

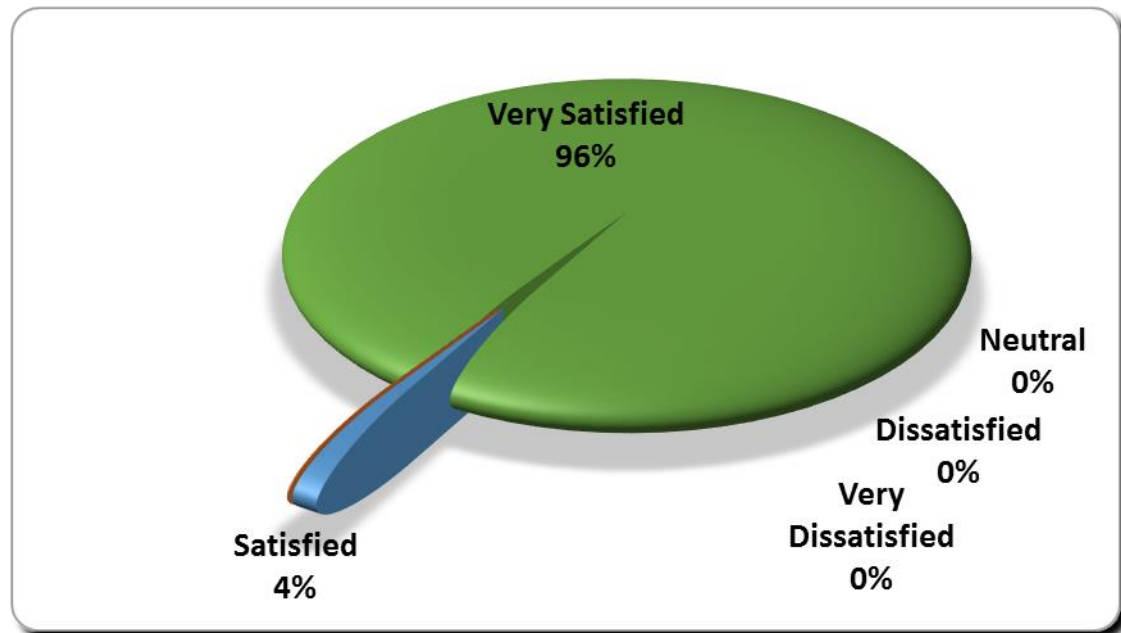
Summary of the responses to the Scrappers Gym User Questionnaire

Introduction

A cross section of 100 current users participated in this questionnaire during January and February 2018.

The first part (questions 1 & 2) of the questionnaire was designed to collect data on the current users regarding the sessions they attended and their overall satisfaction with the service provided.

The chart below illustrates the results.



Although the table shows that the results are impressive there is always room for improvement. Some suggestions were put forward by the users in the comments section at the end of the questionnaire. These are as follows:

- i. More free weights
- ii. Add on changing rooms & shower facilities
- iii. Add more heavy bags during busy sessions
- iv. Add more pad-work sessions to the activity programme

