

DWSC MEMBERSHIP ENGAGEMENT FEEDBACK & RESPONSE FULL REPORT

Many thanks to all our members who took the time to leave comments and questions.

This full report includes all comments made and seeks to address them, detail what we've done so far and what actions we will be taking to progress (shown in **bold red**). There is a summary report also available.

Three main issues prompted this exercise:

- Many members are not aware of what we communicate
- We are in desperate need of new committee members
- And people with expertise / enthusiasm to input into specific issues

COMMITTEE, STAFF & VOLUNTEERING

While some are supportive of the work done by the Committee:

“Overall the club is run very well, great to have a number of paid staff doing the majority of the work. The staff and Committee are doing a really good job and I thank them for it.”

Others feel they should just get on and do ‘what they were elected to do’:

“I consider that the members have elected a Committee to run this Club. In turn the main Committee should have where necessary nominate Committee members to form Subcommittees or second Club members with particular expertise to assist them to resolve these issues and not to try by some open ended arbitrary, non-binding, discussion forum. In most cases the subjects raised here in this document can only be solved with detailed knowledge of the particular issues.”

There is also some doubt as to what sort of Club we are:

“We have a branding issue... Are we a professional club run by paid staff, or a volunteer club run by members?”

The Club first appointed paid staff in 1972 and the question of professional v. volunteer club (and the need for more volunteers) has been frequently debated since then.

The reality is that we are:

- A members' club run by a volunteer Committee of members for its members
- With an excellent staff team who reduce the burden on the Committee, run the Club day-to-day and provide the service members expect

But, to keep membership fees reasonable and to stop us becoming a sailing school with a members' club tacked on, we still need volunteers to:

- Be on the Committee
- Do specific roles (e.g. fleet captains, helping at events)

- Input into strategic planning and development of the Club

The club is run by a partnership of volunteers and paid staff:



DEVELOPMENT PLAN

Awareness of the Development Plan was reasonable with only about a quarter unaware of it, but only about a quarter had actually read it:

I wasn't aware the Club had a Development Plan	6
I was aware of the Development Plan but had never read it	11
I had read the Development Plan	6

And there was some confusion about where to find it:

"I'd like to have seen the plan e-mailed to members, I've not found it convenient to look at in the Bar."

"I'm not aware of where to find the club 10-year Development Plan? If it is published online has it / can it be shared via Unshackled (maybe I missed it)."

When it was first put together there was a lot of membership involvement (meetings, sub-groups, etc.). It is available on the website and it has been circulated in the past.

It is reported on to the AGM each year and updated annually with what we have achieved and what our next targets are. Going forward we will share the updated version with members vis our e-mail newsletter.

The Development Plan is the backbone of Club progression, allowing us to move with the times and respond to changes in society, families, lifestyles and our sport.

It ensures there is long-term consistency, carefully considered decisions and stability through changing Committees to prevent rash decisions or personal agendas from derailing the Club's future as a whole.

The few comments about it were positive:

"The plan looks comprehensive. Getting the lease and maintaining membership numbers is key. Retaining good staff and having clear objectives helps."

"Sounds good to me."

But there was one specific question:

"What is the measure of performance for improving financial reporting etc what are the goals?"

This is a specific objective in the Development Plan which progress is being made towards. The goals are to have readily available financial information on which to make decisions. Budgets are now prepared and reviewed regularly and a prediction on annual membership income is made every month.

MEMBERSHIP

Nature Of Membership

There is some concern that the increased professionalism in the Club is having a negative effect on what it feels like to be a member:

"My main concern is that whilst the Club has developed very effectively to raise income from events and training (and needs to do so), the concept of it being a 'club' is often lost. Fees are a large part of our household income and I wonder if this makes members feel that it is like other activity memberships, i.e. to come and go but do not participate much anymore in the social aspects of the club or volunteer. COVID has impacted."

"Whilst the Academy and visiting events are great, i.e. income and putting DWSC on the map nationally, the changing profile is detrimental – income, friendliness."

As these comments note, the increased commercial income is vital for the Club and maintaining a professional staff team. Our commercial income is greater than our membership income. Without it, membership fees would have to increase and / or we would have to dramatically reduce the staff team and run the Club with many more volunteers (which we think is unlikely to be viable).

