

## Countesthorpe u3a Members' Survey Results – September 2025

Thank you to everyone who took part in our Members' Survey. We received responses from 24 members. Your thoughtful and honest feedback was greatly appreciated and helps us understand what we are doing well and where we can improve. Overall, the results are very encouraging and show strong support for Countesthorpe u3a and its activities.

### Key Findings at a Glance

- Overall feedback was largely positive
- Members particularly value groups, meetings, speakers, and activities
- Most respondents feel u3a offers excellent value for money
- Members also shared helpful and constructive suggestions for improvement

**How Members Hear About Us** Most members discovered Countesthorpe u3a through **word of mouth**, highlighting the importance of personal recommendation and the welcoming reputation of the organisation. A smaller number heard about us through community news or other routes.

**Communications and Website** Satisfaction with communications and the website was generally good, with many members rating this highly.

Members particularly appreciated:

- Clear information
- A welcoming approach

Suggestions for improvement included:

- Keeping contact details (especially phone numbers) up to date
- Listing forthcoming talks clearly on the website

**Joining and Feeling Welcome** Members felt that it is **easy to join groups**, with very high satisfaction scores(8,9,or10).

Most respondents said they felt welcomed at monthly meetings and within groups, and many commented positively on the friendliness of members and group leaders.

Helpful ideas shared included:

- A buddy or meet-and-greet system for new members
- More visible “meeters and greeters” at meetings
- Occasional welcome events or coffee mornings
- A short welcome pack explaining how u3a works and what is available
- Creating opportunities to help new members integrate and feel included

**Monthly Meetings** Attendance at monthly meetings is high, and feedback was very positive overall.

Members described meetings as:

- Enjoyable
- Social
- Informative
- Featuring interesting and worthwhile speakers

Highlights included the **25-year celebration**, which was widely praised.

Suggestions included:

- Introducing group coordinators occasionally to promote groups
- Encouraging more mixing rather than sitting with familiar friends

**Speaker Programme** The speaker programme received strong approval, with most members rating it highly. Members commented that:

- The range of speakers over the year is good
- Presentations are generally of a good standard

Some members suggested:

- A few more light-hearted or humorous talks
- Balancing more serious topics with lighter ones

**Groups and Activities** Most respondents belong to at least one group, with many members involved in several. Groups were repeatedly described as **one of the most valued aspects of u3a membership**.

A wide range of groups is currently enjoyed, including creative, social, physical, and discussion-based activities.

Members also suggested interest in potential new groups, such as:

- Walking sports, gardening, history, film, board games
- Singing for fun and mental health
- Tai chi, guitar, dance, croquet, and more

**Outings, Trips, and Holidays** Participation in outings, theatre trips, and holidays is strong, and satisfaction levels are high. Suggestions for the future included:

- Short weekend breaks
- More local history and interest visits
- Supporting local theatre and amateur dramatics
- Ensuring activities feel welcoming to members attending on their own

**Committee** Most members said they find it easy to approach committee members. Suggestions for improvement included:

- Making committee members more visible
- Brief introductions at meetings
- Helping newer members identify who is who

**Value for Money** Almost all respondents agreed that Countesthorpe u3a offers **excellent value for money**, reinforcing the strength of the current programme and activities. Some other u3a's have a different structure, for example a smaller yearly membership fee but are charged for attending monthly meetings.

**Member Involvement** Many members already contribute by:

- Running groups
- Helping with refreshments, publicity, and talks

- Offering skills, experience, and ideas

Members also shared thoughts on how to encourage more people to take on roles, which will be helpful for future discussion.

**Final Comments** Many respondents expressed appreciation and thanks to:

- The committee
- Group leaders
- Volunteers who give their time and energy

Comments such as *“It’s pretty good”* and *“This is where I see the most value of the u3a”* reflect the overall positive tone of the survey.

**Thank you once again to everyone who took part in the survey and continues to support Countesthorpe u3a.**

We have tried to address all issues raised in the surveys. If you feel that your query hasn’t been addressed please contact a meeter and greeter and they will pass on your comments to a committee member.

#### **Actions taken**

1. More ‘meeters and greeters’ have been recruited and they now wear a distinctive sash.
2. Group Leaders’ contact details have been updated on the website.
3. All Group Leaders have a lanyard to wear at monthly meetings
4. A list of forthcoming speakers is now on the website.
5. Group Leader co-ordinator has asked for volunteers to promote their group at a monthly meeting.

#### **Actions to be taken**

1. Review the new member packs.
2. Consider a coffee morning or afternoon for new members
3. Contact The Herald to promote Countesthorpe u3a
4. Consider including Group Leaders’ photos on the web site
5. Make the next AGM more of a social event with tea, cakes, biscuits etc.
6. Review and simplify the Group Leaders’ Handbook