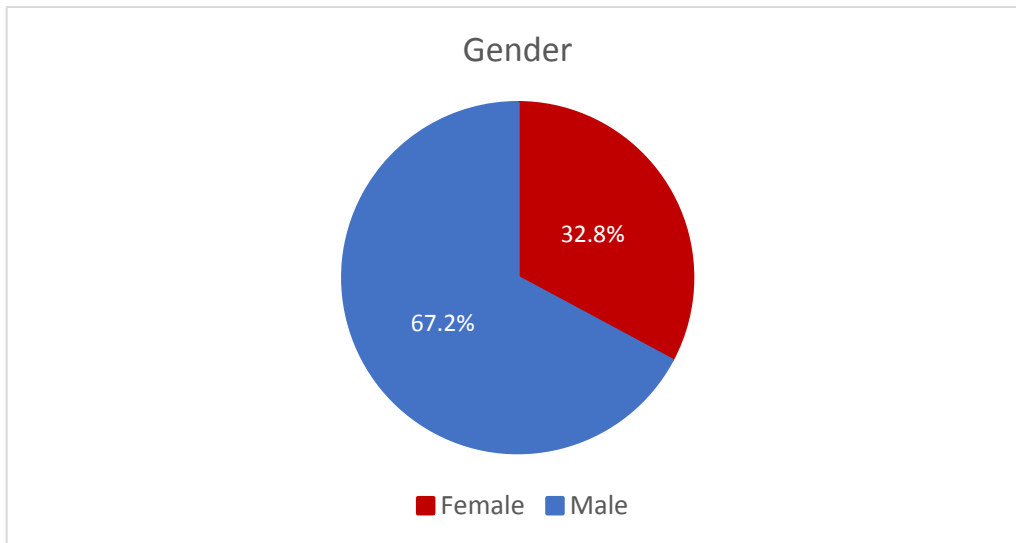


ABOUT YOU

Age & Gender

	All Respondants		Male		Female	
19 or under	3	2.2%	1	1.1%	2	4.5%
20 - 29	2	1.5%	2	2.2%	0	0.0%
30- 39	10	7.5%	7	7.8%	3	6.8%
40 - 49	30	22.4%	21	23.3%	9	20.5%
50 - 59	42	31.3%	28	31.1%	14	31.8%
60 or over	40	29.9%	26	28.9%	14	31.8%
Prefer not to say	7	5.2%	5	5.6%	2	4.5%
Total:	134		90		44	



Length of Membership

	All Respondants	
1 Yr	29	21.6%
2-3 Yrs	32	23.9%
4-5 Yrs	30	22.4%
6-9 Yrs	19	14.2%
10-14 Yrs	10	7.5%
15-19 Yrs	2	1.5%
20+ Yrs	10	7.5%
Prefer not to say	2	1.5%
Total:	134	

Currently Level of Paddling Ability

	Number	% Mix
1 Star	13	9.7%
2 Star	46	34.3%
3 Star	34	25.4%
4 Star	16	11.9%
5 Star	3	2.2%
Experienced but no certifications	16	11.9%
Novice/Beginner	3	2.2%
Prefer not to say	3	2.2%
TOTAL:	134	

ABOUT YOUR ACTIVITIES

Do you paddle with other family members?

	Respondents	% Mix
Yes	73	54.5%
No	59	44.0%
Prefer not to say	2	1.5%

Which Family Members do you Paddle with?

	Total	% Mix
Husband/Wife/Partner	57	61.3%
Parent	2	2.2%
Child	27	29.0%
Other Family Member	7	7.5%
Total	93	

On average, how often do you participate in club activities?