Offering training and running events are key objectives in our Articles, but we have guidelines that we don't run more than 10 full weekend events each year so they don't

impact too much on our members and similarly the development of the flat into training rooms should see less disruption to members from training. All those participating in Academy training are members of the Club.

Attracting New Members

We received some suggestions for attracting new members:

“We get lots of people on warm days ask if they can hire boats but we don’t give any membership details or try and get them to book in for a taster session. Targeted taster sessions for parents and children at local schools as an advertised deal. Noticeboard at the car park outside that advertises the Club’s kids can come along to on the entrance for passersby or taster session.”

“It would be good to increase the use of club by more non sailors who don't think they have the opportunity to sail.”

We run annual Discover Sailing Days as well as many taster sessions, learn-to-sail and refresher courses. We have noticeboards / posters on the edge of our demise promoting the Club and courses.

We do get lots of summer enquiries for boat and powerboat hire from people who have no experience and just want to lark about. So we do check if the enquirer does already sail / windsurf and recommend taster sessions and courses first before expecting people to become members.

We have leaflets we can give to such people with course, membership and Club information.

When putting the Development Plan together we did explore promoting our social membership, but it was felt that such people would take up valuable car parking spaces and other facilities from our sailing members and so was not worth promoting.

New & Improving Sailors

“Consider structured ‘back-to-sailing’ course / event, informal buddy / mentoring.”

“Is there anything that can be done to match make new starters / improvers with existing helms that need a crew?”

The Improvers Group and reintroduced Novice Race start have been popular. We recommend to Fleet Captains that they make use of these groups if their fleet is looking for crews.

Offering New Membership Structures

“I’d like to see more diversity in membership, more flexible membership options. I think the Club missed an opportunity with Winging and SUPing, could be a good way to increase membership and be a pathway to get people involved in all parts of sailing.”

We are currently trialling a more flexible option as an alternative to Young Person C Membership (19-25) and will be reviewing this at the end of the membership year.

While a summer / peak only membership may be attractive to quite a lot of people, we are very conscious that we have annual costs which such memberships wouldn't cover. It could also be open to abuse and very hard for staff to track who has which membership and when they're permitted on site.

SUP was introduced as a Pay & Play option with no membership needed. It's popular but gets a little abused with people just turning up and not paying / signing in.

Accessibility & Diversity

The majority were in favour of increasing our accessibility and diversity:

Do you think we should increase our accessibility & diversity?

Yes	16
No	4
Not sure / Don't know	5

And a few people made specific comments about this:

"Would be nice to have disability access, our friends can't come to sail as there is no provisions for their son. I understand there is cost however it's important we share the water with the whole community."

"Accessibility – a suggestion in recent times from a visitor who is very involved with Sailability was having accommodation towards the windsurfers' area that easier to access. Possibly grants would be available."

"Will Rugby Borough sponsor or grant aid diversity outreach?"

Accessibility

A site survey was done recently and we are trying to make our site more accessible (which is difficult because of the slope). We have put more information about accessibility on our website, but more still needs to be done in this area, so please get in touch if you are able to help with this.

We only get about one Sailability enquiry per year and host blind sailing events which go well.

Diversity

Gender diversity: Our junior sailors are very evenly split by gender but female participation drops off from around 15 years old. Courses are around 60:40 male to female but higher numbers of males take on membership despite instructors being evenly split.

The Women on Water survey highlighted a desire to see more women on the Committee which we agree is needed and look forward to more of them standing for the Committee.

Ethnic diversity: We have identified a rise in nationalities and ethnicities taking part in courses over the last few years, especially this year, and we continue to encourage all into further courses and memberships.

We always aim to be an inclusive and welcoming club, please do speak to us if you feel differently or have strategies for us to improve further.

Corporate Membership

“Do we offer corporate memberships to get employees of large nearby businesses?”

This idea was explored when putting together the Development Plan, but it was difficult to see how it could work beneficially for the Club. We thought it was likely to involve offering a reduced-price membership which existing members could benefit from (reducing Club income) while not attracting significant new members because many would need to learn to sail first.

We are involved in schemes like the JLR Employee Scheme which funds sporting courses and these can lead to membership.

We also offer corporate team experience days, some of which lead into some participants doing courses.

Different Equipment

“A foiling dinghy, e.g. Skeeter / UFO. This will get more people in for sure.”

“The Olympics is seeing more foiling categories can we cater for this market.”

