

Findings from the Sandhurst Joggers 2010 Club Questionnaire

The following document outlines the findings from the club questionnaire that was sent out a couple of months ago.

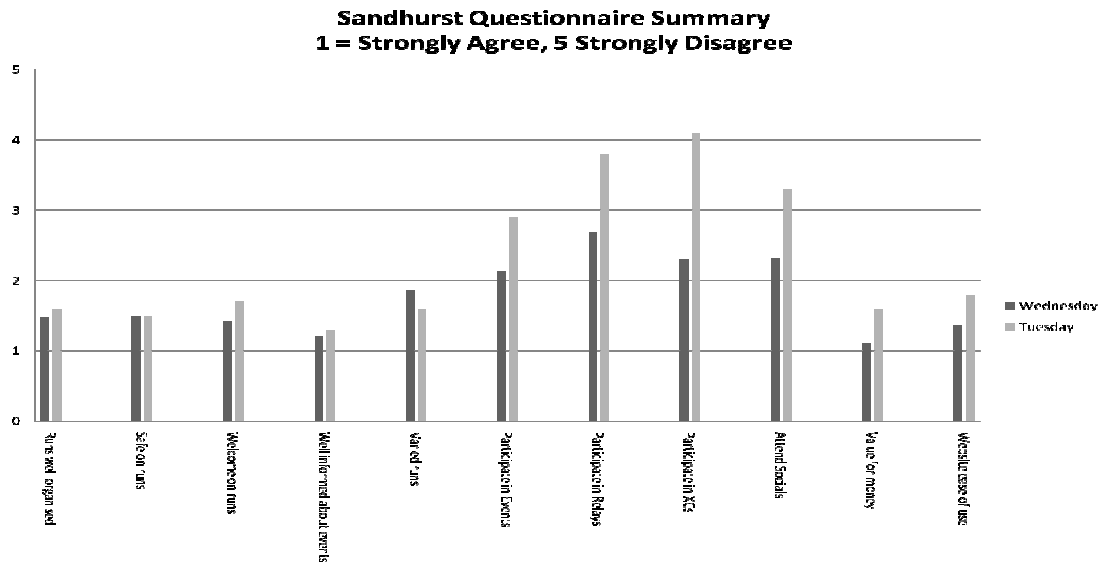
Introduction

We are very aware as a small committee representing a large group of people that we can not expect to know what all of our members need or want at any one time and we felt the questionnaire was a good opportunity for people to share their views on the club with us.

We received 39 completed questionnaires and the findings were shared at the recent AGM.

Part 1: Rated questions

Using the questionnaire the rated questions were analysed by splitting the people who responded into mainly Tuesday night runners and mainly Monday and Wednesday runners. Not everyone fitted into one of these categories, but we used this as a rough guide. The following results can be seen:



The areas of strength for the club were:

- organisation of the runs
- feeling safe on runs
- people feeling welcome to runs
- ease of website use
- value for money
- varied runs.

The areas which we need to develop are encouraging Tuesday evening runners to attend events, socials, cross countries and relay events. We realise that many people join the club to keep fit rather than compete and so the fact that most people feel safe and welcome to runs outweighs for me the fact that people do not attend events. However, we will continue to encourage all our members to

participate in the excellent socials, relays and cross countries events and we welcome any suggestions as to how we can get more of our members to participate.

