



## **Member Survey**

The aim of the survey was to primarily to find out why members are not returning in numbers to the club, what they think about the efforts being made by the committee to enable them to make a safe return during the pandemic and what they would like to see going forward.

To date there have been 18 respondents the majority of whom answered all the following questions:

### **SURVEY QUESTIONS**

***How confident are you that Penrith Squash has implemented sufficient measures to keep you safe?  
18 answered***

- Extremely Confident - 10
- Very Confident - 5
- Somewhat confident - 3
- Not so confident - 0
- Not at all confident – 0

Comments:

1. Within limitations of a non-manned venue
2. I think that the committee have done a good job, but let down by its some of it members according to the e-mail from Chris.

***If you are unlikely to return to the courts at present what are your reasons.***

***13 answered***

- Continued concerns over being exposed to Covid-19? - 1
- Other – Comments:
  1. Have partly returned
  2. Not being allowed to play proper games
  3. Being forced to play in bubbles is less attractive that playing anyone and club nights. Playing the same people all the time will become repetitive.
  4. Already been back
  5. Not an essential activity for me at present
  6. Time and other commitments
  7. Playing sides
  8. Happy to return to the courts
  9. I have no concerns
  10. Already playing.
  11. Normally most of my play at Penrith is club night and adult coaching
  12. Wait until it is back to normal

***What additional measures would you like to see in place to make a return to squash for you more likely?***

13 answered

Comment:

1. I think you've done a great job - the sanitizers/wipes make me confident we can keep the place clean/safe and instructions make very clear what we're allowed to do.
2. No new measures - I'd just like to be able to play whoever I want. (no restrictions)
3. Can't imagine you can do much more, apart from ensuring that people are following the rules which they are not
4. Less evidence that there is general non-compliance in the general community.
5. Cannot comment, as I have not been down to the club as yet
6. More normality
7. Already playing
8. Not sure

***What activities would you consider taking part in based on the measures put in place?***

**13 answered.**

Comments:

1. Racketball
2. Mainly sides as my job in hospitality probably makes me a high risk player compared to those who can and do work from home.
3. Singles squash
4. Individual practice
5. Regular squash,
6. Any
7. Squash, table tennis
8. Squash has always been a social game so the return of club nights and leagues needs to happen. It would need to be in a reduced format so that people feel safe however.
9. Coaching
10. Any, drills, sides, family household squash matches, bubbles

***If you have returned to the squash courts what have you played:***

12 answered

- Sides - 7
- Routines - 2
- Full squash in a squash bubble – 3
- Comments:
  1. Kids coaching
  2. All three.
  3. Full squash with family member

***Would you like to be part of a squash bubble so you can play full squash (subject to the restrictions)?***

18 answered

Yes - 15

No - 3

***Are you likely to return to play and play as often as you used to once UK Government restrictions are lifted?***

18 answered

Yes - 17

No - 1

***Do you read all the "Latest News and Updates from Penrith Squash Club" emails and associated links?***

18 answered

17 – Yes

1 comment:

Most, but I wish the emails gave a clue as to what they were about

***Any other comments or suggestions***

7 responses

1. When restrictions are finally lifted the club will need to make a substantive effort to rebuild leagues and club nights. At the moment the club is more a Squash facility than a club given that just the same players play each other all the time. This does not develop player nor will it build a future with the current membership a demographic time bomb within the next 10 years will see the club with a nonviable number of players to maintain the club. At the moment the club is run by too few people who are also too old.
2. Suggest that the club offers "tuition/practical experience" of the squash alternatives available at present
3. Are you in touch with other clubs around the country to see what they are putting in place to get members to return? My concern is the longer we go with fewer people playing then the less chance of many returning.
4. Can we not open the changing facilities & showers as other clubs have done?
5. Feels safe due to measures and as numbers using it are small. Could changing rooms be opened?