



Westbury Harriers Questionnaire Results

Jun 2011

Introduction

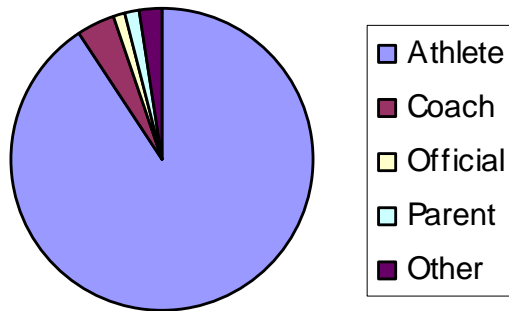


- “ This report presents the results from responses to an online questionnaire asking the Westbury Harriers membership to score and comment on the running of the club. Members were asked to assess whether they agree or disagree with statements about the club, scoring each 1 to 5 (1 strongly disagree, 5 strongly agree). They were also asked for general comments.
- “ Responses were requested on the following areas:
 - . Training Venues
 - . Training Sessions
 - . Communication
 - . Competition
 - . Recruitment and Retention
 - . Finances
 - . Club direction
 - . Social Events
 - . Partnership with Yate AC
- “ The responses were captured during November and December 2010.
- “ The following slides capture the results for each section including membersq comments.
- “ Please note the comments are the views and observations of the members who responded and should not be considered as indicative of the club as whole.

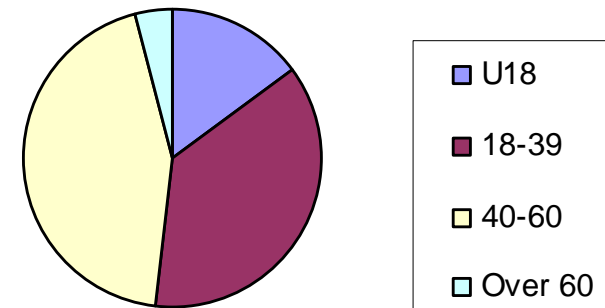
Responses



Respondent by Category



Respondent by Age group



“ Comments:

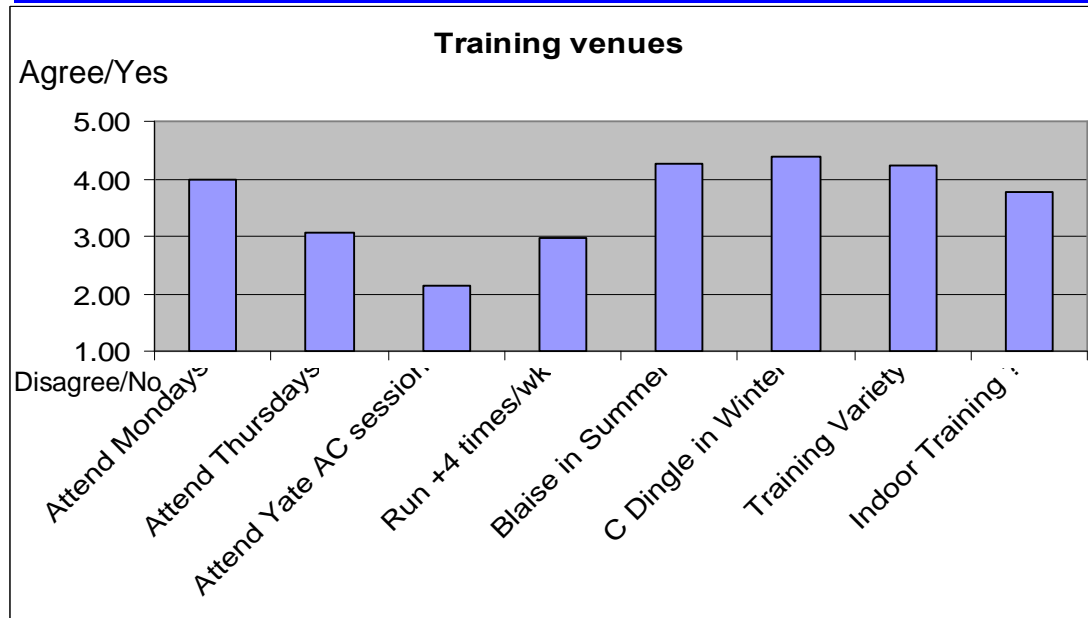
“ Pros

- . On line questionnaire a great success. Over 70 responded. Most on line.
- . Good range of responses from runners and coaches and age groups
- . Honesty and frankness of responses

“ Cons

- . Initial teething problems with receiving completed forms via website.

