

LSKC Membership Survey 2018 - Summary of Responses

In total 84 people responded to the club survey. Responses were free text, so it was up to people what they responded on. A summary of results is below. By far the majority of people responding had comments on trips (90%) or training (70%) so these are broken down into sub-categories.

Communications

Nearly 40% of people mentioned communication in their response, and nearly 80% of these mentioned it as something LSKC does well. The new website seems to be appreciated in particular. Out of the do better/ do more of responses - 2 people wanted more information on launch spots, 2 people wanted wider use of the discussion forum and/or less reply to all emails, 1 person wanted a what's coming up this month email, 1 person wanted greater clarity of what level trips/training were at, and who they were open to. 7 people commented positively on the new website. 2 people wanted more information on launch spots on the website (google map links are given but not clear) and 1 person wanted to see the discussion forum being used more. 1 person wanted a section on the website for equipment reviews

Equipment

A fifth of respondents mentioned equipment and boat storage in their response. The club equipment and storage facilities are widely appreciated, 80% of those mentioning equipment and storage did so in response to the question what does LSKC do well. There were 6 negative responses, which were all related to transport difficulties – either members with no transport, or members unsure how to transport boats, or general nervousness about hire boats. A common theme was the lack of organised lift shares, not meeting in a central location for boat hire, and the location of the containers away from water.

Pool Sessions

20% of people had comments about pool sessions. These were generally positive, however in response to the do better question there were comments about the timing being inconvenient (i.e. at weekends), the number of sessions available, the lack of small boats and the fact that members can't bring their own boats

Social events

1/3rd of people mentioned social events. The weekend hostel events were generally thought to be well organised, although there was one request for alcohol not to be included in the catering. There were 2 requests for a pub night, 1 request for more winter activities on and off the water, 1 request for more social activities in general, and 1 request for a different location for the barbeque. (If someone thinks a pub night would be useful, feel free to organise and send round an email).

Talks

8 people mentioned talks (and winter theory sessions) as being something the club does well, of these 1 person suggested more variation in the night of the week they were held on in case people generally can't do Wednesdays (constrained by venue availability if we use the Dalriada, could look for another venue).

Finance

5 people mentioned that the club membership was good value for money. 1 person suggested that the club needed to develop a financial plan for the club to support development.

Governance and Structure

Just under a quarter of respondents mentioned issues regarding club governance and structure. Positive comments (65% of those mentioning the issue) were that club is generally well run (or that the AGMs are good!). Responses to the do/more better question were about reviewing the committee structure, sharing workload, long term planning for the club, open discussions of difficulties faced on club paddles, and suggestions for areas where the club needs to tighten up or review policies – largely regarding club trips. These were as follows:

- Vet trip leaders/Annual peer review check for leaders
- Develop a risk based assessment for club paddles
- Develop and agree an approach for dealing with different types of craft on Club trips.
- Allowing competent family members to bring a child on club trips.
- Prerequisite on safety requirement for accepting people onto trips.

Club Ethos

Just under a 1/3rd of people mentioned “club ethos”, the willingness of people to volunteer their time, and the fact that more experienced paddlers were happy to pass on their knowledge as something that the club does well.

New Members

About 10% of people responding felt that the club could do more for new members and beginners specifically. This compares to 5% of people responding mentioning that the club was welcoming to new members. Suggestions were more training after pool sessions to get beginners on to the sea, shorter grade A paddles, mentoring. It is not possible to split responses by those made by new members, and those made by more experienced members based on their perceptions of what we offer new members.

Membership Diversity

3 respondents expressed concern that there were few younger members in the club, and one specifically noted that it couldn't offer much socially for them as they were younger than the majority of other members. There was a request to allow children in doubles under supervision of an adult.

Environmental

2 people responded about positive environmental activities (mallow bashing and beach cleans) – we should do more. Other responses categorised here are to do with transport/lift shares and covered under equipment and boat storage above.

Trips

90% of the people responding had comments on trips.

Facilitating paddling opportunities

5 people appreciated the club, simply because it provided paddling opportunities, or a network of people to arrange paddles with – but did not specifically mention more organised trips or peer paddles. 6 people specifically mentioned peer paddles as something the club was good at facilitating.

Trips Calendar

Regular club paddles and other events were appreciated, but some people wanted more, or paddles at different times.

Grade A day trips 19 of people commented on grade A paddles and trips aimed at less experienced members, 15 people mentioned that these were done well, but there were requests for more frequent (than monthly) day paddles which beginners can access, and a suggestion of shorter paddles for people who do not feel they can paddle 20km.

General day trips 12 people commented on day trips (but not specifically grade A trips). Requests were for more day trips, including mid week and saturday trips.

Evening paddles are popular. Some people find them difficult to get to because they start too early.

Camping trips Just over a quarter of people responding to the survey want more camping trips.

Support and Enjoyment on club paddles

11 people mentioned support/enjoyment on trips. Largely positive, but 2 bad experiences where new or inexperienced members were not full welcomed.

Paddle Locations 15% of people raised paddle locations, people seem to want more west coast paddles

Level of paddles

Positive comments were saying the club offered opportunities at a range of levels (7%), while respondents to the more/do better question generally wanted more advanced trips (14% of respondents). Further breakdown seem to suggest that less experienced members felt the club offered paddles at a range of levels, whereas more experienced members wanted more opportunities to challenge themselves within the club.

Leadership

17% of people mentioned issues to do with leadership. There were 4 positive comments were showing appreciation of club leaders, and 10 comments that the club seemed short of leaders and could do more to support about leader development. There was one comment that the club seemed to do more to support coaches than leaders. Specific suggestions were - a more structured framework for leadership training (including 4* and 5*), putting an annual peer review of check for leaders, vetting trip leaders and mentoring potential leaders.

Followership

2 responses mentioned behaviour of people on club paddles, one response that group behaviour was good. The negative comment here was a concern that people coming on trips were not taking full responsibility and this was putting them off leading. Despite the club policy that all paddles are peer paddles 5 responses

indicated that the respondents believed that some club paddles were led. A related issue is the suggestion that the club formalises who can go on paddles - covered under governance above.

Training

70% of the people responding had comments on training.

Beginner Entry Level Training

Responses split between those believing the club offers good training for beginners, and those who think we can do more with beginners – i.e. monthly beginners sessions.

2 and 3*

This was generally appreciated, but some people not sure of what's on offer.

Rough water training

14% of people mentioned rough water sessions. Last winters rough water sessions were popular, and people want more. There were requests for more surf sessions (7% of respondents), moving water (4%) and wet sessions (6%). There were requests for more wet sessions in tougher conditions, and landing and rescue practice.

Safety

5 people responded saying that safety was something the club does well. Do more comments were regarding culture (followership) on club paddles and dry land training in safety for beginners (e.g. use of VHF).

Coaches and Coach Development

Positive comments were showing appreciation of club coaches (and more experience members) passing on their skills. The respondents to the question how can we do better were suggesting improvements to how the club develops and deploys coaches. 3 people suggested that the club may use more outside coaches. There were a few comments that the club would benefit from a structured training programme, enabling both students and coaches to sign up in advance and see a programme through.

Other training requests

Greenland rolling and photography (separate responses).