



Kenilworth RFC

Members' Survey 2016

Results of the online Club survey, June 2016





Kenilworth Rugby Football Club



2016 Members' Survey

In an effort to make Kenilworth Rugby Club more relevant and enjoyable to its membership and to be more attractive to new members, we would like to hear your views and opinions on the club by completing this short survey which is in five sections: (1) Communication; (2) Facilities; (3) Social Events; (5) Playing; (6) Volunteering & Sponsorship.

It gives you the opportunity to let us know what you think does / doesn't work for you and to hear suggestions you may have for any improvements, which will make Kenilworth RFC a better place for everyone. The survey is important so that we can get a whole club view and enable us to put right any areas that you think need addressing and to continue to provide a safe and enjoyable place for all members, whether playing or social.

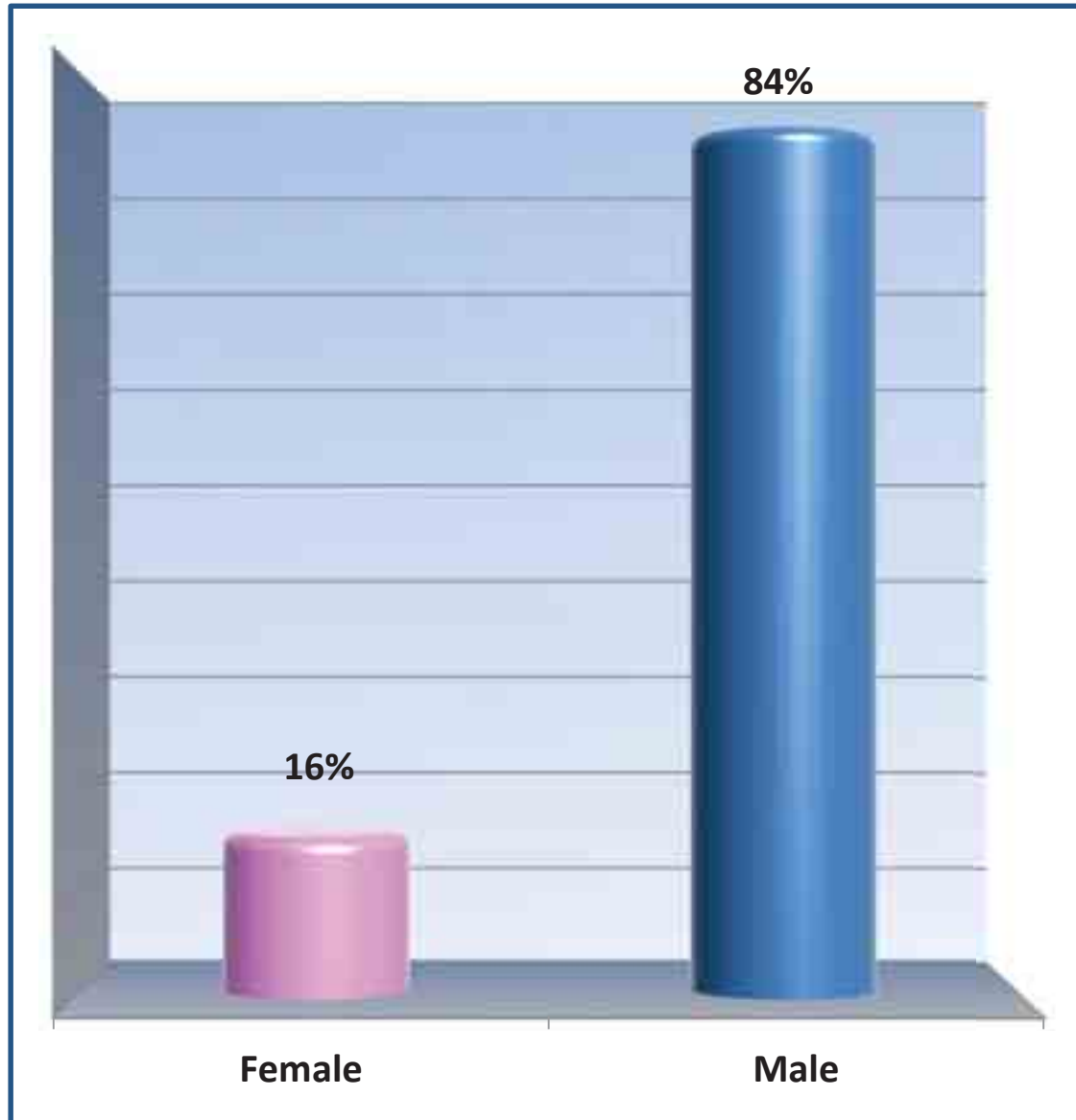
We would be grateful if you could complete it by Friday 17 June so that appropriate plans can be put in place before the start of next season. It should take you less than 10 minutes and can be found at <https://www.surveymonkey.co.uk/r/LBTX5ZQ>. If you have any questions relating to this survey, in the first instance please direct them via email to Johnny Marsh at vicechairman@kenilworthrugby.co.uk.

Kindest regards,

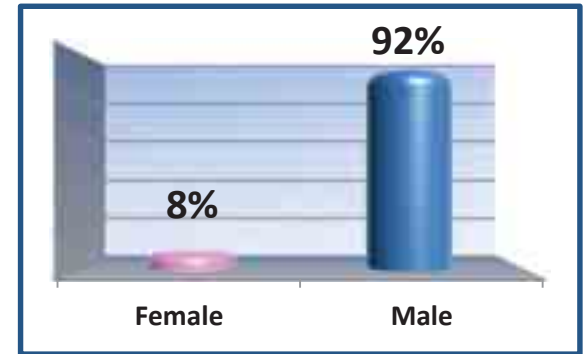
- Johnny Marsh, KRFC Vice-Chairman
- Roger Roberts, KRFC Commercial Chairman
- Peter Blakeman, KRFC Chairman

1. Gender of Questionnaire Respondents

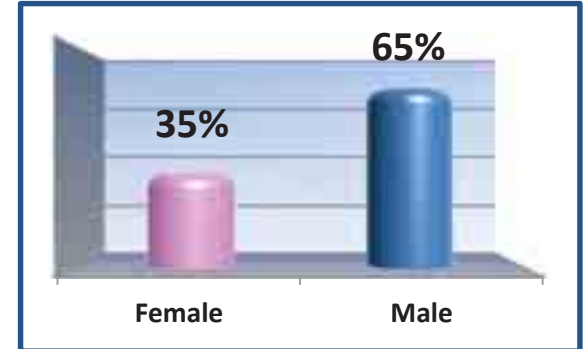
All Responses



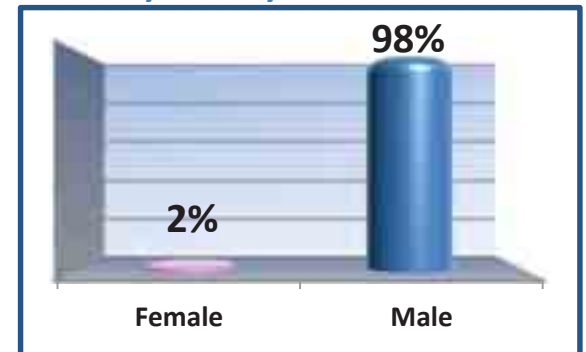
M&Js Parents & Players only



Adult Players only

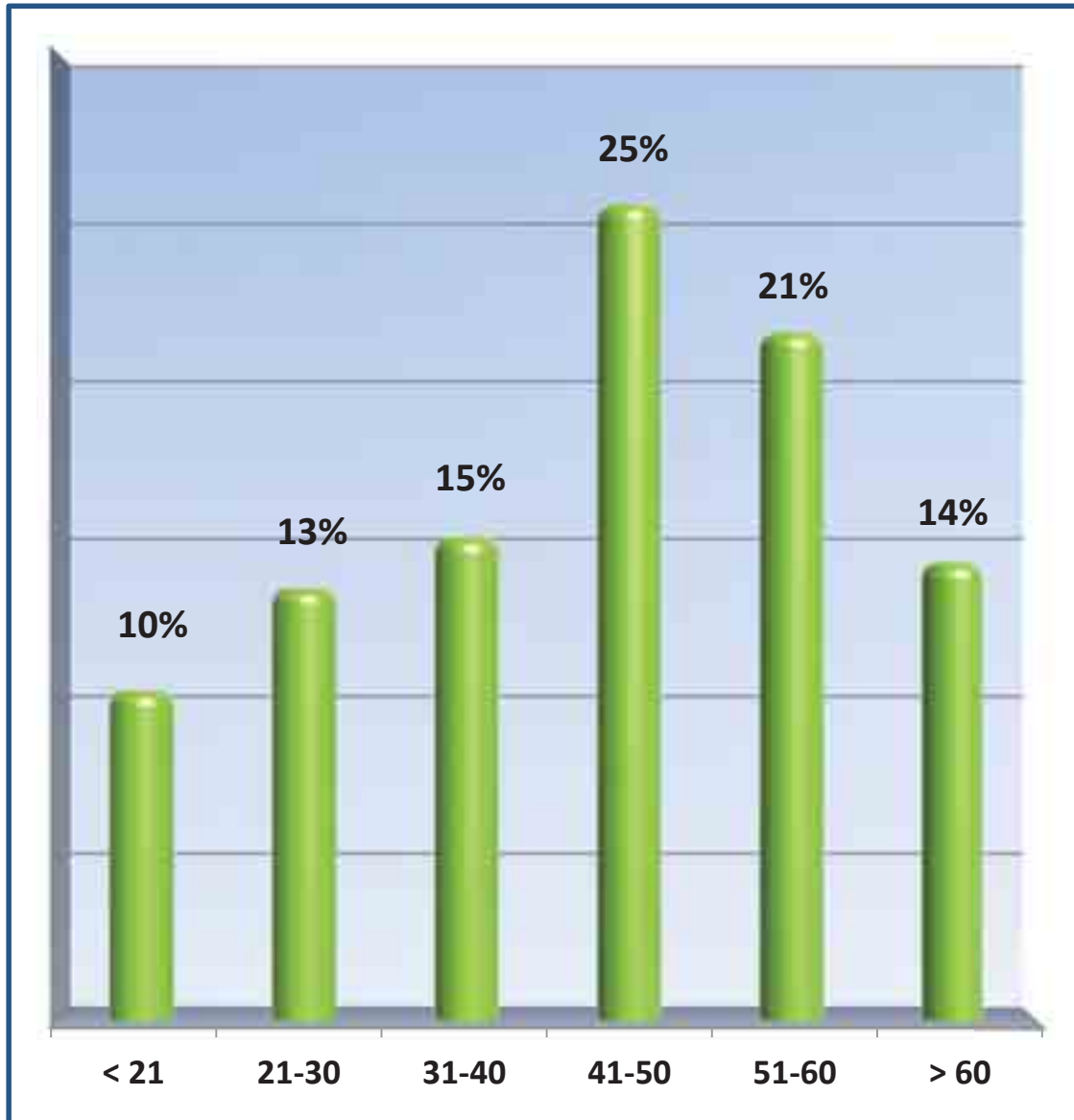


Non-Players only

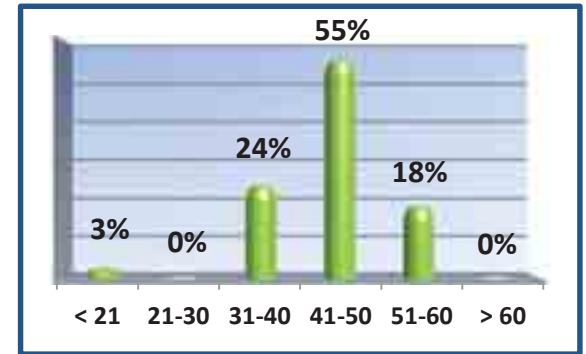


2. Age of Questionnaire Respondents

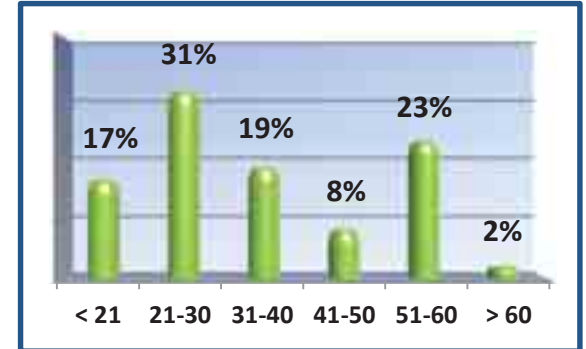
All Responses



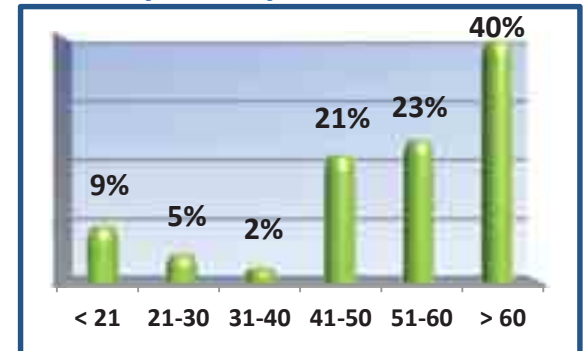
M&Js Parents (children's ages excluded)