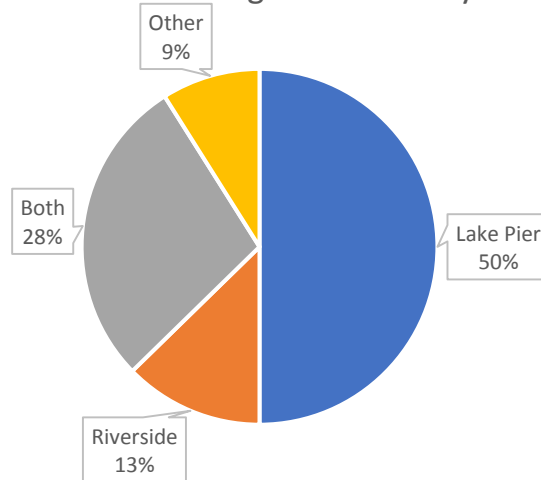
	Total
1 - 2 times a month	35
3 - 4 times a month	40
5 times or more	25
Less than once a month	34
Total	134

On average, how often do you participate in non PHCC paddle activities?

	Total
1 - 2 times a month	31
3 - 4 times a month	20
5 times or more	24
Less than once a month	47
Not applicable	12
Total	134

ABOUT YOUR ACTIVITIES

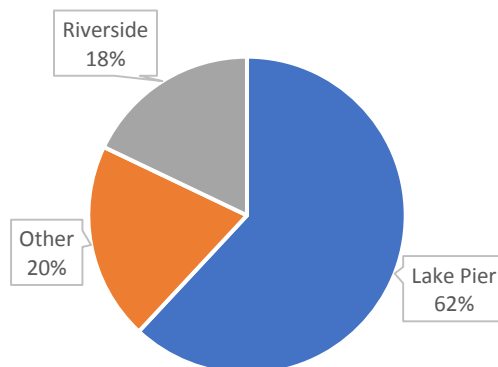
Which of the following locations do you use?



Which of the following locations do you use?

Location	Num of Responses
Lake Pier	67
Both	38
Riverside	17
Iford	2
Other PHCC weekend paddle locations (coastal sites).	1
Many & varied.	1
Christchurch	1
River Hamble	1
lake and jurassic coast and beyond	1
South west England	1
Studland,kimmeridge, ringstead	1
Various coastal	1
any sea or inland	1
local moving water, cardiff, outside of harbour	1

Where do you consider to be your primary paddle location?



ABOUT YOUR ACTIVITIES

Where do you consider to be your primary paddle location?

Location	Num of Responses
Lake Pier	83
Riverside	24
Both	2
Jurassic coast	2
Other	1
LP & Christchurch about evenly	1
Both, and River Frome	1
Dartmoor	1
lulworth/ kimmeridge	1
Dartmoor	1
overall about 50-50	1
Dorset/Hampshire Coast	1
canoe touring	1
Hants and Dorset coast	1
Lulworth	1
iford or sea	1
Many.	1
Both equally	1
Out of the harbour	1
using Riverside until I get more competant	1
Coastal & WW	1
Weymouth	1
Various spots	1
Jurassic Coast	1
Wherever I can launch	1
KB, Sandbanks, studland	1
Kimmeridge	1

Which club activities have you participated in since becoming a club member?

	Responses	% Mix
Club Night paddles/Coaching sessions	102	76.1%
1st Saturday Weekend Paddles	88	65.7%
2nd Sunday Weekend Paddles	73	54.5%
3rd Saturday Weekend Paddles	66	49.3%
4th Sunday Weekend Paddles	69	51.5%
White Water	32	23.9%
Surfing	22	16.4%
K1 Racing	34	25.4%
Ferndown Pool Sessions (Inc. general coaching, rolling and rescue courses)	92	68.7%
Water Polo	34	25.4%
Safety & Rescue courses	52	38.8%
Club House Talks & Presentations	52	38.8%
ERGO Training	38	28.4%
PHCC Harbour Race Day	51	38.1%
Greenland Olympics	8	6.0%
Out of Area Canoe Trips (e.g. Bath)	54	40.3%

ABOUT YOUR ACTIVITIES

Which club activities have you enjoyed participating in?

	Responses	% Mix
Club Night paddles/Coaching sessions	84	62.7%
1st Saturday Weekend Paddles	66	49.3%
2nd Sunday Weekend Paddles	66	49.3%
3rd Saturday Weekend Paddles	58	43.3%
4th Sunday Weekend Paddles	59	44.0%
White Water	26	19.4%
Surfing	21	15.7%
K1 Racing	30	22.4%
Ferndown Pool Sessions (Inc. general coaching, rolling and rescue courses)	63	47.0%
Water Polo	23	17.2%
Safety & Rescue courses	28	20.9%
Club House Talks & Presentations	43	32.1%
ERGO Training	27	20.1%
PHCC Harbour Race Day	29	21.6%
Greenland Olympics	5	3.7%
Out of Area Canoe Trips (e.g. Bath)	45	33.6%

What activities would you like to see more of at the club?

