



hang. PROGRESS REPORT



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introduction

hang.

roll back the clock...

Last year, we sent out The Hangual Survey, asking you, our customers, what you thought of the centre, and what you'd perhaps like to see improved or changed over the coming years.

Rather than keep this feedback to ourselves, we developed a Vision Document which outlined a roadmap for the years to come on what we'd aim to achieve.

This survey and the finished document were made openly available to all customers, and we were overwhelmed by the responses and feedback we received.

It's been almost a year since we asked for your feedback, so we thought we'd share with you a progress report, to show where we're up to with things.

It's been hard work to implement this development plan alongside the day-to-day stresses of running a business, but we're really stoked to have achieved some goals we didn't think we'd manage for another few years.



the future

We've also put together our second Hangual Survey which we would love for you to complete and share your feedback!

No matter whether you've just had your first session or your 100th, we want to hear from you!



our strategy (a reminder)

We broke down our goals in true hang-style... so we're going to do the same with our progress report

mild

adjective

/maɪld/

“not violent, severe, or extreme; slight or gentle”

These were things which were quick to action and hopefully were noticed quickly

medium

adjective

/'miː.di.əm/

“being in the middle between an upper and lower amount, size, degree, or value:”

These were things which required some more effort and have taken us some time to get going

hot

adjective

/hot/

“(of a situation) dangerous or difficult; risky:”

These were longer-term goals which have taken great effort and or investment but have had a huge impact



the climbing.

At the heart of Hang is a rock-solid commitment to providing the best climbing we possibly can, and over the past year, we've made steps to solidify that further.

mild

Variety is, as they say, the spice of life, so hopefully over the past year you've noticed a broad spectrum of climbing styles across all difficulty levels - especially those teetery, technical routes.

There should also be a consistent number of higher grade boulders for all those Inferno lovers out there, again across a wide range of styles.

medium

We always knew we'd take on a Route Setting assistant, who we would train up to become a part of the in-house team, and we're super psyched to have watched our very own Dipika Hopkins go through this process over the past year.

We're confident that she's becoming a great setter, and we hope you can agree as you all seem to be enjoying her climbs!

We've invested and deployed Griptonite throughout the centre which has allowed many of you to share, track and record your climbing sessions.

hot

We're obsessed with good grips, and not only have we continued to build up our collection of top-tier macros and volumes, but we've also negotiated an official partnership to become the Southern showroom for the best distributor in the biz; Beta Climbing.

Not only does this mean new holds more frequently, it means we will have the newest and poshest holds on the market first. Trust us, this is such a unique relationship and one of which we are so proud to be a part of.



training area.

Whilst limited in size, we're happy with how our training area is developing, and we hope to continue to improve it as we move into 2024.

mild

Sometimes, the simple things can make a big difference. The recently installed yoga mat storage should help to keep the space feeling clear, and the new Beastmaker 2000 should add a new variety of training options for you keen hangboarders out there.

A lattice pinch block and Silly Goat pole brush were also kindly donated by members of the community and have made fantastic additions.

medium

To provide better training facilities for everyone, we've recently installed a new training station, which provides an adjustable dip-bar and pull-up option.

Training is sweaty work, so to try and keep the general temperature down on the boards and weights area, we've also installed five new ceiling fans in the mezzanine area.

Safety is always a top priority so we have also installed additional padding to the side walls of the boards to cover any rogue swingalings you might have.

hot

We think training boards are a useful tool for many levels of climber, and in an effort to make the steep Zig-A-Zig-Ah board more accessible, we recently moved to have set boulders on the board which will get changed every few months.

An increased number of weights is still high on our list, and hopefully, we can achieve this in 2024.



the workspace.

We've loved seeing the workspace get more popular over the past year, with a regular stream of users, from coffee drinkers to keyboard tappers. We hope that we've managed to make it a nicer place to be for all.

mild

comfy bench cushions for those longer work sessions, removal of the music speaker for improved focus, and some fantastic climbing artwork to add to the ambience, we've made some good progress in the workspace this year.

medium

As promised, we've added a locker unit upstairs for securely storing your belongings whilst out on a lunch break or heading into the gym for a climb.

We've also installed a TV screen, which has already been used for the quiz night, but we hope to get some more climbing content up on there very soon!

hot

Our ambitions for the workspace are pretty big, requiring a lot of capital, so we haven't managed to make headway into many of our hot-level goals, but we hope that some of the steps we've made in 2023 have made it a more usable space for a wider audience.

Over 2024 we will continue to explore making it better place to be.





coaching.

Over the past year not only have we seen our in-house team develop massively, we've also had external coaching sessions from the likes of Matt Cousins, Niki Wiechmann and of course Xian Goh.

mild

Our Women's Social has developed into a Women's Improvers session, open to anyone who identifies as female and who wants to work on their climbing technique! Currently run by the wonderful Dipika Hopkins, we hope to open the floor to other female coaches in the year to come.

medium

With a variety of sessions on our schedule, it can be hard for us to add new classes, but we've added two successful kids' climbing clubs to our session list as well as some regular private lesson slots each week.

We've invested in our in-house team and have continued to develop their skills with additional training sessions with an external coach.

hot

Earlier in the year we had international-man-of-mystery Niki Wiechmann, national treasure Matt Cousins and our very own Jake Mason run two incredible Dynamic workshops on a custom set of boulders designed for that session specifically.