Part 2: Positive comments

- Nice bunch
- Friendly
- As my running has improved, I still feel able to run with the club as there is such a variety. I know I could attend several nights a week to improve further.
- Everyone always receives a warm welcome when they run with the club. As the numbers have improved safety issues have been taken seriously and acted upon - there is a clear improvement in the numbers of people wearing safety clothing.
- Always made welcome and encouraged with my running.
- Got it right, something for all abilities
- Well organised and fun.
- When I first joined I was delighted to find so many friends who enjoyed socialising like I did - not to mention finding a husband too! The variety and number of events make it impossible to attend everything, but there is such a choice no-one could feel uncatered for! I think it is important to maintain the variety of things to do and the choice of some expensive/cheaper events.
- Make you feel welcomed as both a runner, however mostly I am a spectator, but still feel 'part of the team'.
- I find socialising with more than a couple of people at a time very difficult, but I have attended a number of events and intend to keep doing so.
- The events are good and varied.
- Really good, been made to feel very welcome, very enjoyable, good variety, well organised.
- Always well organised and enjoyable. One of the main attractions of being a member is being able to participate in these events. For those of us that are older and/or slower it's nice to have events that focus on having fun as well as those that are more about being fast. Eg Santa dash, Halloween night run.
- Even though I have not run XCs or Relays for a couple of seasons I think they are excellent at encouraging people to participate and to feel part of a team.
- I have thoroughly enjoyed seasons of both XC and Relays.
- I think we have some excellent runners in the club, but for those of us who are unable to aspire to supersonic speeds being part of something good is great. I also think that the

support across the range of runners is to be applauded and I know does not always happen in other clubs - good runners are supportive of less good ones and vice versa.

- I look forward to trying out the cross countries in 2010.
- I have run a few cross countries, would like to do more but injury has been a problem.
- Enjoy cross country, but do not like idea of relays because that means others are dependant on me doing well and I don't like that pressure. XC well organised, good club events. Enjoyed relays, looking forward to more.
- I know runners from other parts of the country and we do such a lot compared to many of them, both athletically and socially and lots of comments are made about how favourably we compare and how many opportunities there are. I like the fact that the club is continually evolving and going from strength to strength; its not the same club I joined and I know that people who have been members longer feel the same. I think this is another strength of the club; there is always something new or different or a different way of doing something that makes us a vibrant community.
- I think there's a really friendly atmosphere in the club. I keep coming away from events thinking to myself *'There are so many nice people in SJ!'* I'm sure not all clubs are like this...
- I am still running the walk-run group, which I enjoy and I soon hope to move up to the next level. This year I hope to attend a lot more events and am looking forward to the park runs. On a personal note, I feel that there is a strong encouragement for people who can already run at a high level. I would like to see some support for people like me who are trying very hard to get into running. I am lucky because my partner runs, however I know that some feel very strongly about this.
- I think communications are excellent and one of the best features of the club. A Buddy system on a Wednesday night to avoid being on own in dark. Very happy with experiences, very friendly and welcoming club, with a good range of activities to suit all.

Part 3: Suggestions

The table below summarises the suggestions made by people and how we are planning to deal with these comments:

Suggestions/Comment	How we propose acting on this suggestion
Thursdays have now disappeared from the weekly schedule. We need another Tuesday style run.	We appealed for a club member to begin the Thursday run again as an intermediate run between the Monday and Tuesday run and Jeff Culkin has stepped into the breach and volunteered to organise a run from Frogmore at 6.30pm. This has been advertised by email and on the website. My thanks go to Jeff.
Routes a little boring.	The pub run on a Monday is to become a more regular feature – once a month through summer and winter. We are going to look for some more winter