	Responses	% Mix
Club Night paddles/Coaching sessions	30	22.4%
Weekend Harbour Paddles	37	27.6%
Weekend River Paddles	45	33.6%
Weekend Sea Paddles	64	47.8%
White Water	33	24.6%
Surfing	27	20.1%
K1 Racing	13	9.7%
Ferndown Pool Sessions (Inc. general coaching, rolling and rescue courses)	13	9.7%
Water Polo	8	6.0%
Safety & Rescue courses	23	17.2%
Club House Talks & Presentations	9	6.7%
ERGO Training	7	5.2%
Out of Area Canoe Trips (e.g. Bath)	43	32.1%

ABOUT YOUR ACTIVITIES

Other Suggestions to "What activities would you like to see more of at the club?"

Dunno if all the parents of juniors paddle or not, but be nice to do some easy, short family paddles. Something on the stour at christchurch would be a good location with lots of options. Ilford to Christchurch Quay, the loop or christchurch quay to mudford.

use of clubhut by all

out of area sea kayak trips

More out of harbout trips

Higher level paddles

overnight camping trips

Weekend Camping trips

Weekday paddles

Introductory sessions to surfing

white water & K1 racing for novices

Happy with what's on, but would welcome another evening in the week if offered

river paddles for novices/beginners, and more one star course opportunities

More shorter sessions., more opportunity to try different disciplines. Its not all about star courses and day paddles

SUP. Ocean racing, V6, rafting. canoe sailing

Surf Ski, short trips

Evening sea paddles

sea kayak expeditions

Wow the club is great for all activities

Trip more challenging than 3rd saturday paddle, trips in south of england, wales and abroad

looking forward to the ladies paddle trips

Slalom, wild water racing, surfskiing

All activities are great, my problem is time to access activities currently.

ABOUT YOUR ACTIVITIES

If you participate in weekend paddles, do you agree with any of the following statements?

	Total
I always find a monthly paddle to suit me	56
The distance is too long for me	9
The pace is too fast for me	9
I don't find them challenging enough	23
I'd like to go to different locations	55
Not applicable/I don't participate in weekend paddles	24
Other	3

Other suggestions to "If you participate in weekend paddles, do you agree with any of the following statements?":

Can not give a whole day to canoeing which is why a morning paddle on stour at riverside is brilliant.

Too fast pace when battling heavy large club boats and other paddlers in sleek fast boats and more experienced - odds stacked against it being enjoyable for those still learning and withown boat.

I sometimes feel that pace is inconsistent - often slow in 1st half and then hectic return, also the discipline seems to go in second half, eg people overtaking the front marker

more weekend paddles for improvers

Working a lot of weekends at the moment

Only just joined

I am limited to only 1 star paddles which arent very frequent, and i tend to work on saturdays, which means that i miss some of the paddles i could attend!

I tend to avoid as I'm not sure I'm up to the standard of others and don't want to

surfing very poor considering our location

possibly weekday paddles

Most paddles are all day and that doesn't fit with family and small children

not tried any yet

rather unadventurous for me

Harbour trips take too long too slow

I enjoy helping and socialising on the easy ones

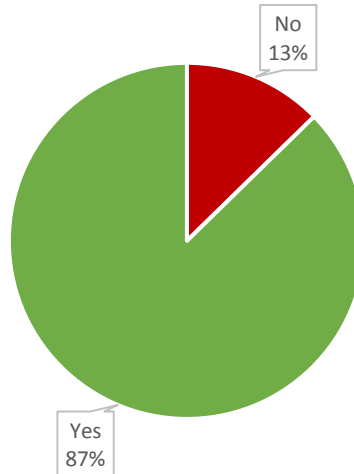
I dont get to many weekend paddles

Whenever I access I enjoy.

