

DORCHESTER TENNIS & SQUASH CLUB



DTSC Membership Survey 2023

This document is a summary of the responses to the recent DTSC Membership Survey.

The purpose of the survey was to find out how members feel they are being served by the club and how they would like to see the club develop over the medium term. 64 responses were received overall from an adult membership of 288 (22.2%). No responses were received from our 91 Junior Members. This is quite a low response rate, but may show that the majority of members felt they had nothing significant to say. It's disappointing that no juniors replied, but they may not have seen the email, even though the link to the survey was also on the website and Facebook. One person said to me afterwards that they didn't fill the survey in as it wasn't anonymous, but when I asked for their comments, the 2 points they raised were not in any way contentious, and after discussion they agreed that they could have submitted them via the survey. I also received very detailed feedback from another member via an email. They either didn't want to do the survey or the fact that we were doing a survey had completely passed them by.

GMC Summary

Detailed results are in the main document at the Annex, but this is a summary of the overall response to the questions.

Question 1-3: Satisfaction levels. Overall, members seem happy with the club from the responses received, with nearly 97% satisfied or very satisfied. This whole section was very positive and something we should be proud of. The club was seen as friendly, supportive, happy, efficient and well run by the small band of volunteers responsible for managing the club. The facilities were seen as good quality and well maintained. Membership is seen as good value for money. The main areas where we could do better were in running more social events, generally refreshing or modernising the clubhouse, improving the tennis lighting and keeping the website up to date.

Question 4: Membership Policy. In general, the new membership policy of Full Membership, allowing everyone to play all sports and charging no lights fees has been very well received. There were some negative and positive comments about the off-peak membership. It was proposed at the 2013 AGM to remove this type of membership, but that was voted against. There are no current plans to remove it, but a principle of retaining it in

2013 was that the rules for off-peak times should be strictly adhered to and we will continue to apply that.

Questions 5-6: Breakdown by Sport. Splitting the result by Primary sport, we received responses from 37 tennis players, 15 Squash players, 11 Racketball players and 1 with no primary sport. Overall from the 64 respondents; 44 play tennis, 25 play racketball, 17 play squash, 3 play table-tennis and 1 plays no sport.

Question 7-11: Satisfaction levels by Sport. Tennis players were in general happy with the way that matches, club sessions and tournaments are organised, but less happy with coaching, particularly adult coaching. We do not directly employ the tennis coaches, but have a provision of services agreement with the Head Coach and each year, the Tennis Chair has an Annual Review meeting with the Head Coach and outlines what we want to try and achieve over the year. This is an ongoing process throughout the year and the Tennis Chair is aware of the following issues raised: more team coaching, cardio tennis, coaching cancellation policies, regular adult evening coaching, more consistent coaching programme and better communication from the coaches. Other suggestions included improving the lighting (ongoing), amending club sessions, introducing Padel Tennis (we have formed a sub committee to look at the feasibility of building a Padel Court) or Pickleball, constructing a practice wall and introducing pre-match play for teams. **Action: Tennis Chair to discuss these with the Tennis Committee and Head Coach.**

Squash players were in general happy with the way that matches and tournaments were organised, but had some concerns about club sessions and coaching. Comments included wanting a midweek club session and a better club night in general and more management encouragement to attend club sessions. Drill sessions and arranging an exhibition match were also suggested. As far as coaching, the following were suggested: evening coaching availability, no adult coaching on Saturday mornings to allow the club to focus on junior coaching at that time and a full time coach who can go out into local schools and clubs to encourage juniors. **Action S/R Chair to discuss with the S/R Committee.**

Racketball players were in general happy with matches, club sessions, tournaments and coaching but comments were made requesting team training sessions and in encouraging the county to offer a lower entry-level league. **Action S/R Chair to discuss with the S/R Committee.**

Questions 12-13: Club Communications. Members were generally happy with club communications, over 93% of people were satisfied or very satisfied with the way the club communicates with them. Only 1 person was dissatisfied and the DTSC Chair has written directly to them. They were unaware that all of the [Club committee meeting minutes](#) are readily available on the website in the members section and are displayed on the club notice boards, so this issue has been dealt with. Most responses said they were happy with the way they are communicated with and didn't suggest any changes, but proposals to improve communications included: encouraging members to use the website more and have less emails, less haphazard emails (hopefully this has been addressed by changing the system to IONOS), WhatsApp groups (impractical for the whole club, but useful for smaller discrete groups in the club), improving the website and more active social media (but that is a 2-way process with the club members and currently very few interact with the club's social media).