	Monday and Wednesday evening runs for next winter.
Vulnerable running down Swan Lane Need to buddy up women on a Wednesday.	As the women's side of the club is expanding it is important that we begin a buddy system on a Wednesday evening so that women are not left on their own. With over 30 runners on a Wednesday we should be able to organise this without people having to run outside their comfort zone and this will begin ASAP.
Pub runs have a set distance as being too long or too short puts people off going.	We will recommend to all people organising pub runs to ensure they are between 5 and 6 miles.
Run at 7pm in spring and autumn months to make more of the light.	We will split the Monday and Wednesday run so that for three weeks at the beginning of the summer and three weeks at the end of the summer we have two runs - one at 7pm and one at 7.30pm. We have enough leaders and runners to facilitate both of these runs and it will ensure that some runners can run for longer cross country and in the light. (this discussion was passed at the AGM and will begin on the 19 th April)
Sunday runs longer. Sunday runs more even paced.	We will send out another email asking group leaders of the Sunday run to ensure that the whole group know how long you are running for so that people can choose to go with a different group if they want to do more or less.
Hill session reintroduced	This has been reintroduced on a Monday evening. All are welcome. Carl will organise when he is available, otherwise another run leader from a Monday will organise. (This began on the 15 th March)
More regular timed 5K runs	This should have been solved by the recent introduction of the park runs that we helped to set up and are playing an integral part in organising and running the event. This is a timed 5k run every Saturday morning at Frimley lodge park
Back up plan for injuries occurring during a run- eg inform about short cuts- the less you have to run on the injury the better! Can the club get some security tags.	We are currently writing risk assessments for each of our runs and this will include some back up plan for injuries. We will also be encouraging all of our members to wear dog tags or identity cards so that we can contact somebody if you need a lift home etc. We are experimenting with different types of these so that they feel comfortable and then we will buy some for people to buy. They can be as little as a £1.
More chance to go for a drink after runs	We have introduced a drink after the monthly club handicap (this began on the 10 th March) The away day run on a Tuesday will also be attached to a pub so that you can retire for a

drink or food after the run.

We did have a few comments which we have been unable to deal with. I would like to share these with you even though I do believe and sincerely hope from reading the many questionnaires and talking to many people in the club that these comments are views of the very few.

Comment 1: Amending the way Tuesday runs are organised via direct committee intervention engenders neither loyalty nor a desire for any further involvement in any part of the club.

This refers to a list of safety recommendations that were put forward by a representation from the Tuesday and Monday runs. This was in response to concerns received by members of the committee as to the safety of runners at these runs when there could be up to 50 runners all running in a group in Yateley or Sandhurst. The safety recommendations were made with the best intentions to ensure that all our members were as safe as possible on runs. I think the success of this is reflected in the fact that our questionnaire shows that most people feel safe on club runs.

Comment 2: Thursdays have now disappeared from the weekly schedule. These were originally intended to bridge the gap between Tuesday night and the Monday club run. At the outset, they attracted a dozen or so keen to improve but they stopped coming because lots of fast runners kept coming and it just wasn't fun any more. Looping isn't always enough to cope with that situation.

This comment refers to reasons as to why Thursday nights fizzled out. I am really pleased that Jeff has decided to organise this run again and I hope that people will enjoy this new running opportunity. I do feel strongly though that we can only recommend the pace that any one of our runs should be run at but not impose this on members. If one of our faster runners would like to go on a Thursday we would expect them to loop and respond to the run leaders instructions.

Comment 3: The club was always happy to accommodate all runners some of which enjoyed the social aspects of a group run, or just fancied running in lots of mud. Latterly, I sense a lessening of the welcome afforded such people and the beginnings of a separation into a club of two parts. Whilst those who win races bring kudos to the club, and must naturally be congratulated, let's not forget the value of those who will never win anything, but offer other attributes

This comment refers to a change in atmosphere within the club – I can honestly say that when the committee heard this comment they sat in disbelief. This is not the intention in the way that any member of the committee acts. We encourage all runners to develop through the running weekend, the walk run group and track and hill sessions. We also encourage all club members to participate in cross countries and relays and we have had phenomenal turn outs at Datchet cross country with over 60 runners and at the Bounders relay we had 13 teams!! We really hope that this is an isolated view but please feel free to come and talk to us with any suggestions as to how we can encourage people to participate even more.

Comment 4: Can not attend events on Fridays and so would prefer varied days for socials.

This comment refers to socials – we do have pub runs on a Monday and now have pub trips on a Tuesday and Wednesday.

Comment 5: A search facility to find previous articles (e.g. race reviews for a particular date) would be advantageous

This comment refers to articles – we now keep very few articles on the website and so it seems this tool would be limited at the moment. However, if this does change we may be able to place something on our website.

This concludes the comments made by the questionnaire. If you would like to discuss any of these issues further please let me know or talk to anyone on the committee.