

Officiating Report

Section 1: Introduction 4		
1.1	Introduction to the Research	5
1.1	Background to the Research	5
1.2	Research Methodology	6
1.3	Profile of Participants	7
Section 2: Research Findings		8
2.1	Introduction to Research Findings	9
2.2	Recruitment	10
2.3	Retention	11
2.4	Training & Development	14
2.5	Rewards & Recognition	16
2.6	Abuse	19
2.7	Officials Data & Information	20
Section 3: Takeaways from the Research		21

Foreword

Sport thrives on the dedication and expertise of its officials, who ensure fair play, uphold the integrity of competition, and foster a positive experience for all participants. Across the island of Ireland, sports officiating faces both challenges and opportunities, from recruitment and retention to training and development. This feasibility study on Technical Officials, undertaken through a collaborative partnership between Sport Ireland and Sport Northern Ireland, is grounded in robust research and engagement with officials, governing bodies, and stakeholders aims to provide a clear understanding of the current landscape. By identifying key trends, barriers, and areas for growth, this study serves as a vital step in strengthening the future of officiating across all levels of sport.

Looking ahead, this research will help shape a strategic, sustainable and inclusive approach to supporting officials, ensuring their needs are met and their contributions are valued. Through collective action and shared commitment, we can enhance the officiating experience, improve pathways for new and existing officials, and ultimately elevate the quality of sport. We look forward to working closely with our partners, governing bodies, and the wider sporting community to implement the findings of this study and drive meaningful progress for the sector.

On behalf of Sport Ireland and Sport Northern Ireland, we extend our sincere gratitude to all those who contributed to this study, particularly the Technical officials who shared their experiences and insights. We thank the team at Knight, Kavanagh & Page (KKP) for their thorough research and analysis. Your contributions will help shape a more positive and supportive future for officiating in sport.

Dr. Úna May

CEO, Sport Ireland



Richard Archibald Interim CEO Sport NI



Section 1

Introduction



1.1 Introduction to the Research

This study, commissioned by and delivered for Sport Ireland and Sport Northern Ireland by Knight, Kavanagh & Page (KKP), reflects commitments made in the Sport Ireland Statement of Strategy 2023-2027 and the Sport NI Corporate Plan 2021-26.

National Governing Bodies (NGBs) play a crucial role in delivering sports in Ireland, working alongside Sport Ireland and Sport NI. Among other things, NGBs train and deploy coaches and officials to support the delivery of sport from local to national and international level.

While both Sport Ireland, through the Coaching Unit, and Sport NI through its People Development Team provide focused support to NGBs in the training and development of Coaches and Coach Developers, the area of Officials development has not been as well supported. Some ad-hoc training has been provided in the past for Officials, in response to NGB demand, but this has mainly centred around Referee Tutor training and Officials Developer training (i.e., training those who have responsibility within an NGB for training and supporting officials). Across NGBs, there has similarly been an ad-hoc approach to training and support in this area with some NGBs having little or no training or support for officials. This is a new area of focus for Sport Ireland and Sport NI.

Findings and recommendations are based upon a consultation process which included 100 Technical Officials (TOs) and NGB staff oversee the organisation, training, and management of officials in their sport. The study is also informed by a survey of 686 current/former technical officials (TOs).

The definition of TO according to Sport Ireland Strategy is "Any person who controls the play of a competition by applying the rules and regulations of the sport to make judgments on rule infringements, performance, time or ranking. A Technical Official acts as an impartial judge of sporting competition (e.g referee, umpire, line official, scorekeeper, statistician, judge etc.

For the purpose of this report, the term "official" refers to all officiating positions including referees, umpires, match officials, tournament referee, third umpires, table officials, scorers, TMOs, timekeepers etc.

This report aims to inform future strategies and plans through a more in-depth understanding of the gaps, needs, and recommendations for enhancing recruitment, retention, and development of technical officials (TOs) across sports in Ireland and Northern Ireland.

1.2 Background to the Research

The research and consultation for this report was conducted by Knight, Kavanagh & Page, a UK based research consultancy. The research was carried out as follows:

It was commissioned by, and is being delivered for, Sport Ireland and Sport Northern Ireland and reflects commitments made in the Sport Ireland Statement of Strategy 2023-2027 and the Sport NI Corporate Plan 2021-26. References to 'Irish sport' in the document should be taken to cover both Ireland and Northern Ireland.