We've also had multiple Women's Board Sessions run by Xian Goh, which have been a huge success and will continue to be a staple on the Hang Calendar.

We're still working on setting up some outdoor excursions for all of you who are keen to explore the world of outdoor bouldering. Hopefully, this can develop more in 2024.





events.



Another year down, and another year of amazing events. We still can't believe Mantle-Fest became a reality, and we're super excited for the Hangiversary. If you've attended our events this year, we thank you for making them such a joy to run!

mild

From mid-week comps to big Saturday events, this year we've done it all. Hopefully, the mixture of format and timings has enabled more of you to get involved in one or two events this year!

medium

With the creation of an events coordinator role, we've added some non-climbing events to our calendar, from our first board game night to our first pub quiz! We hope to see our "off-the-wall" events grow in 2024.

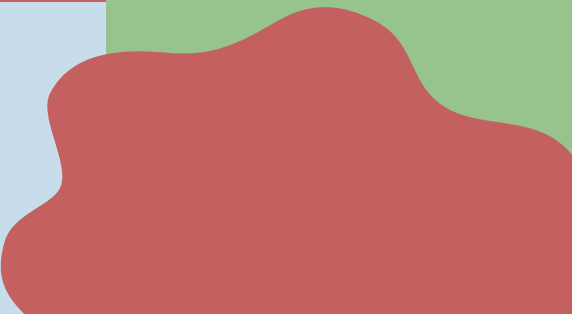
Mantle-fest was wild. Who'd have thought that would work!? At Hang, we're up for the weird and wonderful, so expect more wacky event ideas next year!

We've also invested in streamlining our event scoring system through the use of Griptonite, saying goodbye to paper and pencils for good!

hot

We're going bigger than ever with our Hangiversary event this year, hosting our first-ever showcase finals and having live music performed in the centre.

We explored a new competition concept with the help of Rise and Yonder in the form of the Compass Climbing Competition. This was the first time three separate walls had worked together on a single competition, and it was great to see the wider London climbing community connect.





cafe.

Our café has continued to develop this past year, and we're hoping to do even more next year to make it the best it can be. Warm food is still a priority, as is an expansion of our drinks menu.

mild

Baked goods landed last year, and it would seem they've been really popular with everyone! We're still after an illusive pastry provider, so if anyone has the beta, get in touch!

medium

We were thrilled when our alcohol license came through the letterbox as we've been able to have beer on offer for those post-session brewskies. But we're still keen to expand our beverage options further in the coming year.

With the works outside finally complete, we were finally able to offer outdoor seating, and we hope to build on this in time for summer next year!

hot

We know how important coffee is to many of you so we invested heavily in a new top-of-the-range espresso machine and grinder. Not only has this improved the quality and taste, but our speed of service has increased and gone are the days of a deafening check-in experience.

With limited space, we don't have the option to build a fully blown cafe, however warm food is still something we're working on, and we've got a few ideas to work on for next year. Again if you're in the area and think you have a solution, let us know!

shop.

New shoes, new merch, new products. The shop has continued its evolution, and we're hoping it has served you well this past year!

mild

With new t-shirt designs, tote bags and our very own chalk "dusty make grip good", we've been busy developing our range, and long may it continue! New tees are in progress, so keep your eyes peeled!

medium

This year we invested in more products! Silly Goat chalk and brushes have become a staple and the arrival of a second brand of shoes in Unparallel has allowed us to offer a better range of footwear for all levels. We're still keen to build on the number of brands we have, and Tenaya may just be that next brand!

hot

Our retail shop fitters Partridge & Partridge opened up the shop floor space with the creation of a new display for hang merch. To facilitate further expansion and stock they will be back in next year to improve storage further.

centre upgrades

Still pursuing perfection.

mild

With the black floor matting now complete, we've worked to tidy things up throughout the centre constantly. In all honesty, we've lost track of all the little things, but hopefully, you can agree, the centre is looking really great!

medium

From Wi-Fi extenders, a community noticeboard, dog loops, a downstairs coffee table and brush stick holders to name a few, we've been busy making the centre as user-friendly as possible.

hot

One of the biggest changes this year has been the investment and installation of the new giant ceiling fans. We are blown away (sorry not sorry) by how much of a difference these have made to the centre during the warmer months and they will continue to improve air quality during winter too.

our staff.

Our team has grown a little since last year, with some great new faces joining us. We're super happy to still have so many of our core team around, and we hope that speaks to the work environment we've created.

mild

Recently the staff received some incredible training from Xian Goh to help them with their coaching. They've got another session coming up soon, so if you do attend our regular Fundamentals and Improvers sessions, you may notice some changes in their coaching in the following weeks.

medium

Running a small business is hard work, and we appreciate the energy and passion our team bring to the job. We've managed to keep our monthly staff bonus scheme going through 2023, and have also managed a pay increase.

Whilst we're still not at London Living Wage, it remains something we're aiming to achieve.

hot

Team-building is a vital tool for businesses to help foster good vibes in the workplace.

Luckily, our team get on like a house on fire, and they work together extremely well, but we'd still like to offer more opportunities for them to meet as a group outside of the workplace.

thanks for reading!

So there you have it, a little update from us on how we're getting on with our list of goals from last year. If you haven't already, we'd greatly appreciate you taking the time to complete our Hangual Survey which can be found on the website.

We'll use this feedback to help us create our updated Vision Document for 2024.



hang.

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