

## Summary of Replies to Survey

We had over sixty replies from members, which represented approximately 25% of the active membership, and over all they were positive, both for the current way the club was being run and into the future. Yes, there were some points of annoyance and where possible these will be addressed by the committee. The average mark out of ten was 8.91 for experience at the club. Bridge playing time by members covered 6months to 50years.

Slow play was highlighted as the biggest problem, and long term, finding ways to maintain and increase the membership. Equally, a lot of members wanted the current state to continue as they felt everything was fine as it was.

Capital projects were mentioned, such as a means to get elderly members or members with poor movement to our upstairs room along with access for wheelchairs. How to improve the building and its facilities were also mentioned. The committee has discussed these projects; the main issue is how they would be financed and the disruption that could be caused to our bridge sessions.

Under the title "What Works Well", hosting, friendly atmosphere, teaching/mentoring and organisation through the current committee stood out.

Among the Irritations slow play was the biggest gripe. This can be a fine balance between more experienced players playing faster and allowing less experienced players the time to settle into our routine duplicate sessions. Loud discussions while others were still playing was also mentioned. Surprisingly, shorter tea breaks and possibly stopping them was linked to this topic as well. This is related to directors being more active with the time for each round which would then have the benefit of perhaps playing more boards.

Encouraging younger members was highlighted for the future; this has been looked into before by Colin but the response was disappointing. That's not to say we will give up as the county is making this a target achievement.

There were many individual comments and ideas put forward but too many to be mentioned here but can be seen from the tables attached to this summary.

Improved security will now be top of the committee's list following the recent break-in, which of course will receive immediate attention.

I can assure members that the committee will review all the comments received and progress will be achieved within the finances to benefit the club in the future.

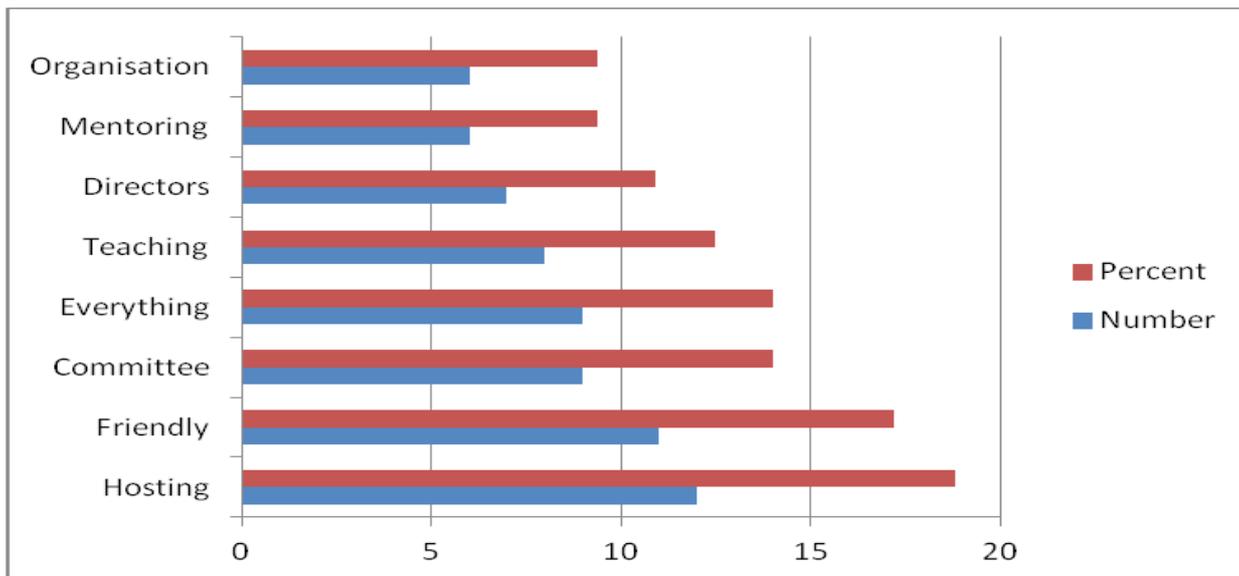
The percentage shown on the graphs is related to the number of returns made not the full membership.

They only show the main repeated comments from members but there were numerous individual comments that came under each category. These have been recorded and will be referred to by the committee.