Report production was overseen by a steering group upon which staff from Sport Ireland Coaching (SI) and from Sport NI's People Development Team (SNI) are represented and involved. The core methodology for this process included:

1.3 Research Methodology



Desk based research

- Review of relevant domestic/international strategy and policy related to technical officials (TOs).
- To explore the current landscape of TO training and support
- Research best practice in this area



Online survey of TOs

686 respondents (94% active/6% inactive)



Individual and group interviews

- Technical Officials (x 50)
- NGBs (x 39)
- LSPs (x 3)
- Universities (x 3)
- Sport Ireland staff
- Sport Northern Ireland staff
- Two in-situ focus groups (Dublin & Belfast)

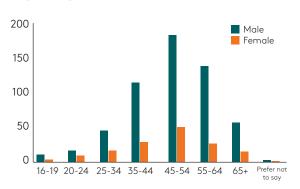


1.4 Profile of Research Participants

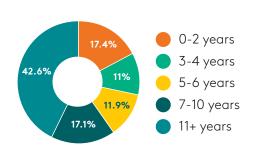


95% Identified as white Irish

AGE PROFILE



NUMBER OF YEARS OFFICIATING



LEVEL OF SPORT

57.1% Officiate at Competitive Club level

8.5% Provincial representative

8.4% County

7.9% National representative

5.7% Domestic semi-pro/pro

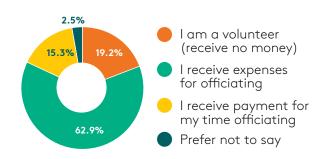
5.4% International

2.8% Third Level

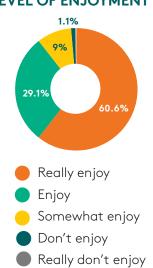
2.8% School

1.4% Recreational/casual club

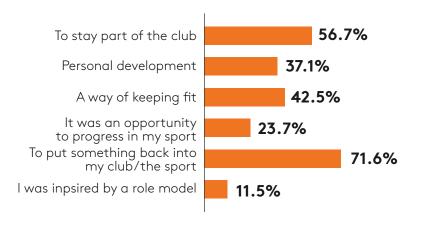
PAID STATUS OF OFFICIALS



LEVEL OF ENJOYMENT



REASONS FOR OFFICIATING



Section 2

Research Findings



2.1 Introduction to Research Findings

Following a thematic analysis of the findings from the survey, individual interviews, and focus groups, six themes were identified. These themes are outlined below and explored in more depth in the following pages:



This report presents an overview of officiating in Ireland. Theme 1 will explore the reasons and challenges in recruitment of officials and the shrinking pool of TOs and the lack of strategic recruitment plans in NGB. Theme 2 will discuss retention and the importance of keeping officials engaged, it will explore the positive impact and need for local support for officials. Theme 3 will focus on training & development of high-quality and accessible training programs that are vital to TO development. These should cater to both professional progression and personal enrichment.

Theme 4 will highlight that while three quarters of the respondents feel well supported by their NGB, that support can sometimes feel ad hoc and most feel more work could be done with regards to peer supports/mentoring and recognition at club level.

Theme 5, however, will explain that 69% of the respondents to the survey experience abuse or criticism when officiating and that many feel the pathways into and through officiating are not clear.

Finally, theme 6 will show many National Governing Bodies (NGBs) lack systems to track TO recruitment, retention, and development.

In conclusion, improving TO recruitment, retention, training, and recognition, as well as addressing abuse and data collection, is key to ensuring the continued success and development of officiating in sports.

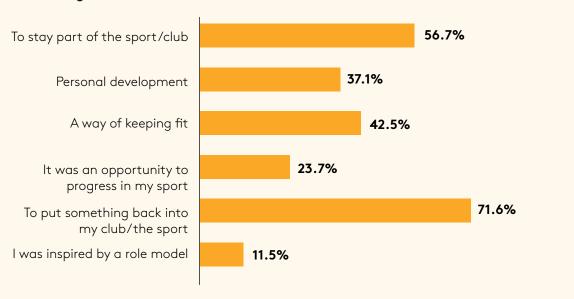
2.2 Recruitment

Unsurprisingly, the factors that motivate people to become a TO vary considerably. Having an in depth understanding of these motivations will clearly help to inform and develop accurate strategies to aid ongoing recruitment. The main sources of TOs are reportedly:

- Former or current participants in a sport.
- Parents of (usually) young people taking part in a given sport.
- Coaches and Spectators

Findings:

Reasons for starting to officiate



The most significant motivation for people to become an official (referenced by 71.6% of those surveyed and a high proportion of TOs consulted), is to 'put something back'. This applies broadly equally to male and female TOs, to former and current players, especially those reaching the end of their careers and parents. It is often accompanied by recognition and acknowledgement that somewhere in their personal sporting journey someone has performed a similar role on their behalf.

