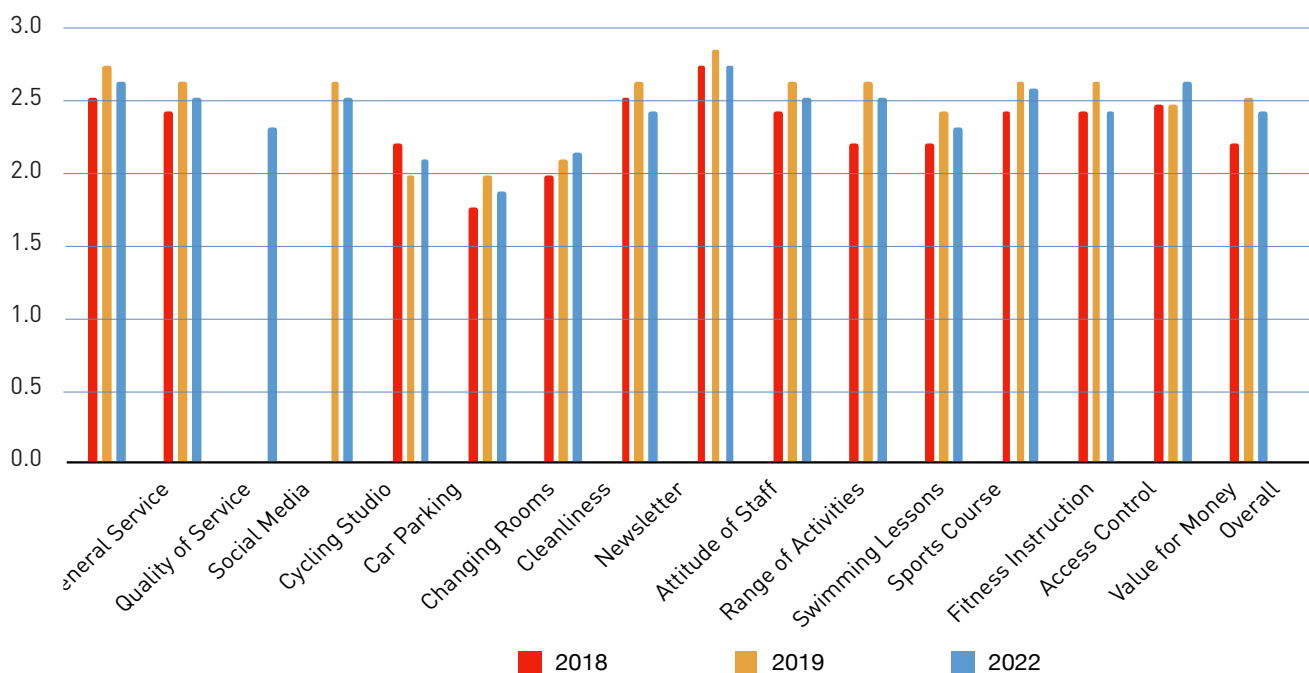


# ANNUAL MEMBER SURVEY REPORT 2022

Annual Membership Survey - Satisfaction Comparison 2018-22  
 Very Satisfied = 3; Satisfied = 2; Unsatisfied = 1; Very Unsatisfied = 0



## Dear Members,

Thank you to the 100+ of you who submitted your feedback to the annual member survey this year. The results are very pleasing, and the comments will help to guide the development of The Sports Club in the coming months.

We apologise for a couple of glitches on the survey form – Q.4 about which facilities you use should have been a selection list and not a single choice option. Also, the satisfaction rating for Exercise Classes was accidentally omitted. We will fix this for next time.

The **satisfaction graph** above illustrates a consistency to our performance despite the challenges of the pandemic, something we take pride in. Once again helpfulness of staff was the best score – they are a wonderful team.

Car parking and changing rooms remain the least satisfying aspects of the Club experience. We acknowledge the need to improve these aspects where we can, given the fact that the changing rooms must primarily be robust for student use.

## ANNUAL MEMBER SURVEY REPORT 2022

### Q. One key change for 2022/23

As usual there were a lot of request for adjustments to the swimming and classes programme. More Yoga was prevalent. The tweaking process goes on.

We agree that the changing rooms need an upgrade and funds will be requested from the project funds.

We are pleased to say that the new booking system is coming very soon, and we're sure you will agree that it's a big improvement.

### Q. Comments on the opening hours

One third of respondents said they were happy with the opening hours.

8 people said they'd like to see longer hours and/or bank holidays. We have no plans to begin opening on bank holidays.

More adult lanes was a common request.

### Q. Please give us your feedback regarding the quality of the facilities

Interestingly 29 people said the facilities are good/satisfactory and 26 said they need modernisation and better maintenance. We do work hard on maintenance, both with our in-house team and with external contractors like Life Fitness, but the facilities are certainly ageing. The Squash Courts are being refurbished in September and we always fund 2 or 3 improvement projects a year.

### Q. Comments regarding the activity programming

More than half of respondents expressed satisfaction with the range and quality of activities.

More Yoga was again mentioned and more holiday classes. We do think it important to give our instructors their 3 annual breaks to refresh and plan ahead. As we now have the Les Mills Big Screen cycling available this is a very good alternative to live classes. There are beginner and inductions sessions for those new to cycling.

### Q Any other feedback or suggestions?

Thank you to the many of you who complimented the effectiveness and friendliness of the Club staff. It is most appreciated.

Other requests included:

- Better cleaning - there are plans afoot.
- To continue using the booking system for swimming – confirmed.
- To upgrade the gym equipment – this will come around in the renovation cycle.

In preparing this report, we have used a tallying system to identify the most common areas of comments. These are the things we will focus on with our ongoing improvement.

But that is not to say that other individual comments have not been noted. I assure you that I have read them all.

Thank you again to those who helped with this valuable exercise.

**Gary Sharpe**, Sports Club Manager

June 2022

# ANNUAL MEMBER SURVEY REPORT 2022

Thank you to all those of you who shower before swimming to help maintain the pool water quality. A prior shower removes traces of hygiene products & biological elements which otherwise make the water less pure and clean.

Annual Member Survey - Average Satisfaction Score 2006 - 2022

