

2024 Survey outcomes

The Committee's thanks go to members who sent responses to the Survey. It was emailed to all for whom we hold an email address and some hard copies were made available at the March and April Talks. About 330 member households out of just over 400 registered would have received or taken a copy. 66 responses were received, a response rate of circa 20%.

In summary the main conclusions are:

- Most members value the work of the Society and the range of activities provided or undertaken and consider the Society of good value and important for Hythe.
- There is a high level of satisfaction with the use of email for the Newsletter, but equally a preference from members who receive hard copies for this facility to be retained.
- The website is well used, but we need to do more to encourage members to review the 'Members Only' facility as this is less well-used, or consider making this an Open facility.
- There is large support for 'cashless payment' as an option for the Talks and reasonable support for online payments more generally.
- The Talks programme is generally welcomed, though some would like to see more locally based topics and greater opportunity for socialising.
- Many members stated the Talks sound system requires attention and resolving, and would like more opportunity for socialising at the talks.
- The newsletter content and format is generally welcomed, though more local history, archive material and photographs, planning information and local events/project information are requested.

In response, the Committee is considering:

- Retaining the option for hard copy distribution of the newsletter
- The potential to expand the size of the newsletter
- Making the material within the Members Only section of the website open to all
- Introducing cashless payment as an option for the talks
- Aiming to have two, possibly three, 'local' topics in the talks programme
- How best to ensure a stable good quality talks sound system
- Providing greater time for socialising before talks commence from next September