The're great..!

ABOUT THE CLUB

Do you feel you aware of upcoming club activities?



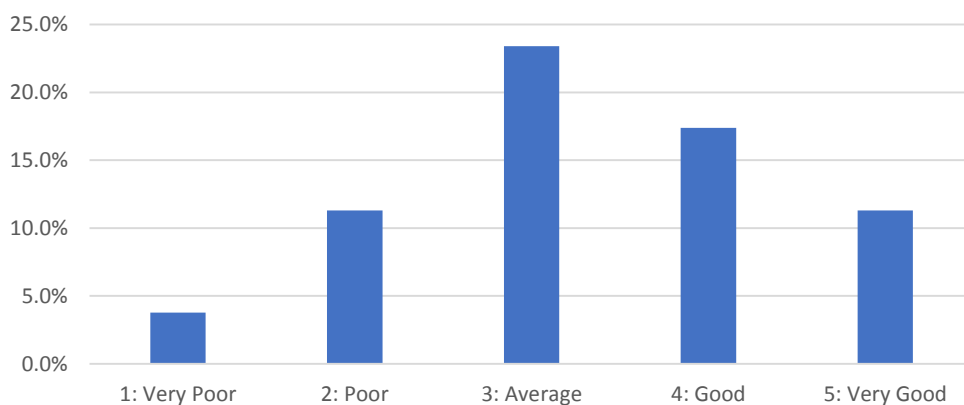
How do you keep up to date with club activities?

	Total	% Mix
Club Emails	129	96.3%
Club Facebook Page	70	52.2%
Club Website	26	19.4%
Club Magazine	25	18.7%
Word of Mouth	55	41.0%

How do you prefer the club communicates with you?

	Total	% Mix
Club Emails	130	97.0%
Club Facebook Page	63	47.0%
Club Website	26	19.4%
Club Magazine	23	17.2%
Word of Mouth	19	14.2%

How would you rate your experience with Web Collect?



ABOUT THE CLUB

Regarding the club Magazine, do you agree with any of the following statements?

	Respdents	% Mix
It is easy to read	86	49.7%
It is hard to read	3	1.7%
It contains all the information I need as a club member	53	30.6%
It doesn't contain enough information for me	7	4.0%
I find it difficult to open	24	13.9%

Is there anything you would like to see in the magazine in addition to the current content?

Above answers are not representative, so few magazines are published they are few and far between, what is the frequency supposed to be, can we rely on it being published and therefore use it to see whats going on in the club?

I very rarely read it

We are not all long sea paddlers plus what different groups are doing and things coming up we can help with

profiles / interviews with members sharing their journey / experience of the sport - some of the experienced but also some newer members - good to see things from others shoes

All discipline's

I didn't know there was one but will look out for it in future.

Less self centred pieces

articles from members about their experiences

Is Facebook and posts of trips meaning magazines are out of date and not unnecessary. A lot of work is involved in putting together information that's already available on fb or the website

Flat water racing stuff

lot of effort to put together

Tide table

Details on holidays, trips in the UK & abroad, encourage club members to get together & join coaching sessions or expeditions across the UK or overseas.

New style is good and hopefully will develop. Should be regular updates on juniors, racing and individual/group achievements

All is good

Have not seen a club magazine

I Didn't read it!

Less repetitive trips, more varied and jewel trips + reviews.

Paper copy!

I didn't know there was one!!!!

Excellent format

More articles about planned trips and reports about past ones, member's good or bad experiences with kayaking merchandise or services

