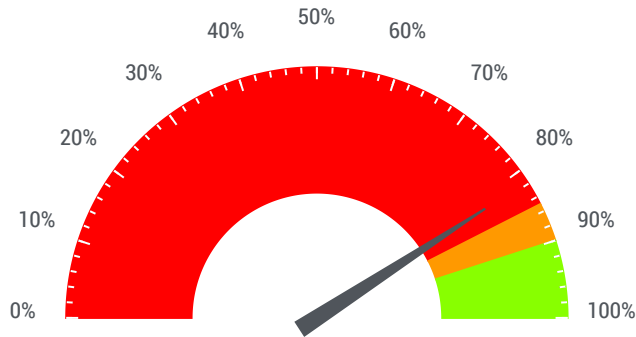


Post Covid-19 Mystery Shop

Road to Recovery

SURVEY SCORE



SECTION SUMMARY

		CURRENT	PREVIOUS	DIFF.
Pre-Visit Checks	91.7% 8.3%	91.7%	-	-
Health and Safety /	87.5% 12.5%	87.5%	-	-
Entrance and Front o	66.7% 33.3%	66.7%	-	-
Gym Area	100.0%	100.0%	-	-
Studio Area(s)	100.0%	100.0%	-	-
Changing Rooms / Bat	66.7% 33.3%	66.7%	-	-
Wet Area(s)	50.0% 50.0%	50.0%	-	-
Cafe / Restaurant	80.0% 20.0%	80.0%	-	-
Cleaning	66.7% 33.3%	66.7%	-	-
Your Confidence Leve	81.8% 18.2%	81.8%	-	-
TOTAL	81.7% 18.3%	81.7%	-	-

SCORED MISSING

CURRENT: 2020-05
PREVIOUS: PREVIOUS SURVEY (-)

QUESTION CATEGORY SUMMARY

		CURRENT	PREVIOUS	DIFF.
Adherence to Guideli	82.6% 17.4%	82.6%	-	-
Adherence to Recomme	63.6% 36.4%	63.6%	-	-
Confidence	85.7% 14.3%	85.7%	-	-
People	100.0%	100.0%	-	-
TOTAL	81.7% 18.3%	81.7%	-	-

SCORED MISSING

CURRENT: 2020-05
PREVIOUS: PREVIOUS SURVEY (-)

Proinsight Post COVID-19 Consumer Audit

Survey Total: 81.67% (49 / 60)

Pre-Visit Checks

91.67% (11 / 12)

1. I confirm I called ahead to the site in the opening hours and speak to a member of staff asking the below question. Please comment their response and upload your call recording here:

Yes

Comment: I was told the the club is open again fully for members with lots of social distancing and cleanliness measures in place and that guests can visit between 12 and 2 and 6 and 8 with over 50's only from 9-10.

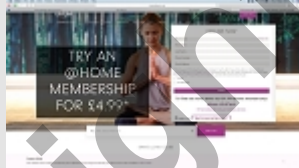
New Welcome Message.mp3

146.13 KB



2. I confirm I have taken a photo of my chosen locations website, taken a screen shot of their homepage and attached it here:

Yes



3. I confirm I have visited the site and looked for a COVID-19 information page (or something similar) and attached a screen shot of it here:

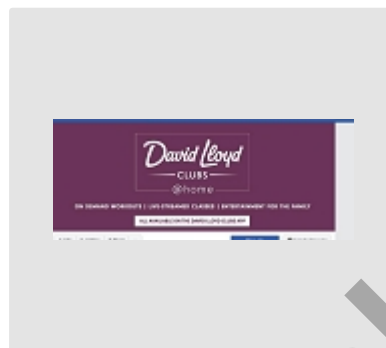
Yes



4. Can you see evidence that your chosen organisation has kept their customers informed on social media of opening procedures?

1/1

Yes (1 pt)



5. Has the customer telephone number voicemail been changed to notify customers of changes post COVID-19? If so, what does it say? Attach a call recording here:

1/1

Yes (1 pt)

Comment: "Welcome to David Lloyd. Whilst we are now open to our members as normal we have shortened hours for non-members using our facilities. Please check our website for details"

6. On a scale of 0-10, how confident are you after following your 'pre-visit research' in visiting the organisation post COVID-19?

9/10

9 (9 pts)

7. Please comment on the reason behind your above scoring

Comment: I feel somewhat confident to come knowing that the organisation has taken into account the safety of other, for example.....

Health and Safety / Throughout your Visit

87.50% (7 / 8)

8. How often on your visit did you see a PHE Social Distancing poster/signage?

3/4

In every area once (3 pts)

9. Are additional cleaning stations available throughout the club as per PHE Cleaning in Non Healthcare settings?

1/1

Yes (1 pt)



10. Is there additional signage identifying cleaning stations throughout the club?

1/1

Yes (1 pt)



11. Was there a 'one way route' in place throughout the club, where possible?

1/1

Yes (1 pt)



12. If you saw groups of people gathering, were staff members encouraging this not to happen? N/A

13. Was there a maximum person rule in place in any or all parts of the club?

1/1

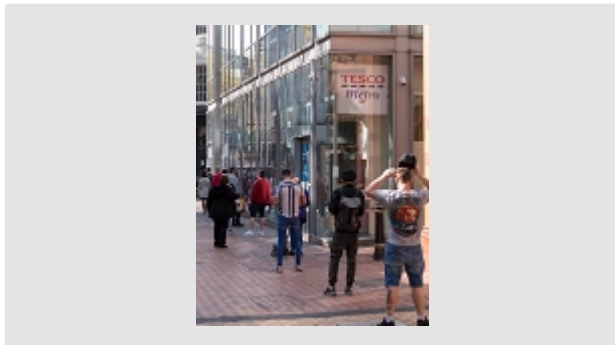
Yes (1 pt)

Entrance and Front of House

66.67% (6 / 9)

14. Please upload a photo of the front of the location here:

Yes



15. Is there any signage with the companies COVID-19 statement at the entrance?

1/1

Yes (1 pt)



16. Is there queue management in place (2 metre spacing bars on the floor at reception and if necessary outside the entrance)?