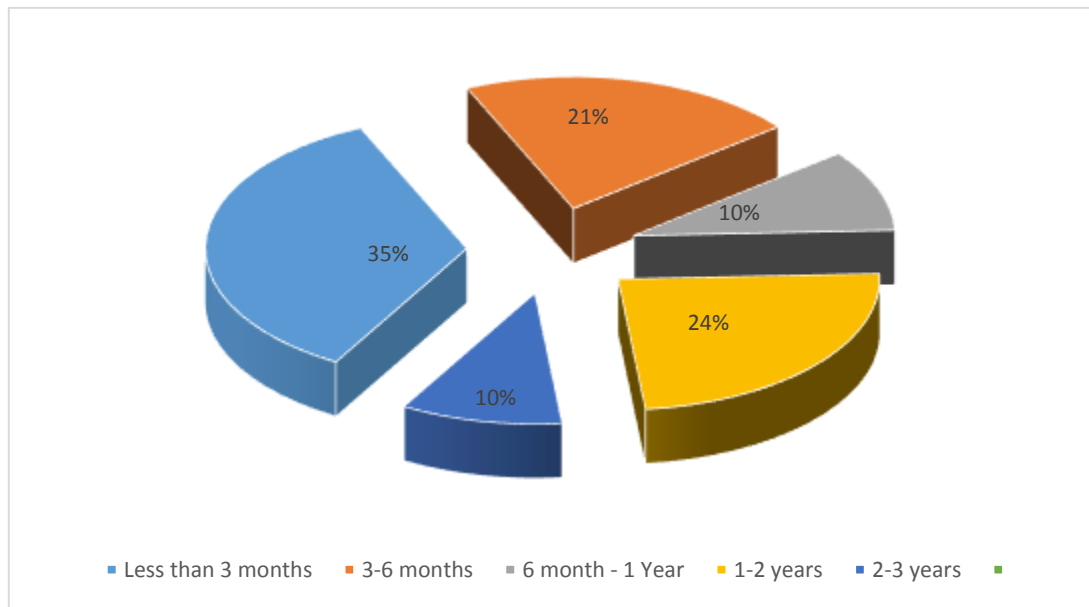
The customers were also complimentary regarding the staff and classes. Some of the comments are listed below:

- Love the group
- Coaching staff are excellent
- Can't fault it
- Amazing class & Amazing coaches

It was stated that the sessions are very inexpensive and that they would be happy to pay £4 to £5 per class. Nevertheless, they may not have been aware that Scrappers ethos is to keep the sessions affordable and accessible to all.

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Question 3 was aimed at ascertaining how long current users had been attending sessions. The chart below shows that the majority of the users who completed the questionnaire (66%) have only been attending Scrappers Community Gym for a year or less. Members who have been visiting for more than one year amounted to 44%. There was no one who had completed the questionnaire who had been attending for more than 3 years. This could either be a retention issue or simply that those who completed the questionnaire during the period of the survey did not participate or were not attending during the random sessions when the questionnaire was available.



Question 4 focused on how the current users were satisfied with the service in specific areas. The following table shows their response.

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Value for price	100%				
Quality	98%	2%			
User experience	98%	2%			
Ability to meet needs	100%				
Design and appearance	96%	2%	2%		

All current users expressed that they are very satisfied with the charges and the ability to meet customer needs. The quality, user experience and design & appearance also scored highly.

The results of Question 5 were very positive. 96% said that they would recommend Scrappers community gym to their friends or family.

A copy of the questionnaire with the breakdown of results is included on the final page of this document.

Summary of the responses to the Scrappers Gym User Questionnaire

Which activities/classes do you participate in?

Woman's Boxing Academy/Monday Morning session/Friday morning session/Teenage boxing/Monday & Saturday boxout/Tuesday & Thursday open session/Inclusive boxing/Boxskills 6-12 yrs/Scrappers ABC

What was your overall satisfaction with our services?

Very satisfied **Satisfied** Neutral Dissatisfied Very dissatisfied
96% 4%

How long have you been a User of Scrappers Community Gym?

Less than 3 months **3-6 months** **6month – 1 year** **1yr – 2yrs**
35% 21% 10% 24%
2yrs – 3 years **3yrs – 5 years**
10% 0%

How satisfied were you with our services in the following areas:

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Value for price	100%				
Quality	98%	2%			
User experience	98%	2%			
Ability to meet needs	100%				
Design and appearance	96%	2%	2%		

Would you recommend our Community Gym to your friends or family?

Definitely **Probably** Probably not Definitely not Not sure
96% 4%

What would you like to see improved or added to the current activity programme?

Comments:

Very satisfied/Love the group/More free weights/Coaching is excellent but would like even more/Changing rooms & Showers/Loved it, this was my first time/Fantastic class/Can't fault it/Coach is patient & brilliant approach/more information on other sessions/an excellent facility/all is great/could do with more bags when busy/up the price to £4-£5/Amazing class/Amazing coaches/Need better toilets/More padwork in open session/Continue with the brilliant work