Training Venues



Summary:

Venues OK

Improve Blaise clubhouse

Need better meeting point at CD

Occasional indoor training needed

Comments:

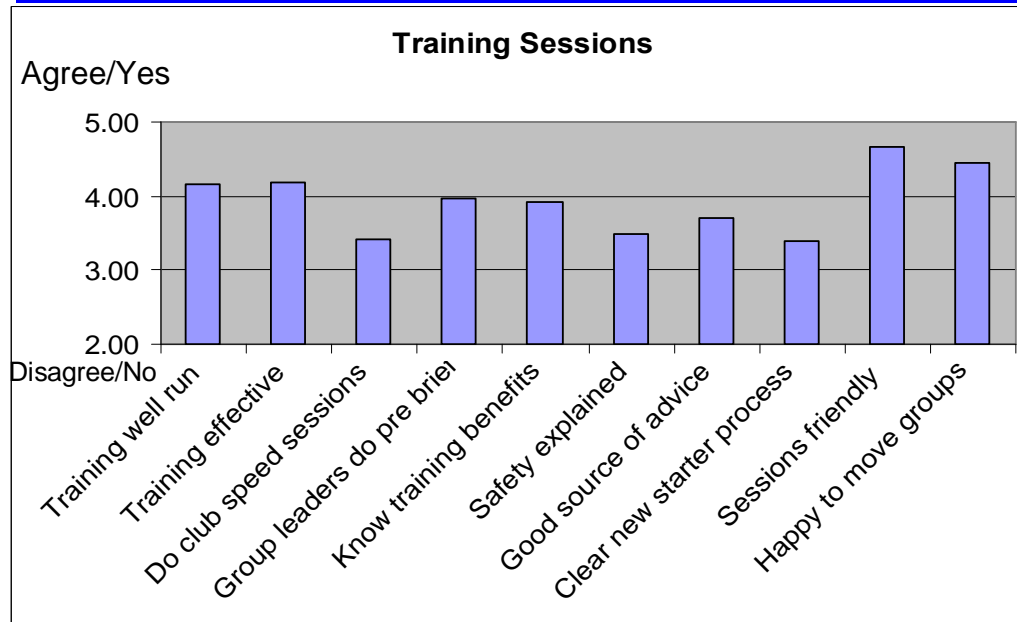
Pros

- . Blaise and Coombe Dingle both great locations for running in summer and winter. Mixed views on Thursdays in the Summer
- . Variety of terrain

Cons

- . Toilet facilities at Blaise. They are pretty grim
- . Venues do not offer much of chance to socialise afterwards
- . Blaise pavilion needs updating but appreciate it's not worth spending money on it as lease is running out
- . To be able to train indoors now and again would be great
- . Coombe Dingle is a place to congregate between two toilets. Nice to have a bit more shelter before and after the run
- . Could we use Filton Track as a venue

Training Sessions



Summary:

Training well organised, effective and friendly
 Need to improve pre-session instructions
 Improve info for new starters
 Coordinate group mgt . size and pace

~ Comments:

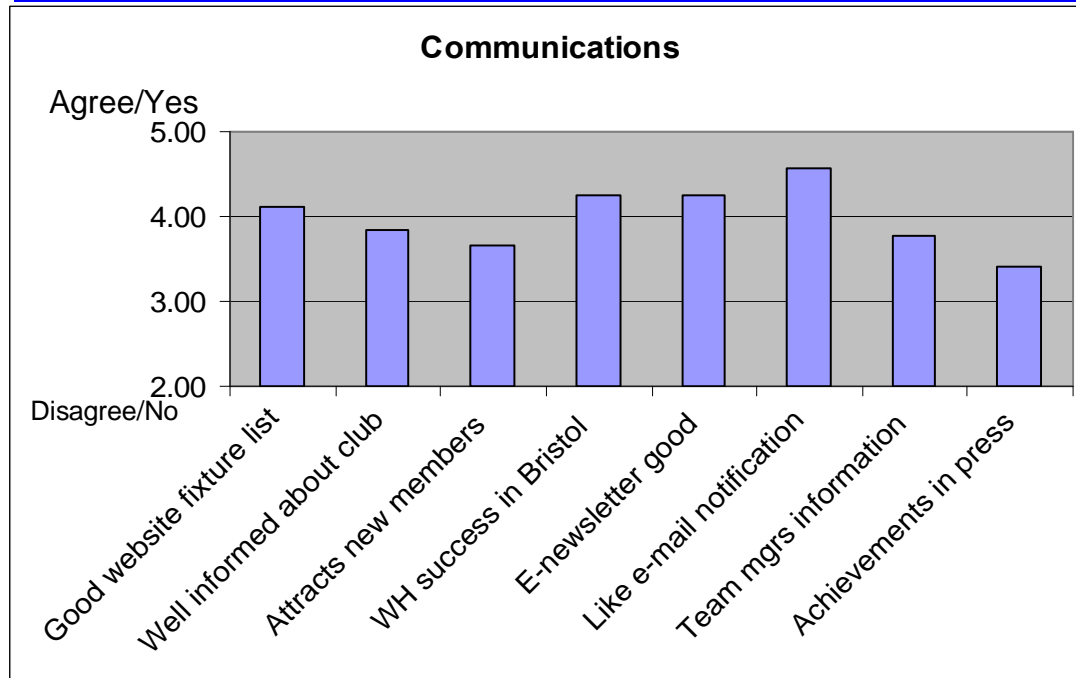
~ Pros

- . Very friendly club, training is fun and enjoyable but also challenging
- . Chris Elson's group sessions - just what the club needed and has helped people to train harder. ♂ .absolutely brilliant with a clear mindset, reason for doing it
- . retain some flexibility with people encouraged to move up when their fitness permits
- . nice to develop a second "unofficial" club run on Sundays for those who can't make the 09:00 Saturday
- . Coaches could wear different colour tops to stand out

~ Cons

- . it would be good for some instruction before the Monday night run
- . on a Monday I have been out with the club and wondered what the purpose was, and I have been left before. ♂ .Monday nights appear very disorganised ♂ .. my first impressions were it was chaotic ♂ . Groups leave people behind at start
- . in the winter the groups are too large for the leader to manage. there should be a max number ♂ guidelines as to the speed that groups go
- . if the sessions start at 7pm, then the sessions should start at 7pm ♂ . Takes along time for the group to get organised
- . runners need to be forced to do strides first (ie proper warm up when doing speed sessions)

Communication



Summary:

Good web site/Well informed

E . newsletter success

Need to publish more achievements in press

More info from team managers

~ Comments:

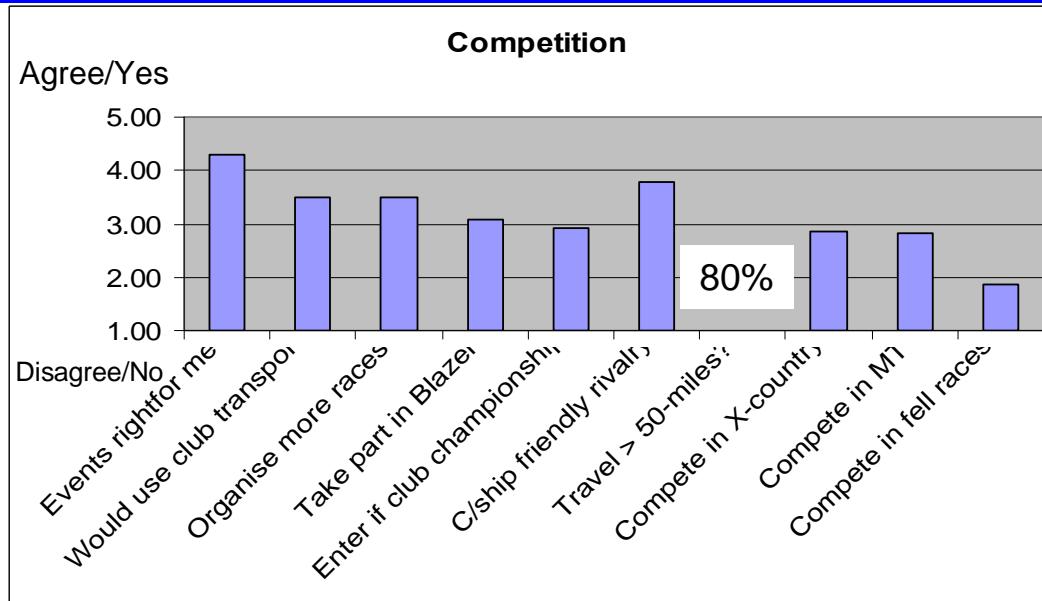
~ Pros

- . Tamsin Elson Chick is a fantastic team managerõ .. Team mangers work really hard
- . I wish the e-newsletter was re-instatedõ .. blog is good but not as direct
- . Web site is news hubõ ..great for racesõ .. more professional appearance and consistency of design/layout, which makes it easier to use.

~ Cons

- . Website - Difficult to find articles which have moved
- . Communication for the parents of the children is awful. I have no idea what is going on and no notice whatsoever of the events
- . I'd like a wider fixture list - often find other clubs have more details
- . no one has ever said "hello" or even when I started "are you new?%"
- . I feel that the youngsters tend to be forgotten, their results are not often reviewed in the newsletter.
- . improve attraction of competitive athletes

Competition



Summary:

Most run road races.
 Championship successful
 Good level of competition
 Mixed views on use of club transport

Comments:

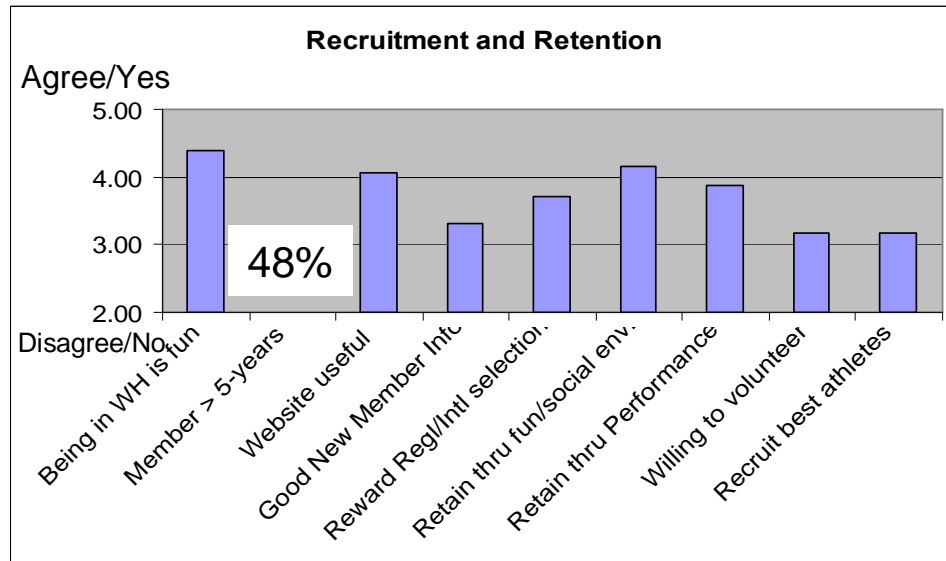
Pros

- . The club championship is a good way for slower runners to achieve rewards – Perhaps there could be a handicapping – used to improve our representation and teams in regional and possibly national events – consider including more races – .. Rules? needs clarification

Cons

- . Make sure we have a tent and possibly a Masseur at major events
- . for the further away races a coach should be put on in order to get a large enough squad out
- . Create a club presence at major event
- . Club Championship for juniors or more junior multi-terrain or fell races for the girls
- . Blaise Blaiser is way too cheap

Recruitment and Retention



Summary:

Members enjoy being part of WH. Seem to be mixed views on recruitment of athletes and moving towards a performance driven culture