Question 14: Social Activities. The most popular suggestions for social activities included: Quizzes, Dinner/Dance, BBQ with families involved, Cheese & Wine or Wine Tasting, Fun Mixed Sports events. **Action GMC: take these proposals forward and try to reintroduce some social activities to the club.**

Questions 15-16: Bar Service. Just over 66% of people were Very Satisfied or Satisfied with the way the bar was run, but there were several comments that not everyone had access to the bar and this was restricting use of this shared facility and reducing bar use and profits. Suggestions were made for fob access or wider distribution of keys. Comments were also made that it needed to be better presented, with the cardboard boxes taken away and more of a bar/cafe feel. **Action GMC: Investigate wider access and improve bar presentation.**

Slightly widening this question out, several people suggested that the kitchen area should be extended into the old shop and cooking facilities added. **Action GMC: investigate the feasibility of this proposal.**

Question 17: Long term proposals. 16 respondents didn't answer this question and 12 said that they had no proposals or that we were already doing everything possible considering the length of the lease. Someone also said we had to do something radical or the club would die along with its increasingly ageing membership, but had no suggestions. It's obviously impossible to keep everyone happy all the time and not all suggestions are practicable or feasible, but the most suggested proposals were: extending the kitchen into the empty room so that we can prepare hot food for socials and team matches; changing the tennis court lights to LED (already ongoing at the quote stage); improve viewing and outdoor seating area, either with a viewing platform (already ongoing at the quote stage) or improving the grassy mound area ; adding gym or exercise equipment, but some wanted this behind Squash Court 3 which has been mentioned as a distraction before and other comments specifically said not to have gym equipment, but to focus on what we do well and avoid distractions; adding Padel Tennis facility (a Padel sub committee has already been formed to investigate the feasibility of this). There were lots of other suggestions, including major extensions, building more tennis courts or an additional squash court alongside Court 3 and these will be looked at by the GMC. Also mentioned were the clubhouse flooding issue, which we do need to address and the ongoing work to keep the sand out of the clubhouse and off the paths/car park. **Action GMC: Continue current work on Tennis Court LED lights, viewing platform, flooding prevention work, sand ingress control and Padel Court feasibility. Examine other proposals for useful benefits.**

Question 18: Age of respondents. As expected the age of the respondents (and by extrapolation the club members) is towards the top end of the age bracket, with 58 of the 64 respondents (over 90%) being aged over 45. No juniors responded, either because they didn't receive the email, their parent/guardian didn't pass the email on to them or because they deemed it wasn't relevant. Only 7.8% (5 respondents) were in the 18-45 age group and in general, this is the age bracket where it feels that we are lacking in members. This isn't a problem that is confined to DTSC as lots of other clubs report similar figures. The GMC will need to address how we attract more and younger members in the future. The trial membership seems to have been a successful initiative and we've done Open Days in the

Question 19: Gender of respondents. Two thirds of the respondents were men. Does this represent the club as a whole? If so, how can we encourage more women to feel welcome at the club and join and participate across all of our sports? **Action GMC to continue our discussions around maintaining/expanding membership and particularly consider how we make club membership attractive to women.**

The map displays the Dorset region and its proximity to Bournemouth and Poole. Key features include:

- Red Circles with Numbers:** Indicate driving times from various locations:
 - Swyre: 24 to 30 minutes drive
 - Weymouth: 14 to 22 minutes drive
 - Hilton: 22 to 35 minutes drive
- Purple Circles:** Highlight specific tennis and squash clubs, including:
 - Beaminstor Tennis Club
 - Bridport Squash Club
 - Bridport Tennis Club
 - Purbeck Squash Club
 - Weymouth Tennis Club & Melcombe Regis Tennis Club
 - Swanage Tennis Club
 - Hamworthy Squash Club
 - Canford Squash Club
 - JP Blandford Squash Club
- Other Locations:** Numerous towns and villages are labeled, such as Bournemouth, Poole, Weymouth, Dorchester, Blandford, and Swanage.
- Roads:** Major roads like the A35, A3049, and A303 are shown.
- Geographical Features:** The English Channel is visible to the west, and the Dorset AONB (Area of Outstanding Natural Beauty) is marked in the center.

Question 21: Any final comments. 24 respondents didn't answer this question and 25 said that they had no additional comments. Of the remainder that did comment, most comments were around the good work the volunteer committees do and that they were happy and proud to be members of the club which is good to hear. Other comments included; lost property organisation; doing more with schools, better outdoor viewing (addressed in Question 17 above) and tennis coaching comments (addressed in Questions 7-11 above).

Action GMC to ensure we work to maintain the friendly and welcoming atmosphere of the club and examine the other comments for useful benefits.

In summary, the number of survey responses received was slightly disappointing, particularly from the younger members, but the overall impression is that club members are happy with the way the club is run and the direction we are going in over the next few years. We have an active junior section in tennis, are working on improving the junior participation in squash and have a very active membership at the higher end of the age scale. We need to target more and younger members, more female members and overall, potentially from a wider catchment area in our ongoing membership discussions in the future. The GMC are already looking at replacing the tennis court lighting with LEDs, replacing the access stairs and including a viewing platform and making the club more energy efficient. We have also recently formed a Padel Court feasibility sub committee. Alongside maintaining our membership numbers and satisfaction and encouraging new members to join, these are our current priorities. The other suggestions/comments made in the survey will be looked at by the GMC and subcommittees to see if there are any useful benefits that we can take forward quickly and easily to improve members' benefits.

Al Clark

DTSC GMC & Tennis Chair

Annex:

Detailed results of the Membership Survey.