Recruitment challenges:

- Declining base of existing TOs vs growth in rate of participation and demand for more TOs
- Most National Governing Bodies (NGBs) do not have strategic or coherent recruitment plans for Technical Officials (TOs), leading to Haphazard recruitment process.
- Narrow supply chains due to aging participants delaying or avoiding transition to officiating.
- Limited diversity—e.g., underrepresentation of women and ethnic minorities. 95% White Irish, 75% aged 35-64 years

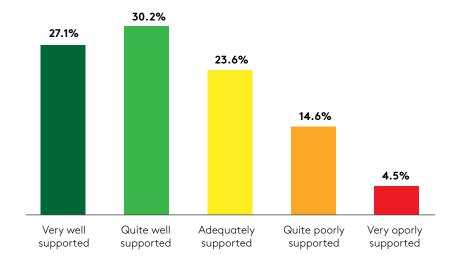
Recommendations:

- Develop clearer recruitment strategies with guidance tailored for clubs and NGBs.
- Create template plans for recruitment, including leveraging technology and modern communication platforms.
- Target younger demographics through campaigns, particularly those still actively involved in sports.
- Use role models from underrepresented groups to inspire diversity.
- Effective recruitment tactics approaching the right people at the right time

2.3 Retention

One of the most effective ways to ensure that NGBs/sports have sufficient officials is to retain the ones they have. It is universally acknowledged that it is far harder to recruit and train/develop a new official than it is to keep the ones you already have. The top things that help keep people officiating are 'local' support from clubs/officials'/referees' societies/associations (58%), peer group support (54%) and support from the relevant sport/NGB in the form of a coach/mentor and referees societies/associations (52%). In essence, the main factor is the quality and accessibility of formal and informal support.

How well supported officials feel they are



The preferred current types of support for officials include:

- Receiving feedback on officiating practice (59%).
- Having access to someone to ask for assistance when needed (51%).
- Involvement in groups of officials/communities of practice (47%).



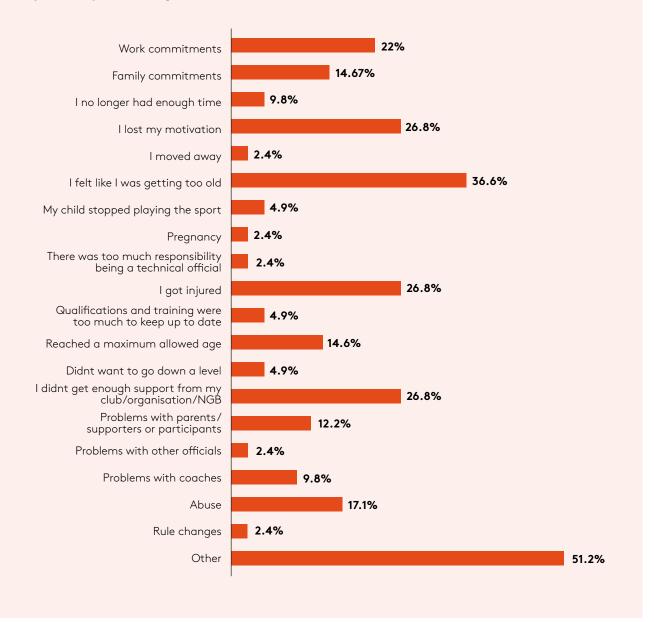
58%

cite "local" support fom clubs/officials'/ referees/societies/associations as the reason they keep officiating

Findings:

- Retention depends on formal/informal support mechanisms, such as mentoring, peer groups, and recognition and relies heavily on the quality of support from clubs, peer groups, and NGBs.
- Major factors causing attrition:
 - Insufficient support and acknowledgment from clubs and NGBs.
 - Incidents of abuse and criticism. Reasons for stopping (17% Abuse)
 - Physical or mental fatigue, including injuries and life changes.
- Remuneration over half of the survey respondents 54.1% consider payment for officiating to be important or slightly important. In consultation it was referred to variously as 'ensuring that I am not out of pocket,' as 'a nice gesture' and as a 'compensation for work or social time foregone.'