We do not believe that the cost of the Club buying and maintaining a foiling dinghy would be justified by the number of members it would attract. Easy-to-foil dinghies / catamarans have an enormous capacity to inflict damage in untrained hands and more difficult-to-sail ones need a high level of skill which we are not in a position to teach and the process of obtaining these skills would be very hard on the equipment.

CLUBHOUSE & SITE

Energy Usage

Part of the reason for carrying out this exercise is that the Committee is very conscious of the need to plan for our likely future energy needs and come up with cost-effective solutions.

A number of members clearly agreed with us, offering suggestions around heat source pumps and more use of solar energy. The specific comments are in the appendix.

We installed solar panels last year and these have made a great impact in reducing electricity costs. We were told at the time that we couldn't have more due to National Grid restrictions, but we are exploring that avenue again.

Based on solar generation data and quotes, electricity storage batteries are currently too expensive for the potential benefit, plus insurance companies now want them stored in separate brick buildings due to fire risks which is another cost.

As a result of this exercise, a member with extensive knowledge of the energy industry has kindly volunteered their help and we've started looking at the Club's entire system for ways to improve and be more efficient for the future.

We aim to:

- **Create an ordered plan of improvements ensuring small win solutions and fundamental strategies (e.g. insulation) are completed first**
- **Research, get quotes and check the viability of bigger investments such as ground source heat pumps**

We received one specific question:

"How old is this oil boiler? Replace with now – this will save a huge amt of oil!! ~ 50'6."

The boiler is from the early 1980s. It was well-speded and has been professionally maintained. As discussed we are exploring the whole issue of our energy requirements for the future.

Wet Bar / Catering

Having outlined some of the issues with the wet bar, we asked the question: What sort of catering would you like to see / would make you use it more?

Keep it as it is but put prices up slightly	15
Vending machine with hot drinks & cold food	4
Go more upmarket with better quality & higher prices	2
I don't use the wet bar, so I don't care	2
Close the wet bar	0
Just have a vending machine with hot drinks	0

It is clear that members do not want to lose the wet bar and might accept slightly higher prices for its continued presence, summed up by these comments:

“The wet bar is an integral part of the club, its fabric and offer to members. It may lose money, but this is also true of offering 364-day sailing. Happy to pay a little more but not lose this aspect of the club.”

“The thought of not being able to get a bacon butty on a cold winter’s morning does not appeal to me one bit.”

The wet bar makes a small amount of money, not factoring in any energy costs (the meter goes mad when the fryers and extractor fans are on!) or our staff costs when full-time staff have to step in which is incredibly stressful on open meeting weekends.

Hiring a cook has always been difficult despite lots of advertising so we’ve had a simplified menu over the last 2 years.

Foods such as pasta bakes and soups rely on having staff to cook on Fridays which isn’t always possible with weekend preparation or courses on.

Wednesday night food is cheap at £5 as it’s just one pre-booked option so we cook to order and there’s no wastage, plus it’s staff doing the cooking & washing up, often until 10pm. This model would not work in the wet bar!

We received a number of specific comments about what should be offered in the wet bar which are included in the appendix, but to cover off a few specific issues:

- Prebooking system: **We will look into**
- Microwaves / Hot water tap: There’s an issue about the ongoing cost of maintenance & cleaning, but **we will consider further**
- Healthier foods: We have tried healthier foods before, but the overwhelming preference is still for chips and pie style food
- Bringing back cash: The costs of processing card payments are much lower than dealing with cash, so card payments will always be our preferred payment method. However, in the wet bar we still allow cash payments because it is serving children who may have small amounts of cash and no cards. In the lounge bar, where it will always be over 18s and not in their sailing kit, we only allow card payments.

We also received a suggestion about opening the wet bar to the public:

“Use wet bar to promote the club / membership; offer day membership to members of public for a small fee and brief introduction to club they could use wet bar for the day or week or month.”

As covered when discussing promoting social membership, we are concerned this might affect the service we offer to our members.

Changing Rooms

We received one suggestion:

“A non-gender-specific changing rooms, could change adult changing rooms to youth changing rooms for safeguarding.”

Firstly, thank you to all for implementing the RYA recommendations: please continue with this.

Separate adult / youth changing is difficult given the spaces we have and of not knowing which members are attending and when, as well as parents and younger children often staying together as children need help with wetsuits, etc. We are very lucky to be able to offer a separate adult changing area for both genders.

