

<b>2023 Survey Comments and the Club Committee Response</b>	
<p>Many thanks to those of you who took the time to complete the survey sent out with the AGM papers. Below, in the left-hand column are the comments made by survey respondents. In the right-hand column are the responses and, where relevant, statements of intent from the club. In summary, there are a lot of positives about the club and on the other hand plenty for us to work on.</p>	
<b>Survey Results (2023)</b>	<b>Response to Survey (January 2024)</b>
<p>The results below are summarised from 18 survey respondents. We have grouped survey responses of a similar nature and content under several headings.</p>	<p>It is heartening that the majority of responses about the club are positive. In responding to the survey outcomes, we are conscious that we can't please all of the people all of the time. However, we'd like to please even more than we do now, so we do intend to make some changes: read on</p>
<b>DOING WELL</b>	
<p><b>Great Route Variety</b>            Great, consistent route variety.            A good variation of weekend rides so something for everyone.            Encouraging all levels of riders to participate in weekend events.            Plus, there is a wide range of challenges and weekends away to suit everyone.            The variety of rides and events provided for the range of club members is good.            A well-balanced selection of events.            The Club provides something for everyone.            It's been a great set of events this year. I can think of any additional ones.</p> <p><b>Challenge Rides are good</b></p>	<p><b>Routes and Challenges</b>            As stated at the AGM, the broad pattern of routes and events will be similar to last year.</p> <ul style="list-style-type: none"> <li>• There will be a weekly pattern of rides on Wednesday evening; Thursday morning; Saturday morning and Sunday morning with rides of different speeds and distances offered.</li> <li>• In addition, there will be several different 'event' rides currently planned or in the pipeline are:               <ul style="list-style-type: none"> <li>○ Group Riding Skills</li> <li>○ 'Split' rides in Spring and Autumn</li> <li>○ Challenge Ride weekend (Corsham to Malvern via Gospel Pass; return via the Cotswolds)</li> </ul> </li> </ul>

<p>Particularly enjoy the Challenge rides          "Isle of Man weekender.          I really enjoy the century ride!</p> <p><b>Great Route Planning</b>          I think the group rides are well categorised and seem to cater for all abilities,          Routes seem well planned          Cafe stops are nice!          Good range of routes, well organised.          The rides are brilliantly balanced - there's an excellent range of speeds and a good variety of routes each week.</p>	<ul style="list-style-type: none"> <li>○ Century Ride</li> <li>○ Green Plus Away Weekend (based in Wells)</li> <li>○ Bikepacking (New Forest)</li> <li>○ Flat 200k and 120k day ride (aimed at Green +/Orange)</li> <li>○ Majorca (range of groups for one week – already booked)</li> </ul> <ul style="list-style-type: none"> <li>● It is unlikely that we will be organising an event in the Isle of Man.</li> </ul>
<p><b>Great Support</b>          Not dropping people on rides. Good safety guidance on riding in groups. Friendliness and support          TW makes the effort to support everyone - not just the blue and red riders.          On the green and green + rides we all seem to wait for stragglers and those left behind which is great.          The Rawlings ride. This was the ride that should never have been. It brought the best out of all involved. Egos were left behind and everyone pulled together to cycle, bake, shop and serve a fantastic selection of food and drink. A glimpse into how amazing this club could be if it pulled together.          The new calendar of rides is really helpful          A big thank you to the club for all the hard work and time the committee and ride leaders provide.</p> <p><b>Friendly &amp; Inclusive</b>          Rides and events for all abilities</p>	<p><b>Support, Inclusivity and Safe Riding</b></p> <p>It is certainly our intention to remain a friendly and inclusive club which many of you value highly. However, this is an area we must continue to work on as the club grows and the membership changes so that all members continue to feel supported and included.</p> <p>We recognise that that being a friendly and inclusive club is in part due to the good nature of individual members. It is also about how we ride together as a club. To that end, in June 2023 we published guidance on what it means to ride with CCC; it's worth reminding ourselves of how we go about our club rides:  <a href="https://corshamcyclingclub.co.uk/2023/06/18/club-news-june-2023/">https://corshamcyclingclub.co.uk/2023/06/18/club-news-june-2023/</a></p>

