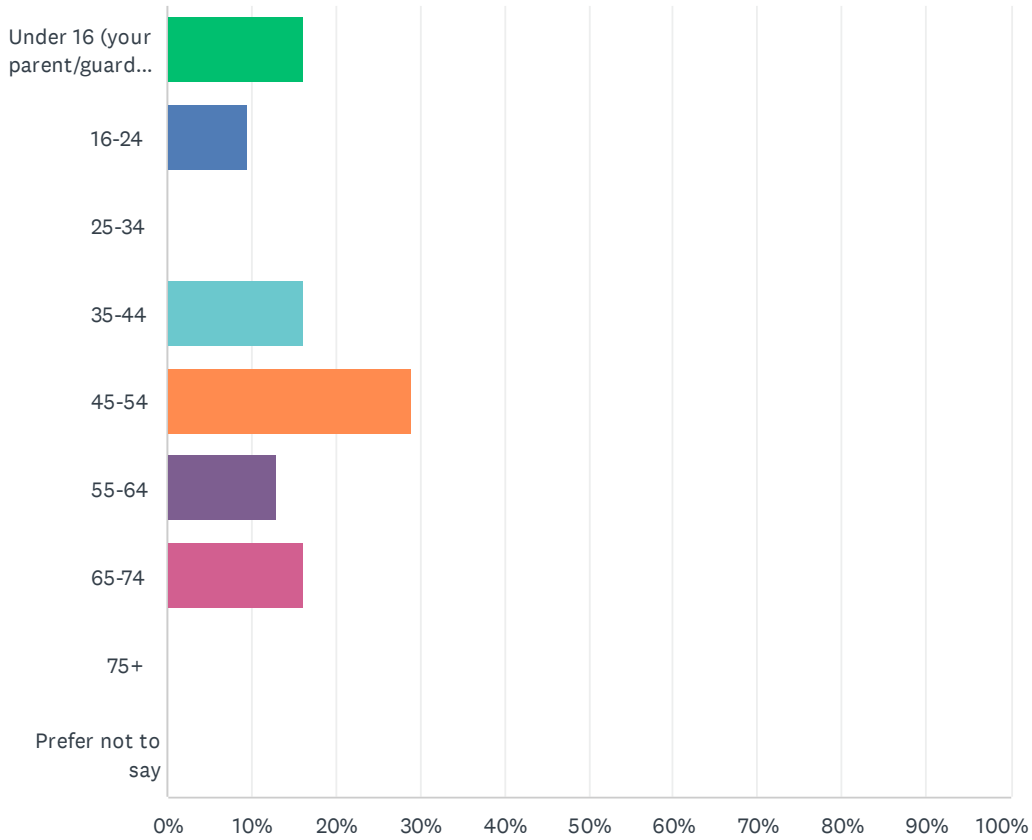


Q1 Firstly, can I just check into which of these age brackets do you fall? If you are under the age of 16, you will need your parent or guardian to complete this form with you.

