

Members Survey 2022

Total responses

116

1 What age range do you fall in?

%

4-17 years		4.3
18-25 years		2.6
26-39 years		28.4
40-54 years		31.0
55+ years		32.8
Prefer not to say		0.9

2 How would you describe your gender?

%

Male		74.1
Female		25.9

Note: No-one identified as non binary, transgender, intersex, or other

3 How would you describe your ethnicity/nationality?

%

Asian or Asian British (inc. Indian, Pakistani, Bangladeshi, Chinese, any other Asian background)		3.4
Black, Black British, Caribbean or African		4.3
Mixed or multiple ethnic groups		0.9
White (inc. British, English, Welsh, Scottish, Northern Irish, Irish, Gypsy, Irish Traveller, Roma)		86.2
Other ethnic group or nationality		4.3
Prefer not to say		0.9

4 Please indicate your home address postcode

%

BR3		5.2
SE19		12.9
SE20		7.8
SE23		21.6
SE26		28.4
Other		24.1

5 Please indicate the way you usually get to the Club

No. %

Private motorized vehicle, eg car, motorcycle, etc	64	55.2
Bicycle or similar (non-motorized)	20	17.2
Public transport	9	7.8
Walk	25	21.6

Multi-answer question

Note: Indicates that 46.6% use non-motorized methods of transport, which will be useful for planning submission

6 Please indicate the times you use courts at the Club

No. %

Monday - Friday up to 6pm	58	50.0
Monday - Friday after 6pm	87	75.0
Weekend: Saturday - Sunday	88	75.9
Non-playing member	1	0.9

*Multi-answer question***7 What social club play sessions do you participate in?**

No. %

Squash	7	6.0
Tennis - Tuesday AM	15	12.9
Tennis - Wednesday PM and/or Sunday PM	16	13.8
Tennis - Thursday PM and/or Sunday AM	37	49.1
None	53	45.7

*Multi-answer question***8 What internal competitions do you participate in?**

No. %

Rungs ladder - Tennis	54	46.6
Rungs ladder - Squash	10	8.6
Annual Club Tournament - Tennis	43	37.1
Annual Club Tournament - Squash	9	7.8
American Doubles Tennis Tournament	18	15.5
Racketball box league	7	6.0
None	34	29.3

Multi-answer question

9 Comments on Club activities (trends)

Rungs ladder format: 5 negative, 3 positive, although 3 negative issues have now been addressed by changes to parameters
Court cancellations/no shows: 5 negative
Court booking system access and ease of use: 3 negative
Quality of courts and facilities: 4 positive
Club play: too much - 5 comments; too little - 3 comments

10 Do you know the name of the Club Welfare Officer?

%

Yes		48.3
No		51.7

Note: Of those who answered Yes, 48 specifically named the person and 8 by job title

11 Do you know how to report a safeguarding concern?

%

Yes		56.9
No		43.1

12 Do you participate in any Club coaching activities?

No.

%

Tennis Group Coaching Programme	11	9.5
Tennis Drop-in Coaching (Community Tennis)	17	14.7
Individual- Tennis with Toby/Bruce	22	19.0
Individual- Squash with James	1	0.9
No	75	64.7

Multi-answer question

13 Does your child participate in any junior tennis coaching activities?

No.

%

Junior group Coaching Programme	10	8.6
Holiday Camps	6	5.2
No	30	25.9
Not applicable	74	63.8

Multi-answer question

14 Coaching comments (trends)

Quality of coaching in general: 19 positive and 1 negative Clarification regarding progression in coaching groups: 3 comments
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15 Do you know where to find the Club Diversity & Inclusion Policy?

		%
Yes		39.7
No		60.3

16 Do you know where to find the Club Safeguarding Policy?

		%
Yes		44.8
No		55.2

17 What products do you purchase from the bar/clubhouse?

	No.	%
Alcoholic drinks	35	30.2
Soft/non-alcoholic drinks	26	22.4
Snacks: crisps, nuts, chocolate, etc	19	16.4
Tennis balls	45	38.8
Accessories: grips, dampeners, etc	16	13.8
Do not use the bar/clubhouse	51	44.0

Multi-answer question

18 What factors would make you consider using the bar/clubhouse more?

	No.	%
Better facilities - environment, furnishings, etc	63	54.3
Better location - with view of tennis courts	57	49.1
Extended opening hours - see notes in section 20 (A)	28	24.1
Products: quality coffee machine	32	27.6
Products: other	3	2.6
Services - see notes in section 20 (B)	8	6.9
None	22	19.0

Multi-answer question

Note: The first three points, which all received significant support, indicate general support for the new clubhouse project

Note: A new pod coffee machine has already been purchased for the bar

19 Would you attend any of the following social events?

No.

%

	No.	%
Live music	49	42.2
Quiz	49	42.2
Wine tasting	42	36.2
Local beer festival	57	49.1
Race night	16	13.8
Outdoor BBQ	71	61.2
Supper night	18	15.5
Other - see notes below	8	6.9
Not interested in social events	15	12.9

Multi-answer question

Note: Events calendar for 2023 in preparation by Bar committee

20 Other comments (Trends)

General Club management: 6 positive
Clarification and expansion of bar opening hours: 6 comments (A)
Availability of table tennis: 3 comments (B)