Comments

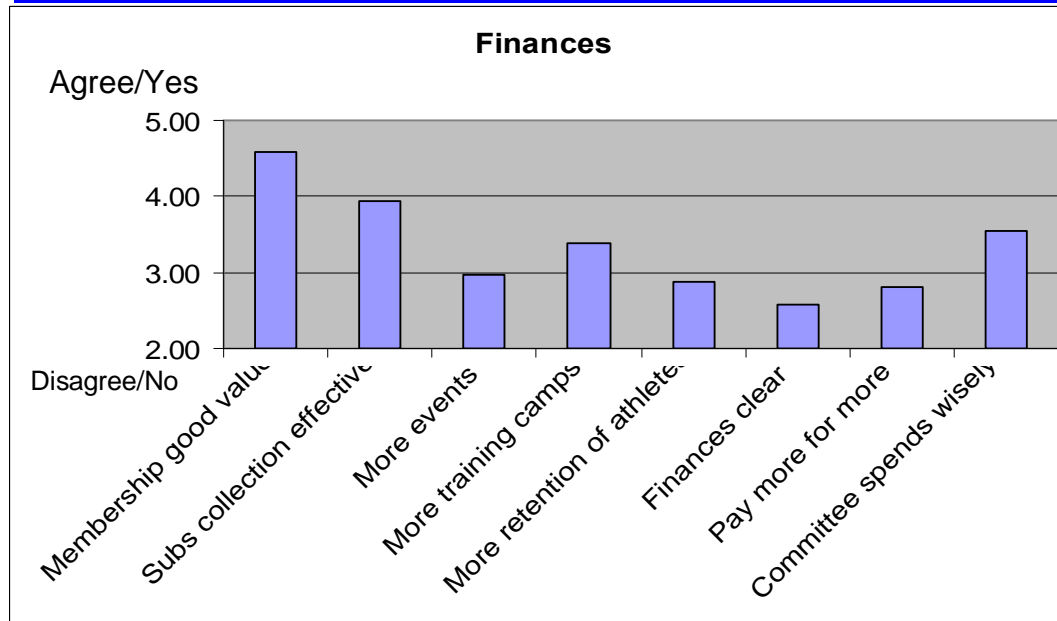
Pros

- One of the best aspects of the club is the wide range of running abilities within it, a campaign to recruit the best would change the mindset .club needs to provide a range of opportunities for both serious and fun runners.
- New runners seem to appear regularly, so we must be doing something right
- Good coaching in place and managers given good support
- I would be happy to help at events that my daughter attends

Cons

- Recruit to a degree but don't want a situation where you recruit 20 people from all over . Recruitment of the best athletes should be done with integrity . club has a good balance with serious runners and the social runners which makes for a good club atmosphere. It would be great to attract some of the top athletes in the region by showcasing Westbury Harriers as a well organised, dedicated and supportive club . Good athletes want to win things and will stay or join another club to enable them to do this
- Reward promising athletes
- Organize more joint events with schools
- Tendency for older juniors (u17) to move to other rival clubs. Would be nice to have a larger group of u17 - u20s . There should be a clear path for young athletes that they can move into the senior men's team/training group, when they are old enough.

Finances



Summary:

Members think the fees are good value, although subs is less well liked.
Not much support for funding elite athletes,
Members aren't clear what their money is spent on

Comments:

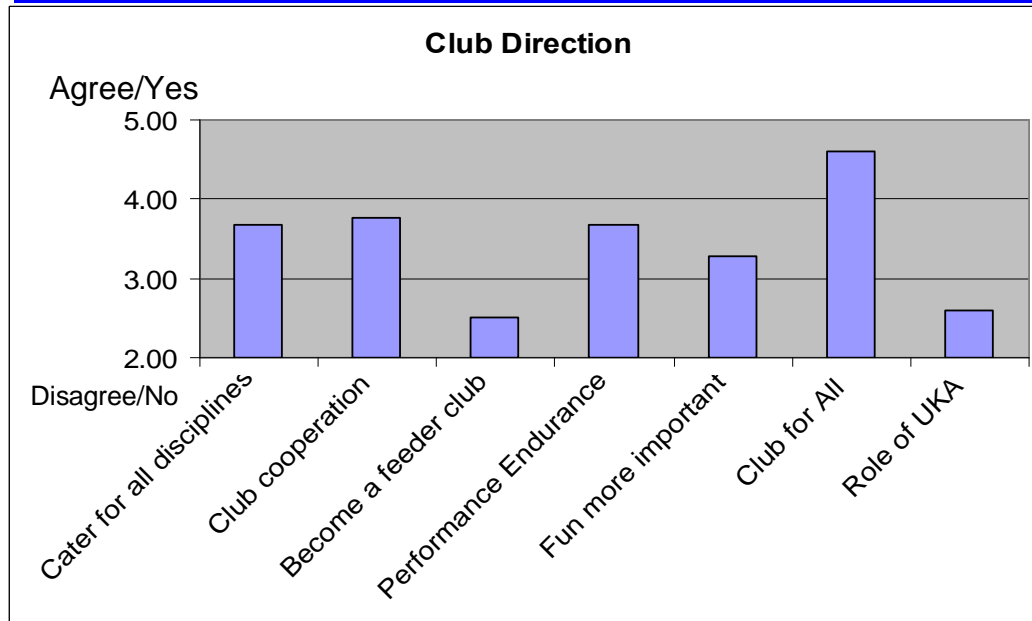
Pros

- . For young, upcoming athletes then training camps could be beneficial
- . funding towards development of potential good athletes
- . money should be spent on events eg Training camps and castles relay
- . Membership costs are good value – subs collection is very well organised.

Cons

- . Athlete should run for the club because they want to, and not because we are giving them money
- . No knowledge of the club's finances
- . Collection of money on training nights is an irritation, there should be an option to pay ahead by direct debit or standing order – collecting subs is wrong and you should only have to pay yearly membership
- . Coombe Dingle value for money?

Club direction



Summary:

Club for all is a clear winner .but want both a social and performance element.

Keen to allow Juniors freedom to move, but need to find ways to encourage them to stay.

Members aren't clear what role UKA plays

Comments:

Pros

- . Better achievements at the senior level will also encourage the good juniors to stay
- . Option to provide financial incentive to people running at national and regional level is also a good idea
- . Stronger as part of Yate (on the Track) ÷ I think the links with Yate AC are good and allow for the track and field
- . Facilitating the children and adolescent groups is the most outstanding feature of Westbury and an investment in the clubs future.
- . If we do not aim high we will never reach high.

Cons

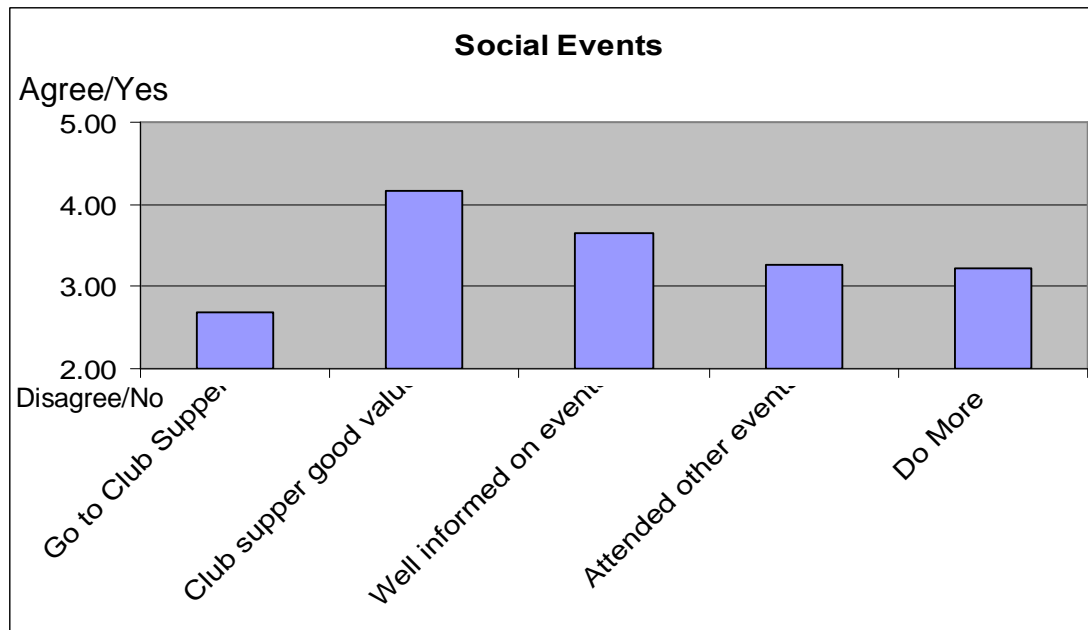
- . Off-putting to potential new joiners if we are perceived as too aggressive (performance aspects)
- . Performance and social elements. Not mutually exclusive
- . In my opinion we, as a club, do little to retain some of our best athletes but are disgruntled when they choose to move to other clubs.
- . Important to allow junior athletes to move to another club ÷ Juniors important for development, but need them to stay