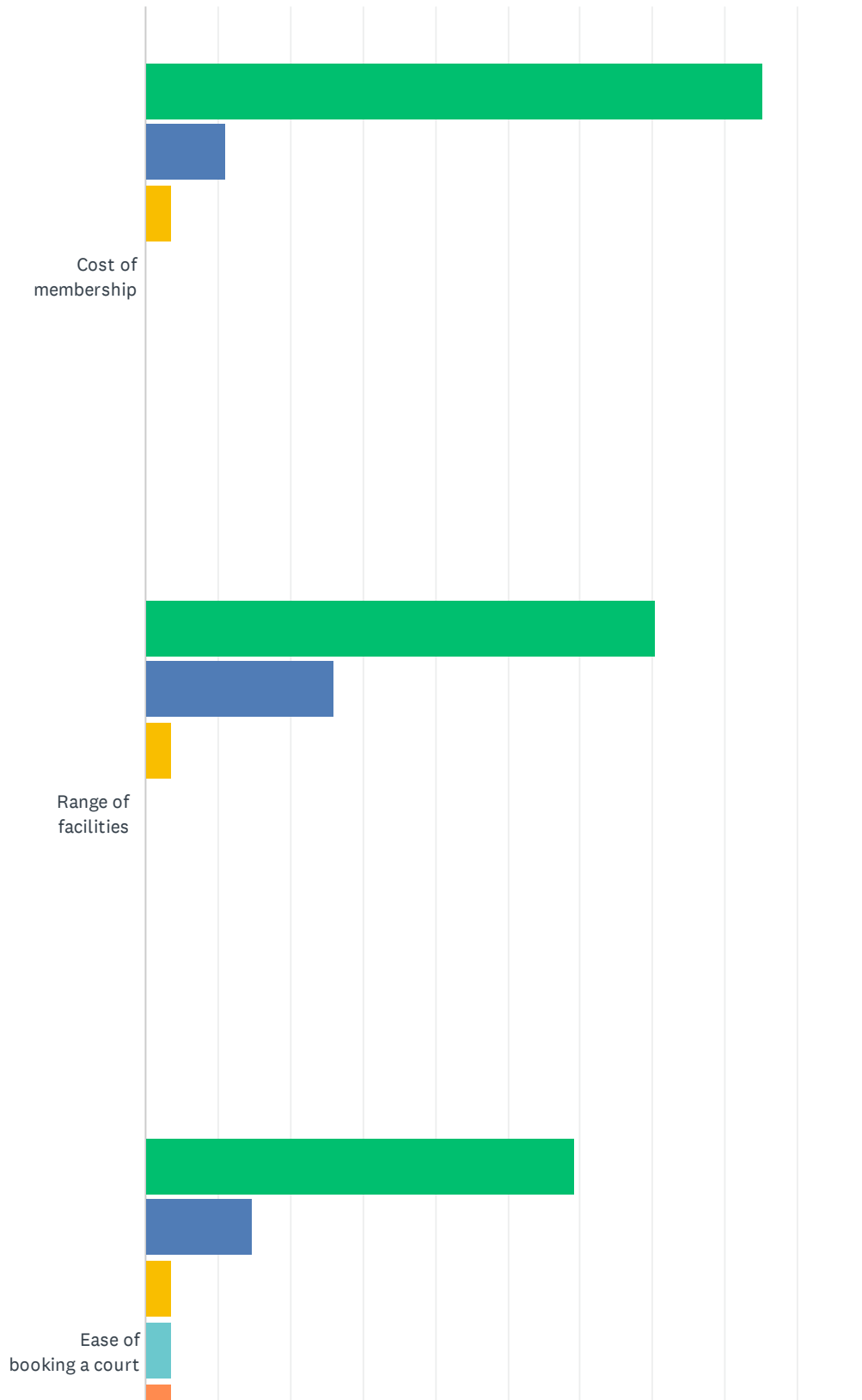
Answered: 31 Skipped: 0



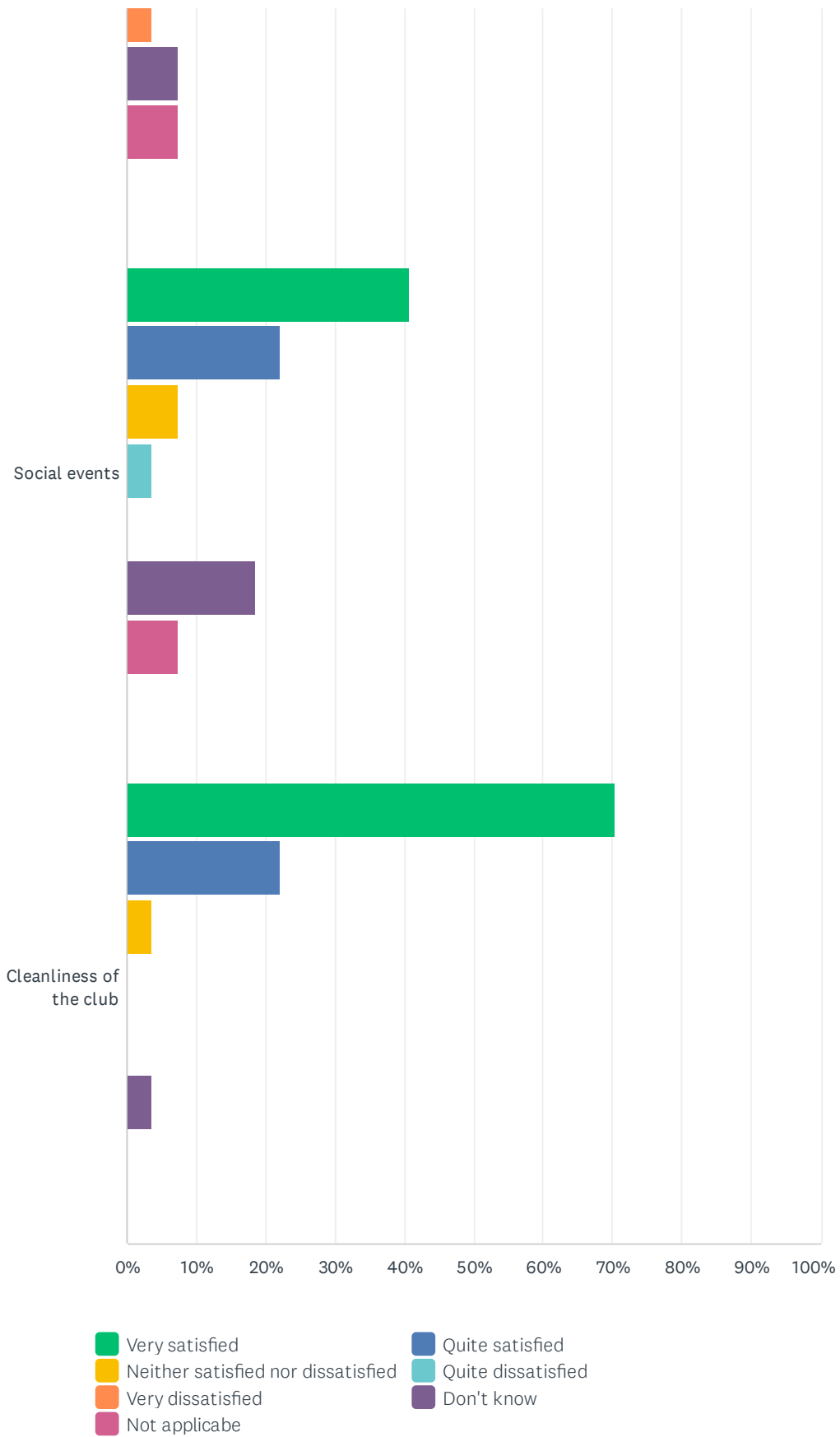
ANSWER CHOICES	RESPONSES	
Under 16 (your parent/guardian is required to proceed)	16.13%	5
16-24	9.68%	3
25-34	0.00%	0
35-44	16.13%	5
45-54	29.03%	9
55-64	12.90%	4
65-74	16.13%	5
75+	0.00%	0
Prefer not to say	0.00%	0
TOTAL		31

Q2 Thinking about the following aspects of the club, how satisfied would you say you are with the following?

Answered: 27 Skipped: 4



Forres Tennis Club - LTA Club Wellbeing Survey

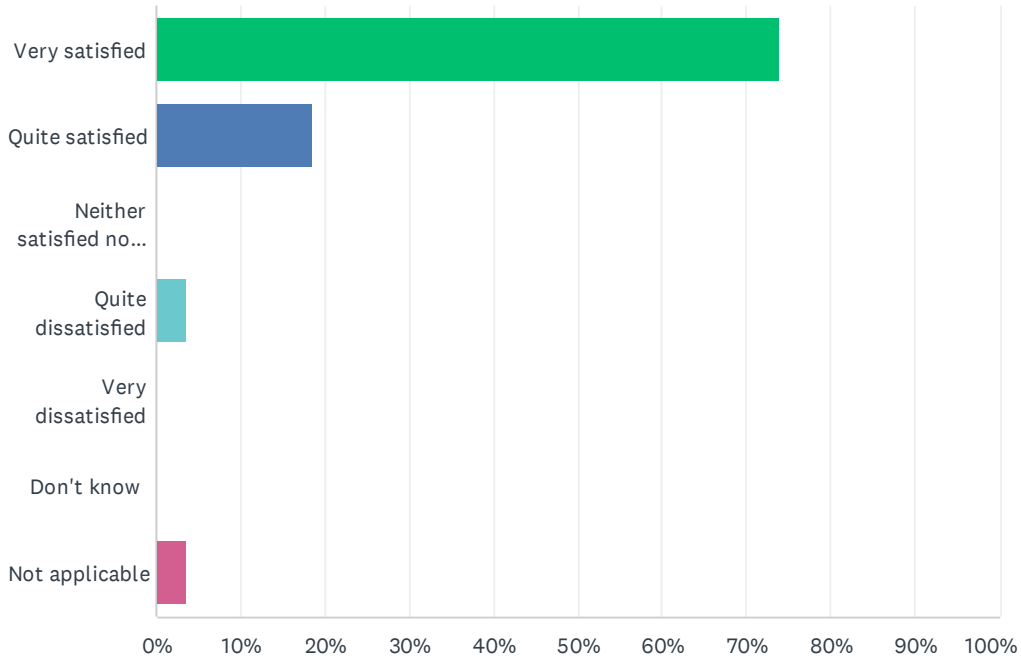


Forres Tennis Club - LTA Club Wellbeing Survey

	VERY SATISFIED	QUITE SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	QUITE DISSATISFIED	VERY DISSATISFIED	DON'T KNOW	NOT APPLICABLE	TOTAL
Cost of membership	85.19% 23	11.11% 3	3.70% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	27
Range of facilities	70.37% 19	25.93% 7	3.70% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	27
Ease of booking a court	59.26% 16	14.81% 4	3.70% 1	3.70% 1	3.70% 1	7.41% 2	7.41% 2	27
Social events	40.74% 11	22.22% 6	7.41% 2	3.70% 1	0.00% 0	18.52% 5	7.41% 2	27
Cleanliness of the club	70.37% 19	22.22% 6	3.70% 1	0.00% 0	0.00% 0	3.70% 1	0.00% 0	27

Q3 Overall, now thinking about your overall experience of your club, how satisfied or dissatisfied are you with being a member there?

Answered: 27 Skipped: 4



ANSWER CHOICES	RESPONSES	
Very satisfied	74.07%	20
Quite satisfied	18.52%	5
Neither satisfied nor dissatisfied	0.00%	0
Quite dissatisfied	3.70%	1
Very dissatisfied	0.00%	0
Don't know	0.00%	0
Not applicable	3.70%	1
TOTAL		27

Q4 Why do you say that?