Yes



17. Is there a staff member at the entrance (seemingly counting in and out customers)?

1/1

Yes (1 pt)

18. Is there PHE (or equivalent) posters on display informing customers and staff of social distances and cleanliness protocols throughout the facility?

1/1

Yes (1 pt)



19. Is there a screen in place to protect you and the staff member at reception?

1/1

Yes (1 pt)

20. Is there hand sanitiser and/or soap available at the entrance to this area?

1/1

Yes (1 pt)

21. Is there signage, or are prompted to use card/contactless payment where possible?

0/1

No (0 pts)



22. If you were given an item that had been used before was it cleaned, or were you provided with single use items instead?

0/1

No (0 pts)

23. Can you see any retail products on display?

Yes

24. Are there any measures in place for people that were considered 'high risk' during lockdown?

Yes (1 pt)

1/1

Comment: They were holding an over 50's hour per day at 9am

25. Was there 'no touch' access in place?

0/1

No (0 pts)

26. Were there any additional POSITIVE measures in place in this area that you'd like to comment on?

Yes

Comment: There was one way system in place throughout the whole centre.

27. Were there any NEGATIVE aspects of this area that you'd like to give feedback on?

No

Gym Area

100.00% (4 / 4)

28. If there was a reception area in the gym, was there a clear screen to protect you and the staff member?

1/1

Yes (1 pt)

29. Is there hand sanitiser and/or soap available at the entrance to this area?

1/1

Yes (1 pt)

30. Is there a clear 2m distance between all equipment?

1/1

Yes



31. Is there clear floor marking 3m x 3m (100ft2)?

1/1

Yes (1 pt)



32. Were there any additional POSITIVE measures in place in this area that you'd like to comment on?

Yes

33. Were there any NEGATIVE aspects of this area that you'd like to give feedback on?

Yes

Studio Area(s)

100.00% (3 / 3)

34. Is there hand sanitiser and/or soap available at the entrance to this area?

1/1

Yes (1 pt)

35. Is there clear floor marking 3m x 3m (100ft²)?

1/1

Yes (1 pt)



36. Is there clear gaps of at least 10 minutes in between classes on the timetable (for cleaning and to assist with social distancing)?

1/1

Yes (1 pt)



37. Were there any additional POSITIVE measures in place in this area that you'd like to comment on?

Yes

38. Were there any NEGATIVE aspects of this area that you'd like to give feedback on?

No

Changing Rooms / Bathrooms

66.67% (2 / 3)

39. Is there hand sanitiser and/or soap available?

0/1

No (0 pts)

40. Was there informative signage on how to properly wash your hands near the sink basins?

1/1

Yes (1 pt)



41. When looking at the cleaning sign off sheet was the last available time signed off? Yes (1 pt) 1/1

Comment: 15:30



Wet Area(s)

50.00% (1 / 2)

42. Is there hand sanitiser and/or soap available at the entrance to this area? 1/1
Yes (1 pt)

43. Has there been any changes made to the timetable to avoid crowding? 0/1
No (0 pts)

44. Have any facilities in this area been blocked off or made unavailable to stop the risk of Yes spread?

Comment: No sauna, steam and jacuzzi available

Cafe / Restaurant

80.00% (4 / 5)

45. Is there hand sanitiser and/or soap available at the entrance to this area? 0/1
No (0 pts)

46. Was there a 'takeaway only' service in place to prevent crowd gathering? 1/1
Yes (1 pt)

47. Were tables clearly distanced more than 3m X 3M (100ft)? 1/1
Yes (1 pt)



48. Was there a separate food and drink collection point (away from the pay point) to prevent crowding? 1/1
Yes (1 pt)

49. Are single use plates and mugs being used? 1/1
Yes (1 pt)

50. Were there any additional POSITIVE measures in place in this area that you'd like to comment on?

Yes

51. Were there any NEGATIVE aspects of this area that you'd like to give feedback on?

Yes

Cleaning

66.67% (2 / 3)

52. Did you see any staff cleaning whilst on your visit?

1/1

Yes (1 pt)

Comment: There were cleaning staff around the whole facility.

53. Are there cleaning products available for customer use?

1/1

Yes (1 pt)

54. Are bins clearly being emptied regularly?

0/1

No (0 pts)

Your Confidence Levels

81.82% (9 / 11)

55. Would you feel confident in returning to this club with the current measures in place?

1/1

Yes (1 pt)

56. Following your visit, on a scale of 0-10, how confident are you in returning to the club?

8/10

8 (8 pts)

57. Please let us know why you've given the scores you have above: **Comment:** This was a very secure place, they'd thought of everything. All staff members were very well trained and confidence in the knowledge that they were doing all they can to keep their staff and customers safe.

Survey Total: 81.67% (49 / 60)