Why TOs stop officiating



Recommendations:

- Strengthen mentoring systems:
 - Pair new TOs with experienced officials.
 - Provide ongoing access to coaching and mentorship training for both officials and their leads.
- Improve TO onboarding processes to make new officials feel valued and supported from the start.
- Offer continuous education and skill development programs, including formal feedback mechanisms.
- Develop Communities of Practices for Officials
- Regularly acknowledge contributions via awards, social media mentions, and events



2.4 Training & Development

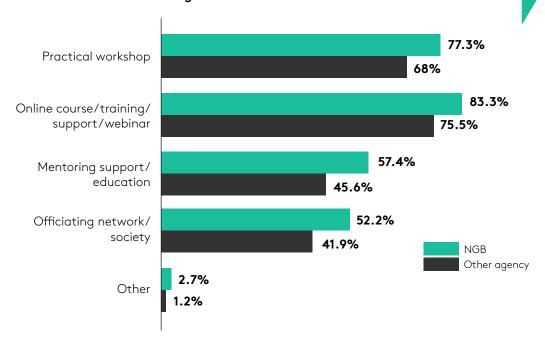
One of the primary factors, which has potential to directly influence the participation of individuals as officials, is the quality and accessibility of training and support programmes. Naturally, this varies depending on the sport, by geographic location, and a range of other factors. Nevertheless, there are numerous shared themes and objectives which relate to the accessibility and effectiveness of these programmes for officials across all sports, regardless of their level of experience or relative capability.

There was a significant weight of opinion that offering CPD opportunity (sport-specific or generic) helps to further acknowledge the value of the officiating role and the individuals performing it. Conversely the absence of such opportunities does negatively affect morale.

"Free available CPD is an indicator that my role is regarded as important, and the organisation values me."

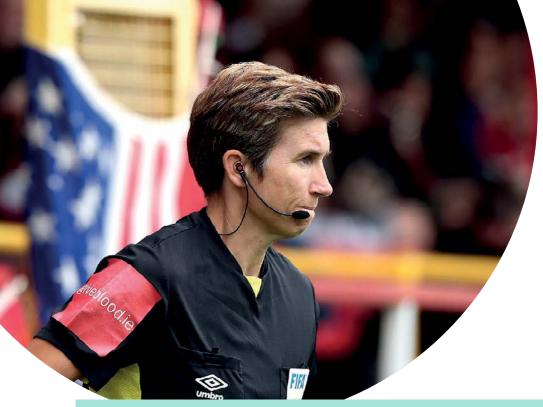
A leading Triathlon Ireland official

Forms of officials education/training



Development refers to several elements:

- Giving them the opportunity, accompanied by the support, training, qualifications etc., to progress in their officiating career to work at increasingly elevated standards up to the highest levels of the sport being played.
- Providing the support, training, qualifications etc., to enable them to 'be the best that they can be' continuing to officiate in their sport at the levels at which they are comfortable irrespective of elevation.
- Providing personal development input and support that will both enhance their ability, confidence and
 worth as officials irrespective of level and have a positive personal development impact in their lives
 outside and beyond the sport; 'adding value to the calling.'





Findings:

- Training quality and accessibility vary widely across sports. 68% have received education/support from NGB (webinars, workshops, mentoring, network)
- TOs desire pathways for both professional development (progressing to higher levels) and personal enrichment (improving within their current roles).
- Many TOs aspire to officiate at elite levels, but pathways are unclear or blocked by systemic barriers like "glass ceilings." 63% want to officiate at the next level
- Skills gaps include:
 - Mental resilience.
 - Dealing with pressure and abuse.
 - Safeguarding, diversity, and inclusion.

"Mentoring is an area of weakness for our sport, we need help and advice to do it better."

Recommendations:

- Create clear, transparent progression pathways with qualification frameworks to enable TOs to advance.
- Provide continuous professional development (CPD) opportunities.
- Develop resources on mental health and resilience, supported by tailored training for handling highpressure environments.
- Training needs include sport-specific skills, mental resilience, physical preparation, and safeguarding.
- Encourage collaboration between sports to share best practices in TO development. Develop crosssport mentorship programs.
- Make training more accessible through flexible delivery methods (e.g., virtual libraries, webinars, regional workshops).