Answered: 24 Skipped: 7

#	RESPONSES	DATE
1	I have loved learning to play tennis, excellent lessons from Pete and fantastic coaching from Joe. Friendly place, well organised, courts are kept clean and tidy.	10/19/2021 3:12 PM
2	The people and coaching staff are friendly	10/18/2021 1:01 PM
3	Because I am quite satisfied	10/14/2021 3:24 PM
4	Great administration, coaching and facilities including the courts	10/13/2021 9:09 AM
5	It is straightforward, beneficial to my son and not expensive	10/12/2021 8:39 PM
6	I enjoy going to tennis lessons	10/12/2021 7:20 PM
7	Friendly, welcoming and safe	10/12/2021 2:01 PM
8	A friendly club, courts are in great condition, lots offer activities, lots of social tennis, good communication from the committee, good to see lots of juniors playing	10/11/2021 5:15 PM
9	Everything is run to a very high standard and my daughter is feels safe and enjoys being a member	10/10/2021 9:28 AM
10	Would prefer more members but our town is small	10/9/2021 2:12 PM
11	Atmosphere at club is friendly and coaching is professional	10/9/2021 6:13 AM
12	As far as I can see, the club is run well and I've no complaints	10/9/2021 5:46 AM
13	Excellent value for money and coaches are fantastic	10/8/2021 6:28 PM
14	Always room to improve	10/8/2021 5:48 PM
15	variety of seesions available to participate iin, clean facilities and very easy to book	10/8/2021 3:31 PM
16	I feel we don't actually use the facility enough to put the comment	10/8/2021 2:33 PM
17	Not a member, children are	10/8/2021 1:29 PM
18	Great coaching programme and there is something for everyone. Booking a court couldn't be simpler and everyone made to feel welcome	10/8/2021 1:10 PM
19	Overly controlling club management	10/8/2021 12:06 PM
20	My children are members and it's brilliant for them	10/8/2021 11:44 AM
21	Friendly, inclusive club	10/8/2021 11:35 AM
22	Friendly club	10/8/2021 11:32 AM
23	lovely people, nice facilities	10/8/2021 11:24 AM
24	Friendly and Inclusive	10/8/2021 11:23 AM

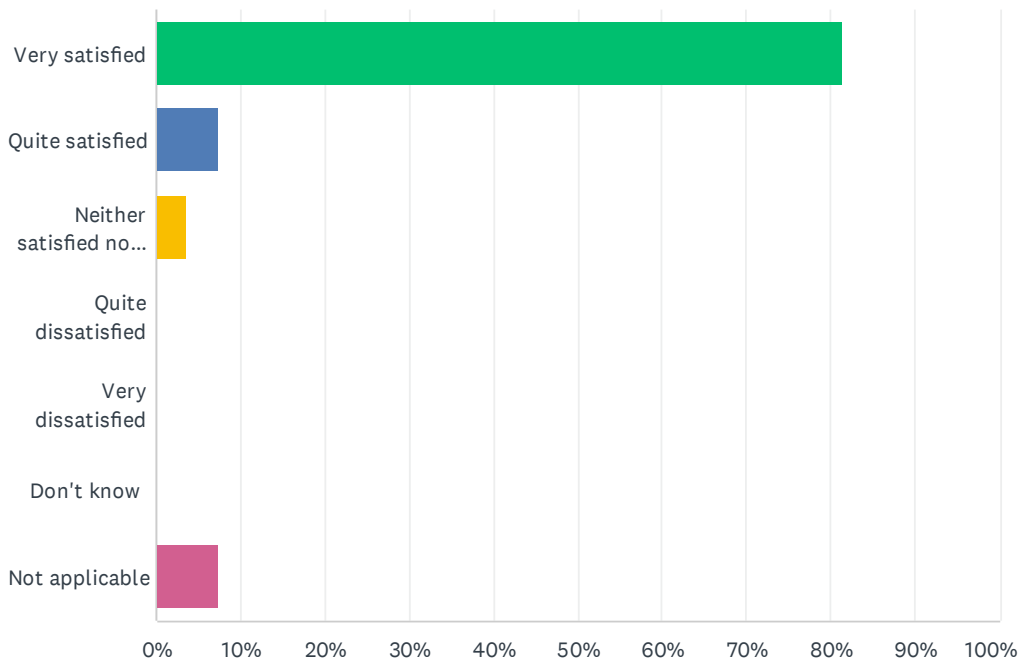
Q5 Is there anything you would like the club to do better?

Answered: 23 Skipped: 8

#	RESPONSES	DATE
1	Make access easier for people for everyone to book, decrease all of the rules you tell them to implement.	10/18/2021 1:01 PM
2	No	10/14/2021 3:24 PM
3	No	10/13/2021 9:09 AM
4	No, it's great.	10/12/2021 8:39 PM
5	No	10/12/2021 7:20 PM
6	No	10/12/2021 2:01 PM
7	Not really	10/11/2021 5:15 PM
8	No	10/10/2021 9:28 AM
9	No	10/9/2021 2:12 PM
10	Club is on good way but members should motivate themselves for competing	10/9/2021 6:13 AM
11	Don't think so.	10/9/2021 5:46 AM
12	Relatively new member so nothing that I can think off.	10/8/2021 6:54 PM
13	No	10/8/2021 6:28 PM
14	Organise quarterly club tournaments	10/8/2021 5:48 PM
15	no	10/8/2021 3:31 PM
16	No	10/8/2021 2:33 PM
17	Encourage competitive play in the older age groups	10/8/2021 1:29 PM
18	Listen to members and get rid of clubspark	10/8/2021 12:06 PM
19	I don't think so thanks	10/8/2021 11:44 AM
20	No	10/8/2021 11:35 AM
21	It's very difficult to get a midweek teatime/early evening court due to coaching and club nights (only Thursday available)	10/8/2021 11:32 AM
22	No - they are great	10/8/2021 11:24 AM
23	no	10/8/2021 11:23 AM

Q6 Now thinking about the coaching at the club, how satisfied or dissatisfied are you with this?

Answered: 27 Skipped: 4



ANSWER CHOICES	RESPONSES	
Very satisfied	81.48%	22
Quite satisfied	7.41%	2
Neither satisfied nor dissatisfied	3.70%	1
Quite dissatisfied	0.00%	0
Very dissatisfied	0.00%	0
Don't know	0.00%	0
Not applicable	7.41%	2
TOTAL		27

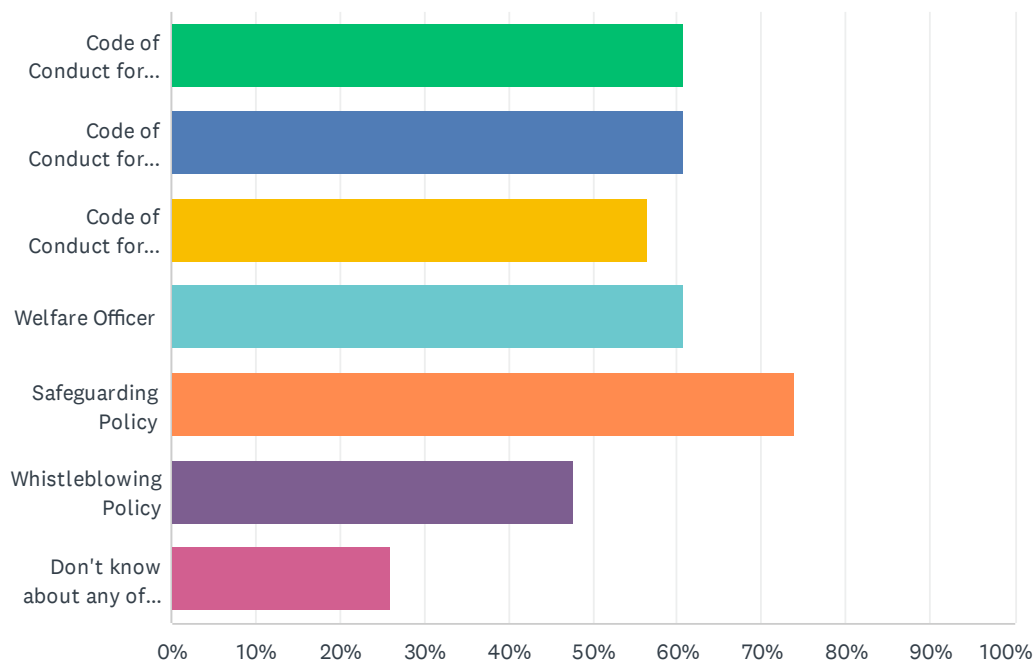
Q7 Is there anything that you would like the coaching team to do better?

