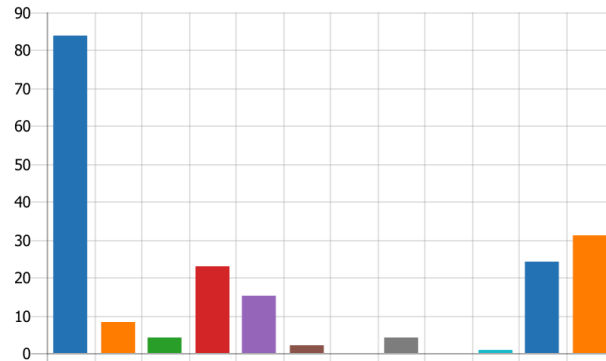


1. Please tell us what membership group you are in.

[More Details](#)

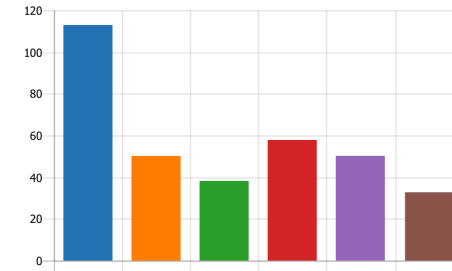
| | |
|----------------------------------|----|
| Tennis & Squash - Senior | 84 |
| Tennis & Squash - Adult Assoc... | 8 |
| Tennis & Squash - Student | 4 |
| Tennis & Squash - Junior/Mini | 23 |
| Hockey - Senior | 15 |
| Hockey - Student | 2 |
| Hockey - Junior/Mini | 0 |
| Tennis, Squash & Hockey - Se... | 4 |
| Tennis, Squash & Hockey - Stu... | 0 |
| Tennis, Squash & Hockey - Ju... | 1 |
| Social Member (Non-playing) | 24 |
| Parent of Junior/Mini | 31 |



3. What is the most important reason for your membership / your kids membership?

[More Details](#)

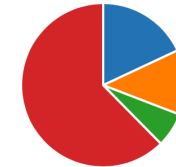
| | |
|------------------------|-----|
| Great Club all round | 113 |
| Get fit | 50 |
| Free coaching | 38 |
| Play competitive sport | 58 |
| Playing in teams | 50 |
| Other | 33 |



8. If you are a social member or only play one of our sports, are you interested in trying the other sports and joining our group coaching sessions on a trial basis and in which sport (select all that apply)? If yes, please provide your name and email at the end of the survey

[More Details](#)

| | |
|----------------|----|
| Tennis | 24 |
| Squash | 17 |
| Hockey | 9 |
| Not interested | 83 |



- 196 responses received – 22% of our membership – good representation of all sections within the Club
- Our members have officially labelled us a ‘Great Club all round’
- We all missed our sports during the lockdown. Overwhelmingly most of us also missed the social aspect of the Club.
- We asked if members were keen to try other sports within the Club – most members seem to be happy to stay within their section. But still a good number of members would like to try a different sport!
- We discovered that Facebook is the most used social media channel followed by WhatsApp and Website.
- A lot of you would like to see regular videos posted on our YouTube covering fitness sessions, ‘how to’ & ‘tactics’ videos.

15. What type of competition are you interested in (select all that apply)? This question applies to both Seniors and Juniors/Minis.

[More Details](#)

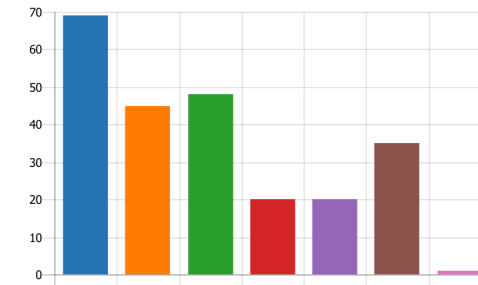
| | |
|--|----|
| ● Gents Singles | 33 |
| ● Ladies Singles | 17 |
| ● Mixed Doubles | 51 |
| ● Ladies / Gents Doubles | 56 |
| ● Not interested in any competi... | 63 |



