

FINDYOURFLEET.ORG

FLEET – Stay Safe Tracker

Week 3

26th June – 2nd July

insight⁶

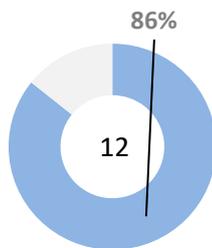
CUSTOMER EXPERIENCE SPECIALISTS

1: Please enter the date you were in town:

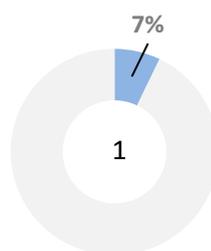
20/06/2020	x1
22/06/2020	x1
24/06/2020	x1
25/06/2020	x3
27/06/2020	x4
28/06/2020	x1
29/06/2020	x1
Unknown	x1

2: What was the purpose of your visit to town (please tick all that apply):

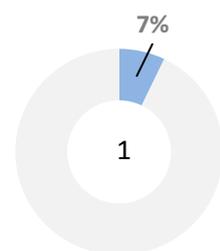
To shop/ buy something



Other



Exercise

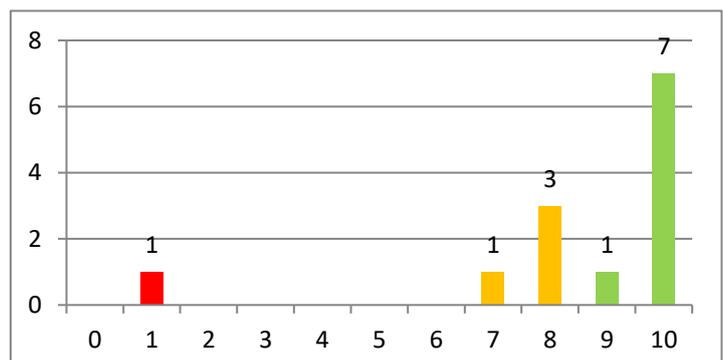


3: If you choose 'Other', please note your reason for visiting town:

Post a parcel at the Post Office

4. On a scale of 0 - 10, how safe did you feel during your time in town? (0 = not safe at all, 10 = confidently safe)

NPS 54



5. Please tell us why you rated that way:

Very quiet as I was there early evening.

Social distancing in la casa was great but when walking down the high street people got too close.

M and S, Sainsburys, Toy Arena. All had good systems in place. Negative.....the road barriers

Good hygiene and distancing in shops. Unfortunately it was also v quiet

People were exercising 2 metre distance Post Office regulating how many in the shop

I visited Fleet Scoop and waited outside as there were already two customers in the shop. There was sanitiser to use, just inside the door, and a mark on the floor to keep a safe distance from the young lady serving at the till. The next customers were queuing outside when I left.

The shops are doing their best, but there are still people who think it ok to stand right next to you and stretch over you to get something from a shelf.

Because the shops I entered were fully prepared

It was quiet. Queues outside Waitrose. One way at Starbucks. Don't understand the car parking bays blocked

Not many people around

Several people in town but not overly busy, people respectful of social distancing

Unable to avoid people walking less than 1m away from me. Unable to avoid people sat on benches eating take aways. Not able to move out into the road to keep 2m away from people standing around in groups talking.

Clear instructions. Social distancing in place

6. On a scale of 0 - 10, how safe did you feel whilst at work? (0 = not safe at all, 10 = confidently safe)

Nil response for this question

7. Please tell us why you rated that way:

Nil response for this question

8. What suggestions would you make to improve your safety in the town? (optional)

Close the high street to traffic.

Future safety is in the hands of other pedestrians - some of whom seem to have never heard of social distancing, despite Fleet having nice wide pavements and extra distancing measures added.

Make pedestrianised

None

None

None it's all fine

Not sure what you could do about people who seem to think the virus is no longer

Shut high street to cars to allow more room and have 2m signage.

Why block the car park bays. Incentivise the open area in the shopping centre to open

9. Please note any positive experience(s) or service from a local business that you would like to mention:

217 Menswear Tyler, Geoff Roy Leapfrog, Gina Paskins, Jawed - phone repairs.
Watersky, Wiel at Gurkha Square.

Best supermarket to shop in and feel safe Waitrose; Felt safe in 217 menswear; Felt safe in Experience; Felt safe in the Loco Shop (captured moments); Best pharmacy 'Boots'

Felt very safe, with shop assistants observing social distancing and cleansing.

Fleet Scoop - always peaceful and welcoming! All the staff in the few shops I have used recently have been polite and helpful - Boots, Pets Corner, Izzy's, Waitrose

La casa great distancing in place!

Post office in McColl's shop

Saw many businesses ensuring people maintained social distancing - Sew Buy limiting the people in at one time, hand sanitiser in shops and contactless payment in Oasis florists

Toy shop...fantastic. Sainsburys always polite and helpful

Waitrose, Superdrug & Sainsburys have all been excellent during the lockdown.

NPS scoring since 12th June

	<i>w/c 12th June</i>	<i>w/c 19th June</i>	<i>w/c 26th June</i>
Q4 On a scale of 0 - 10, how safe did you feel during your time in town? (0 = not safe at all, 10 = confidently safe)	34	-5	54
Q6 On a scale of 0 - 10, how safe did you feel whilst at work? (0 = not safe at all, 10 = confidently safe)	71	100	N/A