Adult Players only

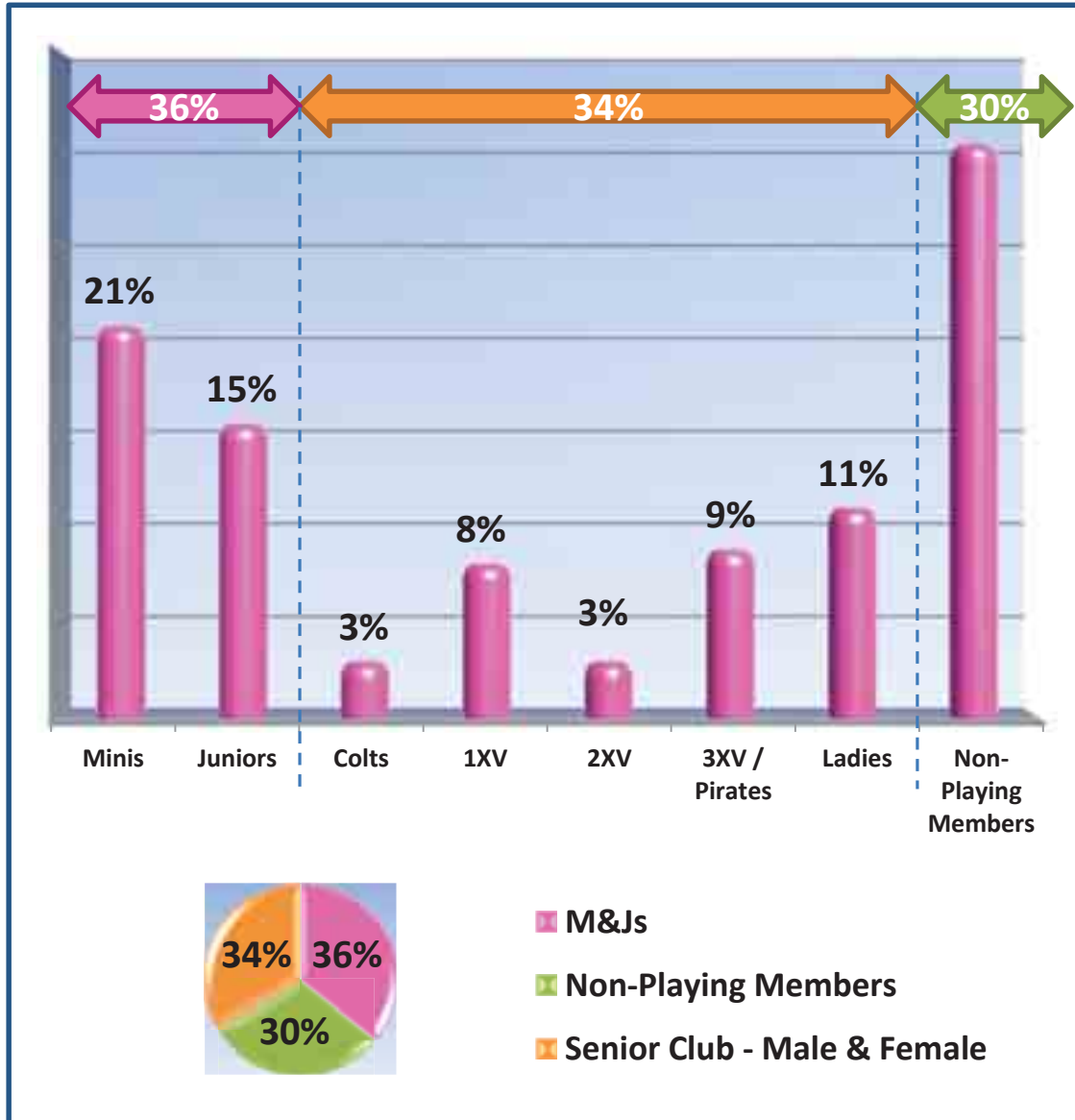


Non-Players only

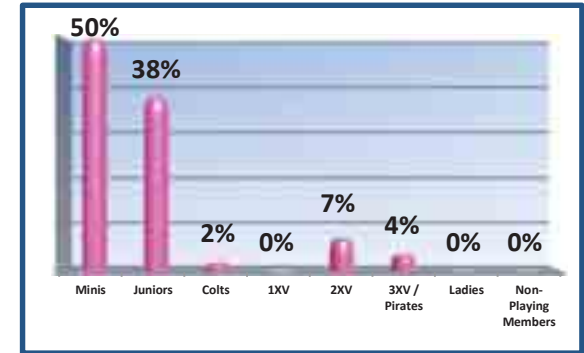


3. Profile of Questionnaire Respondents

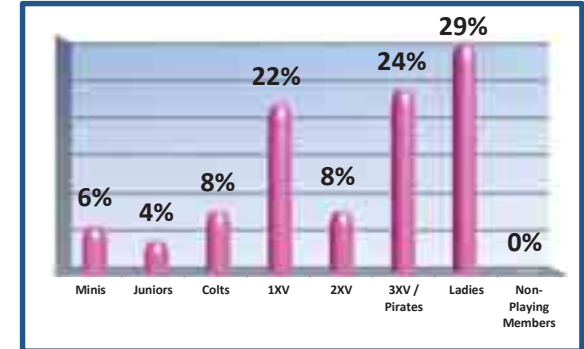
All Responses



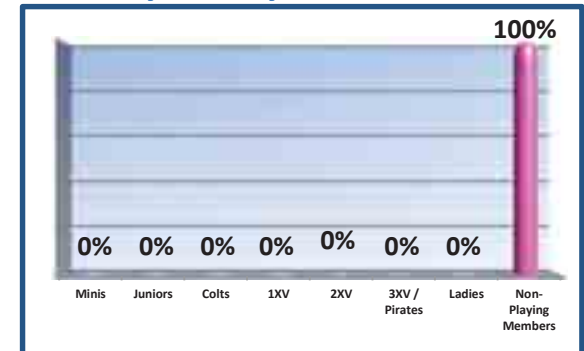
M&Js Parents & Players only



Adult Players only

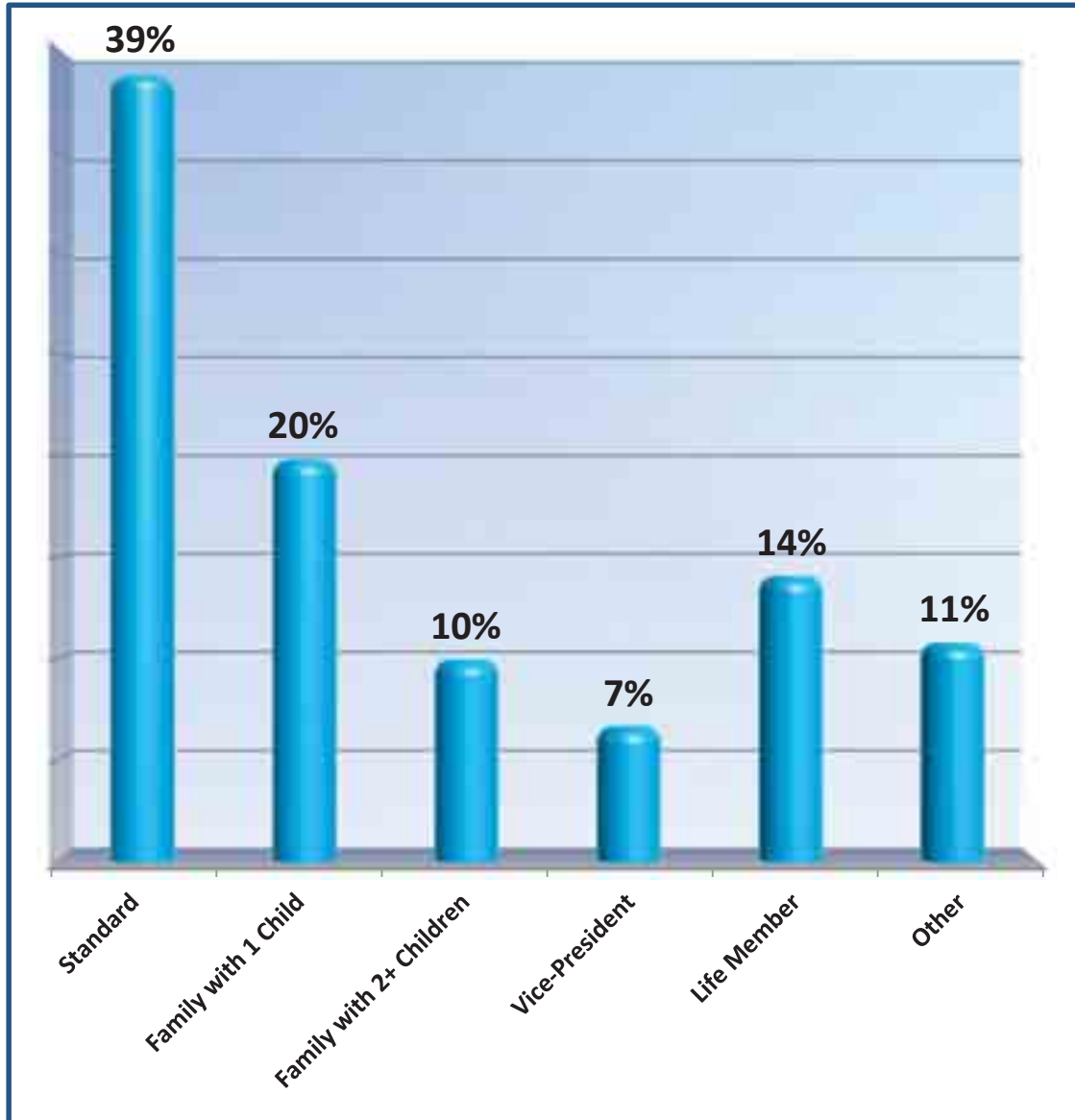


Non-Players only

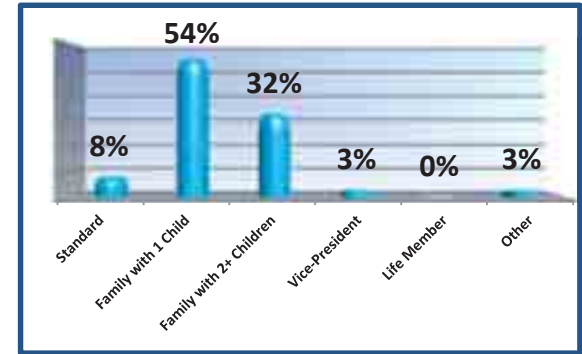


4. Type of Club Membership