Non-gender changing rooms: **We are considering the use of some of the flat for this.**

General Maintenance

While we feel our clubhouse is generally pretty good (certainly compared to a lot of other sailing clubs), we still got some criticism for this:

“Cleaning / disrepair: Generally there is lots of odd jobs that need doing like the door handles and kit stored in rooms.”

With such a large building and high footfall, the maintenance list can seem endless! The staff do most repairs and decorating in the spring and autumn as the summer months are so busy with courses and we tackle the big projects in the winter. We prioritise jobs based on safety, budget and time.

Outside Areas

“Tarmac 8/10 bay parking area near the Visitor Centre.”

These were updated 2 years ago, but the cells / stone haven't worked on the slope. **The area will be concreted this winter.**

“Grass cutting strimming.”

Our gardener has moved away and we ask members to help keep your boat space tidy. The staff have done some strimming and mowing though the poor weather has not been helpful. **We are looking to fill this role in the spring time.**

“Stop trailers, especially visitors, using patio as a trailer parking area.”

We have communicated that all trailers and boats should be kept off the patio at all times.

“Remove mast and booms from dinghy park floor.”

All boat owners should keep their space tidy. Speak to your neighbour if their items are affecting you.

“Upgrade the areas where dinghies sit so we are not walking on mud for many months of the year.”

There is an on-going programme of improving the dinghy park surface. We held it back last year because of the Club’s losses, but it will be **resumed this winter**.

“Get steamroller and flatten the launch areas. Rocks are a big pain.”

“Astro area for an increasing number of Waszps to rig sails.”

“Soft rubber impact matting at the water line in launch areas to reduce accidents?”

The changing water levels throughout the year would make any matting or steamrolling impractical.

The issue comes from the deterioration of the reservoir’s waterline over the years which would cost Severn Trent over £1m to re-do and they are not going to do that for one tenant.

The plans to increase the water level by 0.6m in 2027 will also make any work we do now redundant. **We are working to try to get compensation from ST for this so we can do remedial works.**

“Regular cleaning of eastern pontoon.”

The eastern pontoon is cleaned occasionally, but it is a task that takes a member of staff up to an hour to undertake and any cleaning is soon undone by the birds. To make it clean for a Sunday would mean that it has to be cleaned on Sunday morning and, given that typically there are only 6 people using the eastern pontoon on a Sunday, we do not feel it is a worthwhile use of staff time.

“Better signage to tell public that this is the sailing club – not a public access area.”

This is a difficult balancing area. We want to be welcoming and friendly and encourage people to look at the Club, but also to show the area is not a public one. A few years ago signs were created and put up in the main walk-through positions with the message we wanted but your question has made us realise that they are no longer there. **New signs will be going up soon.**

Environmental

A few commented about the environmental footprint of the Club:

“Recycling station multi bins.”

“Make recycling or re-usable items a promotional ‘green’ credential for the club.”

“Yes, go green as much as DWSC can.”

We will continue to pursue an environmental journey but need some members with enthusiasm for this area to help us in this area.

WINDSURFING & WINGFOILING

Many windsurfers used this exercise to communicate their dissatisfaction with their status in the Club, rigging area and the importance of wingfoiling.

Windsurfing Status

“I’d like to see investment from the club into the Windsurfing (inc. Winging) fleet. E.g. the recent Club 100 event (would have cost £750? great event), boat park improvements but can’t remember any investment in the Windsurfing fleet.”

“Pay more attention to windsurfers and wingers needs! 1) More attentive rescue; 2) Grass or temp artificial grass.”

The windsurfing members are valued members of the Club and we certainly enjoy their antics when the wind is up. Wingfoiling has also provided a real boost in this area (see later).

The fleet is treated like any other fleet – it has a fleet captain who is in regular communication with the staff and Committee. The Club doesn’t invest in any specific fleet.

The windsurfing fleet have been fantastic at supporting the Discover Sailing Days and it is great to see their enthusiasm for encouraging people to take up windsurfing.

However, as a Club, we are struggling to attract new people to this aspect of the sport. This year has seen the smallest cohort of windsurfing students – just 6 people completed a course compared to an average of 15.6 people each year over the previous five years. We welcome the windsurfing fleet’s help in trying to reverse this.

Rigging Area

There was much feedback about this – see Appendix for all the comments. It is an area that the Committee and staff were in regular communication with the fleet captain about before, during and after this engagement exercise.