Answered: 19 Skipped: 12

#	RESPONSES	DATE
1	They are all excellent	10/18/2021 1:01 PM
2	No, they already do an amazing job	10/13/2021 9:09 AM
3	No	10/12/2021 8:39 PM
4	No	10/12/2021 7:20 PM
5	No	10/12/2021 2:01 PM
6	Not really	10/11/2021 5:15 PM
7	No	10/10/2021 9:28 AM
8	No	10/9/2021 2:12 PM
9	Coaching is on the high level and don't need to be change	10/9/2021 6:13 AM
10	Don't think so.	10/9/2021 5:46 AM
11	No, coaching I have had has been excellent	10/8/2021 6:54 PM
12	No	10/8/2021 6:28 PM
13	Look at adult club coaching as a group of players whatever level	10/8/2021 5:48 PM
14	No	10/8/2021 2:33 PM
15	Don't think so	10/8/2021 1:29 PM
16	I'm commenting on kids coaching and it's great. Haven't experienced adults	10/8/2021 11:44 AM
17	No	10/8/2021 11:35 AM
18	No - they are awesome	10/8/2021 11:24 AM
19	no	10/8/2021 11:23 AM

Q8 Thinking about policies and the organisation of the club, before today did you know about the existence of each of the following? (select all that apply)

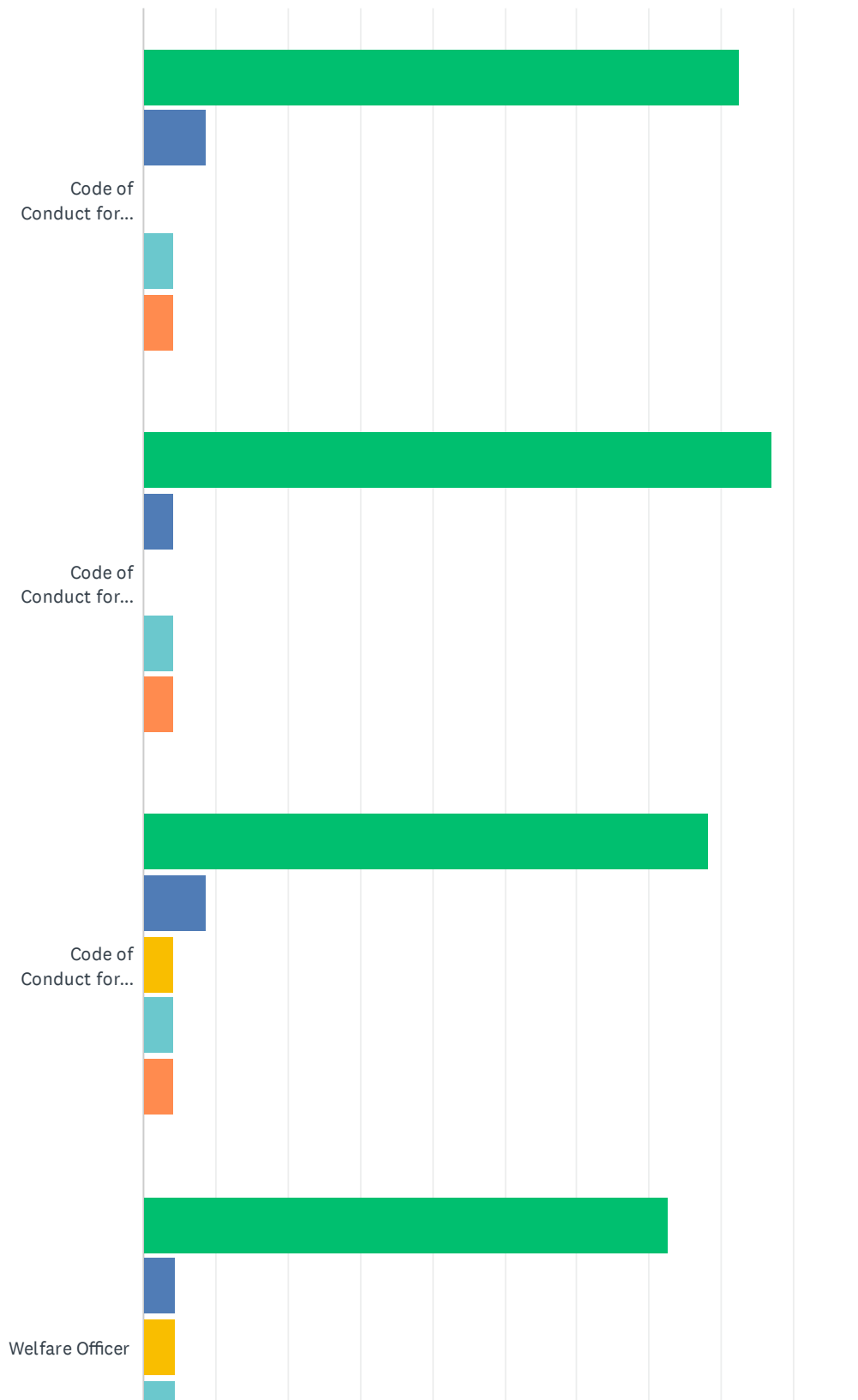
Answered: 23 Skipped: 8



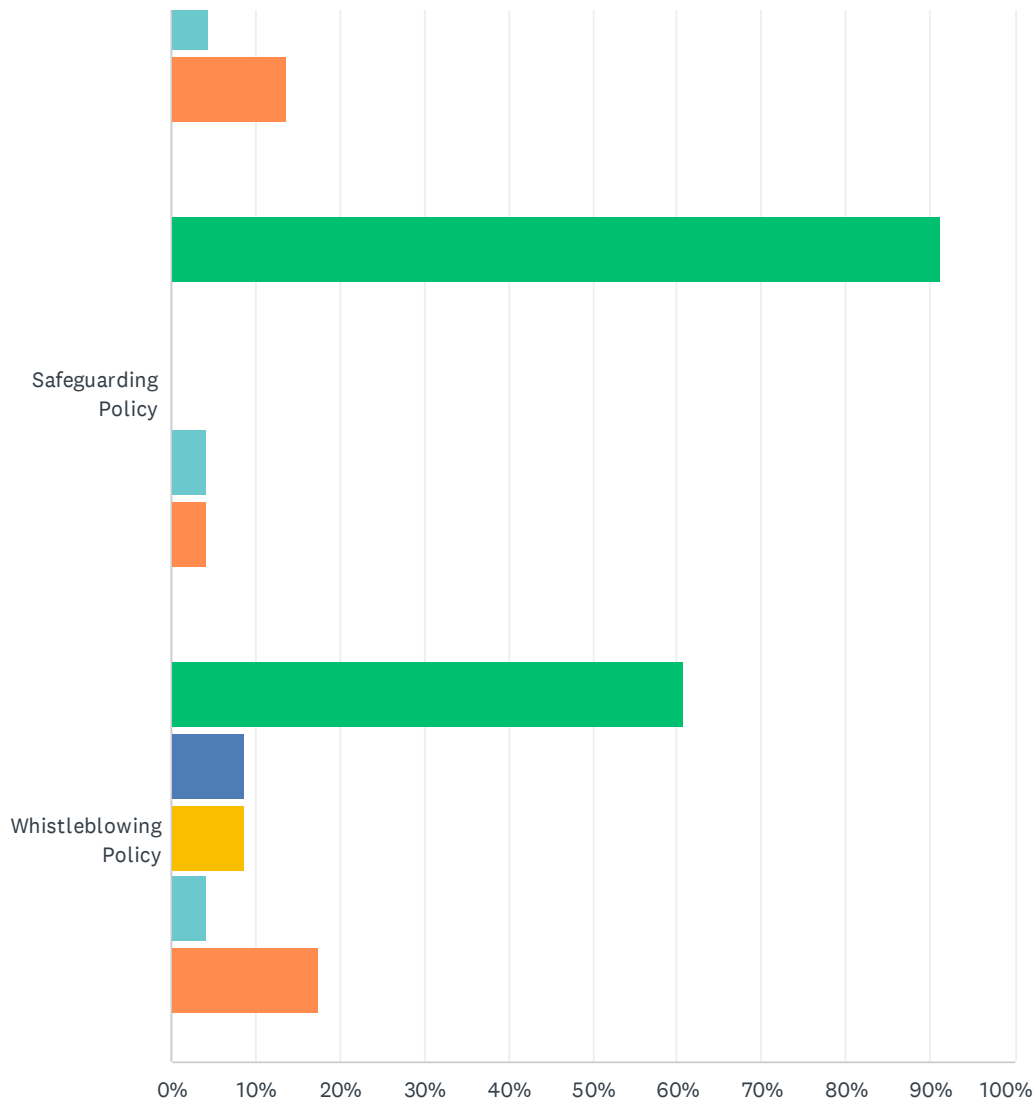
ANSWER CHOICES	RESPONSES	
Code of Conduct for children	60.87%	14
Code of Conduct for coaches	60.87%	14
Code of Conduct for parents	56.52%	13
Welfare Officer	60.87%	14
Safeguarding Policy	73.91%	17
Whistleblowing Policy	47.83%	11
Don't know about any of these	26.09%	6
Total Respondents: 23		