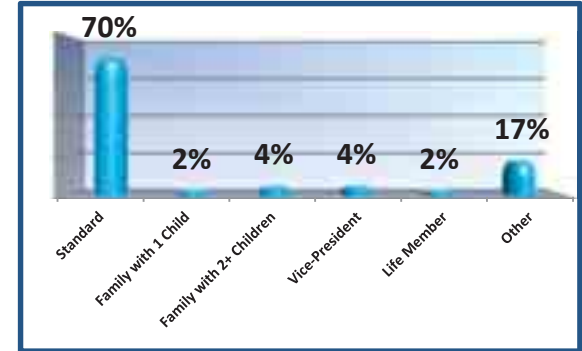
All Responses



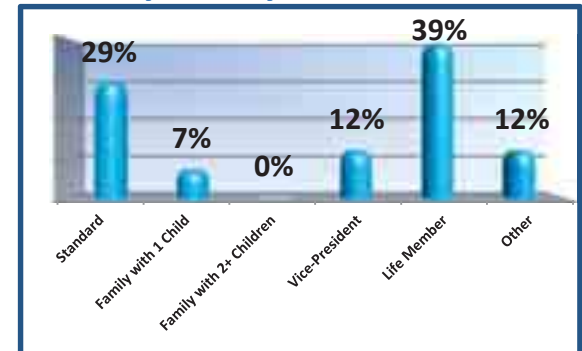
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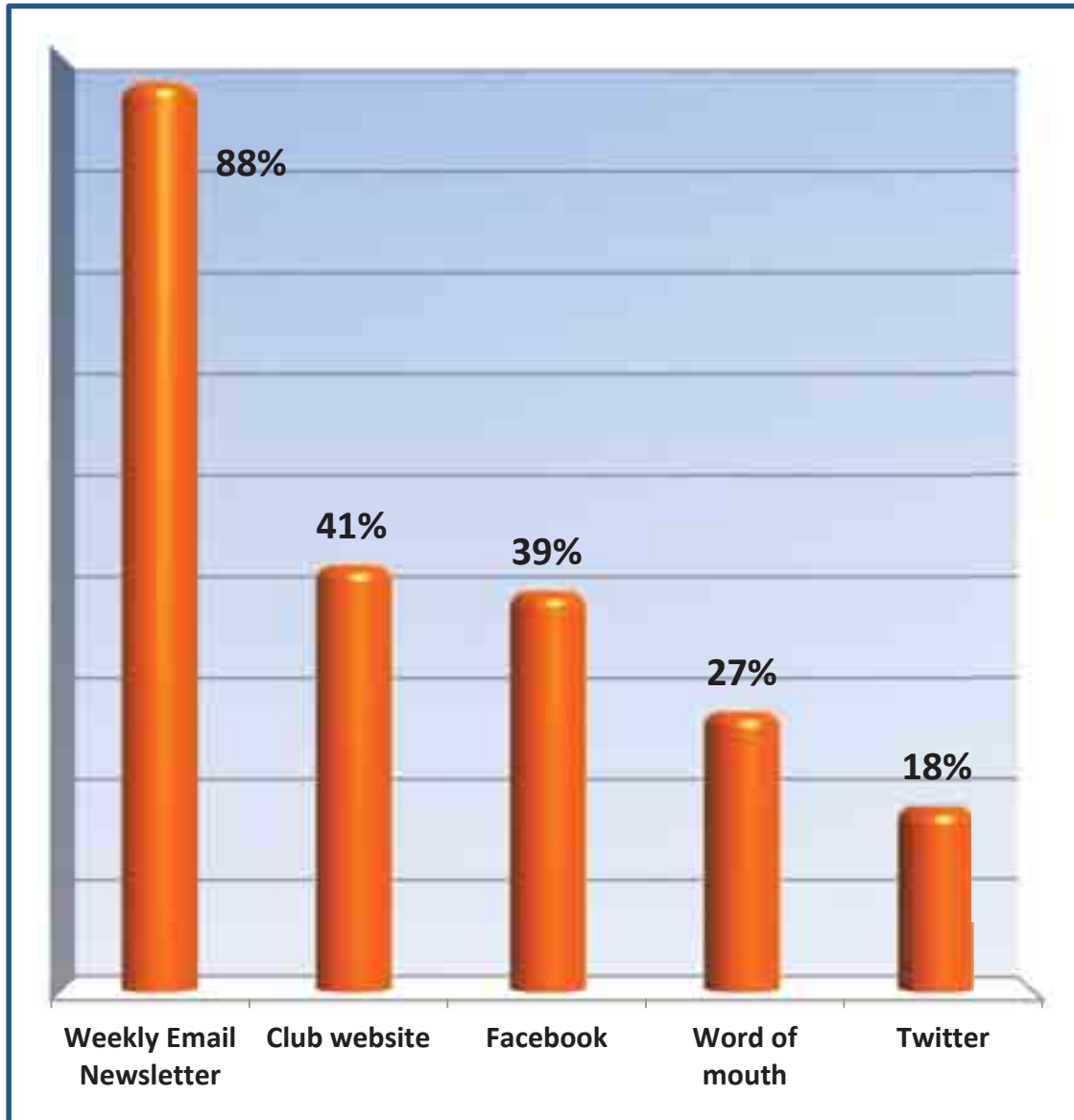


Non-Players only

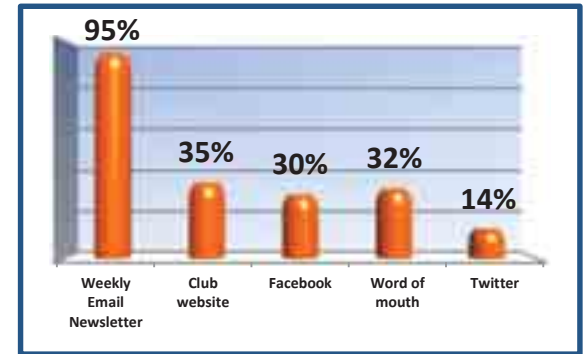


5. What Sort of Club Communications do you Receive today?

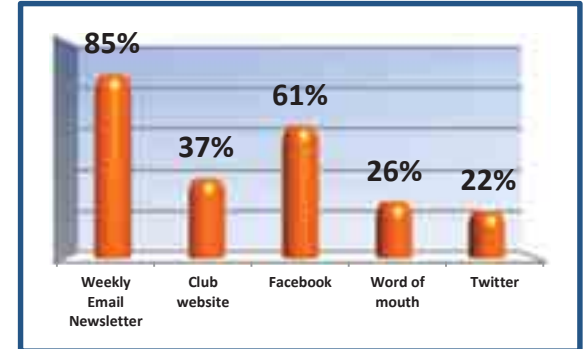
All Responses



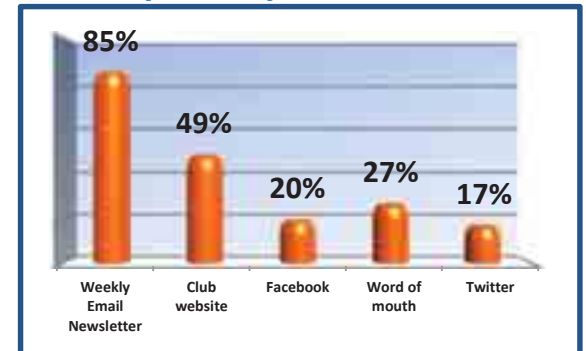
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Adult Players only

