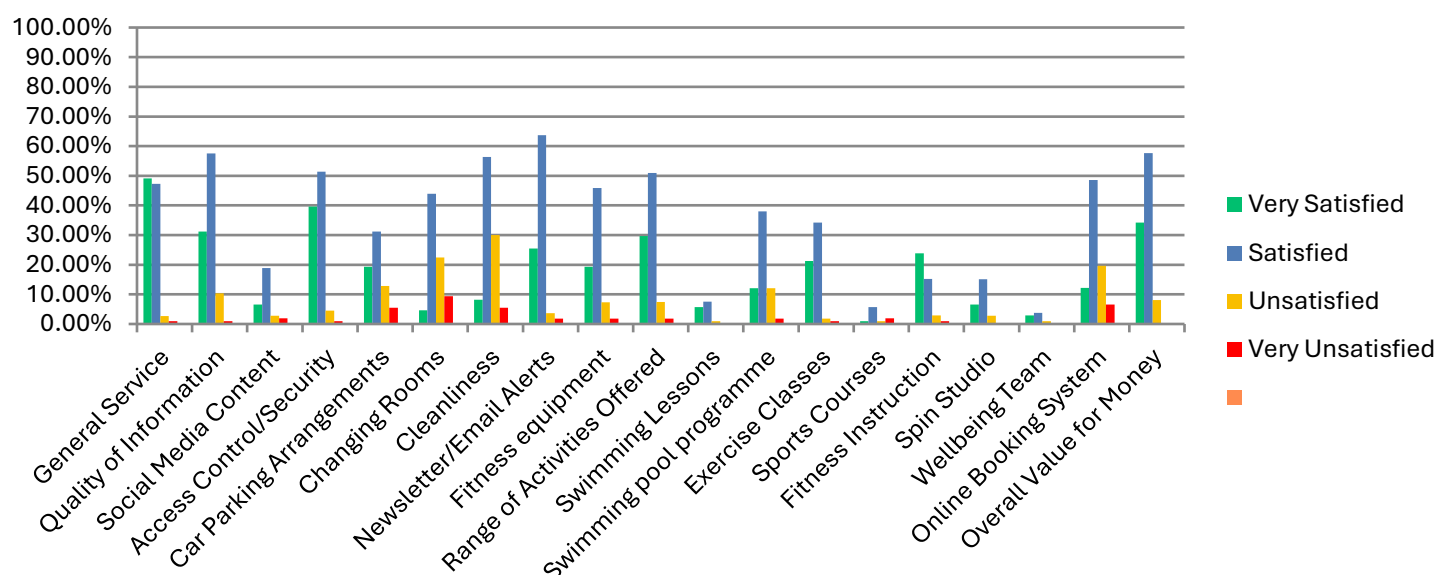


Annual Member Survey Report 2026

How satisfied are you with the following?



Dear Members,

Thank you to the 112 of you who submitted your feedback to the annual member survey this year. This is the highest ever response and extremely helpful feedback.

The satisfaction graph above illustrates a consistency to our performance - which is good to see – and highlights areas for improvement. Our general service and quality of information across the board including our newsletter information were scored our highest and is done to our amazing team.

Car parking, changing rooms and online booking system remains the least satisfying aspects of the club experience.

Annual Member Survey Report 2026

Newsletter – September 2026

Q. Key changes for 2026/27

Number one request was a changing room upgrade. We are currently reviewing the area with the college how we can improve the area and offer a more appealing changing facility.

Next highest rank were requests to improve the cleaning. The College has recently recruited a highly qualified Cleaning Manager who we are confident will make a difference and we regularly review our cleaning schedule and highly used areas to ensure all areas are thoroughly cleaned.

Fitness kit upgrade feedback was very positive and we will look at improving the equipment in other fitness areas.

Holiday exercise classes were requested from the last annual survey in 2024. We organised our first summer class programme in August 2026 and we received so much positive feedback and we are looking to continue summer classes in the future. This is down to our amazing group exercise class team.

Online booking system we are looking at improving the system to be more user friendly and we are looking at improving our website to streamline information and make it easier to navigate. We have introduced join online, online booking for courses, an automatic wait list and a more user friendly interface on the online booking page.

Q. Comments on the opening hours

48% of respondents said the opening hours matched expectation and they were happy. Overall feedback is mixed but leans to more a clear indication from members desiring more adult lane swimming and more flexible opening hours. Unfortunately due to the limited accessibility and the college sports programme expanding we won't be able to expand the opening hours but we are always discussing how to utilize space to create more activities in the hours we are open.

Annual Member Survey Report 2026

Q. Comments regarding the activity programming

Again, a high percentage (55%) expressed a high level of satisfaction with this aspect. Quite a few positive feedbacks including naming individual instructors and receptionists - Thank you for the positive feedback.

There were a few suggestions requesting for more adult lane swimming sessions and a few comments regarding the management of family swim and enforcing swim etiquette needs to improve.

Q. Please give us your feedback regarding the quality of the facilities 50%
said they were happy overall but 32% requested an update to the facilities, especially the changing rooms to be cleaner and more modern.

Q. Any other feedback or suggestions?

Thank you to the responders who gave positive feedback regarding staff friendliness and supportive community. We appreciate the consistent feedback regarding cleanliness issues, booking system and parking. These are on our list to help improve the service and facilities.

In Summary

The overall member satisfaction continues in the right direction and has improved our overall NPS score. Most of the positive feedback is due to the range of classes/activities, overall services, summer classes and the new equipment. However, still experiencing cleanliness issues, changing room to be modernized and requests to upgrade our booking system.

All feedback provided by respondents has been carefully noted and will be considered as part of our ongoing review and improvement plans. The survey continues to provide useful insight into what members value and where further enhancements can be made to improve the overall member experience.

Thank you again to those who have helped us with this valuable exercise to all members for being part of the club.

Karl Hayes,
Sports Club Manager

September 2026