

REPORT ON THANET THUNDERERS MEMBERSHIP SURVEY JANUARY 2019

The club questionnaire was completed after the second session of 2019, on 11th Jan 2019.

There were ten members and two volunteer leaders present, and all were asked to give an anonymous scoring to statements appertaining to the club, its management, and benefits of the club and its activities. Questions were randomly sequenced so as not to create a pattern of thought or to solicit automatic responses.

Not all members answered all questions, hence the disparities of total point scores and yes/no responses. Percentage results are shown to counter numerical differences.

Only two members gave suggestions for improvements to sessions; comments which accorded with short-term plans already being organised and discussed. These improvements include more time spent in structured coaching of skills, and further training and recruitment of volunteer leaders.

Clearly, most members believe that the club gives them some benefit in terms of well-being as represented by the scores for improved confidence, better social life and from feeling less isolated or lonely. 7 of 12 said that they had felt lonely or isolated before coming to Boccia sessions.

Most members also believe that the club is good value for money, and that it tries to help less-well-off members; although we have never publicly announced the availability of any concessions or subsidies. It is known anecdotally at least that no-one should miss a session through lack of cash; and most are aware by now that we have fund-raising activities to help with what we consider to be our social obligations.

All club activities are charged to members on a cost-only basis, although it is impossible to forecast just how many members will attend each Friday session, for example. This therefore costed on a likely minimum number. Very roughly, Friday sessions overall do a fraction better than breaking even in terms of hall hire and refreshments. Volunteer officials pay for their own refreshments at club sessions. Trips away from home venue such as to Paris or to tournaments are charged on a cost-share basis for transport and entry fees; and accommodation is charged at actual cost. The club is self-sustaining for day-to-day activities, although it has to look to outside agencies for larger capital projects such as equipment and training.

In terms of inclusion, for casual and competitive players alike, almost all believed that activities were non-elitist.

Generally, members seem to be confident of the club leadership. Communication, however drew some less than perfect scores. This may be because some members do not have IT skills or facilities; because all events etc are posted on the club Facebook page, and the club also tries to use email and text messages to keep members updated. Sadly, members who have neither mobile telephone or internet access or who have not provided full contact information or do not respond to messages are disadvantaged!

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Please score the following statements on the scale of 5 (very satisfied or strongly agree) to 0 (not applicable or do not agree)

	5	4	3	2	1	0
Boccia is a gentle exercise for both body and mind.						
I feel that I am valued and welcome at club sessions.						
Club leaders are knowledgeable about the sport.						
Club sessions are interesting and structured to help me improve my game.						
Club leaders take an interest in my progress and ability.						
I have been given the opportunity to participate in outside competition or visits. (even if you were unable to attend!)						
The club is successful in communicating dates, events and policies to the members.						
The club activities are good value for money.						
Coming to the club has improved my social life.						
Coming to the club has made me feel more confident.						
Coming to the club has made me feel less isolated and lonely.						
Most activities are aimed at all members, not just the top players.						
The club tries to make activities and sessions affordable to everyone and helps those who struggle with expenses.						
I would be happy to recommend the club to a friend						

Please let us have the following information:

Before you came to Boccia sessions:	Yes	No
Had you played a similar game in the last ten years, such as bowls?		
Had you given up a previous sport or game due to age or injury?		
Were you feeling lonely or isolated?		
Did you feel that you were too old to learn a new skill or take up a sport?		

AND FINALLY

Do you have any suggestions as to how the club could improve?