ABOUT THE CLUB

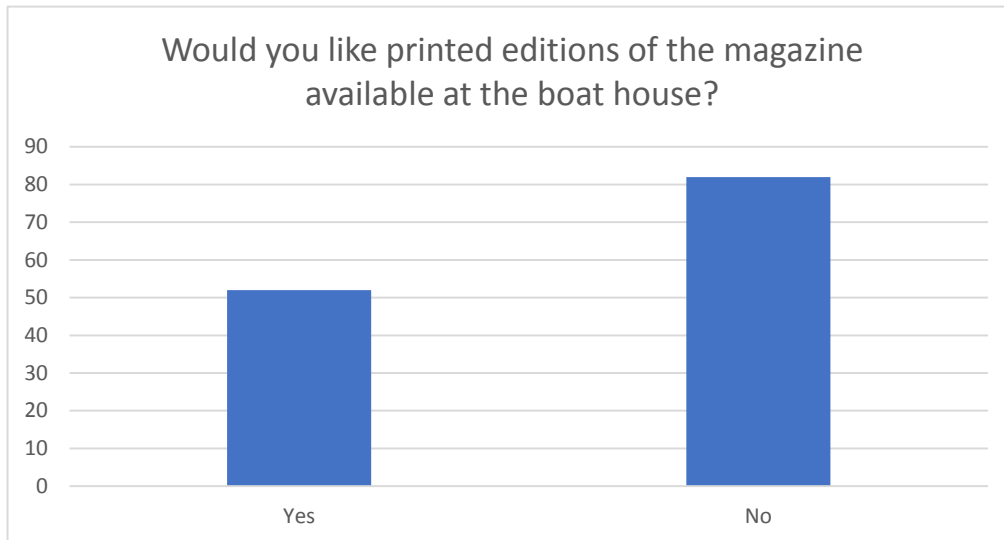
Is there anything you would like to see in the magazine in addition to the current content? (Continued)

More kayak experience stories

I haven't accessed it yet but intend to in the future when I have more time .

A Focus on this Month section e.g. VHF radio, Navigation, Safety, Courses

I liked the paper mags. I think the extra cost was worth it



Do you feel you are aware of the management and running of the club?

	Reponses	% Mix
Yes	86	64.2%
No	48	35.8%

Would you consider helping with the running of the club?

	Reponses	% Mix
Yes	64	47.8%
No	70	52.2%

ABOUT THE CLUB

How would you be able to assist with the running of the club?

I would like to help on club nights and in the future take coaching courses.

Support

When you include the members and we know what's required we would be able to answer this question

Limited at the moment due to work commitments and distance to travel (live an hour away from Lakeside/Ferndown)

can help some weekends not weekdays/eves don't mind too much what I do as long as useful

Assisting in providing safety cover. Where specific needs are advertised happy to assist if possible. Am not interested in having an official "role" but happy to assist those who do.

assist with paddles, coaching etc

Race Day and helping newbies

Opening the boathouse at riverside on Saturdays

Paddle leading

helping with events, coaching and leading trips

Not sure how I can assist?

I am a web developer so could always lend a hand

Having a full time job and a young family, my spare/free time is very limited, but I would be happy to help with any maintenance of the club house and I am happy to pitch in with the maintenance of the club boats (under supervision) when I have the time to spare!

could 1/ guide sea trips. 2/ contribute to SUP development if club interested

evening hut duty

Happy to help manning boathouse on club evening rota, and at open days

I coach regularly already. Coming out of the build the Trustees need to assist members in developing the Club not control them - certain members of the Committee do not get Riverside or show true support.

Coaching

accompanying and assisting in paddles, if they were interesting enough. hut duties.

Current trustee

Helping Jenni with boat and equipment maintenance

Assist with coaching, leading paddles, supervising boathouse (Wed eve)

Fund raising

By running sessions.

Yes when I get more establish within the club and have given up work, which will be later this year.

I'm training to be a basic coach

Assist in courses. Wednesday hut duties

when I become more confident kayaking, I'd be happier to help

I'm an Old scheme L4 sea and L3

Have coached and been part of club management since not long after joining

Occasional safety boat & car parking assistance at races burger flipping etc

ABOUT THE CLUB

How would you be able to assist with the running of the club? (Continued)

When I get more time I will contact you

Not diplomatic enough for committee, too old to run paddles, otherwise like to help where i can when i am in the country