2.5 Rewards and recognition

As with all forms of volunteering (and life in general) reward and recognition are hugely important. It was universally affirmed that the smallest of acknowledgements – a genuine verbal or written "thank you" goes a long way. This can be delivered interpersonally in the moment immediately after a match or event or as part of a post-match celebration/interaction.

Findings:

- It's Important to ensure that officials feature in, or are part of the focus of, awards evenings, are recipients of long service awards and, for example, in particular when unpaid or only in receipt of out-of-pocket expenses, are rewarded with occasional acknowledgement, Simple gestures, such as verbal thanks or social media mentions, can significantly impact morale.
- 63% receive expenses & 15% receive payment.
 54% payment is important/slightly important.
 Compensation varies widely; for most TOs, payment is viewed as secondary to intrinsic rewards like personal satisfaction.



Kit

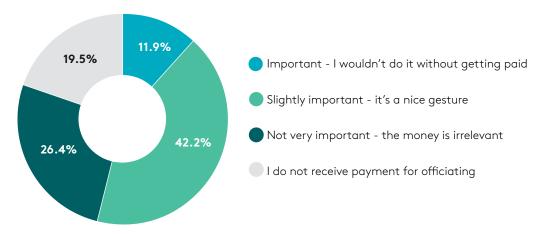
Most NGBs now supply kit and basic equipment although in some sports officials are expected to purchase it themselves.

The correct kit is particularly important to the official as it is:

- Part of the recognition of the importance of officials.
- Presents the right 'professional image.'
- A useful factor in conveying to officials that they are 'part of the team.'

Looking the part is regarded by many of the people who work with officials as being intrinsically linked to 'feeling the part' and is something which contributes to the feeling of confidence and belonging for officials.

Extent to which payment is an important reward for officiating



Recommendations:

- Tangible and regular opportunities to recognise and reward TOs e.g. award evenings, tickets, awards for long service.
- Public acknowledgment at sports events or on social platforms.
- Campaign to raise profile/visibility of TOs and sell the benefits of officiating
- Spotlight best practice

Visibility and Profile

A consistently strong message from NGBs regardless of size, resources, type of sport (and officials) was that they would welcome some form of campaign that stressed the many positives attached to being an official, whilst emphasising the important of TOs to sport.

Some aspects of the value of officials (e.g., no official no game), tend to be expressed from a 'positive negative' reflecting the fact that, at an operational level, in many sports a home team or a team wishing to enter a specific tournament, is responsible to supply/ensure the presence of a (appropriately qualified) TO.

Findings:

- TOs often feel undervalued compared to players and coaches.
- Limited awareness of officiating pathways contributes to recruitment and retention challenges.
- Media campaigns and community engagement can enhance visibility.
- Younger audiences perceive officiating as less appealing.

Recommendations:

- Promote officiating through national campaigns highlighting:
 - The role of TOs in ensuring the integrity and quality of sports.
 - Personal benefits, such as skill-building, fitness, and leadership development.
 - Opportunities for elite-level participation, including international events.
 - Promote officiating as a viable and rewarding career path.
- Utilise social media, success stories, and testimonials from active TOs to attract new recruits.
- Reposition officiating as an integral part of sports alongside playing and coaching.

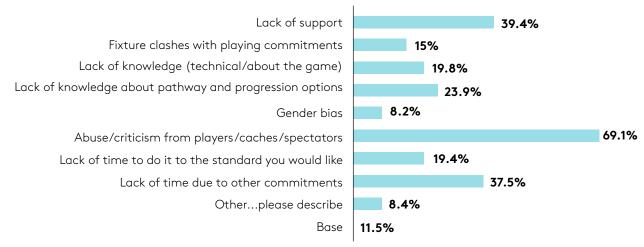
"How can we make officiating more attractive? We need to look at the culture, messaging, environment, and narrative. It should be regarded as a part of the game – like playing and coaching, not separate. Match officials are the same (as coaches and players) not more or less."

"Our umpires don't feel a part of the game in the same way as coaches – how do we bring the sport more together?"

Other Key Challenges

Survey feedback suggests that the main challenge/obstacle faced by TOs is (by a distance) abuse/criticism from players/coaches/spectators; 69% of respondents cited it as one of the main challenges they face. The two next most significant factors are lack of support and lack of time due to other commitments; both cited by just under 40% of TOs.