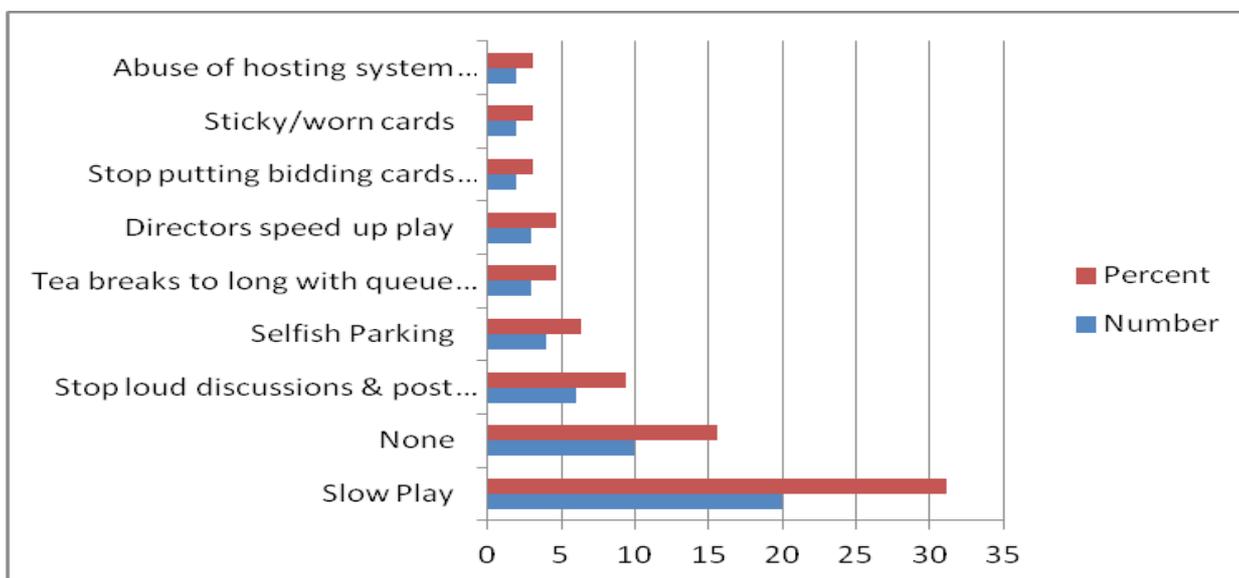
Ernie

22.02.2019

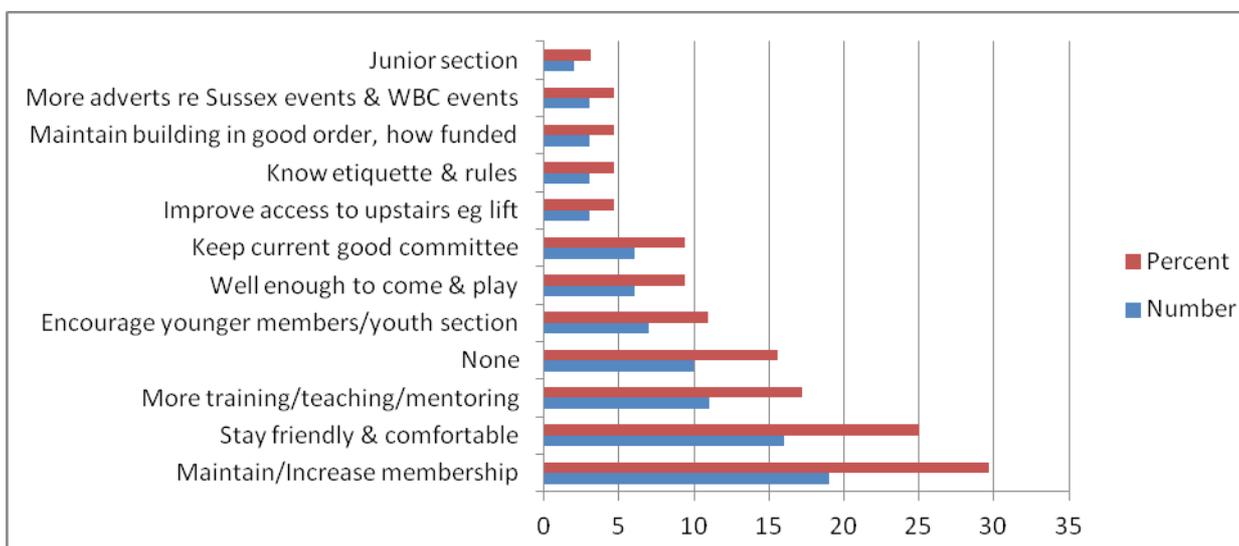
## What Works Well



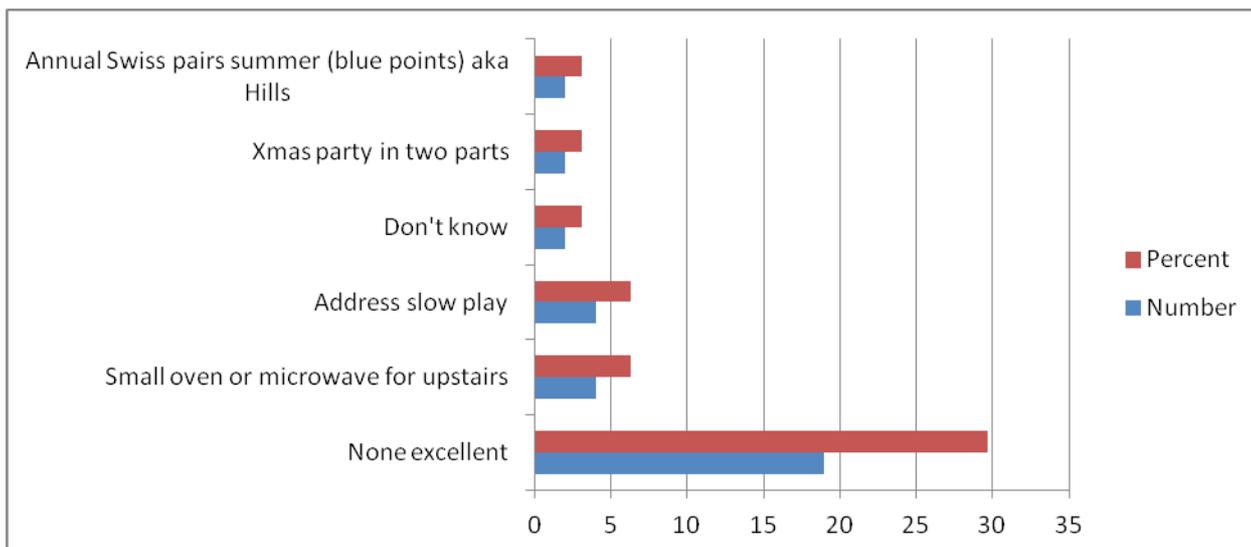
## Irritations



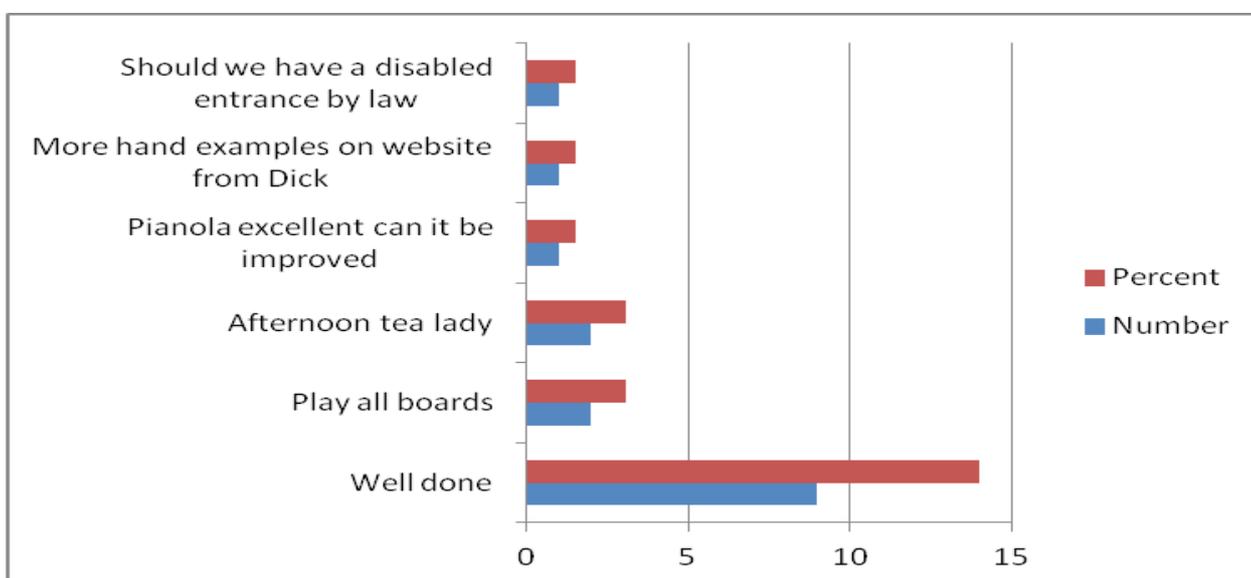
## Future



## Ideas



## Additional Comments



## Improvements

- Timer for rounds
- Minimum Time per board
- Directors more forceful
- Encourage slow players to speed up
- Increase number of boards played
- More competitions for under 3,000Mpts equivalent to NGS5 and under