

## Members Questionnaire Results - Lockdown 1.0 & 2.0

Thank you for taking the time to complete the questionnaire we sent out at the end of December.

We asked questions on how well you thought we did before, during and after the last two lockdowns and we had a great response.

Your answers to how we communicated with our members throughout both previous lockdowns will help us to communicate with you this time around and make sure we are getting it right.

**We have been inundated with positive comments which are wonderful and helps us to know that what we have been doing is working and you as members appreciate our efforts.**

**Below are a selection:**

“In difficult circumstances the staff and management have managed the difficult situation very well”

“Really pleased with the Oxley Centre Staff and their willingness to answer questions and communication throughout a tricky period”

“Extremely well run and I have no issues with any safety aspects. Very friendly staff who have done their very best during difficult times”

“I would like to thank the staff for their friendly and pragmatic approach to the difficulties encountered during 2020. As an occasional user of Goldenstones in Yeovil I can confidently say that Oxley, in comparison, has managed to achieve a more sensible approach that balances the needs and safety of the staff and members. Thanks everyone”

“I think that Oxley has performed very well during a very difficult year. - I listen to friends and how their gym has performed and think how lucky I am with Oxley. I think the range of classes is better than other gyms that I am aware of. Staff are friendly and helpful – sadly turnover of staff seems high. I can't wait until a semblance of normality returns and we can use the showers and changing rooms as a 7-mile trip home in the car in my sweaty gym kit is not a pleasant experience. I realise money is tight but hope that further improvements can be made regarding the reliability of the spinning bikes. Overall, I really enjoy going to the Oxley Sports Centre and think it is an excellent club”

“I think the booking system works very well and I really appreciate the work the staff do to keep us safe. I think we are enormously lucky to have this facility”

“I think the Centre handled everything ok. Obviously, this type of thing had never happened before so they did the best you could. Sometimes things were a bit confusing, but it was a different time for everyone”

“Thank you for all that you've done when it was definitely the harder choice to reopen as best as possible rather than simply close as you could have done – Thank you”

“I reckon on a rolling road of surprises sprung on you at a moment's notice by the Government and the school's requirements you did pretty well, thank you – Best wishes for 2021!”

## **Things to work on:**

**There were comments on the virtual classes both good and bad, we have taken them on board and are working on them.**

- There were lots of comments about the sound quality of the classes...
  - we have since purchased a microphone specifically for streaming live videos so hopefully this will improve once it has arrived.
- Common comments about the Myzone app in general were that the instructions were not clear, and do you need to have a belt?
  - We have reissued the instructions on our website, and they should be simple to follow.
  - You do not need a belt to access or participate in the classes you just need to put a '0' zero, in when it asks for your belt ID and our facility code
  - If you still get stuck please email us at [osc\\_info@sherborne](mailto:osc_info@sherborne) and we will be happy to talk you through it
- The Fitness Team have put together a varied and comprehensive class timetable so hopefully we will be able to cater for more of you during Lockdown 3.0

## **Some members mentioned the family memberships and the lack of access to the fitness suite for the under 16's...**

When we first reopened, we were very conscious of the limited space available in the fitness suite and the requirements from the school, so it was a balancing act between the members and the school trying to accommodate everyone with the limited capacity. We are also restricted in the number of staff we have available; we endeavour to ensure the fitness suite is manned when it is open and if a staff member is taking a class then this reduced the gym time as the instructor is out of the fitness suite – as you can imagine staffing budgets are tight and we need to make the most of our available resources.

It was felt at the time we needed to ensure we had enough time for the members for the initial period and then to introduce the junior sessions.

It was our intention to re-introduce the junior sessions this month as we have now reassessed the usage of the fitness suite with members and School. It is hoped that when we return after this most recent lockdown some junior sessions will return.

We do have plans to introduce 'Family' sessions in different areas of the facility including the pool and the fitness suite to encourage families to continue exercise together safely when we are able to reopen

## **There was some confusion about Direct Debits after the first lockdown**

Initially the lockdown was meant to be for a month but as time went on and we did not reopen for 4 months we faced a real financial dilemma and so the plan was to allow options for people to sign up to help the centre get back on its feet.

We can only apologise if there was confusion about what was to happen with the DD payments. It was designed to be as fair as possible and allow those customers who wanted to continue as they were from when we reopened and giving options to those who did not.

However, the Government then threw us a curve ball with the tier system before this current lockdown and we are hopeful we have made things less confusing for everyone this time round.

## **We had a few comments about the increase in numbers both in the pool and in the fitness suite since we first opened in July**

When we first opened the Centre, we were very careful about our customer numbers. We made the decision early on to err on the side of caution and reduce the numbers below the recommended guidelines for both the pool and the fitness suite until such time that we felt we were comfortable about how to manage the situation

With regards the pool, by Swim England guidelines (which we follow) we can accommodate 50 swimmers in a pool the same size as ours, allowing for social distancing restrictions. However, we made the decision to dramatically reduce our customer numbers initially to 15 until we felt it was safe to increase the numbers to 20.

Our changing rooms are small for the size of facility which also influenced our decision to keep the numbers low. In November, we increased our number of changing cubicles to help with social distancing customers when they change, we felt able to increase the numbers to 20 for the pool

Using the guidelines from UKActive which we have used since we opened (for all areas of the facility) the fitness suite can accommodate 14 customers using the calculation given, however we decided on 10 spaces initially moving to 12 after we felt both the staff and customers were comfortable with the increase.

I would like to reassure you that we would never knowingly put any of our customers or staff at risk by increasing session sizes without weighing up all risks