Main challenges/obstacles faced by officials





2.6 Abuse

As illustrated above, by a considerable margin the most significant barrier to officiating is abuse. Quantifying levels or its impact on officials and their participation is undoubtedly challenging. It is evident that rates and severity of abuse vary widely by sport, age group and level of competition. Equally notable is the variability in tolerance levels among officials.

A perceived hierarchy or "pecking order" in terms of which sports are best/worst in terms of levels of abuse and the related levels of respect extended to officials seems to exist in the sporting community.

These appear to be directly influenced (and complicated) by the complexity of the rules/laws of different sports and the degree of subjectivity in their application. Some NGBs report experiencing no real incidences of anything that they would term as abuse while others consider it to be a major issue.

Dealing with abuse and associated issues on both a collective and individual basis stood out as the primary demand directed at SI and SNI - from both NGBs and other sports organisations and individual officials – at all levels of participation and performance.

- Abuse is the most significant challenge TOs face, with 69% citing it as a primary concern.
- It includes verbal, physical, and online abuse from players, coaches, spectators, and parents.
- Variability in how abuse is reported and handled exacerbates the issue.
- TOs cite insufficient respect and recognition as critical issues.

"The level of abuse is a deterrent to referees and there is simply not enough on-the-ground support for officials. They need to know the disciplinary complaints process and unfortunately, at present, the onus is on them to instigate action."

Abuse is a deterrent to moving into the adult game.

"Sometimes it feels like we accept what we all know is wrong, rather than acknowledging we have a problem."



69% cite abuse as a primary concern.

Recommendations:

- Implement the recommendations of the 2022 Report on the Elimination of Abuse in Sport, including:
 - National anti-abuse campaigns promoting respect for officials.
 - Social media training and policies to protect TOs from online abuse.
 - Training programs for administrators on handling abuse reports.
 - Support mechanisms such as counselling and mentoring for affected officials.
 - Work with NGBs to set clear sanctions for abusive behaviour.
 - Establish club-level liaison roles to offer immediate support to officials during incidents.
 - Need for NGBs to develop and implement strategies to address the underlying causes of abuse and to reduce the frequency and severity of incidences.
 - Demand for training and specific programmes based on established best practice in this area.
 - Cross-NGB exchange of experience, ideas and solutions is highly desirable with SI/SNI acting as facilitators

2.7 Official's Data & Information

Levels of information about officials held by NGBs at present vary considerably and there is a common and consistent need across most NGBs/sports to better understand the position about their TOs at all levels of delivery and status of officials.

The collection of sound, accurate and contemporary management information can play a vital role in measuring improvement, justifying investment, and gauging the impact of any interventions. Consultation indicates that this should start by NGBs and others putting themselves in the position whereby they are able to collect, collate and evaluate basic information

Findings:

- Many NGBs lack centralised data systems to track TO recruitment, retention, and development.
- The absence of data hampers effective planning and evaluation of initiatives.

Recommendations:

- Develop a unified Technical Officials Development Plan (TODP) management information system, enabling NGBs to:
 - Track TO numbers, demographics, and qualifications.
 - Monitor attrition rates and reasons for discontinuation.
 - Assess the impact of training programs and recruitment strategies.
- Use data insights to shape policy, justify investments, and identify best practices.

Section 3

Takeaways from the Research



Actions for Sport Ireland (SI) and Sport Northern Ireland (SNI)

Action: Launch Recruitment campaigns Theme 1: • Leverage modern platforms and targeted messaging Recruitment • Promote diversity and inclusivity in officiating roles **Action: Support Systems for Retention** Theme 2: • Expand mentoring and buddy systems. Retention • Coordinating with NGBs, clubs, and universities to integrate officiating into broader sports strategies. Theme 3: **Action: Enhance Development** Training & • Provide tailored training for TOs' progression and support. • Foster cross-sport collaboration for best practices. **Development Action: Raise Officials Profile** Theme 4: • Use media and community events to celebrate TOs. Running national visibility Reward & campaigns to promote the value of officiating. Recognition • Offer incentives like quality kits and public recognition. **Action: Combat Abuse** Theme 5: • Adopt clear definitions and policies addressing abuse. **Abuse** • Educate stakeholders on mutual respect in sports. • Designing anti-abuse initiatives and support systems for TOs. Theme 6: Action: Collect data to inform decision making Officials • Develop a data collection template and shared platform to track TO participation Data & and impact. Information • Use data insights to shape policy, justify investments, and identify best practices.

