

FINDYOURFLEET.ORG

FLEET – Stay Safe Tracker

Week 5

10th – 16th July

insight⁶

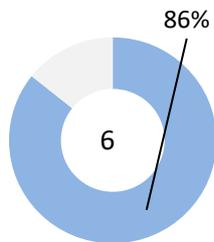
CUSTOMER EXPERIENCE SPECIALISTS

1: Please enter the date you were in town:

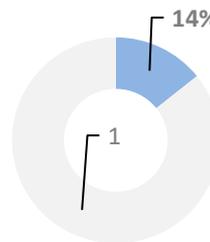
11 th July	x1
12 th July	x1
13 th July	x2
14 th July	x1
15 th July	x1
16 th July	x1

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

To shop/ buy something



Other

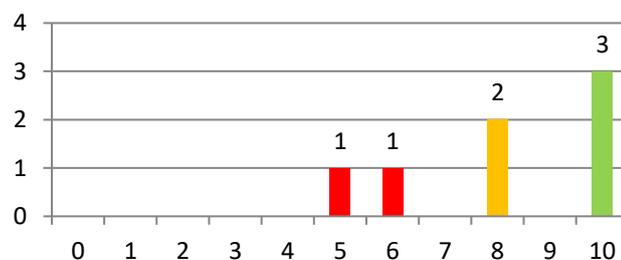


3: If you choose 'Other', please note your reason for visiting town:

Hairdressing appointment

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 = 14



5. Please tell us why you rated that way:

Because at no point did I feel unsafe. All our local shops have put the necessary steps in place to ensure the community are safe

Everyone seemed to be staying safe & adhering to guidelines

First time into the town since the lock down so nervous generally

Good social distancing. Well organised shops

Not enough people wearing masks in shops.

People still not observing distancing rules, especially when walking past in the street.

People were social distancing, many people wearing masks, town not too busy

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

Bring back lay-by parking

I already feel safe in town

I will feel happier when everyone is wearing a mask.

None - all good

Pedestrianise the high street temporarily to enable people to have more space to pass each other when walking

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

Captured Moments, very well set up. I have visited both Sugarplum & Experience who are both limiting the number of shoppers in their shops at any one time. Cleaning in both shops is fantastic

Great service from KJM who made me feel as safe as possible and seemed to be taking all the precautions that they could

M&S and Waitrose always great. Bakers fabulous- queues well ordered. Canteen coffee shop very clean with well spaced tables.

Superdrug, extremely helpful, the pharmacy and the staff

Toy Arena - great service and huge selection of toys

NPS scoring since 12th June

	w/c 12 th June	w/c 19 th June	w/c 26 th June	w/c 3 rd Jul	w/c 10 th Jul
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	N/A	14
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	N/A	N/A