<p>The club has evolved well and has a greater number of riders which makes the rides more interesting to ride with different people. Most of the other riders are friendly and inclusive. Always love that it's a friendly and inclusive club that has. Also, very well organised! Hats off to the committee. It's great that it is still a welcoming and inclusive club that caters for all abilities Encouragement to newer riders I think one of the best features of the club is its focus on inclusivity and its encouragement of all cyclists whatever their ability We are a properly inclusive and social club which is welcoming and only a good thing for cycling, let's carry on doing it and continue making this club the great one that it is to be a member of. I absolutely love being part of the CCC. The club is always so welcoming and inclusive. I love that the club is free of internal politics, meaning that everyone can just enjoy getting out in the fresh air and cycle. Cycling with the club is a highlight of my week so a HUGE thank you to the dedicated committee. I think the culture, tone and structure of the club is great. Encouraging new members; a consistent schedule of rides. I joined in May of 2023 after the taster ride, which I found very welcoming and enjoyable, managing to get accidentally into a longer group ride! Everyone was friendly and up for a chat during the ride and cafe stop. lot's of clubs can be quite aloof with new riders until they prove they are up to speed.</p>	<p>From Jan 2023 we have had a standing item on the committee agenda on Safe Riding. In addition, anyone involved in a fall or similar mishap has been asked to complete the incident form; mishaps are then discussed, and guidance amended/introduced where necessary. We also have a short reminder about safe riding at the start of each club ride (e.g. road conditions/safe riding habits/weather conditions)</p>
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<p>The Green+ weekend away is a great idea to encourage newer riders to try a new location and a longer ride and I hope that it will continue next year.</p> <p><b>Safety is improving</b> The focus this year on rider safety is to be singled out especially</p>	
<p><b>NOT DOING SO WELL</b></p>	
<p><b>Ride schedule</b> Sometimes I would opt for a shorter ride in the same category due to family commitments - that's the only thing that makes me ride solo on weekends Orange group should be able to do blue group ride lengths. It sometimes feels that the Orange/Green+ route schedule can be a bit repetitive with little variation or longer options. It would be great if there were a few longer slower options for those of us that would like a longer day out, but do not want to feel pressured to riding at a pace that may be too fast. The green plus rides vary considerably which is great providing a range of challenges. I like the challenges of the Green plus rides but sometimes feel the tougher rides combining distance and climb clump together. This results riders in the lower end of this group missing several consecutive weeks. Perhaps more longer green plus rides that are not too hilly.</p>	<p><b>Ride Schedule</b> We recognise the varying commitments that people have which affects where and when they can ride. However, ride lengths do vary for each 'colour group' and are published in the Route Schedule on the website usually two months in advance which we hope allows members to plan the rides that best suit their circumstances.</p> <p>It is our intention to make some changes as follows:</p> <ul style="list-style-type: none"> <li>• Once a month have a long orange ride, which will be the same route as the blue group at an orange pace and designated as such on the schedule. This has been tested informally.</li> <li>• We keep the schedule under review to ensure that Green+ rides are not too hard on consecutive weekends.</li> <li>• From May include separate routes for Orange and Green+ rides on Sundays, to reduce the pressure on cafes and to</li> </ul>

	<p>help keep groups separate on the road, in anticipation of increasing numbers over the summer months.</p>
<p><b>Rides are too fast</b>          People should ride at the advertised pace.          It is really off putting to newcomers or people trying the next group up if the lead 2 or 3 tear off at a higher than anticipated pace.          What's a "blorange" (<i>this is in reference to people knowingly and publicly riding an orange ride at a blue pace</i>)          There has been the increased speed of rides. I wonder if this makes it daunting for people to try to step up a group?          As a club we seem to be losing our way in favour of riding faster, further and harder.</p> <p><b>Lack of Ride Leads</b>          Reinstate ride leads and publish who is leading in advance, bring back the social events and break up the cliques.          The sheer number of orange and green plus riders all heading to (often) the same destination in relatively quick succession can present some challenges on the road and at the cafe          Please bring back ride leads for all groups and share in advance who they are like used to happen.</p> <p><b>Too many cliques</b>          Unfortunately, some riders have formed cliques and this can affect how others feel about joining groups.          Cliques can push the ride speed over what it should be. This usually occurs when people will not ride according to the group they should be in.          The Club Facebook page could be promoted more to raise profile [of avoiding cliques]</p>	<p><b>Ride Speeds, Leads and Cliques</b>          In 2023, for almost all Green rides and at least one Green + ride each Sunday we have provided a Ride Lead. However, we intend to change the arrangements for ride leads:</p> <ul style="list-style-type: none"> <li>• We would like more ride leaders! There are some occasions when we have six different groups on the same day and not enough ride leaders.</li> <li>• Review the name, membership and purpose of the current 'Ride and Emergency' WhatsApp group.</li> <li>• We'll set up a rota so ride leads can sign up several days in advance so we can publish the names of the ride leads for that day. Ride leads on a Sunday may have to lead a group at a slower pace than the group they themselves usually ride in.</li> <li>• <b>ALL</b> rides leaving Springfield are to have a designated lead. If there are not enough ride leads on the rota to cover the number of groups, a group without a ride leader should nominate one of their number to act as ride lead for that ride. We recognise that the role of the ride leader will be different for Wednesday 'chain gang' rides.</li> <li>• In whatever circumstance, the basic role of the ride leader is to:             <ul style="list-style-type: none"> <li>○ Have the route</li> <li>○ Make sure the speed is within the published guidelines</li> <li>○ Encourage riders to ride safely as a group</li> <li>○ Be aware of safe riding guidance and emergency protocols in case of serious injury.</li> </ul> </li> </ul>