Q9 And how important would you say each of these are for you at the club?

Answered: 23 Skipped: 8



Forres Tennis Club - LTA Club Wellbeing Survey

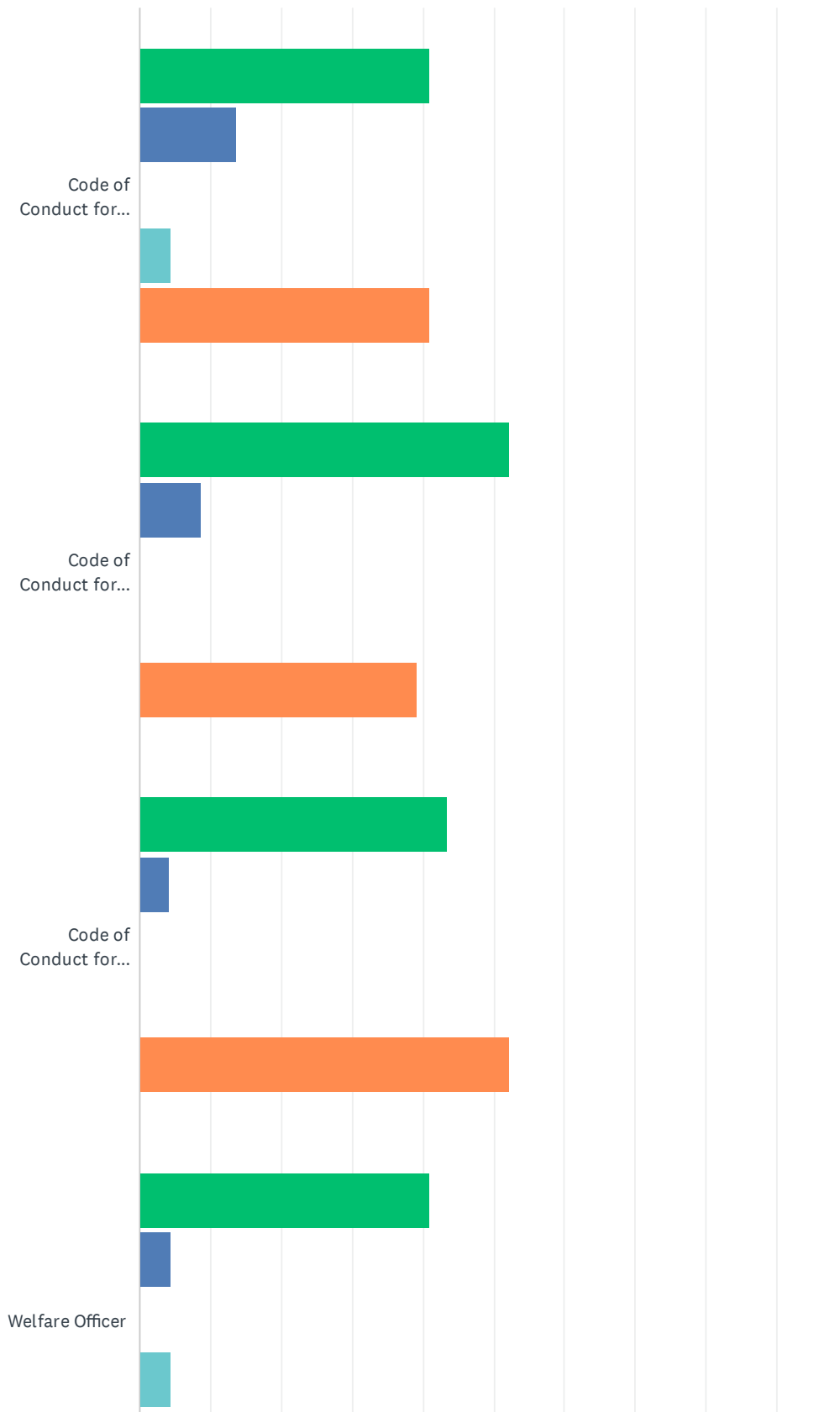


■ Very important
 ■ Quite important
 ■ Not very important
■ Not at all important
 ■ Don't know