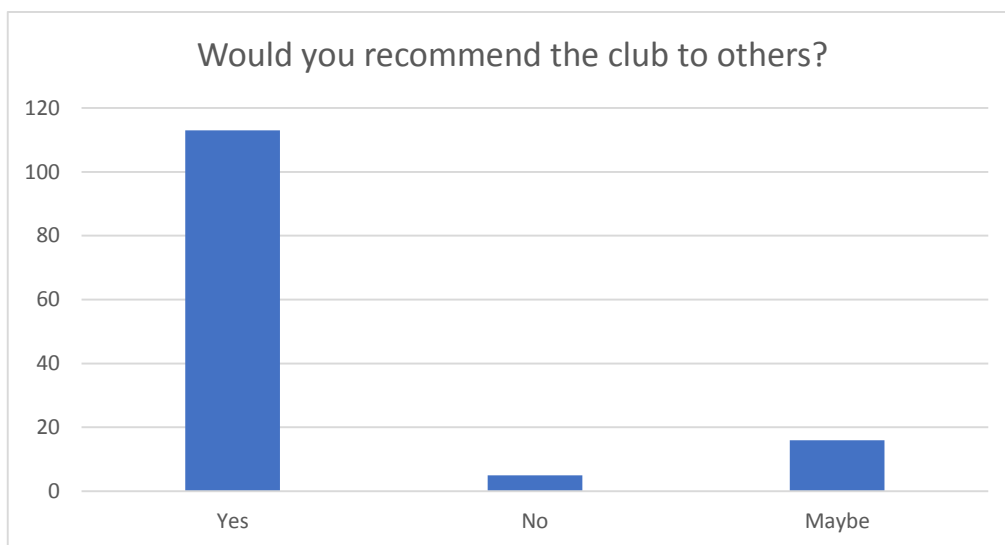
Coaching and organisation at riverside (already involved)!

Assisting at Riverside - Club Hut - safety cover

Continue to assist with rolling courses and lead a paddle

Overall, how would you rate your experience of the club?

	Responses	% Mix
Very Poor	5	3.7%
Poor	5	3.7%
Average	23	17.2%
Good	40	29.9%
Very Good	61	45.5%



ABOUT THE CLUB

Any other comments:

Your survey does not cover general areas of concern which should be included in a survey, so the results will only show what you want to hear, which is the fundamental problem at the club, it has become a closed exclusive community forgetting that there are a few hundred people out there - so we've had a change of chairman and trustees - is it not relevant to inform the members or define how elected? Access to facilities - where is that hot topic covered? etc

Thank you for some great experiences.

Communication in club is not good and we at riverside enjoy Saturdays but feel threatened by lake people Many of us do not go to lake so question on printed magazine should have read lake or riverside hut . We are part of the club and want to remain part of the club

Having significant experience of running other clubs (12 years as secretary of a wildfowling club) I am always impressed by the range of activities the club provides. The efforts of all the people who make the club so good at what it does is hugely appreciated.

Courses are excellent and vital part of club but in past couple of years felt there has been an over emphasis on courses and training at L1 and L 2 and not enough development of existing longer term club members

There is not enough on offer in the club environment after 3* to keep progressing and developing as a paddler, too many paddles are now a little dull (1-2* standard) and not challenging paddlers to improve. I think it essential for the club that there are always paddlers who continue to develop the skills required beyond 3* to become the club coaches of the future- There needs to be a structured route for development and an ambition to train the new leaders and keep a flow of paddlers progressing within the club.

I've never used any facilities at the boat house and I'm not sure what the arrangements are, eg are we allowed to use club's toilet/ changing facilities?

As I'm disabled the club does not offer much for me including no access to upstairs to the new clubhouse which I've never been in because it's always locked up and end up getting changed in the car park like lots of other members

If it works, don't change it

I think that ratcheting the membership fee up by 20%+ a year is going to lose you experienced members who in the main aren't that bothered about funding the extra costs due to the boat house it grates particularly given all the noises about making paddle sport affordable that the club has made in it's fight against the council imposing parking charges at LP.

They are all about sea kayaking. They are not interested in other discipline's or the junior Section.

My main issue is a lack of time to actually paddle! Not the club's fault.

getting a bit expensive

Great club run by a small band of hardworking volunteers. More people need to get involved even if only in a small way.

A very friendly and enthusiastic community of paddlers

ABOUT THE CLUB

Any other comments: (Continued)

Suggestion 1: Catalogue of club boat clearly describing suitable paddler weight range and conditions it is best suited to assisting those without boats (and trip leaders) to make good decisions when borrowing boats.