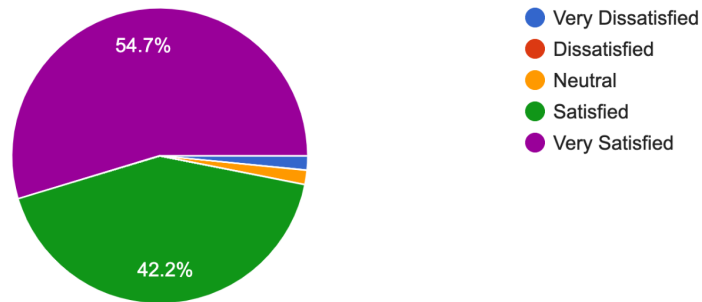
Detailed Results of the Membership Survey

The summary below is by question and where necessary, the results have been split by primary sport.

Survey Question 1 - How satisfied or dissatisfied are you with DTSC overall?

1. How satisfied or dissatisfied are you with DTSC overall?

64 responses



Overall Satisfaction	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable
Overall (64)	35	27	1	0	1	0

GMC Comment - a very pleasing response overall which showed that 96.9% of respondents are happy with the club overall.

GMC Chair Comment: One person reported that they were Very Dissatisfied overall, but the rest of their survey didn't suggest that the respondent was Very Dissatisfied, so it may have been an error to record this answer.

Survey Question 2 - What does DTSC do well? (63 responses).

63 of 64 people responded to this question, but several made multiple comments. The number of times each item was mentioned is recorded in the table below.

What DTSC does well	Mentions
Friendly/Friendliness at an all time high/Friendly environment/Supportive/Friendly atmosphere/Good community/Warm.	23
Well run/Efficient/Financially well managed/Well organised/Proactive committees.	15

Great courts/Quality Facilities/Good facilities/Only professional sports club in Dorchester/Great community sports club/Excellent playing facilities.	14
Welcoming to newcomers/Welcoming.	10
Inclusive with all members & abilities/looks after members/cares for members.	9
Well Maintained Courts, Equipment & Clubhouse/Cares for Club.	9
Fun days/Tournaments/Box Leagues/Competitions/Matches/Social Tournaments.	9
Communicates Well/Keeps the membership updated/Good website.	9
Good range of playing opportunities/can play all sports.	6
Reasonable Membership Rates & Costs/Good Price/Excellent value for money/Good value.	6
A few committed people are responsible for organisation/run by a great band of volunteers/dedicated team.	5
Good relationships with coaches/Good coaching/Great coaching especially juniors.	5
Plenty of club sessions and team opportunities/Good Teams.	3
Booking system/process works well.	3
New Tennis Courts are brilliant/best tennis surface around.	2
Everything except social events.	1
The club comes together and is proactive for tournaments.	1
Strong support from responsive/reliable members.	1
Good sense of community/Great Hub.	1
Courts are well used.	1
Promotes tennis at all levels.	1
Encourages participation at all levels.	1
Good ladies social tennis.	1
Keeping going.	1
Flexibility with membership.	1
Adam great front man for the club.	1
Spreading red sand everywhere.	1
Energy efficient.	1

All Day Access.	1
Often praised by visitors.	1

Survey Question 3 - What could DTSC do better? (56 responses)

56 of 64 people responded to this question, but several made multiple comments. The number of times each item was mentioned is recorded in the table below.

What DTSC could do better	Mentions
More social events.	9
Refresh/modernise the clubhouse/make it more attractive.	7
Nothing/All is good/Can't think of anything/Not sure/No negatives/ N/A.	7
Improve tennis lighting.	5
Improve website/difficult to navigate/jaded/Member's Access/up to date photos/develop an app.	5
Tennis Coaches run more sessions/have a stronger profile/be more organised/more adult group coaching.	4
Don't diversify, just update/modernise/continue to do what it does well.	3
More interaction between different sports sections/racketathon event.	2
Stop ingress of clay inside the club.	2
Better viewing facilities/develop outdoor mound area.	2
More tennis courts.	2
Add Padel Court.	2
Building Maintenance.	1
Kid's facilities - separate toilets/showers.	1
Expand facilities.	1
Open to the public in quiet times to increase membership.	1
Coaches should release courts quickly if not used.	1
More attention to flower beds/shrubbery - looks scruffy.	1
More online presence.	1

Build links with town through other clubs cricket/YMCA etc.	1
Lack of feedback from committees.	1
Expand the kitchen into the old shop/add cooking facilities.	1
Stop energy/heat being extracted by high powered fans (Near Cts 1&2 and Gents Changing).	1
More singles tennis.	1
Heating the squash courts.	1
Limited access to the bar.	1
Limited email contact - send all match reports/results.	1
Help members organise tournament tennis matches/difficult to fix mutual dates.	1
Glass doors on all squash courts.	1
More social tennis.	1
Better squash club night.	1
Be more receptive to change.	1
Target older casual members by emphasising advantages over Borough Gardens Tennis.	1
Prevent clay covering everything outside.	1
Draw in partners/families of existing members.	1
Promote itself in Dorchester better.	1
Committees need to represent members, not their own viewpoint.	1
Add a swing door to the Men's Shower area.	1
Have someone on hand more often to provide general information to prospective members.	1
Consider options for disabled access/players/changing rooms.	1
Encourage more support for team matches.	1
Use old shop to sell equipment/otherwise wasted space.	1
Provide more tennis line rollers. GMC Chair comment - we have just purchased another 3.	1
Encourage more younger people (squash/racketball).	1

Be more sustainable.	1
Occasional running out of hot water..	1
Greater range of sports.	1
Keep up the good work of tennis club night.	1
Encourage new tennis members to play beyond club night.	1
Tap into Tesco on doorstep for potential members.	1
Use Mark Downey's experience from other sports to help coaching.	1
Sort out the flooding issues.	1

Survey Question 4 - Do you have any comments on our overall Membership policy? (53 responses)

53 of 64 people responded to this question, but several made multiple comments. The number of times each item was mentioned is recorded in the table below.