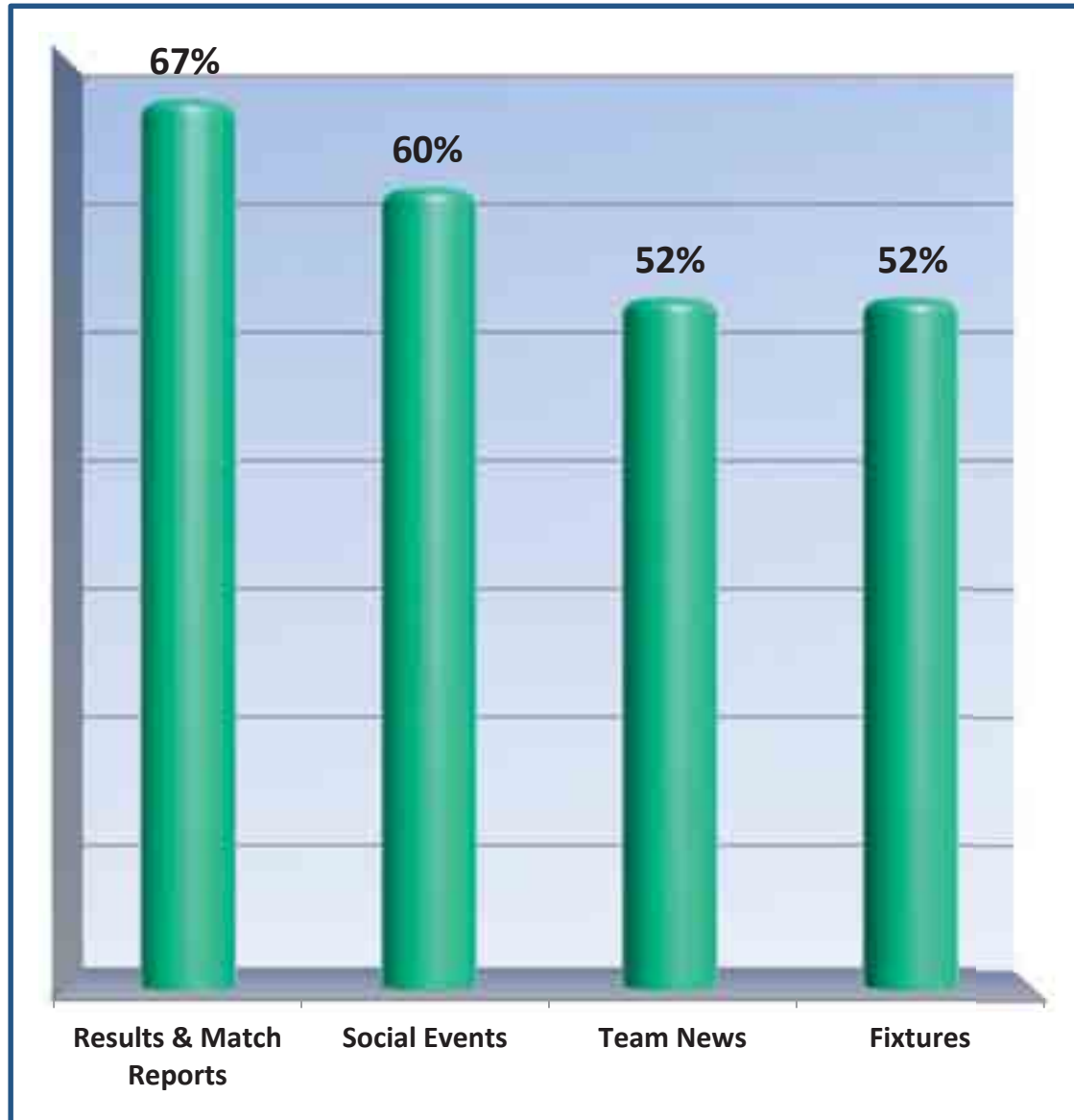


Non-Players only



6. What sort of *Content* would you Prefer in Club Communications?

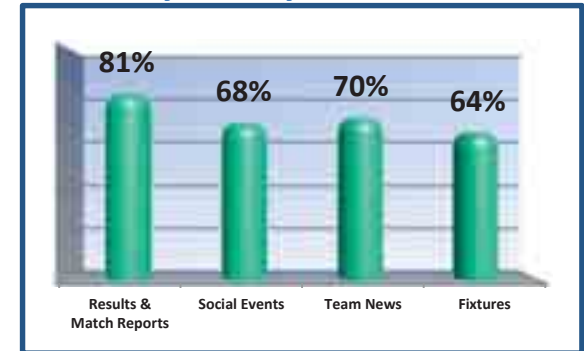
All Responses



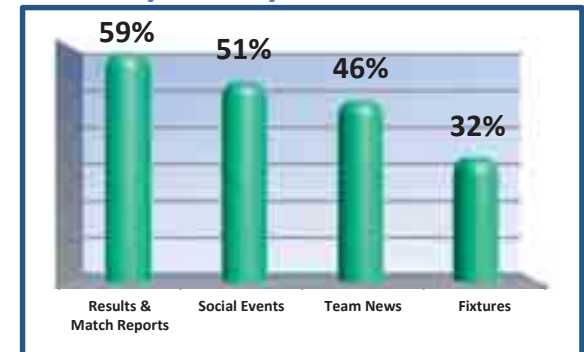
M&Js Parents & Players only



Adult Players only

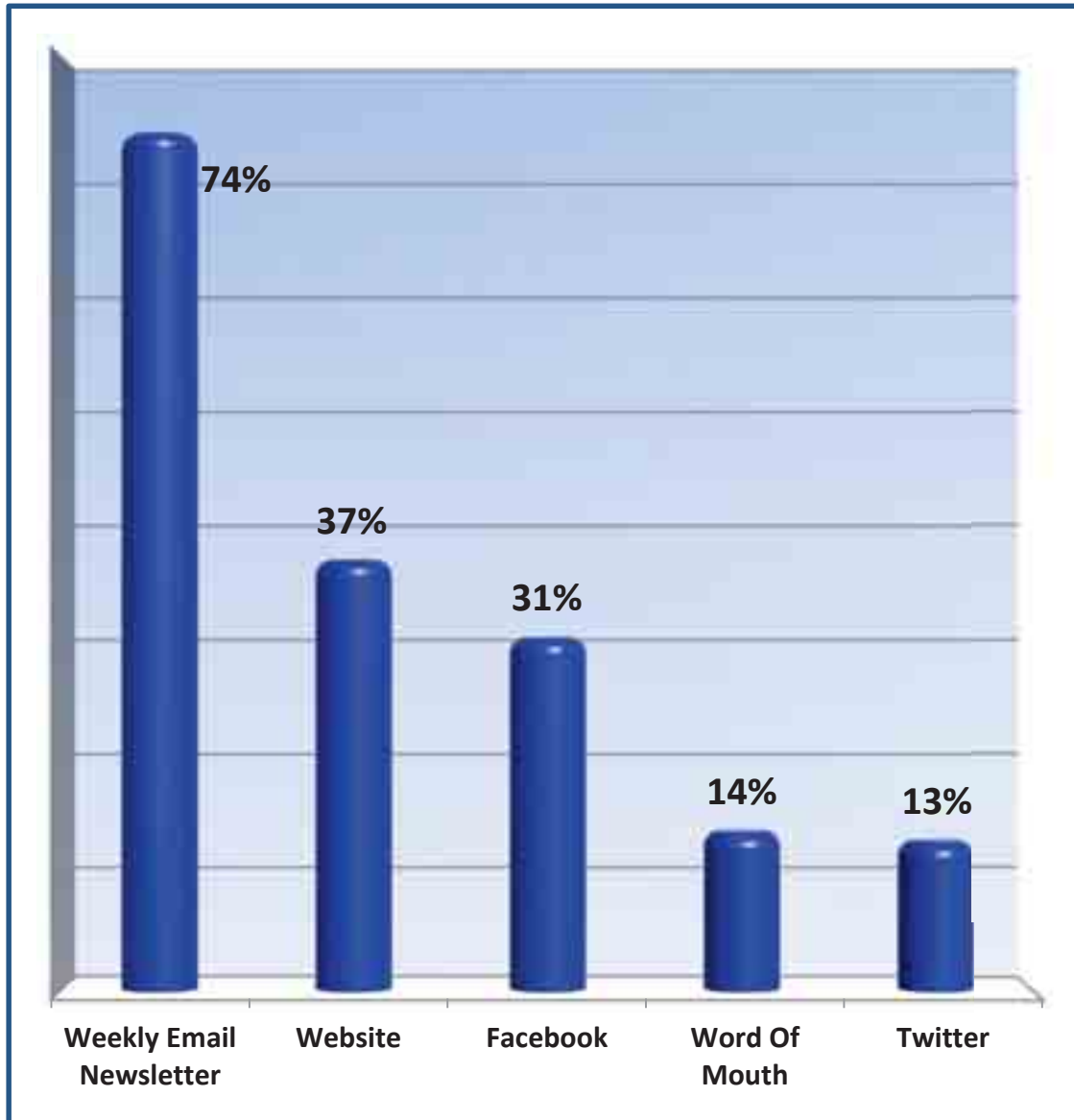


Non-Players only

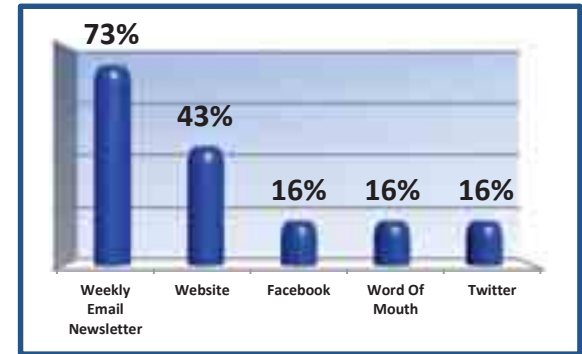


7. What *Format of Club Communications* would you prefer?

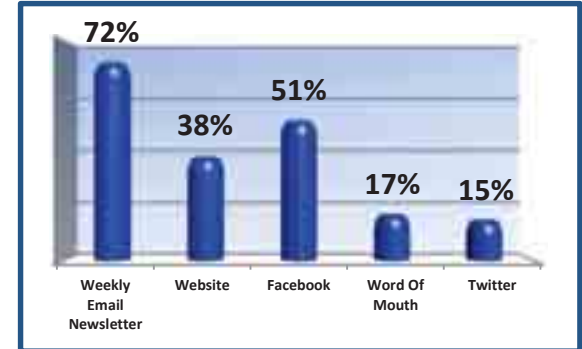
All Responses



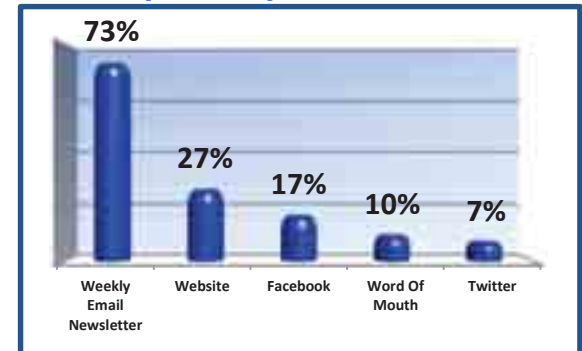
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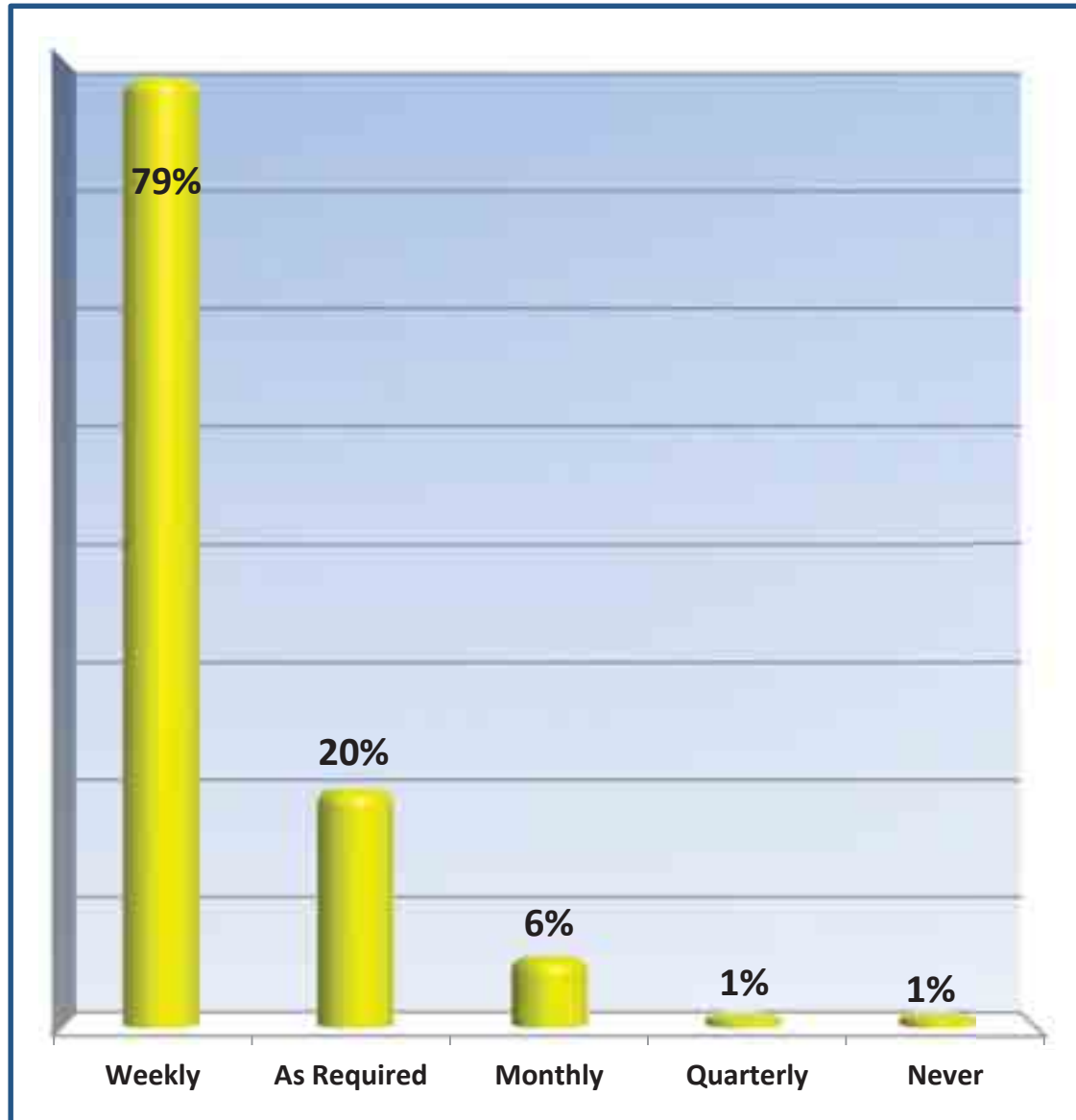