Suggestion 2: Very hard to go on the very rare club out of the harbour trips if you don't have your own boat. Other clubs clearly state on the trip info email who to contact if you need to borrow kit and this is all arranged making those without a boat feel equally welcome.

In case of help i will share my recent experiences of trying to paddle this past 2 months with you. January - I was advised by trip leader to take the delphin but found it not suitable for harbour especially on windy day - shape better I imagine for rock hopping. Result is needed a tow line to keep the nose into wind on the way home which worked great but found it embarrassing/frustrating. Next trip I took the scorpio LV which was better suited but only able to reach foot peddles at full stretch despite being at closest setting. Again I was unable to keep up with the group although this was a faster trip. Result was asked to take shorter route, site and wait for rest of group with Steve H (feeling guilty id messed up his day) then needed towline home (frustrating/embarrassing) to again keep the nose into wind. The skeg on the scorpio was not fully retractable / broken which I did not think help. I obviously do NOT want to make a habit of needing a tow home.

So why have I not bought a suitable boat myself??? Mainly as I'm not confident i could take it on and off the roof on my own and wheel it to a garage. I was informed that I was unable to store a boat in the clubhouse as had not been a member a full year. I also don't know what to buy (no club boats seem suitable) so feel a bit vulnerable just going and buying something.

My other frustration is that * courses and rolling courses are held in the week when i cannot easily access them (single mother). The result of all this? Ive did my BCU2* and 5 day intermediate course (BCU level 3) externally and the only sea trips ive done to date have been with sea kayaking cornwall. I'm off to the Scillies with them in the summer for a week but really want to get paddling regularly in the sea in Dorset with PHCC.

communication with club/trustees very poor due to slow or non response to questions. In my honest opinion club lacks any drive to progress above bcu2 level standard and is stuck in dark ages of the sport that has changed so much over the years. Please don't take this as criticism, its just the club offers very little for a more adventurous and committed paddler.

Thank you all for working so hard for the club.

PHCC is well run, but sometimes feels a little 'closed'

Keep up the good work guys!

Not being in charge of my account (my dad is) I did my best to answer the questions I didn't know the answers to, although there weren't many.

ABOUT THE CLUB

Any other comments: (Continued)

Quality of coaching and of paddling experience is more important than quantity of Club members. I've heard a few negative comments about 'quality' in recent months, so I hope the Club concentrates on what it's good at, and not try to spread its Coaches too thinly, or further reduce the quality of the training. There might be a particular emphasis on numbers and on Income, now that there is an increased financial commitment with the Boathouse, but that should not be to the detriment of paddling/coaching/duration of training/ quality.

The 'Oiling Jetty Club House' is a great facility and provides facilities for recreational sea kayaking, but does or can it provide facilities for the development of young paddlers who could aspire to represent the country in Olympic and marathon water racing disciplines? At present we have The Riverside providing useful facilities, perhaps this is an area where the development of racing could be improved?

I'm so proud of our club, such selflessness and encouragement towards other members is astounding! Keep up the hard work, it is appreciated!

I have been member on and off over the years. Currently we attend Riverside. Really impressed with the quality of the coaching & experience here. Learnt loads. Kids motivated by the coaches. They need to purchase some more K1/ K2s. PHCC should develop SUP great opportunity get people into club.

On the sea kayak front whilst some people want to picnic/ journey others want to rock-hop, tide race and surf - this is modern sea kayaking- but this wont fit the way trips are structured. Happy to chip in if required for guiding /sea kayaking or contributing to SUP- let me know

An excellent club, I have enjoyed the time spent with the club, thanks!!

we joined as family members and have felt there is very little to offer in the winter months and there is very little for novices, I also found it difficult to book a one star course so booked it with south coast canoes who are very good at including young families. I don't feel the club encourages young families to join in on relaxed paddles. Also I paid for a family membership and was really only able to use it in the summer period as there are limited pool places in winter times that are a first come first served basis. I thought this was unfair and felt that we should be given some sort of refund for not having allocated places.