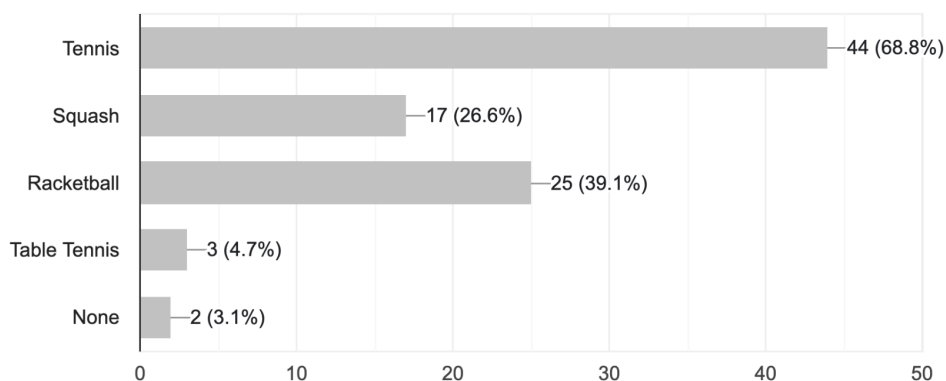
Membership Policy Comments	Mentions
Working well/Keep it as it is/Good to be able to play all sports/Seems fair/Better than it used to be.	20
N/A or No Comment.	14
Rates are good, keep low to encourage membership/Good Value for money/Well priced/Keep static prices if possible.	10
Really pleased free lights/included lights is good/encourages participation.	5
3 months introductory membership is an excellent initiative.	3
Offer pro-rata flexible memberships/allow 6 month memberships.	2
Give new members a mentor.	1
3 months introductory membership is too long suggest 6 weeks. GMC Chair comment - they thought it was free membership, but it costs £60.	1
Would prefer previous squash only membership. GMC Chair comment - only 1 dissenting voice.	1
Keep off peak membership. GMC Chair comment - we intend to. It was proposed to be deleted at the AGM in 2013, but that was voted down. It is popular, so we'll keep it. As you can see from the comments below, it is contentious, but the proviso that we	1

kept it, was that the rules are strictly followed and the published times (currently 9am to 4pm, Mon - Fri) are stuck to.	
Include weekends in off peak. GMC Chair comment - Off peak times are reviewed and agreed by the GMC. We currently do not envisage including weekends in off peak.	1
Let off peak play in matches in evenings/weekends and pay guest fee - benefit for club. GMC Chair comment - this is no benefit to the club. If off peak members want to play at the evenings/weekends, they can become full members.	1
Think off peak shouldn't play in matches even away ones. GMC Chair comment - the rules for off peak members state that they can't play at the club outside of off peak times. This is an anomaly, but the GMC doesn't propose to close this loophole.	1
Scrap off peak it's outdated/only pensioners who can afford full membership/creates exclusive groups & limits team participation. GMC Chair comment - it suits some people and at the AGM in 2013 we decided to keep it. Membership categories remain under review, but there are no current plans to scrap it.	1
Introduce monthly direct debit payment/spread costs/encourage new members.	1

Survey Question 5 - What Sports do you play in the club? (64 responses)

5. What sports do you play in the club? (tick all that apply)

64 responses

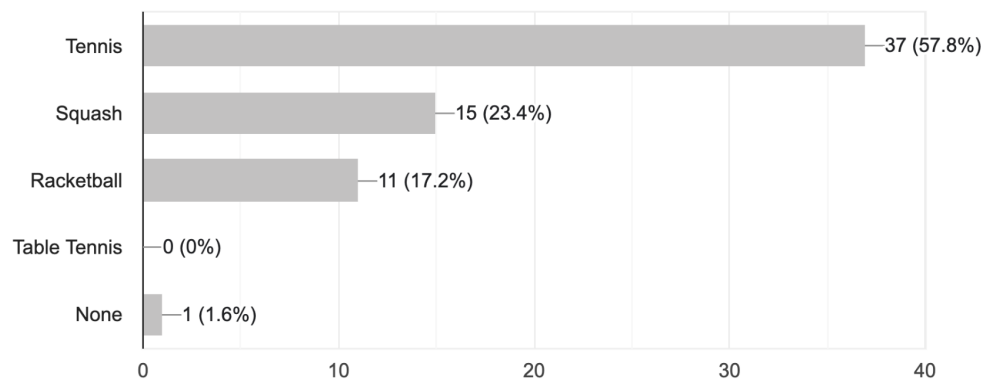


GMC Chair Comment - 1 person clicked None as well as Tennis & Racketball, this was an error, so only 1 person played No sports.