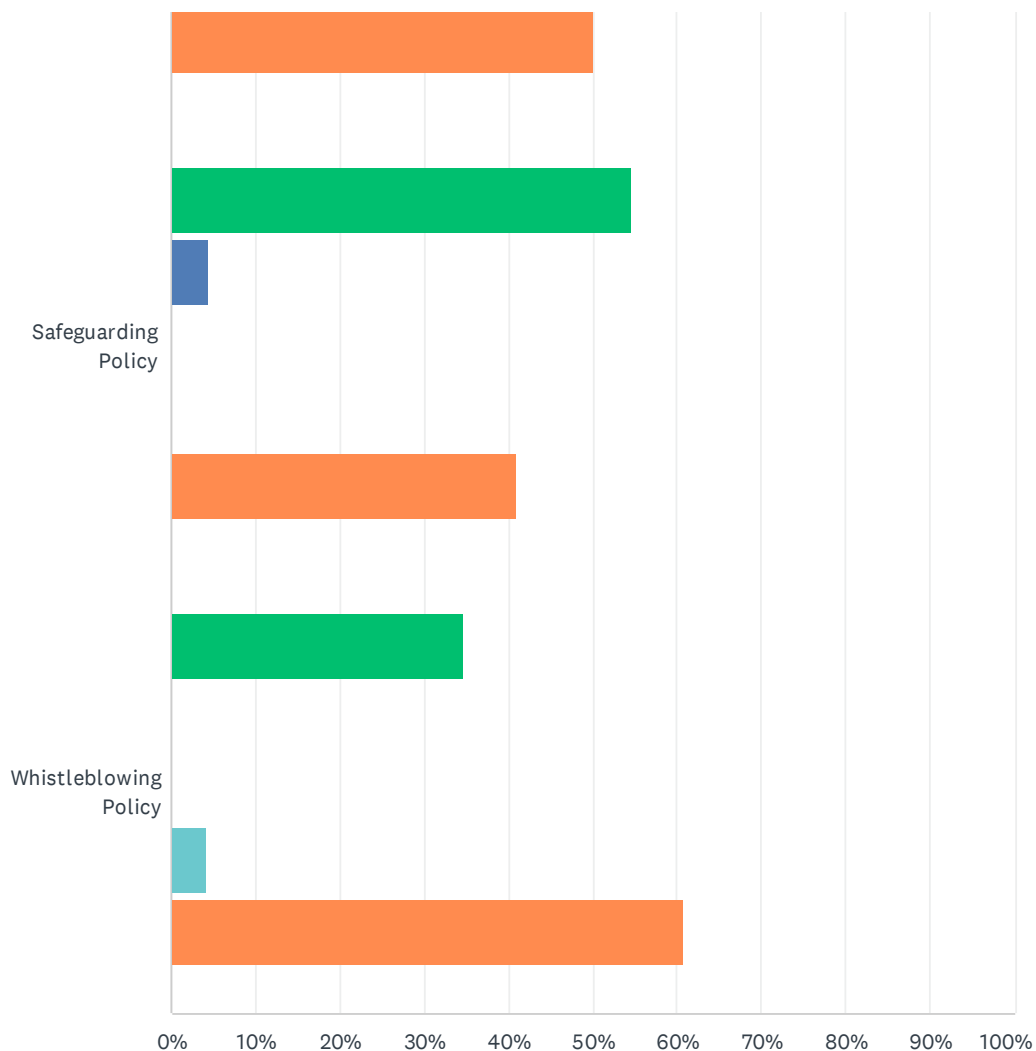
	VERY IMPORTANT	QUITE IMPORTANT	NOT VERY IMPORTANT	NOT AT ALL IMPORTANT	DON'T KNOW	TOTAL
Code of Conduct for children	82.61% 19	8.70% 2	0.00% 0	4.35% 1	4.35% 1	23
Code of Conduct for coaches	86.96% 20	4.35% 1	0.00% 0	4.35% 1	4.35% 1	23
Code of Conduct for parents	78.26% 18	8.70% 2	4.35% 1	4.35% 1	4.35% 1	23
Welfare Officer	72.73% 16	4.55% 1	4.55% 1	4.55% 1	13.64% 3	22
Safeguarding Policy	91.30% 21	0.00% 0	0.00% 0	4.35% 1	4.35% 1	23
Whistleblowing Policy	60.87% 14	8.70% 2	8.70% 2	4.35% 1	17.39% 4	23

Q10 And how effective do you think each of these are?

Answered: 23 Skipped: 8



Forres Tennis Club - LTA Club Wellbeing Survey

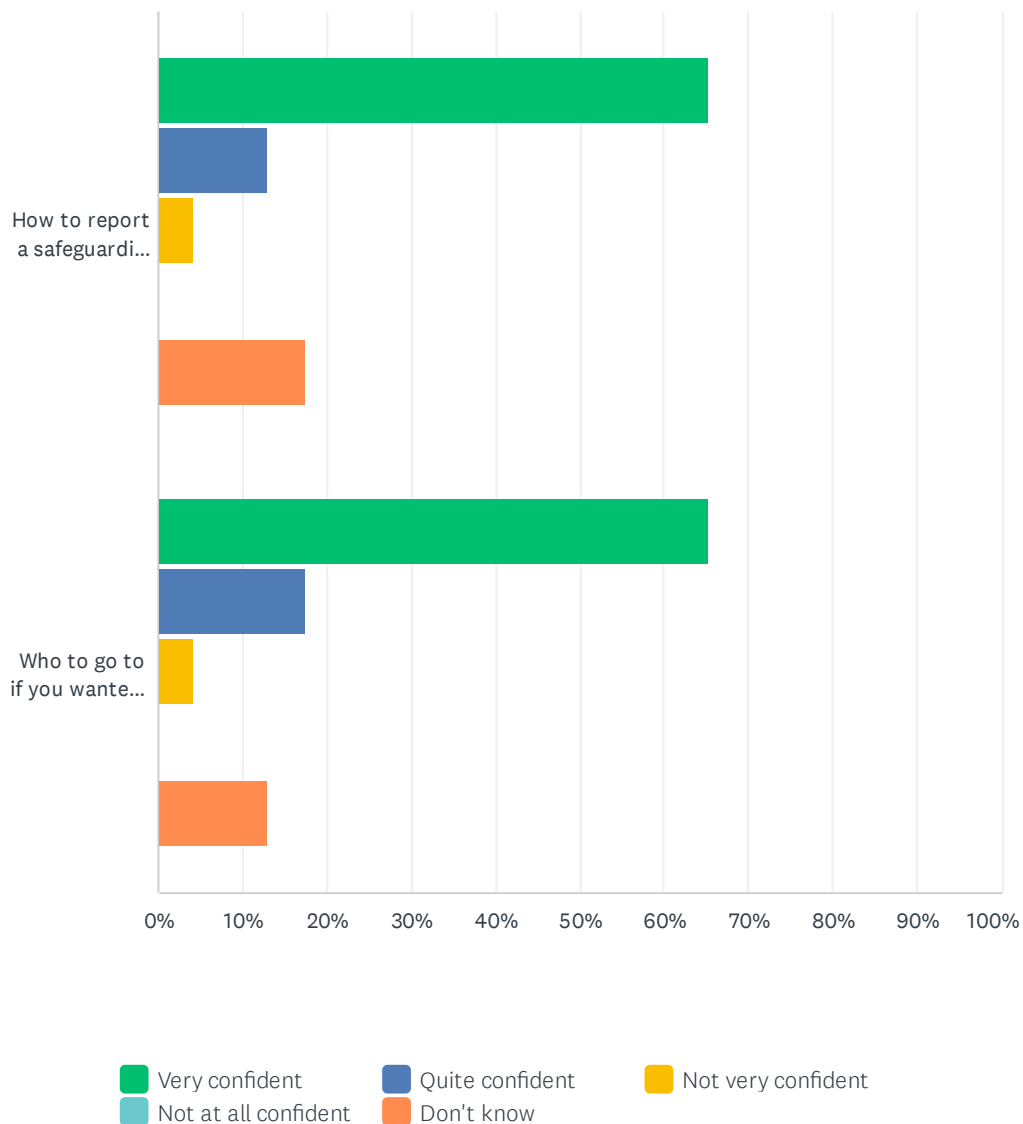


■ Very effective
 ■ Quite effective
 ■ Not very effective
■ Not at all effective
 ■ Don't know

	VERY EFFECTIVE	QUITE EFFECTIVE	NOT VERY EFFECTIVE	NOT AT ALL EFFECTIVE	DON'T KNOW	TOTAL
Code of Conduct for children	40.91% 9	13.64% 3	0.00% 0	4.55% 1	40.91% 9	22
Code of Conduct for coaches	52.17% 12	8.70% 2	0.00% 0	0.00% 0	39.13% 9	23
Code of Conduct for parents	43.48% 10	4.35% 1	0.00% 0	0.00% 0	52.17% 12	23
Welfare Officer	40.91% 9	4.55% 1	0.00% 0	4.55% 1	50.00% 11	22
Safeguarding Policy	54.55% 12	4.55% 1	0.00% 0	0.00% 0	40.91% 9	22
Whistleblowing Policy	34.78% 8	0.00% 0	0.00% 0	4.35% 1	60.87% 14	23

Q11 Thinking now about the general welfare and safeguarding of people at the club, how confident (or not) are you in the following things?

