

Shere Swimming Pool Summer 2022 Members Questionnaire Feedback

Back in the summer we circulated a questionnaire to understand how users felt about the systems we had in place for running the pool; in particular how the lane bookings were working and the balance between bookable slots and free swimming. We had an excellent response, and we want to say a big thank you to all of the 165+ of you who responded and made comments. Every single comment was read and considered.

The main outcomes of the survey are summarised below.

Balance of Free Swimming Against Bookable Slots

Of those who responded, 76% said they were satisfied or very satisfied with the arrangements and only 8% said they were unsatisfied or very unsatisfied. It is worth pointing out that there were people who commented with a desire to have more booked slots and there were a similar number of members who wanted more free swimming. There were also members who requested free swimming / bookable slots at different, specific times. Overall these broadly cancelled each other out, and upon reflection it was felt by the trustees that the balance was more or less right.

This gave us confidence that no major changes to the system were required.

Members Not Turning Up for Booked Slots

There were a significant number of members who were frustrated about people not turning up for their booked slots. While this was difficult to track accurately, it was clear there was an ongoing issue with this. As a result, we took action where we could identify the instances when this had occurred. Members who missed booked slots were contacted to investigate the circumstances and, where appropriate, they were suspended from being able to make a booking for a period of one week. We understand that sometimes there are unavoidable events, and we were sympathetic to those, but suspensions were imposed in some cases.

Anecdotally the feeling is that this had a positive impact on the situation and resulted in less missed slots.

Lane Markers

18% of members found that lane markers were a problem within the open swimming sessions. 43% felt they were not a problem and 38% had no opinion. Given the logistical challenges in organising volunteers to remove / replace the markers in between booked / free swimming sessions the decision was made to leave them in place.

However, there were instances of members removing them during open swimming sessions, which caused issues for following sessions and did result in markers getting tangled. For 2023 the proposal is to attach clips, which will make them easier to remove and replace. This would allow members to remove them should they wish to during free sessions, but only on the basis that they then replace them at the end of their swim.

Maximum Swimmers Per Lane

Based on the survey results there was no desire to increase the number of people allowed per lane during booked swimming slots. We propose to leave this at 10 people.

SSPC Committee. November 2022