The gravel we currently have is a temporary solution during Severn Trent’s use of our land for the dam works. **We are in talks with ST and their contractor, Bentleys, about what the final surface will be.** The works are moving at a far slower pace than we would like, and we will pass on any updates as we get them.

In the meantime, a grass area has been laid and a pea gravel / cells are will also be added to see what is preferred and most suitable surface for a long-term solution. Each section is approximately 6 x 8m and it is essential that vehicles do not drive on these areas and tear them up.

We had originally planned also to lay an area of reclaimed astro-turf but we have been unable to find a supplier for such a small amount and ST have advised that they would not permit a plastic-based surface.

Wingfoiling

“Encouraging to see the new wingfoil community growing.”

“Foiling is the in thing. Club should get some beginner wingfoil and start running tasters.”

It is fantastic to see a growing number of existing board-sport users moving over to wingfoiling and we have welcomed new members to the Club in this position.

But while it is increasing in popularity, we have had less than 10 enquiries for wingfoiling courses in the last year (compared to over a hundred for SUP before we introduced it).

We have researched the cost of buying Club kit, training an instructor, insurance and RYA recognition. It would be in the region of £10k which we do not feel is justifiable with the current level of interest.

MARKETING & COMMUNICATION

With the proliferation of communication options we wanted to check which members found most useful and asked: Which communication methods would you prefer:

Club e-mails	28
Posters in & around the Clubhouse	13
Facebook & Instagram posts	10
Half yearly Draycote Unshackled	7
Club WhatsApp group	5
Table top displays in wetbar & bar	4
TV screen messages	4
Banners on Club website / camera pages	3
Club text messages	2
This static display	1
Annual General Meeting	0

This shows an overwhelming preference for Club emails, clubhouse posters & Facebook posts. **We'll continue to prioritise these avenues** – we simply don't have time or resources to reach out to members individually & there is an onus on members to read what is sent out. Several conversations have been had about lack of promotion for various events when stood right next to posters promoting said event!

Club Emails

Only 60% open rate yet most favoured option. All fleets are welcome to send in items to be included – we try to cover information & events for all members. **We will post on social media each time a newsletter goes out to reach more people.**

Noticeboards

We have so many that it's hard to maintain and know which one to look at. **A new one will be installed by the signing on sheets – this will be the primary board for Club & event information.** It's already in a location that everyone uses so is most logical. **We will look at removing unused / old boards around the Club and continue to update the new noticeboard with news and events.**

Fleet Communication

Most fleets have WhatsApp or email lists – contact your fleet captain to join. If you feel that more can be communicated then please support your fleet captain in doing so.

Apps

There were some suggestions for creating an app.

We trialled an app for the Youth & Junior fleet but it was yet another thing to keep updated and not everyone used it, so existing communications were still needed.

VOLUNTEERING

As mentioned in the opening part of this document – volunteering is vital to the success of the Club and we are short of volunteers in a number of areas.

Thank you so much to those who put their names forward for various roles. We will be reaching out to take you up on those offers. If you were someone who used a sticker to indicate you would volunteer, but didn't give us your name, please let us know it was you and then we can do the same!

Perhaps inevitably, most of those who took part in this exercise already volunteer for the Club – thank you.

Which phrase best describes your volunteering:

I volunteer for the Club in a particular role (e.g. committee, fleet captain)	7
I regularly volunteer for the Club for specific events (e.g. Discover Sailing Days, open meetings, Draycote Dash)	11
I occasionally volunteer for the Club for specific events (e.g. Discover Sailing Days, open meetings, Draycote Dash)	14
I volunteer for the Club in other ways	2
I don't volunteer for the Club	5

The main reasons for not volunteering (more) were not knowing how to, not thinking you have the right skills and lack of time.

Why you don't volunteer (more) for the Club:

I don't know how to volunteer	6
I don't think I have the skills / knowledge needed	5
I don't have time	5
I volunteer for other organisations	1
I think the staff should do everything with no volunteer involvement	1
I've done my bit for the Club already	0
I prefer to leave the volunteering to others	0
I didn't know the Club needed volunteers	0

We had the following response to volunteering for specific roles:

Committee	None
Working Groups	
Accessibility & diversity	3 names + 1 dot
Energy & utilities	2 names + 1 dot
Environment	1 dot
Specific Roles	
Menagerie fleet captain	None
Marketing & communication lead	None
Marketing & communication contributor	None
Discover Sailing Day organiser	1 name (helper)
Regular working party	7 names + 2 dots

Working Parties

Insurance and Health & Safety do now limit what members can do but we will create a list of jobs / projects to be done.