Would like to see more weekend paddles for 2 stars. Would like to see Facebook regulated - do not like hearing about paddles after they have taken place especially when only a select few have been invited.

I have to rely on email for communications but feel that I miss out on a lot of opportunities for non regular paddles with other club members.

Happy all year round

The website needs to be updated & be more user friendly, WebCollect is not the easiest to use or find within the website. I fear we lose potential new members as the website is not easy to navigate & does not represent the club as a modern & professional outfit. Many of the club events are during the week which for many who work full-time & do not live/work in or near Poole this is a problem. I appreciate that many who actively run activities are semi or fully retired, but many of our members work full-time.

Proud to be a member, delighted with skills learned, often recommend to others

ABOUT THE CLUB

Any other comments: (Continued)

Great club

The Club is good because of the Members; the Leadership needs improve communication (I believe the Committee membership has changed dramatically but this has not been communicated to members). There is no clear view of where the Club is trying to get to - how we are going to fulfill our Charitable aims.

At Riverside paddlers pay a £1 donation per session towards new boats and the site - if Lake paddlers did this the financial situation would be far stronger.

Very interested in use of cruising sail and its method. Plus I feel strongly that the surfing activity and instruction is poor, when we have such nearby possibilities/conditions in the bay (beach/hook sands) and at kimmeridge. Currently my attendance is low, as I am attending few club activities because of other water/ sailing interests. I also wonder if there is a nucleus of people who might find a specifically nature/bird watching paddle interesting - in and out of harbour, and other locations?

I am aware of people who wish to join, however invariably the days on which they have away from work is a weekday, weekend training sessions therefore would not be suitable for them.

Very nice and friendly people at the club, who put a lot effort into it, they do a great job

The club needs to appreciate the talented people it has, (when people do get vocal, normally its because they have a passion that can be tapped).

The club is in danger of turning inward and downward in expectations.

Ex members who were enthusiastic, who where denied have set up FB groups that have out shone the club. They are now competition to the club and attracting the aspiration setters , and leave the club being known as little more than a paddler cresse. Is this a downward spiral, given FB groups lack of overheads? Membership needs to be kept low and services charged for including tuition/storage on the principle of 'use more - pay more', otherwise experience will invariably go elsewhere as there are so many other clubs.

I'm based in Bournemouth so it's a bit difficult to get to the club as I tend not to drive because traffic is so bad so I cycle instead. Otherwise I would come more often. Evening rock hopping / surf sessions would be good in the summer.

perhaps I should make more effort

My experience of training at the club was very poor, I definitely wont be doing any more courses with PHCC.

I really enjoy Kayaking but 2 members changed all that for me, I thought coaches where supposed to encourage and motivate but unfortunately they did the opposite.

I'd also like to know who tinkered with my membership email mid-year, I stopped receiving emails just before the 3rd Sunday Paddle, hmmm I wonder ??

However hard it is to do all the admin and maintenance work, don' t loose heart!

For me kayaking is a way of getting out into on the water and in touch with nature with like minded people, not so much a sporting activity. I am still looking for this aspect within the club.

Already brought several new members to club but not all club members are welcoming

The club is a bit on the large side with too many people on most paddles, ideally more paddles with less people on each should take place. its hard to appreciate a paddle with 20+ people involved.

ABOUT THE CLUB

Any other comments: (Continued)

Website contact page either: is not working, or there is no feedback to say your enquiry has been logged. I rarely get replies when I use contact page

Great experience of a kayak club, really friendly and helpful and much better than the club I have temporarily joined while in New Zealand for a year. Can't wait to get back to it!

I have always found everyone very helpful and enthusiastic and willing to share their knowledge.

I appreciate the Riverside Saturday mornings, as I do not have the time I would like to participate in more time demanding (sea trip) type paddles. Riverside provides the opportunity to maintain fitness, enjoy good company and then still have time to get home and finish the chores! I would also like to say I appreciate all the effort put in by the coaches/helpers who have made Riverside such a success.

More weekend open sea paddles and please please PHCC 4* Sea training + assessment so I and other 3* Sea members within PHCC may progress to the next level.

Glad to see the survey, it should help engage with the less active members