Survey Question 6 - What is your Primary Sport? (64 responses)

6. What is your primary sport? (Choose one option only)

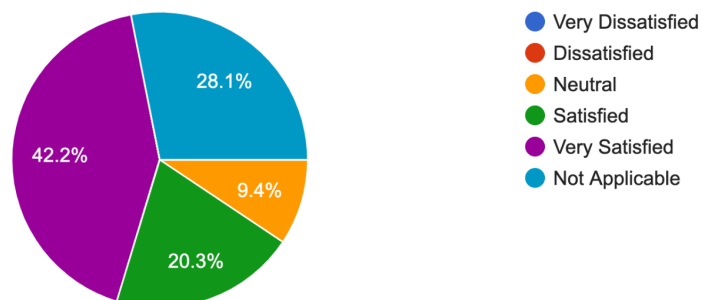
64 responses



Survey Question 7 - Thinking of your primary sport - How well do you think Matches are organised? (64 responses)

7. Thinking of your primary sport - How well do you think Matches are organised?

64 responses

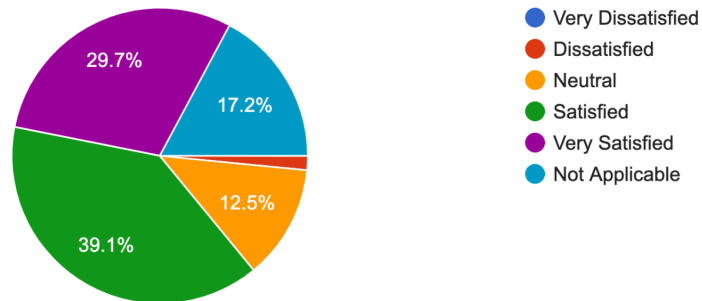


Sport	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable
Overall (64)	27	13	6	0	0	18
Tennis (37)	18	4	3	0	0	12
Squash (15)	6	4	2	0	0	3
Racketball (11)	3	5	1	0	0	2
No Sport (1)	0	0	0	0	0	1

Survey Question 8 - Thinking of your primary sport - How well do you think Club Session are organised? (64 responses)

8. Thinking of your primary sport - How well do you think Club Sessions are organised?

64 responses

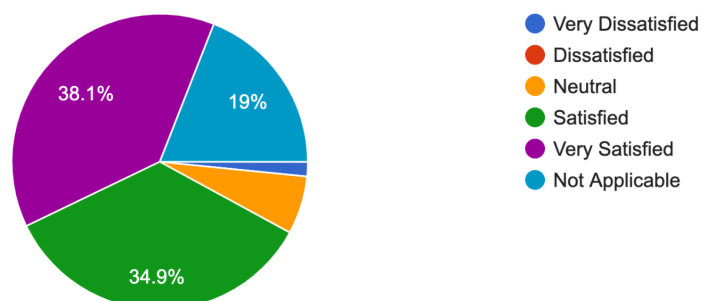


Sport	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable
Overall (64)	19	25	8	1	0	11
Tennis (37)	13	15	3	0	0	4
Squash (15)	3	9	1	1	0	1
Racketball (11)	1	1	4	0	0	5
No Sport (1)	0	0	0	0	0	1

Survey Question 9 - Thinking of your primary sport - How well do you think Tournaments are organised? (63 responses)

9. Thinking of your primary sport - How well do you think Tournaments are organised?

63 responses

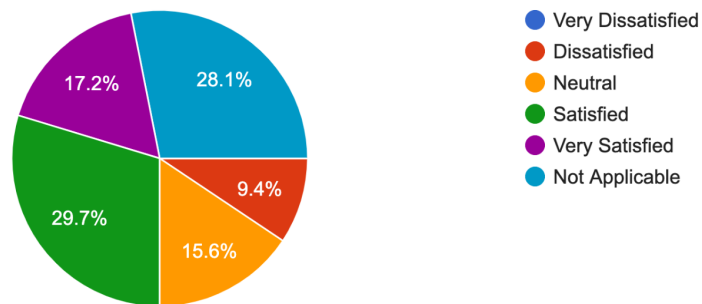


Sport	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable
Overall (63)	24	22	4	0	1	12
Tennis (37)	17	12	2	0	1	5
Squash (14)	5	4	1	0	0	4
Racketball (11)	2	6	1	0	0	2
No Sport (1)	0	0	0	0	0	1

Survey Question 10 - Thinking of your primary sport - How well do you think Coaching is organised? (64 responses)

10. Thinking of your primary sport - How well do you think Coaching is organised?

64 responses



Sport	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable
Overall (64)	11	19	10	6	0	18
Tennis (37)	6	14	5	5	0	7
Squash (15)	4	5	1	0	0	5
Racketball (11)	1	0	4	1	0	5
No Sport (1)	0	0	0	0	0	1

Survey Question 11. Is there anything else in your primary sport you would like to see offered? (41 responses)

41 of 64 people responded to this question, but several made multiple comments. The number of times each item was mentioned is recorded in the table below and split by primary sport.