Acknowledgments

We would like to acknowledge everyone that took the time out to contribute to the feasibility study.

Athletics (NI) - Phil Robinson

Basketball Northern Ireland - Sarah McCann British Orienteering (NI) - Richard Gamble Canoe Association of NI - Rodger & Lyn Hamilton Cricket Ireland - Chris Griffin (Performance)

Cycling (Ireland) - Paul Watson

Disability Sport Northern Ireland - Pablo Cordoba

Huertos

Diving Ireland - Paddy Lambe

Football Association of Ireland - Rob Hennessey

Golf Ireland – Mark Wehrly Hockey Ireland – David Acheson Hockey Ireland - Tom Goode

IRFU - Dudley Phillips

Irish Athletic Boxing Association - Phil Rooney Irish Football Association - Andrew Davey

Irish Olympic Handball Association - Andrea Ongaro

Irish Sailing- Stephen O'Shaughnessy

Irish Squash - Lee Heaney

Irish Squash (club/county level) - Telmo Rodrigues

Irish Surfing Association – Gavin McCrae Irish Wheelchair Association – Paul Ryan

LGFA - Lizzie Flynn

Netball NI - Rebecca Hope
NI Orienteering - Richard Gamble
Northwest Cricket Union - Brian Allen
Northern Cricket Union - Simon Burrowes
Northern Ireland Volleyball - Jonathon McFadden
Royal Yachting Association (NI) - Mary Martin
Sailing Ireland - Stephen O'Shaughnessey
Special Olympics - Karen Coventry

Swim Ireland - Csenge Deak Tennis Ireland - Simon McFarland

The GAA - Donal Smith

Triathlon Ireland - Mackenzie Keller

UB Irish RFU - Richard Kerr

Ulster Camogie Council – Julie O'Neill Ulster Hockey Union - Jonathon McMeekin

Ulster Squash – Danny Goldrigg Volleyball NI – Jonathon McFadden Queens University - Dr Noel Brick

University of Ulster - Alison Moffitt Robinson University of Ulster - Ciaran Chambers University College Cork - Morgan Buckley

Clare LSP-John Sweeney Meath LSP-Mary Murphy Waterford LSP-Rosarie Keeley

Sport Ireland Michael McGeehan Fiona Larkin Sport NI

Michael Cooke Alan Curran Clare Dowdall Gary (Swimming)

Ken (Scuba diving)

Teresa Dineen (Wheelchair Rugby) Alison Keogh (Hockey Ireland)

George Clancy (Irish Rugby Football Union) Irena Manik (Northern Ireland Volleyball) Patrick Elder (Northern Ireland Volleyball) Louise Reilly (The Camogie Association)

Sean Hurson (Gaelic Football)

Peter Owens (Hurling)

Eamonn Mcferran (Ulster Hockey)

Mark Hawthorne (Northern Cricket Union

Helen Desmond (Swim Ireland)
Alison Honan (Swim Ireland)
Brendon Cawley (GAA)
Paul Black (Cricket)
Sam Holt (Rugby Union)
Ellie Duffy (Hockey)
Justin Buhl (Handball)
Sarah Craig (Ulster Hockey)
Grainne Mackle (Netball NI)

Tiernan McCrea (Surfing) Jean O'Sullivan (Para Athletics) Paul Conroy (Irish Squash) Nigal Parnell (Hockey Ireland)

Siobhan Daly (Irish Rugby Football Union

Joanne Wall (Para Athletics)
Gary Molloy (Ulster Hockey)
Seamus Delaney (GAA)
Emily Reid (Hockey Umpire)
Manish Shah (Cricket Umpire)
James Doherty (Hockey Ireland)
Paul Morris (Irish Football Union)
Dmitry Gilevskiy (Irish Squash)
Dawn Sherlock (Para Athletics)
Tracey Fitzgerald (Para Powerlifting)
Badminton Ireland - Carol Ui Fhearghail
Badminton Ireland - Catherine Smyth

Camogie – Jenny Byrne

Cricket Ireland - Stephen Maxwell

Badminton Ireland - Donal Hurley

Irish Wheelchair Association - Nickey Hamill Special Olympics Ireland - Elaine Twomey

DSNI-Terry Conroy

Northern Ireland Volleyball - Matt Proctor

Sailing Ireland – Aidan Pounder



SPORT IRELAND COACHING

