practices gathered after racing to share later. This support team will initially comprise Mike Clapp, Tony Cooper, Ralph Singleton and Mervyn Wright together with Tristan Beckett (TB) and Stuart Philbey (SB). A rota will be maintained on Dutyman to ensure that at least one CRATES representative is available and clearly identified each Sunday.

Support Process

The process is described below

- Before the day
 - NoR, SIs for Sunday Series – SC update as necessary, including feedback on improvements identified by the CRATES representative from Learning Sheets
 - Equipment - TB ensures committee boat plus RO toolbox (including up to date RO manuals) are complete

- Management of visiting fleets – TB (or SB) agrees with visiting fleet organiser/ club RO any sharing of the lake based on expected wind conditions. TB (or SB) advises club RO of best course location
 - Rostering of RO's – Helen Beecham continues to oversee rosters on Dutyman. CRATES representatives will also be rostered on Dutyman
 - RO's are encouraged to ask questions of CRATES representatives ahead of the day
- On the day
 - The CRATES representative will be available for 30 mins before Race Teams go afloat (i.e. from 09:00 to 09:30 if a 10:27 first signal) to answer any questions
 - The RO will hold a briefing in the wet bar 1 hour before the first start, on the first Sunday of a Series and the first Sunday of a month, supported by the CRATES representative
 - The CRATES representative will have a radio on the water if required by the RO to communicate before races
 - Competitors are encouraged to complete feedback forms
 - Competitors are requested not to approach the RO on the water but to direct queries/ comments to the CRATES representative
 - RO and CRATES representative conduct a short debrief after racing complete (including any competitor feedback forms, equipment issues, race team observations etc)
 - CRATES representative completes a Debrief Form (attached) which is non-attributable
 - CRATES representative organises any protest hearing
 - After the day
 - CRATES team collaborate to collate learnings and identify need for intervention (e.g. changes to SIs/ RO info packs, training sessions) with recommendations fed to SC meetings
 - Learnings will be built into an online 'Book of Race Management Tips'
 - SC awards 'Best RO' & 'Most Improved RO' awards each series

RO Buddy System

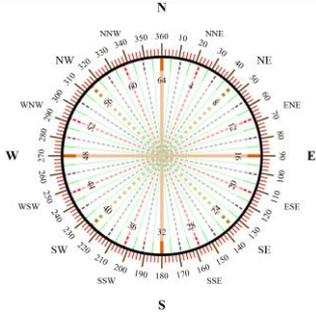
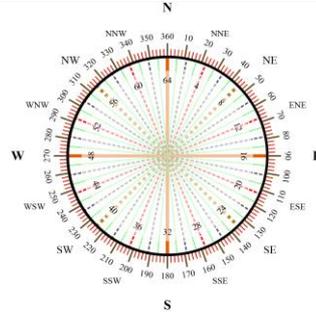
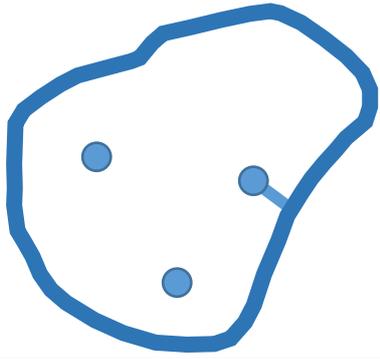
Buddy systems can help share experience in organisations like the RO Cadre quickly and efficiently. E.g. an experienced RO buddied up with each new RO; and Assistant RO's looking to become RO's sharing race duty with an experienced RO. This is something that we hope the RO's will want to arrange between themselves – with Helen Beecham as the Race Team co-ordinator helping as requested

Request of racers

There are three things that we are asking competitors to do when racing to help this process work:

- Attend briefings before Sunday racing
- Be courteous to the Race Team – direct queries/ comments to the CRATES representative rather than the Race Team
- Fill in the race feedback forms after a race

Race Management Debrief Form

	<u>Race 1</u>	<u>Race 2</u>
Wind Speed:	Kts to Kts	Kts to Kts
Gust:	Kts	Kts
Wind Direction: <i>Show mean at race start, and indicate any movement if possible</i>		
Course Used		
Area Used/ Other Events <i>Show area used for club race & area taken up by other events</i>		
RO suggestions <i>(e.g. SI's, course, equipment, ARO's to recommend for RO)</i>		