Non-Players only

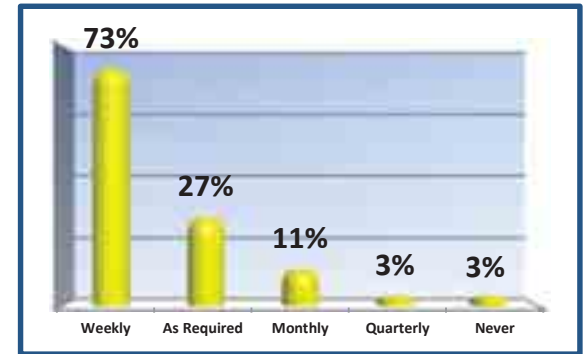


8. What *Frequency of Club Communications* would you prefer?

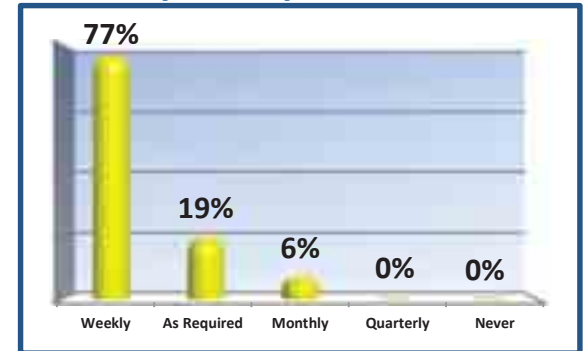
All Responses



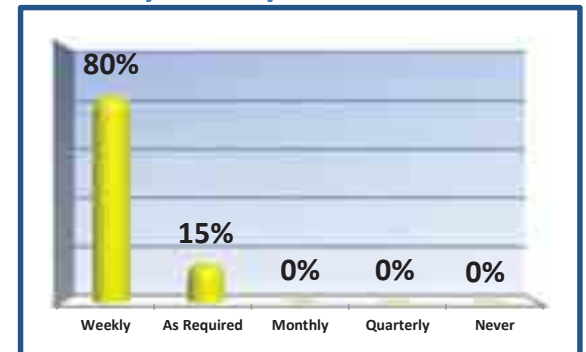
M&Js Parents & Players only



Adult Players only

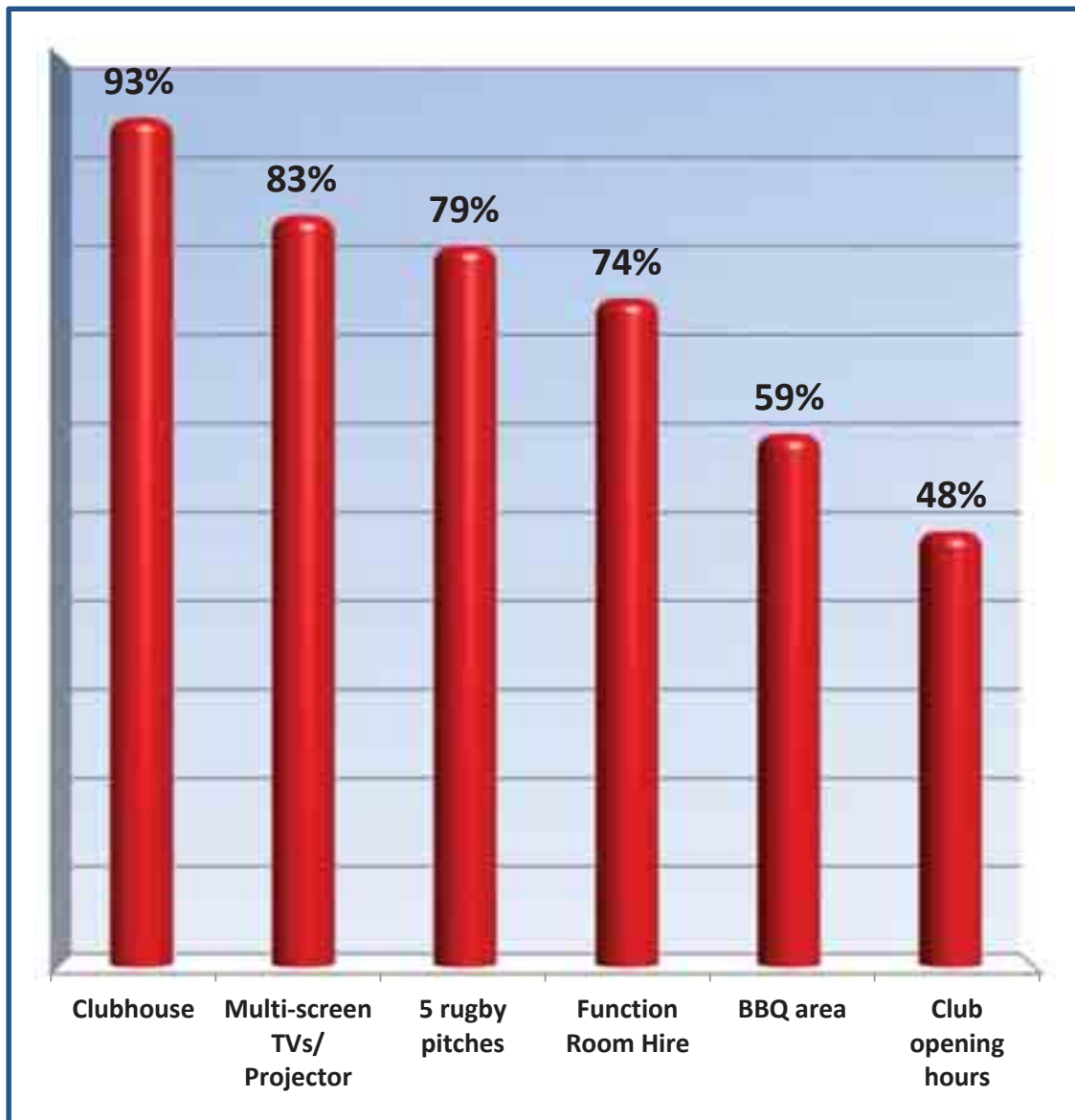


Non-Players only

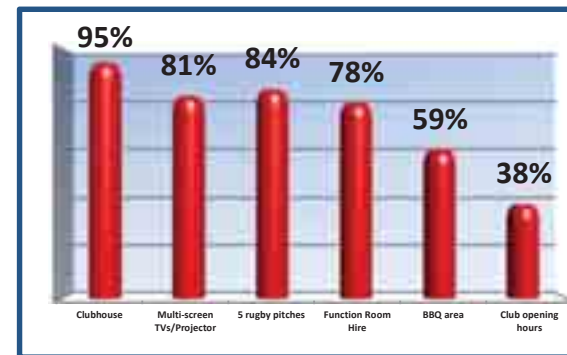


9. Are you *Aware of the Facilities* that the club has to offer all members?

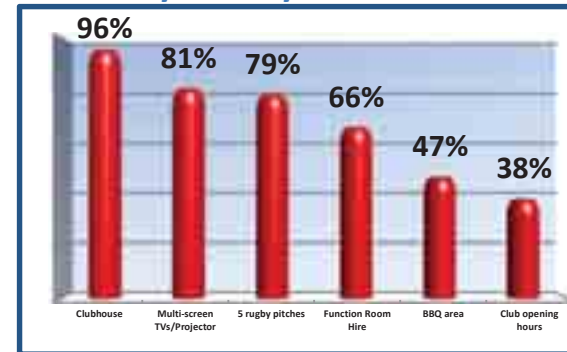
All Responses



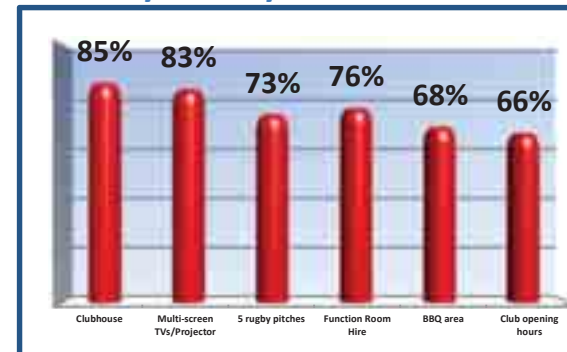
M&Js Parents & Players only



Adult Players only

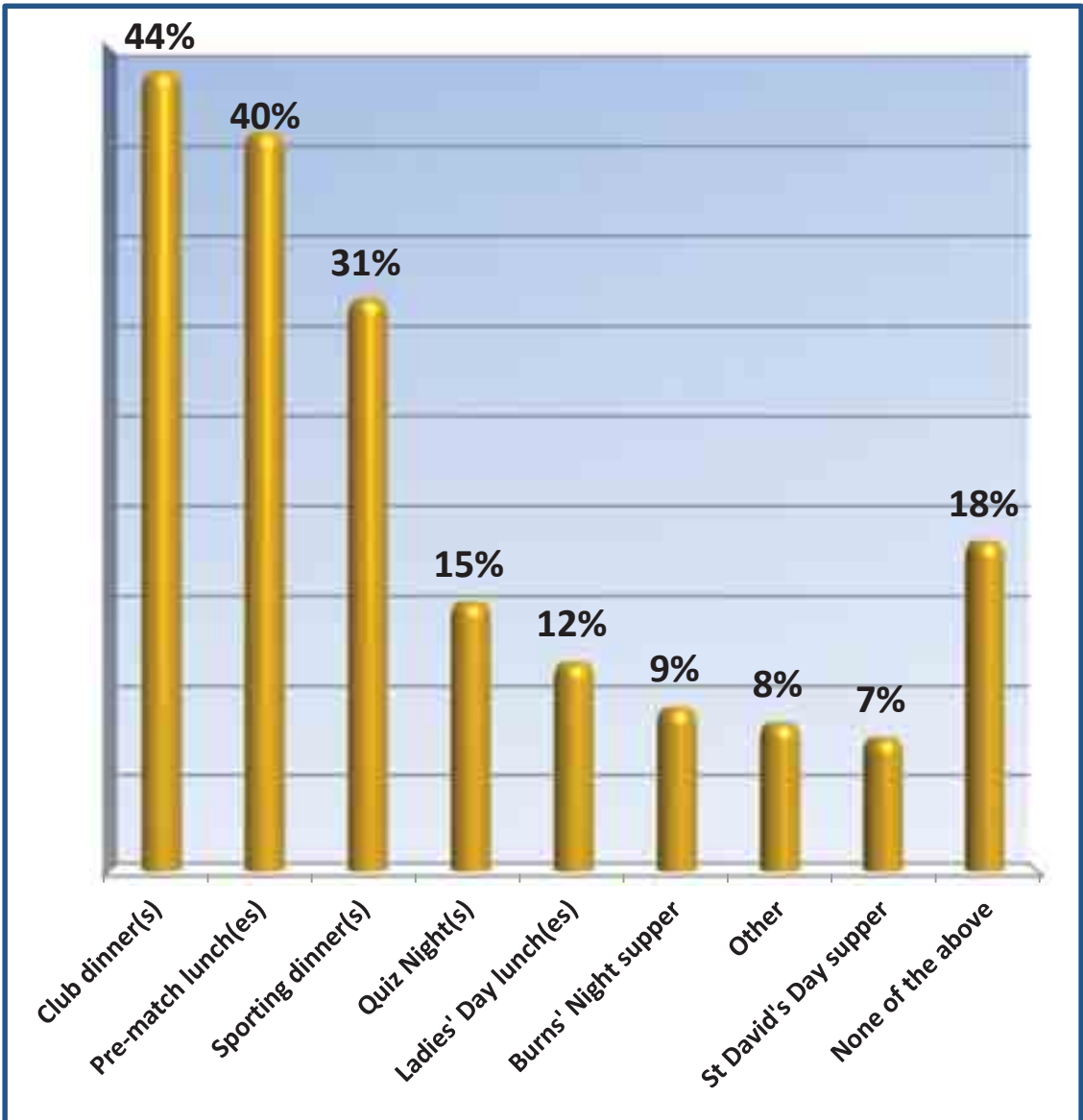


Non-Players only

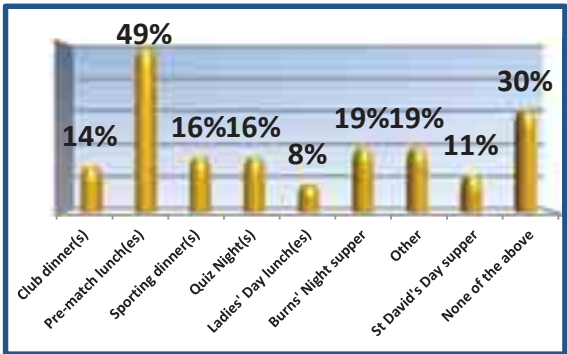


10. Which *Events Have You Attended* over the last two years?

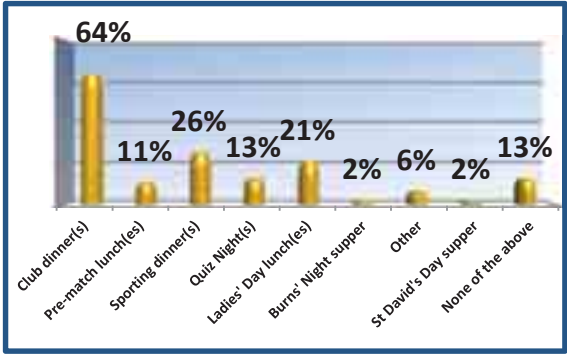
All Responses



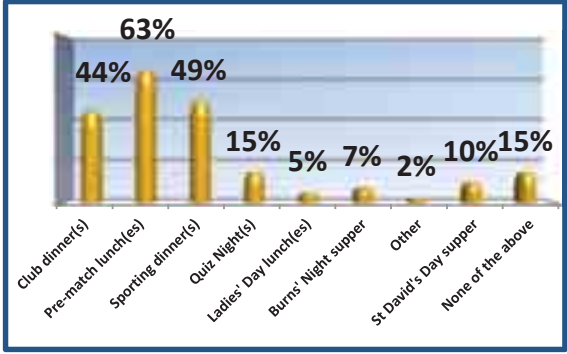