Answered: 23 Skipped: 8



	VERY CONFIDENT	QUITE CONFIDENT	NOT VERY CONFIDENT	NOT AT ALL CONFIDENT	DON'T KNOW	TOTAL
How to report a safeguarding or welfare concern	65.22% 15	13.04% 3	4.35% 1	0.00% 0	17.39% 4	23
Who to go to if you wanted to talk about any safeguarding or welfare concerns	65.22% 15	17.39% 4	4.35% 1	0.00% 0	13.04% 3	23

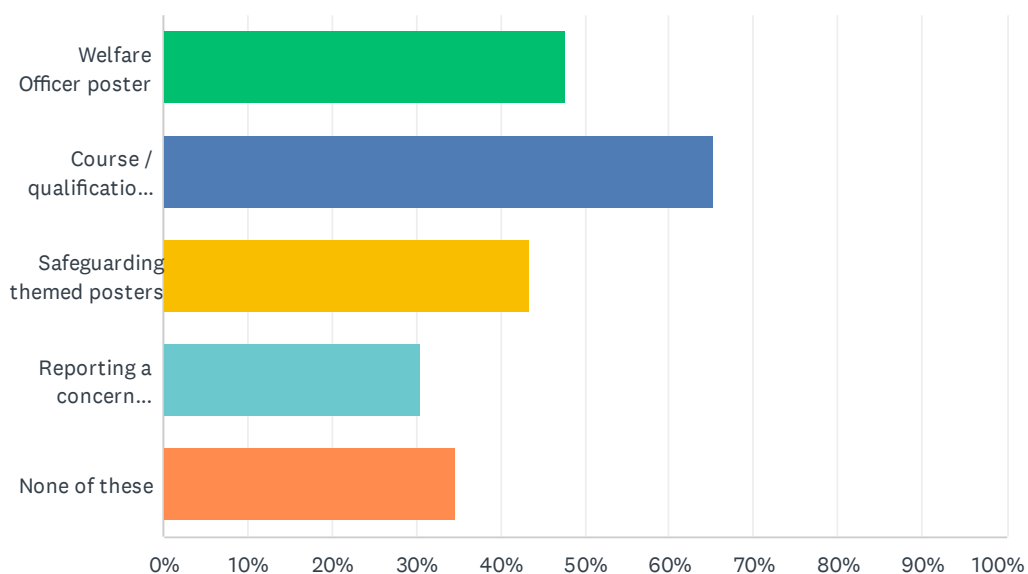
Q12 Is there any further information you'd like to receive regarding the welfare and safeguarding procedures at the club?

Answered: 20 Skipped: 11

#	RESPONSES	DATE
1	No	10/18/2021 1:05 PM
2	No	10/14/2021 3:26 PM
3	No	10/13/2021 9:17 AM
4	Basic procedures for reporting or discussing anything related to this.	10/12/2021 8:41 PM
5	Yes	10/12/2021 7:26 PM
6	No	10/12/2021 2:04 PM
7	Not at the moment	10/11/2021 5:18 PM
8	No	10/10/2021 9:30 AM
9	Yes	10/9/2021 6:22 AM
10	Not just now, i can look at the website for these or speak to someone at the club	10/8/2021 7:01 PM
11	No	10/8/2021 6:30 PM
12	No	10/8/2021 5:55 PM
13	no	10/8/2021 3:32 PM
14	No	10/8/2021 1:32 PM
15	It's a tennis club not a welfare club. Who thought up this woke nonsense	10/8/2021 12:17 PM
16	Not sure	10/8/2021 11:47 AM
17	No	10/8/2021 11:37 AM
18	No	10/8/2021 11:34 AM
19	no	10/8/2021 11:26 AM
20	no	10/8/2021 11:24 AM

Q13 Around the club, have you noticed any of the following information?

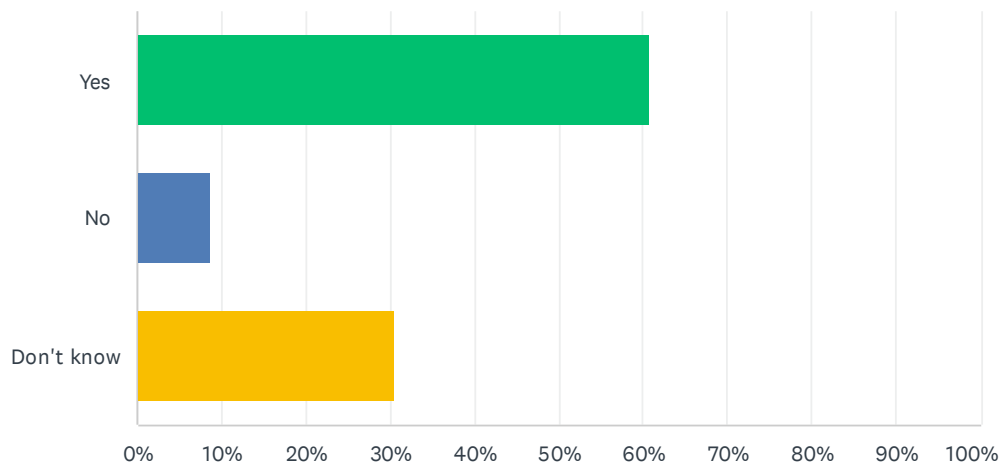
Answered: 23 Skipped: 8



ANSWER CHOICES	RESPONSES	
Welfare Officer poster	47.83%	11
Course / qualification certificates	65.22%	15
Safeguarding themed posters	43.48%	10
Reporting a concern flowchart / process	30.43%	7
None of these	34.78%	8
Total Respondents: 23		

Q14 Are you aware of any safeguarding information on the club's website?