<p>Some groups can be seen a bit as "club within a club". Don't know how you would change this though. I think my only problem so far this year was knowing quite late in the year ( I joined in May) that there was a whatsapp group for the wed evening rides, which is v useful. I didn't know about this during the summer so wasn't sure if the wed social rides would have lots of riders or not.</p>	<p>We understand that people like to ride with their friends. If such groups then prevent other riders from joining that group ride then that is completely against our club values and therefore unacceptable.</p>
<p><b>Not safe enough</b> Some of the rides are dangerous, in my opinion, with riders all over the road in certain groups. The club has become much more competitive but it's not really that impressive to ride dangerously. Not the club itself, but there has been an uptick in accidents. Not sure what can be done. It could be the shocking road conditions . Significant sections on roads which are unroadworthy. Appreciate that a good number of club members prefer the back lanes but this year has seen a big increase in red group riders who prefer bigger roads with better road surfaces. Winter routes appear to be the same as summer routes, but a lot of these lanes are bad enough in summer and unsafe when temperatures drop or after heavy rain. Suggest we add some winter routes on gritted roads for those that are happy to ride in very cold weather, thanks Adapting rides to weather and road conditions. We seem to have lost our way in terms of being a supportive and nurturing Club. The Club used to be focused on "cycling for all" and emphasis was placed on making sure that everyone stayed safe and felt welcomed. This is increasingly not the case,</p>	<p><b>Safe Riding</b> Our guidance indicates that we should ride in groups of six which is a safer group size than much larger groups spread over long stretches of road. It is not acceptable for groups to increase in size as other riders join 'en route'. As a matter of course, all riders should attend the start at Springfield so that they are made aware of club notices and safety issues at the start of the ride and so that group sizes can be properly managed.</p> <p>In August 2023 we published guidance (based on NHS guidelines) about what to do in the case of accidents/injuries.</p> <ul style="list-style-type: none"> <li>• We will look at the possibility of providing every rider with card containing a short summary of the emergency guidance.</li> </ul> <p>We cancel club rides where there is a significant threat of ice and freezing fog and/or when winds are forecast above 20mph with gusts above 40mph.</p> <p>Where weather is foul (heavy rain and/or subsequent floods) rides may be adjusted at the start of the ride or during the ride if weather conditions worsen.</p>

	<p>It is not possible to plan rides without riding on roads with potholes and/or a very poor surface, including A and B roads. That said, many of our longer rides do make use of wider A and B roads along with country lanes. We believe that it is safer using country lanes than larger busier roads with often significantly faster traffic.</p> <p>We already ask members to suggest sections of road that we should avoid. Some poor sections cannot be avoided easily or without significant other risks, so we ask experienced riders to warn others of the potential hazards. A small number of routes have been modified.</p>
<p><b>More Gravel needed</b>  Gravel rides could be offered from time to time.  More adventurous rides perhaps.  More Gravel.  Occasional gravel</p>	<p><b>Gravel</b>  Our gravel offering has to date been limited to Imber and, in July 2024, to a Bikepacking trip to The New Forest.</p> <ul style="list-style-type: none"> <li>• We will seek to run some gravel rides later in the year.</li> <li>• If any member would like to take a role in planning and leading gravel rides, please get in touch via <a href="mailto:corshamcc@gmail.com">corshamcc@gmail.com</a></li> </ul>
<p><b>More Social Events please</b>  Reinstate the social events such as skittles, quiz nights, information evenings. These are the activities which bind us together as a club and support mental health over the winter months.  More non cycling events. The committee are custodians of the club's funds and should be spending them according. How about a captains day in the summer? Bbq, games, a get to</p>	<p><b>Social Events</b>  We recognise there have been fewer social non-cycling evenings of late other than the Mech Night run early last year and the Christmas Party in December.</p> <p>We announced at the AGM that we would have a Captain's charity for the year.</p> <p>We intend to:</p>

<p>know each other event to help the club feel cohesive. What happened to social/informative evenings? Perhaps a few more social events/evenings off the bike throughout the year/season would a good idea to allow club members to meet and get to know others that they may not cycle with through the year "</p> <p>It would be great if there were a few more social evening events such as the skittles evening that was previously run. Fundraising for Mind charity in memory of Matt brought the club together and it'd be good to keep that spirit - not necessarily every year but maybe consider another event at some point for local charity</p>	<ul style="list-style-type: none"> <li>• Appoint a social secretary to coordinate all social activities and schedule a programme of events.</li> <li>• Put on a quiz in February</li> <li>• Make better use of club Facebook page and possibly the website to include more stories/photos</li> </ul>
<p><b>Other</b> Before i submitted my survey I looked at last years responses and reflected how few of the negative comments had been actioned</p>	<p><b>Other</b> Members clearly feel the club has many strengths as shown by the increasing membership and the positive responses to this and previous surveys. Nevertheless, we recognise that some issues are ongoing!</p>

**Tom Winskill**  
**Chair**