M&Js Parents & Players only



Adult Players only

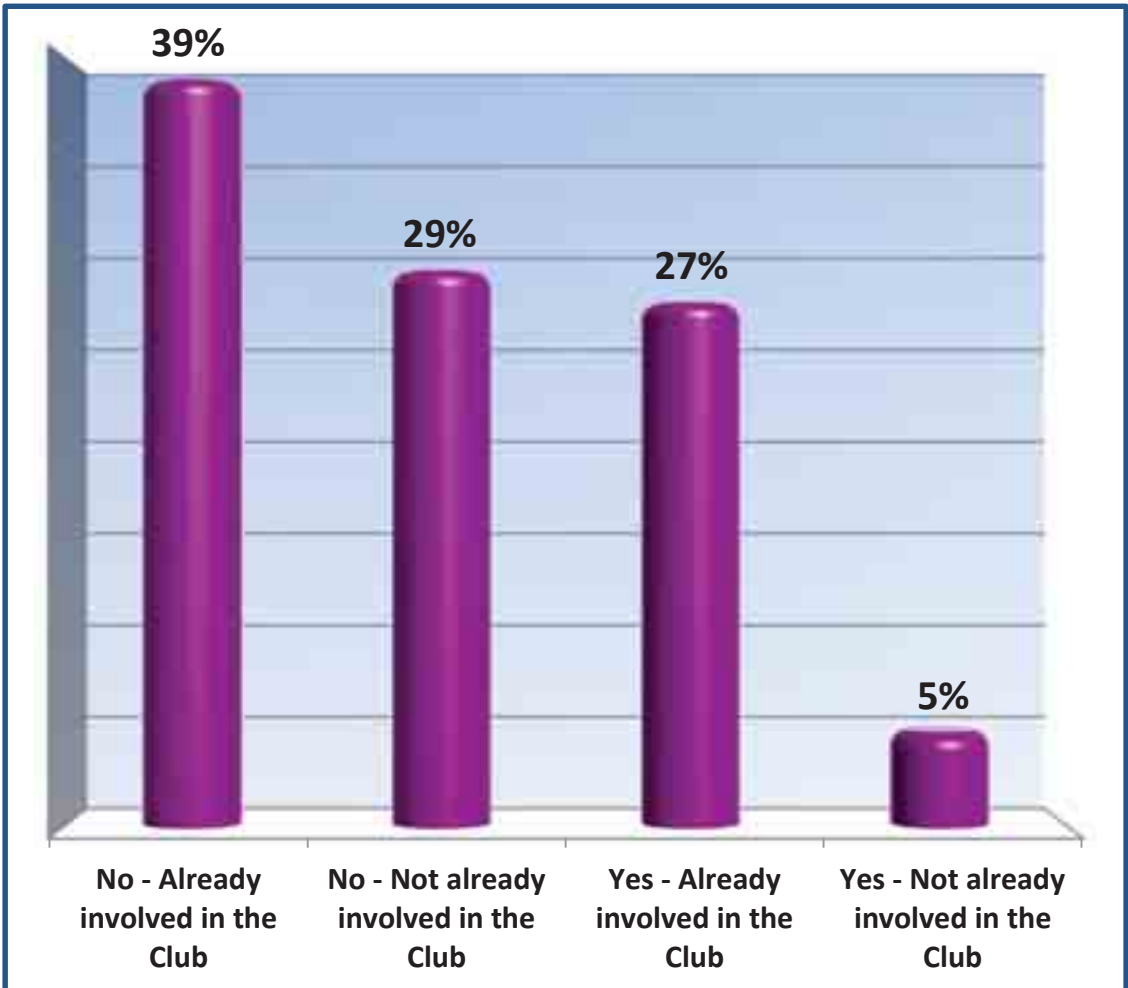


Non-Players only



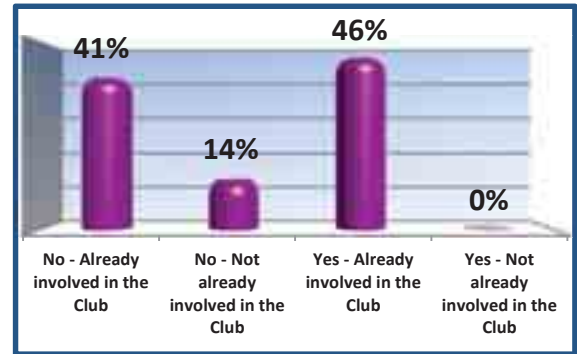
11. Any *Spare Time or Skills* you could offer for the benefit of players/ social members?

All Responses

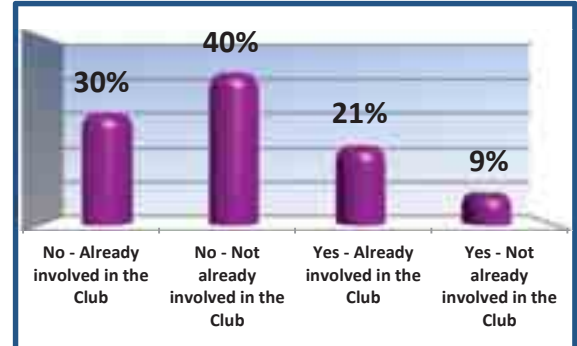


(a) How many hours each month would you be willing to offer on a regular or occasional basis? **Most members who answered "Yes" did not answer this question;** (b) What skills or experience do you have which may be of value to the club (note that the club needs people with a wide range of skills from practical to administrative to professional)? **Most members who answered "Yes" did not answer this question.**

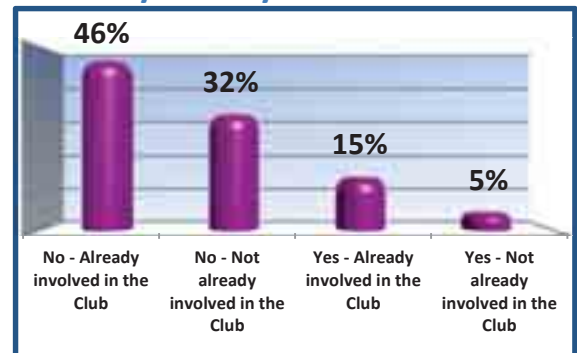
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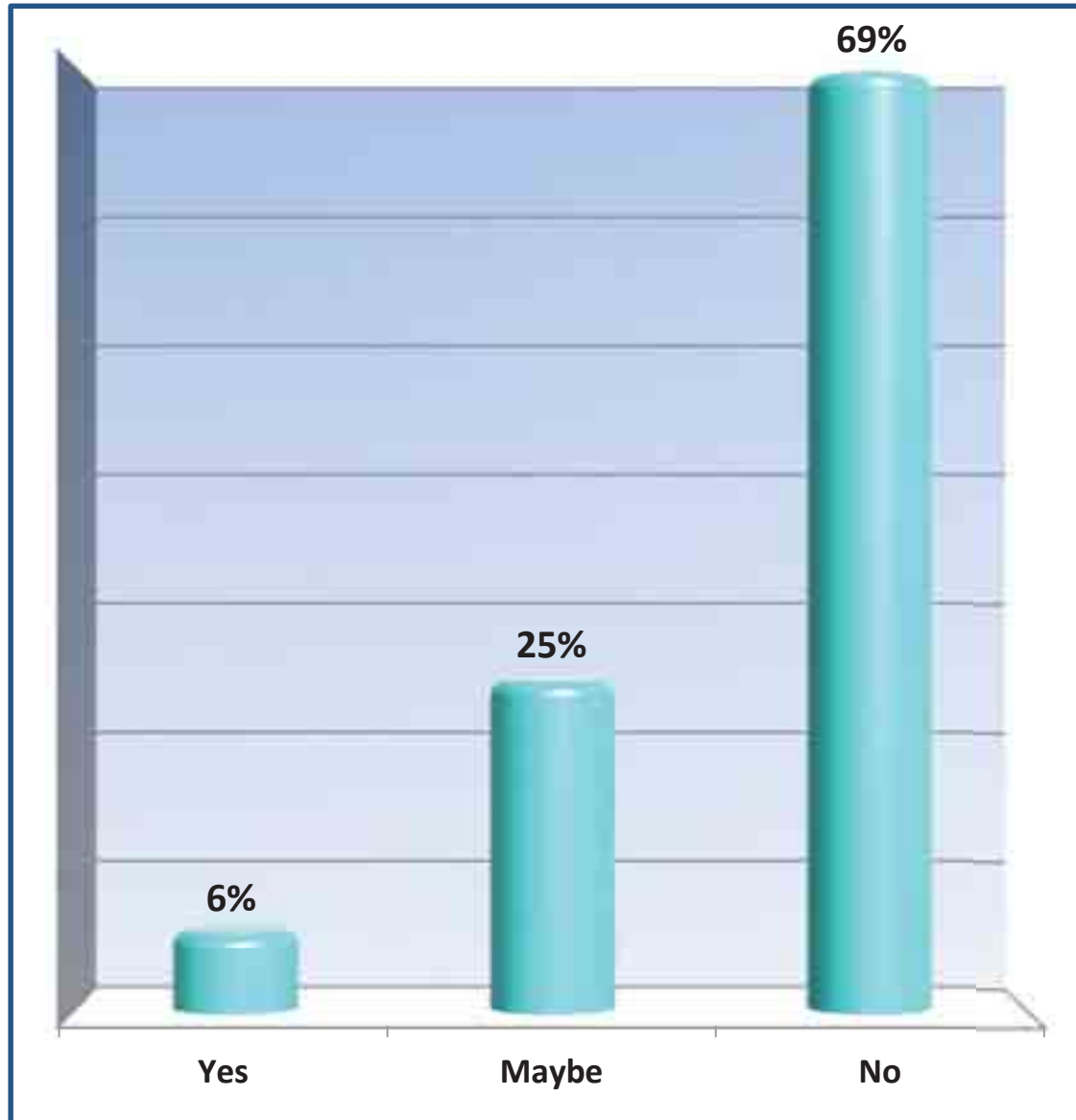