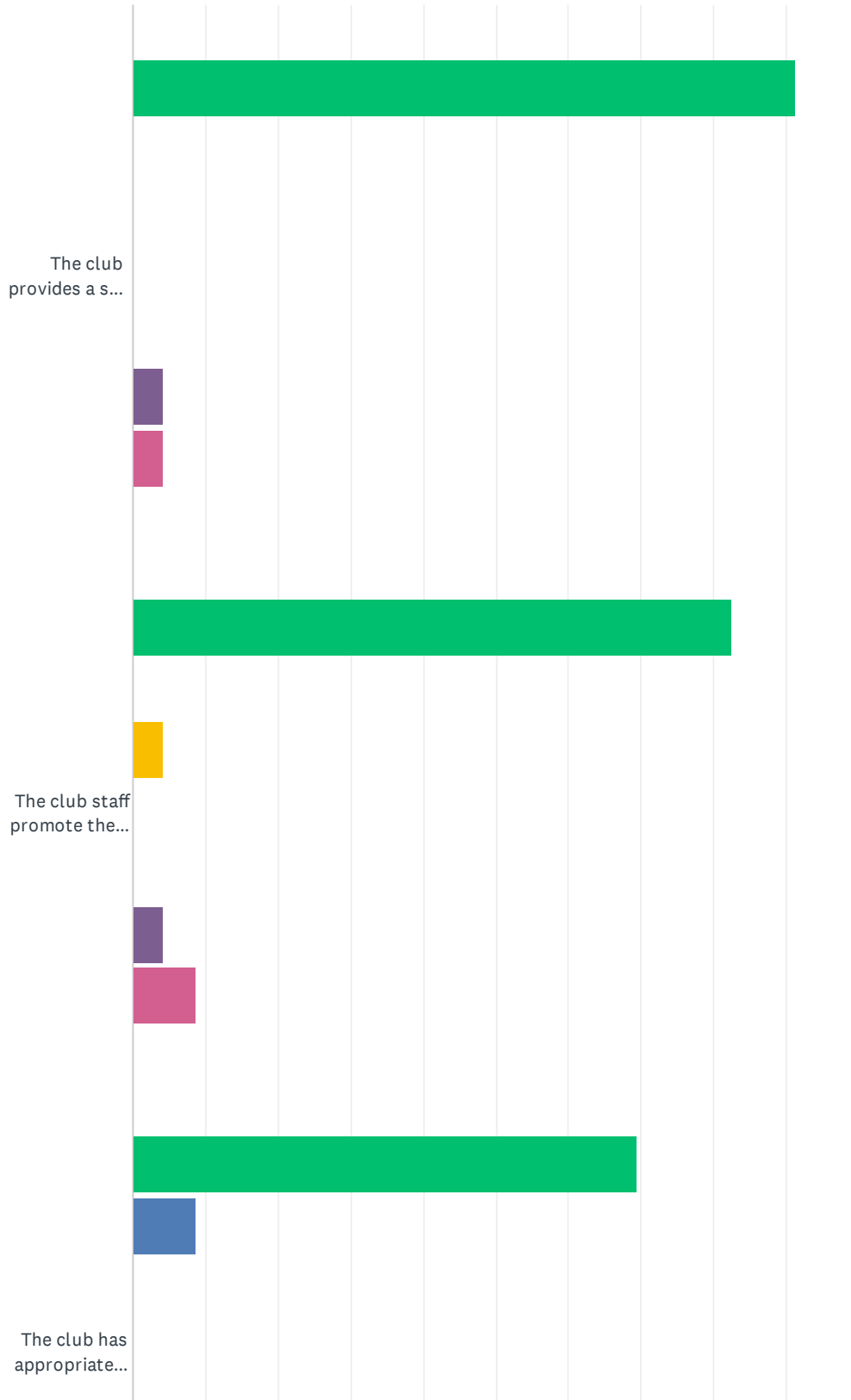
Answered: 23 Skipped: 8



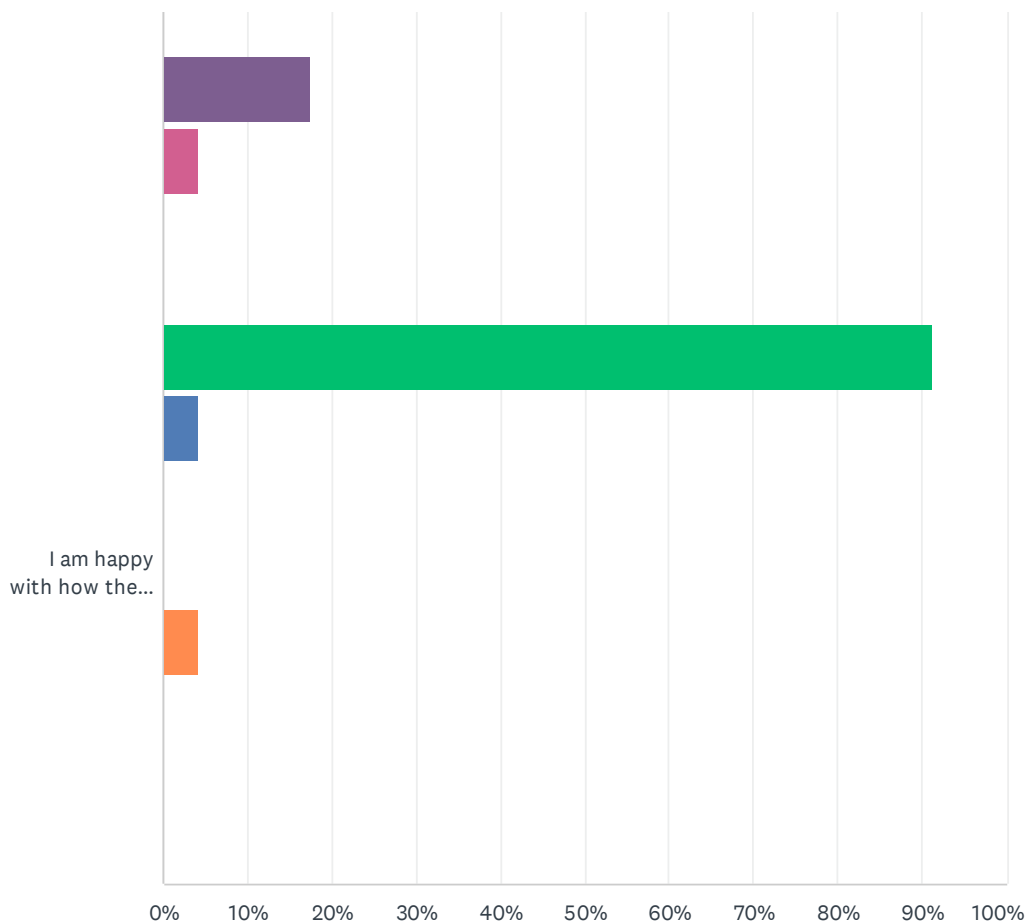
ANSWER CHOICES	RESPONSES	
Yes	60.87%	14
No	8.70%	2
Don't know	30.43%	7
TOTAL		23

Q15 How strongly do you agree or disagree with the following statements...?

Answered: 23 Skipped: 8



Forres Tennis Club - LTA Club Wellbeing Survey



	AGREE STRONGLY	AGREE SLIGHTLY	NEITHER AGREE NOR DISAGREE	DISAGREE SLIGHTLY	DISAGREE STRONGLY	DON'T KNOW	NOT APPLICABLE	TOTAL
The club provides a safe environment for tennis	91.30% 21	0.00% 0	0.00% 0	0.00% 0	0.00% 0	4.35% 1	4.35% 1	23
The club staff promote the welfare of players	82.61% 19	0.00% 0	4.35% 1	0.00% 0	0.00% 0	4.35% 1	8.70% 2	23
The club has appropriate procedures in place for safeguarding	69.57% 16	8.70% 2	0.00% 0	0.00% 0	0.00% 0	17.39% 4	4.35% 1	23
I am happy with how the club operates	91.30% 21	4.35% 1	0.00% 0	0.00% 0	4.35% 1	0.00% 0	0.00% 0	23

Q16 Is there any other feedback you would like to give on any area covered in this survey, including feedback to the club and the LTA?

Answered: 17 Skipped: 14

#	RESPONSES	DATE
1	LTA seem to have made things more difficult to play because of the booking system and not allowing the clubhouse facilities to be used throughout covid.	10/18/2021 1:05 PM
2	No	10/14/2021 3:26 PM
3	FTC is a fantastic place for the whole family, it's we welcoming to everyone, it has fantastic admin, clean and tidy. It is also a very safe environment for children. Would recommend the facility to anyone. Thank you to the whole team at FTC, for the amazing work they do.	10/13/2021 9:17 AM
4	No	10/12/2021 7:26 PM
5	No	10/12/2021 2:04 PM
6	Not at the moment	10/11/2021 5:18 PM
7	No	10/10/2021 9:30 AM
8	I will very recommend this club for juniors players	10/9/2021 6:22 AM
9	Due to covid and being a new member I've not spent time inside the club to see posters on display. Coaches very helpful and friendly with advice	10/8/2021 7:01 PM
10	No	10/8/2021 6:30 PM
11	Not read displayed posters relating to these questions recently but will look for them at the club at some point	10/8/2021 5:55 PM
12	No	10/8/2021 1:32 PM
13	I wonder if the LTA hasn't got better things to do with it's time. Providing better grants to get people to play tennis rather than wasting money on this nonsense	10/8/2021 12:17 PM
14	My don't knows are because I have been fortunate enough to not have needed the safeguarding etc policies so I haven't looked into them	10/8/2021 11:47 AM
15	No	10/8/2021 11:34 AM
16	no	10/8/2021 11:26 AM
17	no	10/8/2021 11:24 AM