Could DTSC offer anything else in Tennis?	Mentions
Not really/No	6
More opportunities for adult team coaching/coaching in evenings	3
More consistent coaching programme/less ad hoc/more coaching availability	2
Improved lighting	2
Cardio tennis	1
Cancellation policies for coaching to avoid unused court time	1
Padel court might attract more tennis players	1
Replace flood light bulb on Court 3. GMC Chair comment - the bulbs were all changed approximately 5 years ago. This is the first bulb to fail. The GMC has decided that when the 2nd bulb fails, we will change all the bulbs again as it is expensive to hire the cherry picker to complete the work.	1
Improve communication when on coaching programme	1
For club sessions it is useful to have a couple of members to welcome/organise players. GMC Chair Comment - this is done for the Wed club session by Mike Williams and is prearranged for the Sun club session by Mike Henderson. It used to be done for the Thu daytime session, but isn't currently done. Happy for volunteers to step forward and offer to do it.	1
Wed/Thu club sessions too close together - perhaps Mon? GMC Chair comment - But that's close to the Sun session. No day is ideal for everyone.	1
Opportunities for 1 to 1 coaching. GMC Chair comment - this can always be arranged directly with the Head Coach.	1
Hire a tennis serve speed gun. GMC Chair comment - we did this for a previous Open Day and it's something to consider for the future.	1
Temp membership for short stay guests eg daughter returned for 2 months. GMC Chair comment - Currently allowed 6 visits as a guest, but this is worth investigating.	1

Ball machine. GMC Chair comment - we have one and are looking at ways to make use of it now that it has a new battery, but we do not want to damage the surface of the courts.	1
Higher screening around courts. GMC Chair comment - they are standard height.	1
Establish a relationship with Dorset clubs with Padel/Pickleball facility to enable member access	1
Encourage adult beginners/rusty racquets	1
Pre-match team play	1
Practice wall	1

Could DTSC offer anything else in Squash?	Mentions
No/nothing/Quite happy	3
Midweek club session/Better club night	2
Arrange an exhibition match	1
More management encouragement for Sat club session	1
Sat morning coaching dedicated to juniors supported by all coaches - no private adult coaching at this time	1
Drill sessions	1

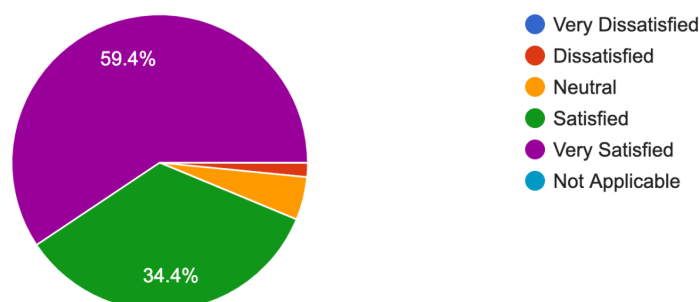
Could DTSC offer anything else in Squash & Racketball?	Mentions
Needs local coach available all week available to visit schools/clubs encourage juniors	1
Evening Coaching availability	1

Could DTSC offer anything else in Racketball?	Mentions
No/Nothing	5
Encourage the county to offer a lower entry-level league	1
Team training sessions	1
Resuscitation! GMC Chair comment - guess this is a joke as we have a defibrillator	1

Survey Question 12. How satisfied are you with our club communications to you? (64 responses)

We communicate with members via email, Facebook, Instagram, telephone, posters in the clubhouse, occasional newsletters, committee meet...d are you with our club communications to you?

64 responses



Communication Satisfaction	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable
Overall (64)	38	22	3	1	0	0

DTSC GMC Chair comment. Only 1 person was dissatisfied and the DTSC Chair has written directly to them. They were unaware that all of the Club committee meeting minutes are readily available on the website in the members section and are displayed on the club notice boards, so this issue has been dealt with.

Survey Question 13. Do you have any proposals for how we could improve communications with members? (44 responses)

44 of 64 people responded to this question, but several made multiple comments. The number of times each item was mentioned is recorded in the table below.

Communications Proposals	Mentions
No/Happy with current arrangements/email works well	29
Encourage members to use website/less emails	3
WhatsApp Groups	2
Emails have been haphazard/Not received emails	2
Never seen Newsletter/Produce twice yearly Newsletter	2
Notices/emails are inadequate for tournaments/events - need face to face contact	1

Jaded website - already made this point earlier	1
Email results/match write ups to all - already made this point earlier	1
Tik Tok. Get experienced social media people more involved creating content	1
More active FB/Instagram to appeal to younger generation	1
Don't follow trend of relying on social media	1
Regular feedback from committees	1
Push members to update contact details on website	1
Emails on coaching availability - have waiting list	1
Get members more involved in running club activities	1
Occasional Q&A with GMC. GMC Chair comment - this happens annually at the AGM, but generally not that many members attend.	1

Survey Question 14. Do you have any suggestions for social events you'd like to see held at the club? (46 responses)

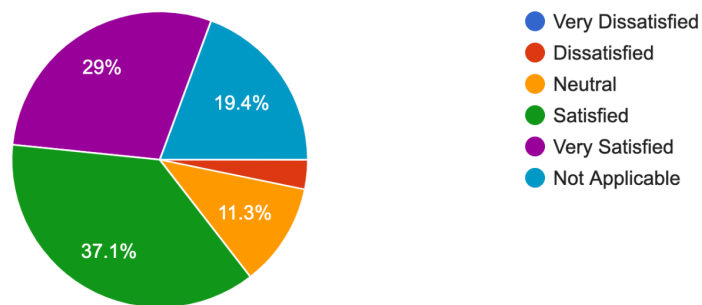
46 of 64 people responded to this question, but several made multiple comments. The number of times each item was mentioned is recorded in the table below.