Non-Players only

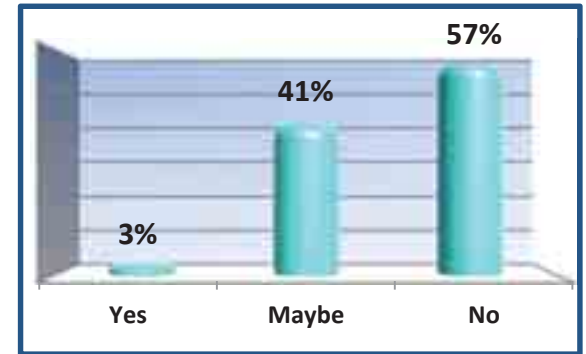


12. Willing to *Join a Committee* (Management, Commercial, Playing, M&J, Ladies...)?

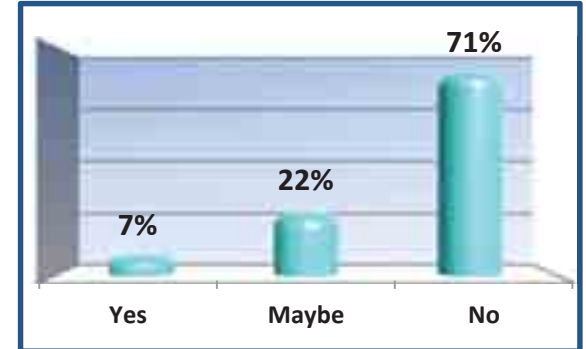
All Responses



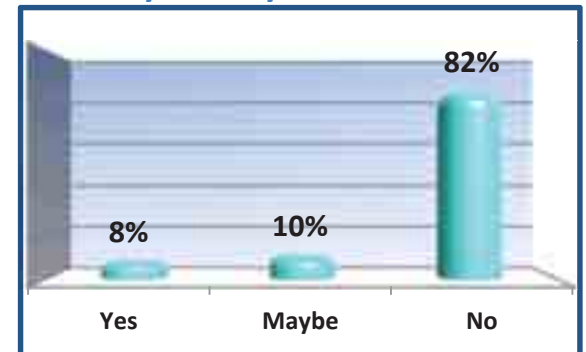
M&Js Parents & Players only



Adult Players only

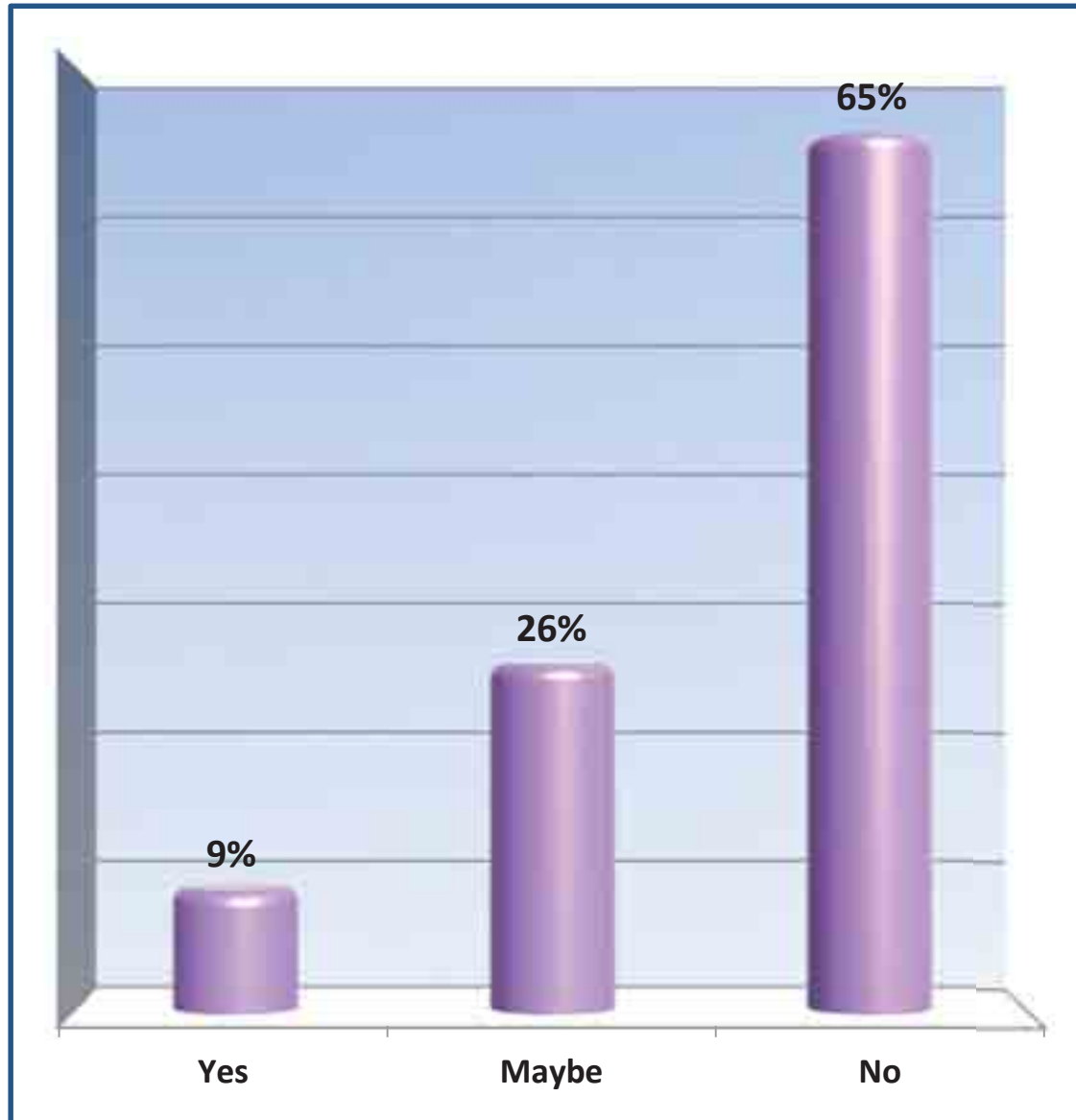


Non-Players only

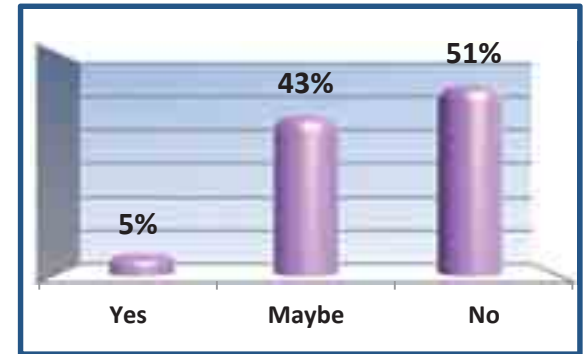


13. Willing to *Help Organise Social Events* (e.g. lunches, quiz nights, dinners, etc.)?

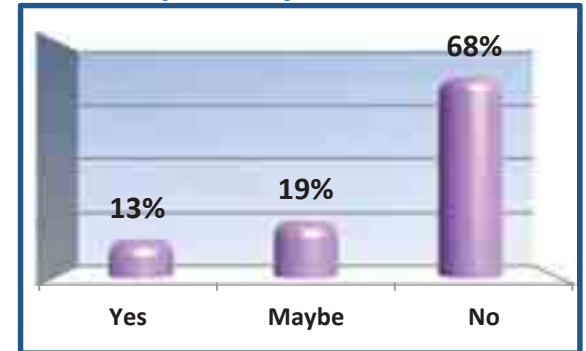
All Responses



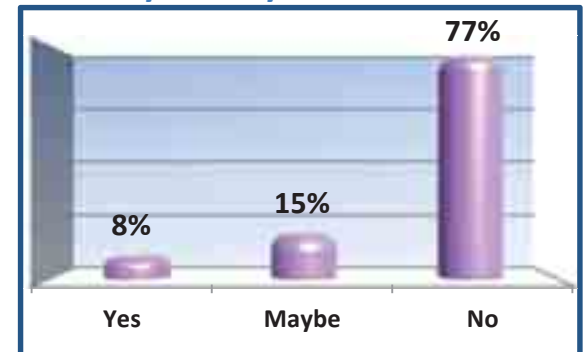
M&Js Parents & Players only



Adult Players only

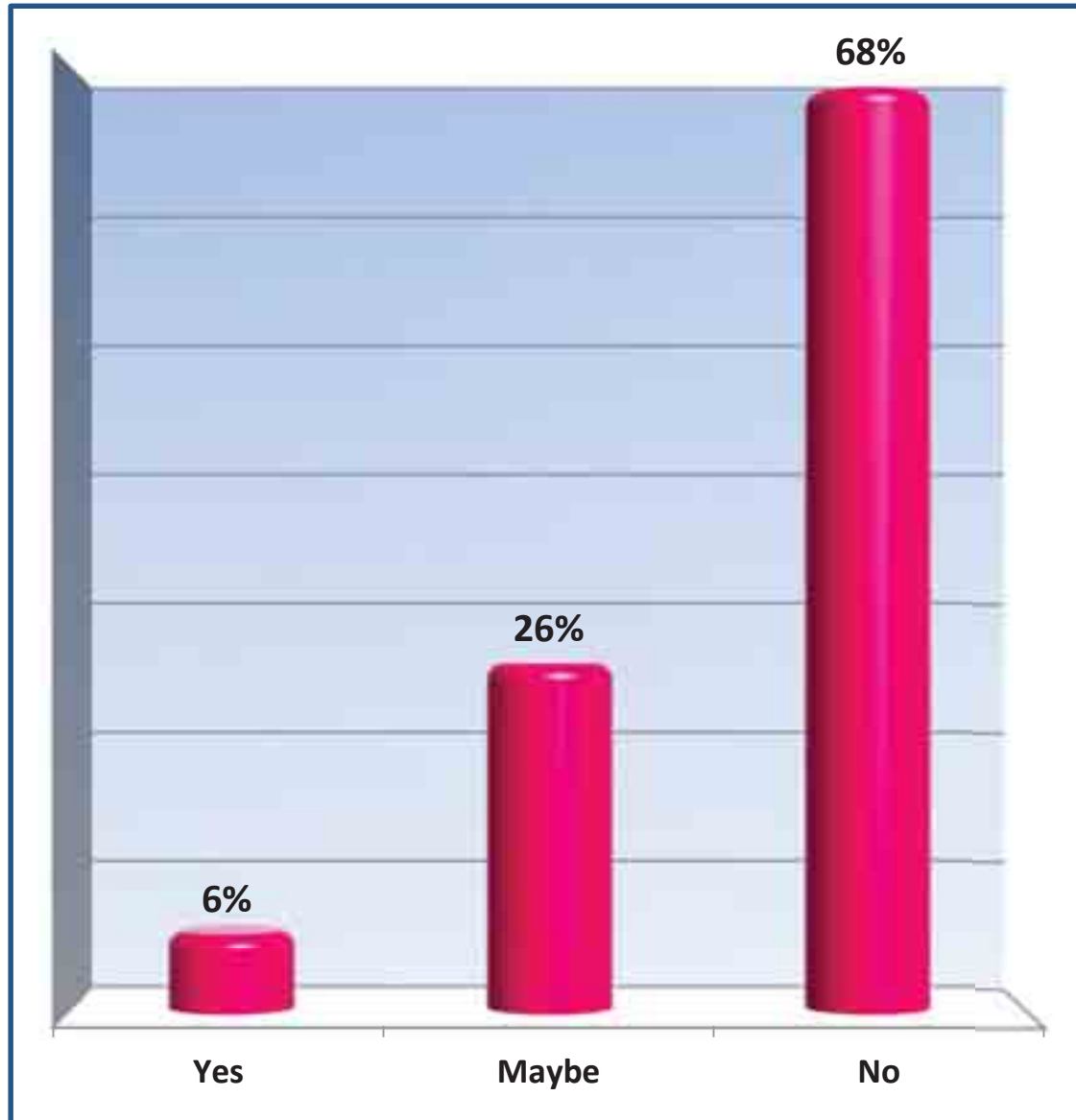


Non-Players only

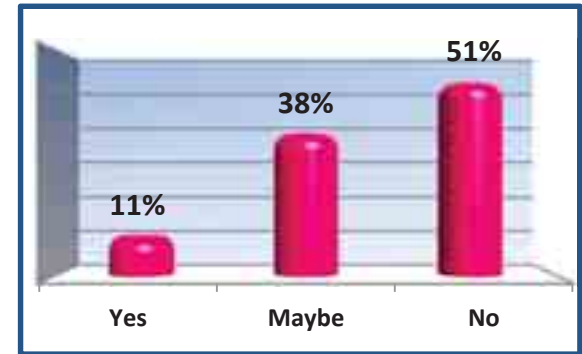


14. Willing to *Help with Coaching and / or Refereeing?*

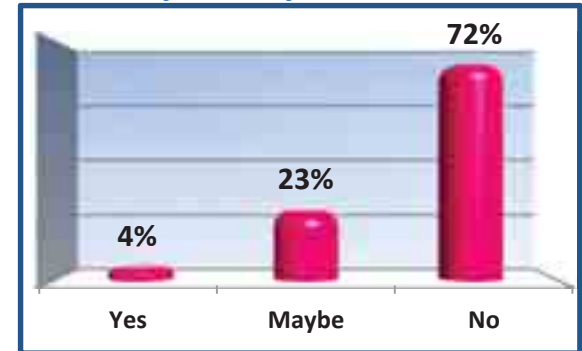
All Responses



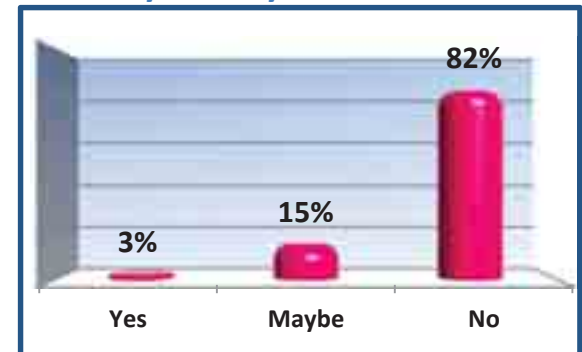
M&Js Parents & Players only



Adult Players only

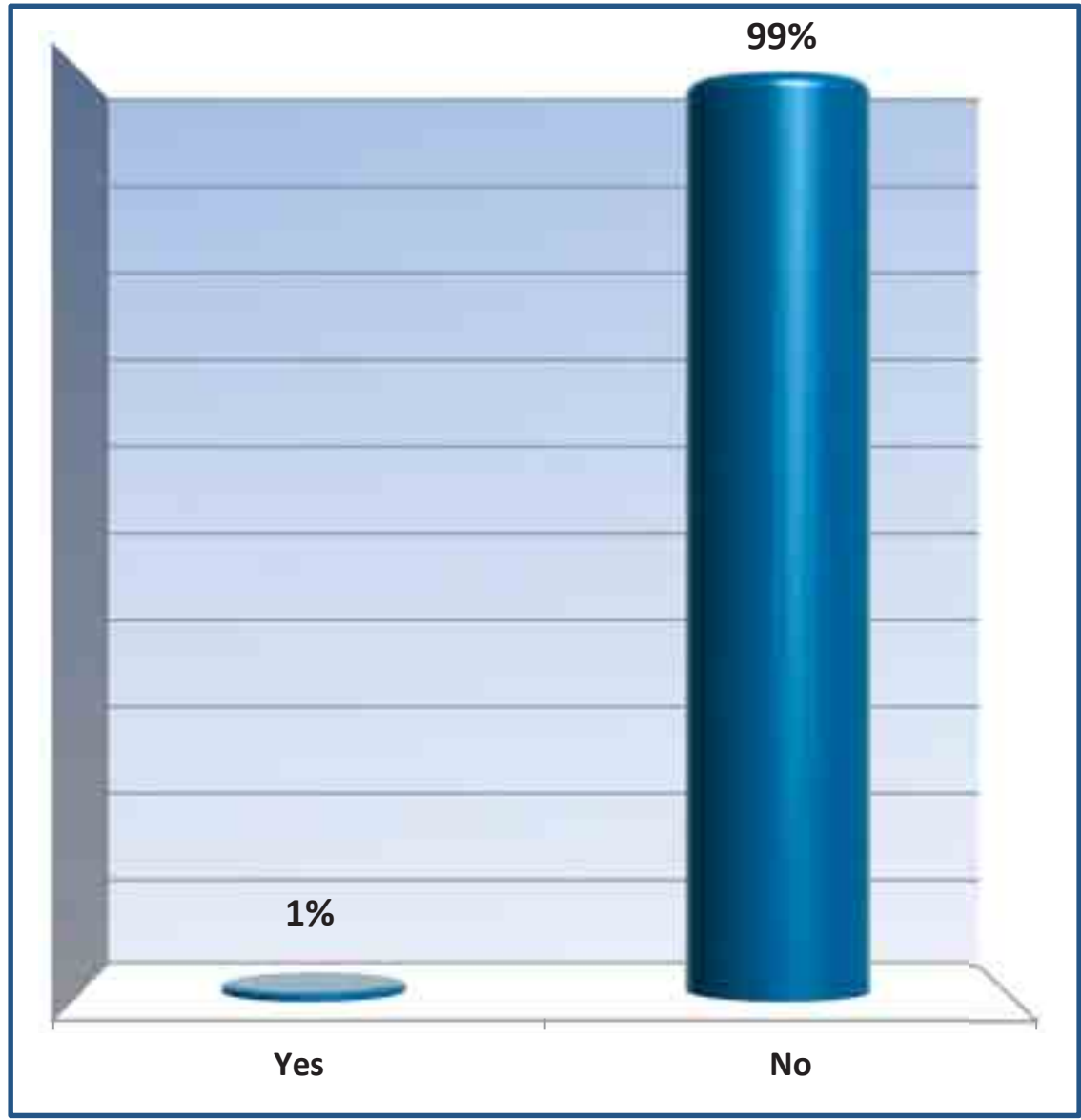


Non-Players only

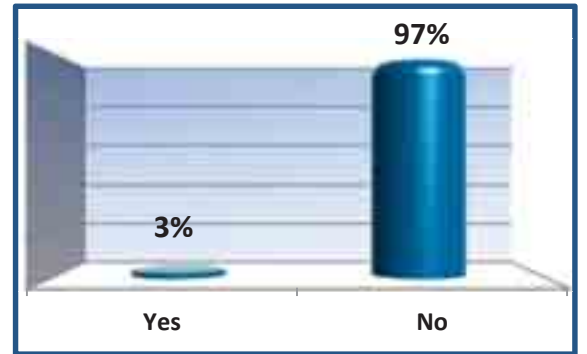


15. Willing to *Help with Club Sponsorship*?

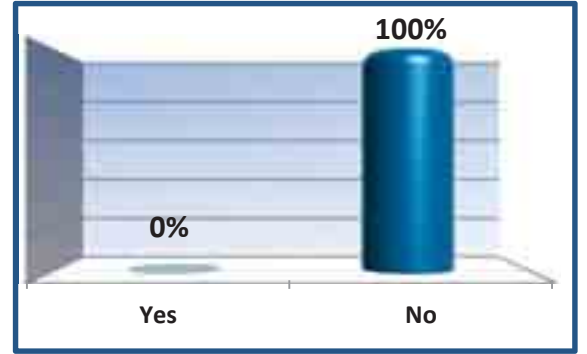
All Responses



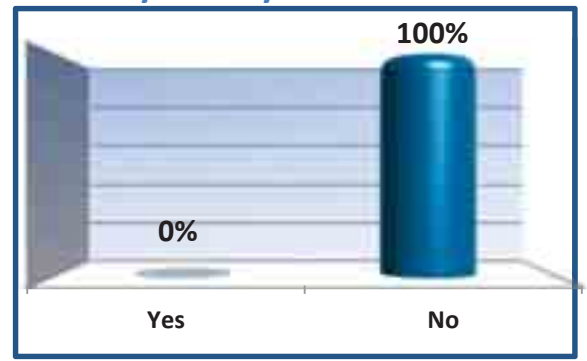
M&Js Parents & Players only



Adult Players only



Non-Players only



16. What *improvements to Social and Playing Facilities* would you like?

Social

All comments below were provided by members in the questionnaire

Welcome, Bar and Food

Welcome & Bar

- Members' card a myth. Emails said member gets one with money on it and a discount; since Sept steward looks through small pile on a shelf & says "no, sorry".
- Beer which doesn't run out - this is really poor and gets many who turn up every Saturday upset. What's disappointing is the lack of communication about why.
- More family friendly bar.

Food

- Much improved match day catering for spectators
- Better communication with Paul Philips re- match day food
- More reliable provision of hot food at main clubhouse.
- Some better sign posting for food
- More effort to get post-match food for visiting teams; we're not good hosts compared to other clubs
- Better use of BBQ facilities e.g. in Aug/Sep & Apr/May. Must be clean & good quality food. I'd pay.

16. What *improvements to Social and Playing Facilities* would you like?

Social

All comments below were provided by members in the questionnaire

Main Clubhouse Facilities

Inside

- Better maintained toilets (cubicles in particular)
- Cleaner and more modern toilet facilities.
- Showers and toilets a problem.
- Lack of disabled facilities
- None of the furniture is new. All hand me downs.
- Does the club provide free Wi-Fi?
- A bit of a general makeover
- Clubhouse modernised in line with other local clubs

Outside

- Tidiness of clubhouse surrounds. General level of maintenance (e.g. rubbish) could be better.
- Better outside seating.

16. What *improvements to Social and Playing Facilities* would you like?

Social

All comments below were provided by members in the questionnaire

Social and Events

General

- Club social committee to be reformed (senior)
- Better advertised events.
- More evening dinners but spaced appropriately (say every 6 weeks?)
- More social events
- More social events for younger adults. Instead of speakers we have never heard of etc.
- I'm 200 Club member; did have regular socials around draws. What's happening? If nothing, I'll stop standing order.

M&Js

- More M&J socials
- Possibility of an M&Js dinner with speaker

16. What *improvements to Social and Playing Facilities* would you like?

Playing

All comments below were provided by members in the questionnaire

Playing & Training - M&Js

- Cow Patch mid-week training weather permitting i.e. sort training pitch out.
- U6s-U10s given use of MP to train/play on more often; they have biggest numbers & most parents who'd use bar & food facilities there.
- Better training facilities for Junior section and Girls for additional training. I understand limitations we have & I don't have an answer.