16. Which format of competition/events are you interested in (select all that apply)?

[More Details](#)

| | |
|--|----|
| ● Social (e.g. American tournam... | 69 |
| ● Club (e.g. leagues within the C... | 45 |
| ● Club Championships | 48 |
| ● Fast Four tournament (TS300 /... | 20 |
| ● Handicap tournaments | 20 |
| ● Inter club tournaments | 35 |
| ● Other | 1 |



- Members are happy with the tennis coaching programme (prior to lockdown) with the average score of 3.89 for junior coaching (based on 90 responses) and 3.95 for adult coaching (based on 85 responses) – on the scale from 1-5 where 5 is most satisfied.
- We hear many of you are saying that our junior coaching is too performance focused. At the same time some of you are saying “less games, more coaching please”. We will work hard to find the right balance and cater for all levels and abilities.
- A lot of junior players would like to see smaller groups for coaching but organised more around their playing standards. You have also asked for specific junior beginner classes – we will review and assess how this can be incorporated into the programme.
- Parents are asking for feedback / report cards to know how their kids are doing at coaching. We had already started putting this in place before the lockdown so the report cards will be in place with the new coaching blocks from September.
- A number of comments received about Thursday adult coaching setup. We will look into this and try and improve our offering.
- More than half of the members responded are not interested in competition (this number was skewed a little bit by some social and non tennis members answering this question).
- Members who do want to take part in tennis competitions have a clear preference for social tournaments as well as Club Championships and leagues within the Club. These members are generally interested in playing for our teams as well.

23. What type of competition are you interested in (select all that apply)?

[More Details](#)

| | |
|---|----|
| ● Gents Singles | 20 |
| ● Ladies Singles | 1 |
| ● Doubles | 4 |
| ● Not interested in any competi... | 18 |



24. Which format of competition/events are you interested in (select all that apply)?

[More Details](#)

| | |
|---|----|
| ● Social (e.g. Fun tournament) | 17 |
| ● Club (e.g. box leagues) | 12 |
| ● Club Championships | 17 |
| ● Competitive inter Club leagues | 15 |
| ● Other | 0 |



- Members are reasonably happy with the squash coaching programme (prior to lockdown) with the average score of 3.59 for junior coaching (based on 17 responses) and 3.55 for adult coaching (based on 22 responses) – on the scale from 1-5 where 5 is most satisfied.
- Just over half of the members responded are interested in competition.
- Members who do want to take part in squash competitions have split equally between the formats of competition they prefer. A number of you have asked for social tournaments to be organised similar to the ones we run in tennis.
- A revival of the squash club night has also been requested.
- Members have asked for Squash 57 to be more publicised and group sessions to be organised.

30. Would you be interested in participating in any of the following (select all that apply)?

[More Details](#)

| | |
|---|----|
|  Walking Hockey (over 70s) | 1 |
|  Summer Hockey (mixed) | 19 |
|  Summer Hockey (Slam) | 13 |
|  A hockey tour | 15 |
|  Hockey camps (under 18s) | 1 |



- Members are reasonably happy with the hockey coaching programme (prior to lockdown) with the average score of 3.6 for junior coaching (based on 5 responses), 3.56 for Gents coaching (based on 16 responses) and 4.00 for Ladies coaching (based on 9 responses) – on the scale from 1-5 where 5 is most satisfied.
- Members have asked for more structured coaching sessions and, perhaps, smaller groups but more playing levels and abilities catered for.
- Summer Hockey sessions and a hockey tour definitely seem to be of interest to the members.

31. Do we have too many / too few social events?

[More Details](#)

| | |
|------------|-----|
| Too many | 4 |
| Not enough | 12 |
| Just right | 138 |
| Other | 12 |



32. Where do you usually notice what social events are on?

[More Details](#)

| | |
|-----------|-----|
| Poster(s) | 56 |
| Email | 140 |
| Facebook | 46 |
| Twitter | 14 |
| Website | 11 |



37. To maintain our Bar Operations with the social distancing restrictions, would you support the following (select all that apply)?