Social Events



Summary:

Seems we've got a good balance.
Probably need to do more for kids



Comments:

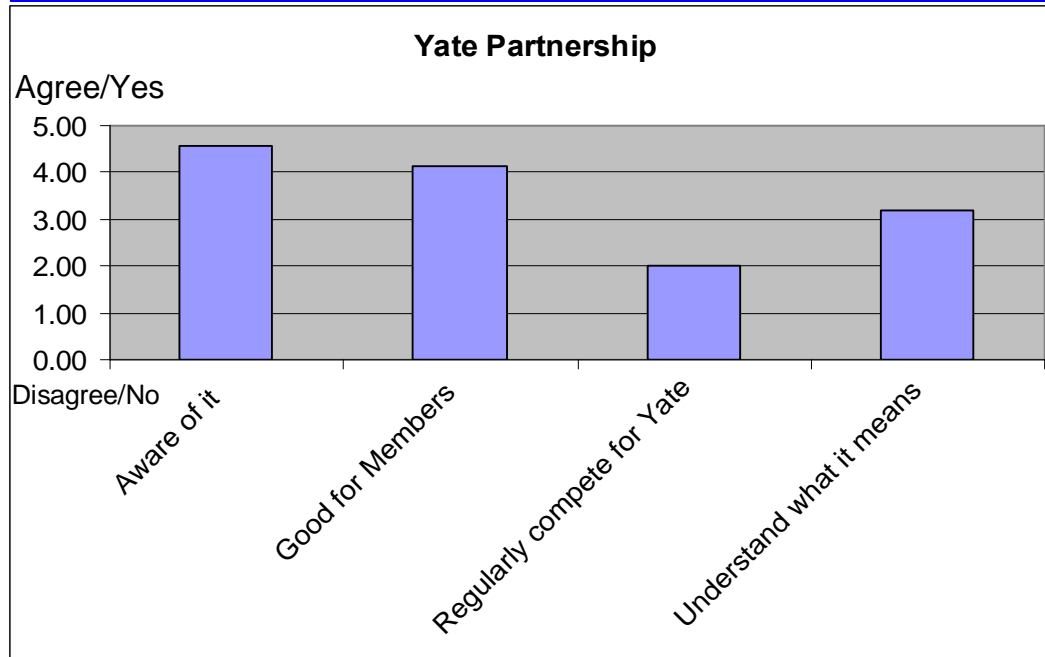
Pros

- . Social events are organized by a well accomplished team and they deserve thanks for their hard work
- . Club supper works well. Maybe something similar for the summer?

Cons

- . We need to be careful not to 'over do' the social element
- . some of us can't come on Mondays so always miss club supper
- . More children's social events?

Yate AC Partnership



Summary:

Although not many respondents compete for Yate, most knew about it and thought it was a good idea. Lack of Communication and team selection on track seem to be issues.

“ **Comments:**

“ **Pros**

- . Having originally been a "Yate" athlete, and now much more a "Westbury" one, this partnership works for me
- . Two clubs are compatible yet still retain their own identities in their specific fields.

“ **Cons**

- . Race information between the clubs, i.e letting people know from the partner clubs about races is quite poor.
- . Don't believe there is much cross-communication between the 2 clubs to do with competition.
- . Divide between the junior sections of both clubs still exists
- . Still don't know if I can be Westbury/Yate AC and have a second claim club?

Next Steps



- “ Committee to review findings of the this report.
 - . Build on successes
 - . Identify problems areas an develop solutions
- “ Update Club development plan
 - . Develop near term action plan 2011 . 2013
 - . Develop outline strategy plan for 2013-2016
 - . Review and approve plan
- “ Publications
 - . Publish the results of the Questionnaire on the club website
 - . Publish the updated Club development plan.