Social Suggestions	Mentions
Quizzes	20
No/Good idea no suggestions/Anything would be good	19
Dinner Dance	10
Cheese & Wine/Wine Tasting	10
Fun Mixed Sports Competitions/Racketathon	3
BBQ	3
Social tournaments combined with BBQ encourage family participation	2
Sports Speakers	2
Day Trips/Brewery Visit	2
Karaoke	1
Success is in direct proportion to enthusiasm of organisers	1

Treasure Hunt	1
Squash Exhibition	1
Ad hoc evening squash/racketball social tournaments - Shaun Dunn happy to organise	1
Horse Racing Night	1
Murder Mystery	1
Love the BH fun tennis tournaments	1

Survey Question 15. How satisfied are you with the way the bar is run? (62 responses)

The bar is run for the benefit of members, designed to keep prices low and to cover running costs. We have recently introduced the facility to pay by c... How satisfied are you with the way the bar is run?
62 responses



Bar Satisfaction	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable
Overall (62)	18	23	7	2	0	12

Survey Question 16. Do you have any other suggestions for how we could improve the bar service? (33 responses)

33 of 64 people responded to this question, but several made multiple comments. The number of times each item was mentioned is recorded in the table below.

Bar Improvement Suggestions	Mentions
No/Not really/no suggestions.	15
All members should be able to access the bar not just select few/let people know they can apply for key/current system works on trust - how would this work/Don't	12

visit as never seems open/Fob access?/Have the bar staffed during match evenings/employ a steward/have a members rota/get volunteers so it's open more.	
More workspace in kitchen/Expand kitchen into old shop/add cooking facilities for post match meals which would increase bar revenue/re-equip kitchen.	4
Make it more of a bar/cafe feel.	1
Make it more visually appealing - tidy up/remove boxes.	1
Best value bar in town.	1
Get Fentimans Ginger Beer in.	1
Provide Confectionery.	1
Really impressed with the card payment system.	1
Free beer!	1

Survey Question 17. Do you have any additional long term proposals for the future of the club or any other comments? (48 responses)

48 of 64 people responded to this question, but several made multiple comments. The number of times each item was mentioned is recorded in the table below.

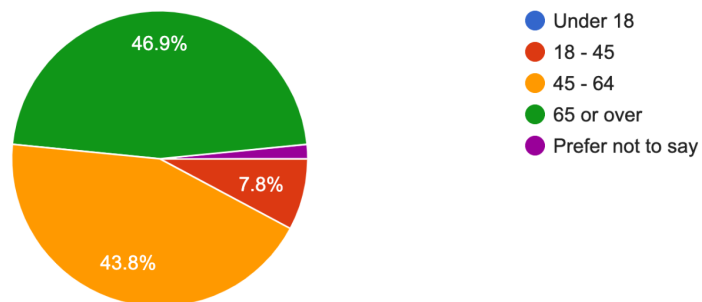
Long term proposals	Mentions
No/nothing/I think you are doing everything possible given the lease ending in 2029/need to do something radical to stop club dying along with ageing membership but no proposals.	12
Expand & upgrade bar/kitchen into old shop/add cooking facilities/allow catering for matches.	6
Renewing outdoor tennis lights a priority/replacing with LED a must.	5
More outdoor seating/viewing/viewing platform/Better use of the grass area/patio/flatten it?/Paving around the perimeter fence.	5
Gym or exercise equipment/Exercise bike or running machine behind Court 3.	5
Add Padel court/off site Padel court?/open Padel to the public.	5
Move the car park towards the cricket ground and add a 4th Tennis court/2 more tennis courts or a mini court.	2
Concentrate on what we do well (tennis/squash etc) and don't be distracted by gyms/massage etc. They dilute resources/don't change anything. What we have is good.	2

Address the door to the tennis courts and sand ingress/Invest in keeping the sand on the courts and not in the car park/paths.	2
Extend club, rent space to gym to provide cross fertilisation & allow space for other sports (table tennis/pickleball) and changing rooms for tennis and reception with disabled access.	2
Modernise indoor to bar/cafe feel to socialise.	1
Weather conditions will become more severe - the tennis court door needs to be bricked up and flood relief soakaway/channelling dug outside the fire door.	1
Look at all renewable energy alternatives - independently or as part of a neighbourhood scheme.	1
Use empty room as a warm up/down space	1
Club is unsustainable - need a radical approach to recruit more/younger people.	1
Build an additional squash court alongside Court 3.	1
Obtain freehold from the Duchy.	1
Consider pickle ball - it's a growth area.	1

Survey Question 18. What is your age? (64 responses)

And now a few questions about you if you are happy to answer them. 18. What is your age?