- Training facilities available throughout the season for Juniors.

Playing & Training - Senior Club

- Mini teams allowed to play/train on the main pitch leading to parents spending more money in the clubhouse.
- Playing facilities as good as they've ever been, but lack of home games is an issue. Every effort should be made to ensure there is at least one home game every Saturday throughout the season.
- Fixtures suffered 2015/16 in the absence of someone focusing on it. Looking forward to 2016/17 improvements
- Better mid-week training arrangements for those teams (all types) that need it
- Support for Wednesday touch rugby.
- Weight training equipment.
- Not clear what weight training is available.

16. What *Improvements to Social and Playing Facilities* would you like?

Playing

All comments below were provided by members in the questionnaire

Pitches - M&Js

- Improvements to pitches.
- Pitches that allow training throughout season. Time lost due to poor drainage for years. Very frustrating & becoming poor value for money.
- Raise training pitch to a standard enabling use throughout season. Work so far hasn't solved drainage problems. Will be same next season!
- Improved drainage on the training pitch.
- Better drainage to allow all pitches to be played.
- More floodlit pitches
- Better pitches over winter
- Sometimes pitches unplayable. Can't always be helped, but times when CP pitches not marked up (which) would have (provided) more options.
- Not 5 playing pitches as training pitch almost always out of use and CP3 always waterlogged.

Pitches - Senior Club

- Pitches that are playable in the winter
- Pitch Conditions
- Allowed to play on main pitch in April
- 1st team pitch poor at certain times of year. Maybe because grass is so short at start that when it gets played on in winter it becomes all mud and then end of the season there's just hard mud. Maybe we shouldn't train on it every night?
- Pitch availability key. No rugby really creates disenchantment within the membership.

16. What *Improvements to Social and Playing Facilities* would you like?

Playing

All comments below were provided by members in the questionnaire

Facilities - M&Js

General

- Cow Patch (CP) made more welcoming
- Good signage to support visitors and new members to CP would be great.
- Rota for use of floodlights?

Food

- Food at CP
- Give the CP cafe a bigger space - great service but they have such small space in which to work!

Showers & Toilets

- Showers at CP
- Proper toilets at CP

Facilities - Senior Club

Changing Rooms

- Nicer changing rooms
- Better changing rooms
- Better changing room facilities would be lovely
- Better changing areas for teams
- Improvement needed to changing rooms
- Offer better changing rooms
- Referees changing area too small and tatty.

Showers & Toilets

- Offer better playing showers
- Better shower and toilet facilities for ladies
- Hole in ladies' shower room covered with a guard as someone slipped and almost broke their leg .

16. What *Improvements to Social and Playing Facilities* would you like?

Playing

All comments below were provided by members in the questionnaire

Other - M&Js

- Cohesive Club. Cow Patch (CP) & Main Club (MC) feel very separate, with M&Js @CP & seniors @MC with little interaction between two. No MC promotion @CP and vice-versa. Make some effort to make 2 sites feel like they belong together! 500m distance should not be an excuse. CP feels like an afterthought.
- No mention (in the questionnaire) of the Girls' age group. Ensure all groups are included.
- Info & fixtures for Juniors completely out of date/missing all season
- Our main interest is the M&J coaching for our kids. We don't use the clubhouse and have limited interest in doing so. Would prefer to see better investment in M&J facilities and coaching instead.
- Consideration of needs of M&Js.

Other - Senior Club

- More involvement from the senior players.