



Member Survey 2016

Summary: 254 out of our total membership of 725 responded to the survey, which is approximately 35%. It was extremely encouraging to read the volume of positive feedback where on the whole there were no significant suggestions for areas of improvement. Feedback has been provided to all leaders and the Committee thanks all members who responded.

Of the response 37 members highlighted suggested areas for improvement. These have been grouped below;

	Area for Improvement	Committee Response
1	Request for more social outings	The Committee recognises social outings have proven popular in the past and would therefore welcome volunteers to establish a Social Committee to co-ordinate and plan future social outings. Those interested in taking this forward should advise their leader or email F&S Aberdeen in the first instance (info@fsaberdeen.co.uk). The Committee is happy to put those interested in touch with each other to assist with the establishment of a group.
2	Music (variation & volume)	The music used in all classes is chosen by the individual leader in keeping with Friskis&Svettis guidance for the intensity of the programme. Whilst it is difficult to address this suggestion directly, all leaders have had the opportunity to review feedback received.
3	Frequency of change of programme	Leaders are required to change their programmes a minimum of every 12

		<p>months as part of the F&S Aberdeen Leader Contract which must be checked by an F&S Educator either via DVD or ‘live’ at the annual Kick Off. On average it will take a leader 8 weeks to finalise a new programme therefore for the Committee to expect leaders to develop a new programme frequently is not realistic. The Committee however does recognise the need to have a new programme at the earliest opportunity.</p>
4	Provision of more classes	<p>Since the survey was undertaken, new classes have been established one being in Aboyne Mondays at 2pm following the relocation of Leader, Marjorie Robertson. This is a new location for the Association. We also have a Dans class taking place Thursday 6pm at Inchgarth Community Centre with Leaders Jackie Leiper and Fiona Aitcheson.</p> <p>The addition of new classes is reliant on existing leaders and also on our ability to attract new members to the Association who are interested, available and suitable to undertake leader training in Sweden. As an Association F&S Aberdeen does struggle to attract younger members due to strong competition in the area by way of large fitness organisations which tend to be more attractive to the younger generation.</p> <p>Publicity of F&S Aberdeen is part of the 2016 Operational Plan for the Committee. Suggestions from members are always welcome via leaders or email: info@fsaberdeen.co.uk. We look forward to hearing from you!</p>
5	Provision of new class types	<p>This was in relation to provision of classes such as zumba for the elderly or dance classes. There are presently three Dans classes offered by F&S Aberdeen albeit we would wish to be in a position to offer more if the demand was there and leaders available.</p> <p>For any leader to begin leading a Dans class they first must undergo the relevant training in Sweden as unfortunately we currently cannot undertake</p>

		training here in Aberdeen although this is something we would very much like to do. Discussions with Sweden to date around whether this could be facilitated have been unsuccessful.
6	Venues for classes/facilities provided	Leaders generally find their own venues which can be hard to come by at the right time and in the right location both for the Association and Leader however facilities such as parking is one always taken into account when choosing a new venue. Comments regarding the temperature at Hillview have been taken on board and will be taken forward in conjunction with the relevant leaders.
7	Offers of clothes eg t-shirts etc	<p>The survey revealed there was a demand for some clothing therefore the Committee would be happy to support any members who wish to establish a 'Kit Committee' in order to co-ordinate requests.</p> <p>As with the earlier suggestion for a Social Committee, those interested in taking this forward should advise their leader or email F&S Aberdeen in the first instance (info@fsaberdeen.co.uk).</p>
8	More instructions from leaders	It is important our members know whether they are 'doing it right' during any programme with leaders each having their own individual leadership style. Some leaders may choose to demonstrate a particular move just before the class starts although this is a personal choice by the leader. Feedback has been provided to leaders to take into consideration in future.
9	Marketing of F&S Aberdeen	<p>This is the remit of the F&S Aberdeen Publicity Group however at the moment there is no Group in place due to previous leaders standing down and no-one having taking their place to date however publicity of the Association has been very much a part of the 2016 Operational Plan for the Committee with continued support having been provided by several leaders.</p> <p>As mentioned earlier, suggestions from members are always welcome via</p>

		leaders or email: info@fsaberdeen.co.uk . We look forward to hearing from you.
10	Leader equipment eg mats	It is the responsibility of individual leaders to provide their own equipment – feedback on this topic has been provided to all leaders.

We hope the above provides useful feedback and information to members and thank everyone again for participating in the survey.

F&S Aberdeen Committee