[More Details](#)

| | |
|------------------------|-----|
| Table booking | 107 |
| Contactless payment | 165 |
| Increased prices | 67 |
| Reduced lines of stock | 100 |



- It's great to hear that our members think we have the right balance for the social events. We hear you that it is sometimes difficult to get tickets for certain events as they sell out instantly but that just proves how popular they are!
- We will continue using the email to let you know about the upcoming events as well as put them up on Facebook and posters around the Club.
- 67% of the members responded see the benefit of having the Club manned from opening to close even if it means paying a little bit extra every month.
- To keep the Bar Operations going while restrictions are in place, it's good to know that members are prepared to be flexible with using contactless payments and table bookings (which is now mandatory). Over 40% of members are even prepared to suffer reduced lines of stock and increased prices as long as our Bar is open. That's the spirit!
- A good number of our members would like to come to the Club for lunch or dinner or both. Watch the space!

WHAT DO OUR MEMBERS SAY

Some of the comments members added to their survey responses:

What have you missed the most about the Club?

"Very much the super social aspect of Giffnock Tennis club and of course the exercise!!!"

"Seeing the great people that also use the club."

"1) Physical exercise and 2) social interaction with others."

"Playing sport"

"My kids' classes and social aspect to the club"

"Social events, court time, weekend clubhouse time"

"Tennis Beer Meeting People"

"Tennis, Coaching Sessions and Club House Social"

"Playing my sport and socialising at the club"

"We've really missed the club but I think the communication throughout the pandemic and the efforts made to keep people connected have been excellent."

What about Tennis?

"Smaller class sizes (maybe a few options for the free class, not just on a Saturday)."

"Players in the lower club teams don't get much/any chance to improve through play/practice with the better club teams"

"It would be good if social tennis was on a different evening to the intermediate coaching."

"Very satisfied with standard of coaching hence why we travel so far to attend the club"

"More frequent social tournaments."

"Give all kids a chance not just the ones you think are better at tennis"

"(Very) slightly more focus on fun"

"I am happy to go with the flow and be guided by our coaching team on this."

"I think Giffnock has the best set up for coaching of any club."

"Less focus on the performance squads"

"I think that there could be more competitions organised for juniors at a club level, as there isn't a lot of this right now."

"I would like to see better team selection. Teams should be based on playing levels and previous track record rather than 'just because they've always played in that team / with that partner'."

"a few starter lessons when we joined at the start"

WHAT DO OUR MEMBERS SAY

Some of the comments members added to their survey responses:

What about Squash?

"Needs to be a better adult coaching structure. Too many members currently unaware of any programme."

"Occasional tournaments for seniors on sat afternoons, similar to tennis."

"Squash 57 isn't publicised or coached"

"Sunday night for squash club night is quite an awkward time. I know it is difficult to find the right night but perhaps early Friday night might work?"

"Racquetball coaching to encourage tennis players to try."

What about Hockey?

"Better structured sessions"

"More fitness training. Umpire training."

"Better junior coaching with more age/ability appropriate drills/games"

"Coaching is well rounded and covers all areas"

"It would be better if different abilities were catered to. There are some women who need more help to perfect the basics and other women who need to be pushed more."

What about Social Events?

"I think the club puts a tremendous amount of events on for members"

"I think the family events are great. I appreciate the effort to make the children feel like it is their club too."

"Need to look at events for juniors and/or families"

"It is extremely difficult to get tickets for some events."

"Less social events. Giffnock squash, hockey and tennis club is a sports club."

"More BBQS during summer weekends"

"There could be more informal ones that could include whole families?"

And to finish...

"I think our club has a great balance between playing sports and the social scene - that's what makes it stand out from a lot of other tennis clubs in the southside of Glasgow."

"I think the club is excellent. I would like to see more control over kids running around the lounge on a Saturday."

"Thanks very much to our committee, coaching team and others during this difficult time. You have done an excellent job."

"Its a great club and think you have done well staying in touch during the lockdown. Looking forward to getting back."

"I have been impressed with the work the committee has done in so many different aspects to help others and not just the club members. You deserve to be nominated for an award. Well done to all those involved."