Staff will be needed to gather resources, organise and oversee tasks so it would be planned days rather than ad-hoc drop-ins.

Committee & Sub-Committees

Member input on topics is invaluable for broader perspectives and specialised knowledge. **We aim to set up working groups with a member of the General Committee and appropriate volunteers. The volunteers will have the opportunity to attend the Committee when their topic is being discussed.**

Increased member input into the General Committee is also needed as this is the way to see how all the pieces fit together. It's just one evening a month for a Committee meeting while you would still focus on researching and delivering your specialism – you won't be taking on everything!

We currently only have two general Committee members but ideally need 4-6 to help tackle more tasks and address topics that keep getting pushed back.

OTHER IDEAS

“Have Draycote Water Sailing Club hoodies & T / polo shirts for general members to purchase.”

We have created an online shop for Academy clothing which has been successful. **We will add DWSC merchandise to the online shop.**

“EV chargers for members with EVs?”

Severn Trent are looking at EV chargers for the site, **we'll update you when we hear more.**

APPENDIX – SPECIFIC COMMENTS NOT INCLUDED IN THE MAIN REPORT

CLUB HOUSE

Energy Suggestions

“Heat source pump worth exploring.”

“Heat source pump work down to -4°. Wind turbines? Would Severn Trent allow?”

“Water source heat pump would need more electronics, i.e. more solar. What is the restriction?”

“Solar + battery + heat pump + heating and cooking is very cost efficient when designed as an integrated system. Grants are available for some of this and flexibility services can reduce running costs further.”

“Electric or heat source boilers and more solar panels see if club can get grants Ground heat source.”

“More solar panels when allowed to generate power and not purely as a ‘green’ thing. We should not do things just ‘cos they are ‘green’ – need to be cost effective.”

“Battery storage, more panels when grid allows! Electric rads.”

“Electric boiler rads / with more solar panels / batteries.”

“Rugby Borough Council for planning wind turbines or more solar.”

Wet Bar

The Need To Continue

“The wet bar / catering is an important feature of the club which needs to be retained. If it’s losing money, do we need to rethink the items it’s sells – simpler, lower value items that will shift more?”

“If the club wish to attract events, then I think catering needs to continue.”

Alternative Views

“Give up with the wet bar and get rid make extra seating space and perhaps have a hot water tap and microwave people can use.”

“Get pizza van or van type mobile caterers for events or link up with Dunchurch eateries.”

Offer

“Wet bar good selection of sandwiches bought or made. Hot drinks a must.”

“More variety – soups – Breakfast ... extended to lunch love bacon roll at lunch.”

“Pasta Bolognese / pasta. Chilli / jacket tatties. Soup + bread roll. Other simple foods like this maybe? (Also healthier) All for $\leq \pounds 5$ & people would buy & eat more.”

“More variety if possible: soup / roll, jacket potato, quiche / salad.”

“Meal deals for sailing events, e.g. $\pounds 25$ a day.”

“Coffee or tea deals for the day e.g. $\pounds 5 -6$ for the day.”

“Catering – raising costs would put me off even more. More healthy items are needed.”

Wet Bar Losses

“If losses are from difficulty predicting numbers, can we offer an app to pre-order and pre-pay for food before?”

“We, the Plebs, do not know why the Wet Bar loses money. It has always been so very difficult to predict numbers for catering. Is it the cost of providing servers? Is it the cost of providing an individual person qualified to prepare and cook food? Or what else might it be?”

“Is the Club prepared to forgo providing this existing range of food to our visitors at say our Open Meetings. Or maybe the Open Meetings, Training Events, etc. which provide such kudos and income for the club should directly subsidise the Wet Bar.”

Microwave

“Microwave for members to use. Useful for weekday when wet bar closed.”

“Microwave please.”

“Microwave.”

Other Comments

“Bring back cash!”

“Sausage rolls are better quality and cheaper at the waterside cafe next door.”

“Would be great to see more members having a drink or snacks before and after sailing as this is a good time to get to know other members.”