64 responses

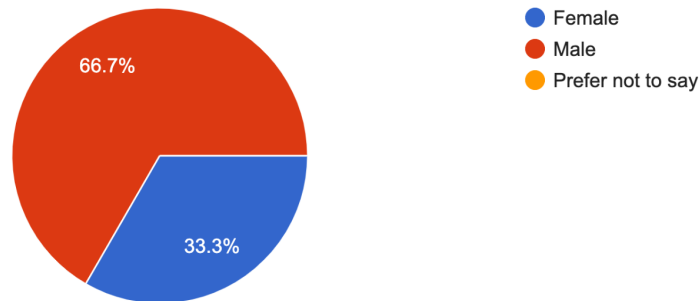


Age	Under 18	18-45	45-64	65 or over	Prefer not to say
Overall (64)	0	5	28	30	1

Survey Question 19. What is your sex? (64 responses)

19. What is your sex?

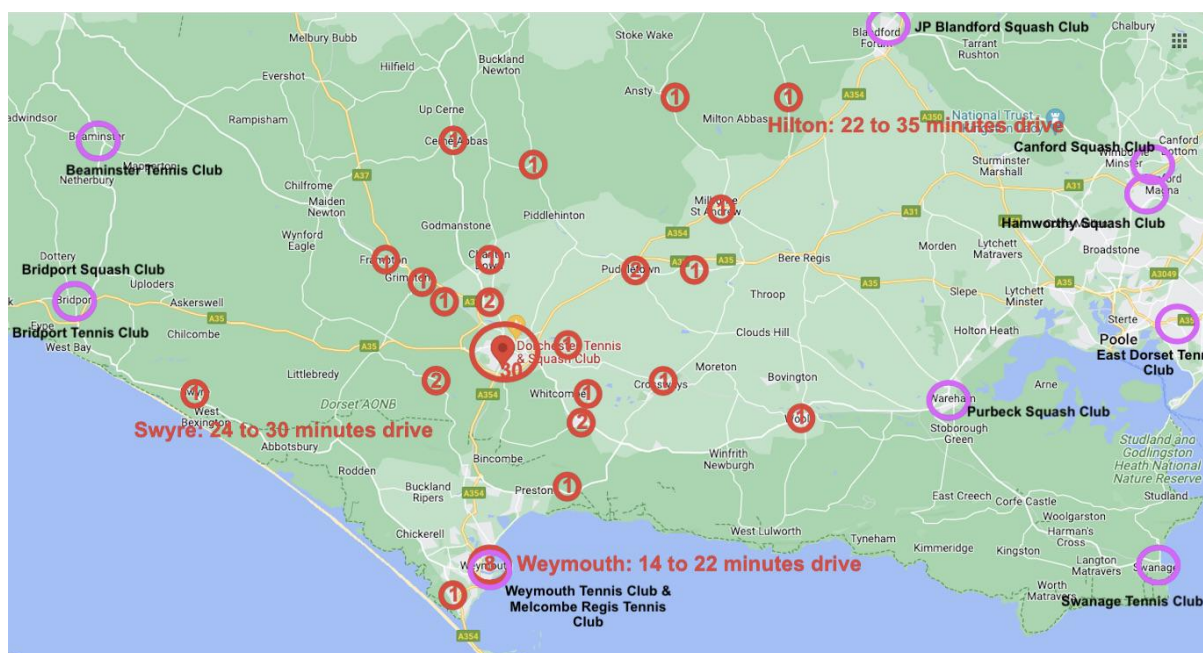
63 responses



Female	21 (33.3%)
Male	42 (66.7%)

Survey Question 20. Which town/village do you live in? (63 responses)

LOCATION	No.	Distance (from Google Maps)
Dorchester	30	0 miles
Weymouth	8	7.3 miles
Broadmayne	2	4.5 miles
Charminster	2	2.5 miles
Martinstown	2	3.6 miles
Puddletown	2	6.3 miles
Bradford Peverell	1	4.9 miles
Cerne Abbas	1	8.7 miles
Charlton Down	1	4.4 miles
Crossways	1	6.5 miles
Frampton	1	6.4 miles
Hilton, Blandford	1	14.4 miles
Milborne St. Andrew	1	9.9 miles
Osmington	1	7.5 miles
Piddletrenthide	1	8.8 miles
Stratton	1	4.4 miles
Swyre	1	13.7 miles
Tolpuddle	1	8.9 miles
West Knighton	1	4.4 miles
West Stafford	1	3.5 miles
Winterborne Stickland	1	15.7 miles
Wool	1	12.1 miles
Wyke Regis	1	9 miles



Survey Question 21. Finally - do you have any comments on DTSC which haven't been covered elsewhere in this survey? (40 responses)

40 of 64 people responded to this question, but several made multiple comments. The number of times each item was mentioned is recorded in the table below.

Final Comments	Mentions
No/Nothing to add.	25
Committee do a fab job and needs members' support/Thanks to the committee.	4
Completely happy with the way the club functions/excellent club/proud member for 17 years.	4
Some system or basket for lost property.	1
Could do more with the schools.	1
Very relaxed and amicable ambience.	1
Could have asked ethnicity to see if ethnic minorities are confident in joining.	1
Confirm that equal opportunities are available.	1
Head Tennis Coach spread too thin. Individual coaches should arrange their own coaching.	1

Make the grass mound more accessible for viewing/socialising.	1
Continue to do what we do well & invest our limited funds in that.	1
Unsure of the process to get tennis coaching. GMC Chair comment - I've written and explained that you just need to contact the Head Coach.	1
Presumably we'll get feedback on all the responses in due course. GMC Chair comment - yes all members will get feedback on the survey.	1