WINDSURFING & WINGFOILING

Rigging Area

“Would hope windsurfing launch area can be restored to a surface that does not damage equipment. I have already sustained scratches to my board (cost over $\pounds 1,000$) due to current stone chip surface.”

“Please create a better area more friendly to inflatable wings & sails, the surface is very abrasive.”

“Improvements to windsurf area needed to prevent damage from existing stones, proper car parking of eroded areas required for rigging.”

“Grass car park.”

“Grass to windsurf car park.”

“Grass rigging area please.”

“Wing / windsurf area is totally unfit. Unfortunately not well thought through as a car park with sharp dangerous surface is not satisfactory.”

“Need level rigging area for windsurf / wingfoiling with grass to prevent damage to kit and injuries on loose surface.”

“Wingfoilers desperately need a grassed (or similar) rigging area as was there before STWA work started.”

“Windsurfing & foiling rigging areas – could we look at ex-sports pitch, i.e. reclaim and use astro turf? Less abrasive eco friendly.”

“Need grass rigging areas on both sides of the shale and grass strip at (?) water line in shale.”

“A safe and robust surface area to rig windsurfing kit to stop it getting damaged.”

“Define the parking and rigging areas better. Should be obvious where to park. Rigging areas with more user-friendly surface & designated locations.”

“Need a rigging area not a car park (grass please) windsurfing.”

“The extra parking is really useful for events. Maybe the windsurfers a small patch of artificial grass to stop them moaning (temporarily).”

“I’m a windsurfer. Existing rigging area for windsurfers / wingers is not safe and totally unsatisfactory. Unsafe – steep gradient. Gravel surface causing damage to equipment. Visually, it’s an embarrassment. I feel we have been let down by the Club, possibly even misled. My perception is that parking for open events is more important to the club than the requirements of its windsurfing membership. The area requires terracing along with substantial grassed rigging areas.”

“There is an urgent need to restore the windsurf rigging area after the ST works over the last year. We used to have a large flat grass area for rigging on. We now have a small rough grass bank on a slope and larger parking / rigging area topped with sharp stones. Equipment is prone to damage when on the ground, and it is very unpleasant to walk on in thin wetsuit shoes and impossible barefoot.”

“Windsurfing rigging area needs to be created post Seven Trent work.”

“The necessary disruption to the site in general and windsurf parking / rigging area seems to be drawing to a close. There doesn't seem to be a clear restoration plan in place however? Current setup (steep slope, large sharp hardcore) is both damaging to equipment and people and understood to be a temporary measure. A number of proposals seem to be floating about some more considered than others, but no actual plan as such. I'm sure volunteers would support a considerate plan if one was available.”

“Windsurfers: Astro turf / matting fitted at shore on now the grass has gone.”

MARKETING & COMMUNICATION

“Communication fine. I always read your emails! Sometimes see the Instagram posts. Don't use FB much these days.”

“Emails work for me and posters in club.”

“Update your notice boards. Give them a clean.”

“WhatsApp great for fleet comms. Notice board in prominent location, telling upcoming events and notices to be kept up to date. A noticeboard should be in a location everyone uses.”

“WhatsApp and / or text message for important comms / updates in brief.”

“WhatsApp – Notice board love this one.”

“Can we get an app? Could sort news, food (good?) safety sign-in, and other issues?”

“As a sailing and windsurf member who does not race, I can see news from the windsurf fleet via the WhatsApp group I have little information about sailing!”

“This board is a really good idea.”

“Televise major sporting events.”

VOLUNTEERING

“Happy to volunteer (no name given) more as a YPA parent but not sure how. Would be good to know how I might help more.”

“I have an interest in DIY / energy and would like to explore more the ways we can plan long term and reduce costs.”

“I assume the below is an attempt to build a database of willing volunteers to draw on?”

“I do not have many of the skills you are seeking as volunteers. Personally, I have contributed much in recent years as an instructor, albeit paid, but have always felt that has been my personal way of giving back to both the club and sport that I enjoy!!!”

Working Parties

“How are requests for occasional 'working group' support normally put out? I am local, willing to lend a few hours here and there when I can but rarely seem to see any requests.”

“I would be happy to be part of any working party on a regular basis. I think a rota to help in wet bar could help.”

“Working party days flexi and low commitment.”

“Daily jobs list. List of jobs that anyone could do at a time they are at the club and not sailing to improve the Club.”