

Rosebery Park

Visitor Survey - 2017



Report prepared for:
Operations Management Team

Date: May 2017

Please contact the Epsom & Ewell Borough Council's Policy, Performance & Governance Team should you require any information on the Rosebery Park Visitor Survey 2017
Email: contactus@epsom-ewell.gov.uk

Rosebery Park Visitor Survey - 2017

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Rosebery Park

Visitor Survey - 2017

Summary of main findings:

- The survey ran from 23 February to 03 April 2017 - a period just over six weeks (including a two-week extension). The survey was available in paper and electronic formats:
 - 1,500 paper surveys were distributed to properties in surrounding residential roads, including flats in the High Street. A poster promoting the survey was placed on the park's notice board and 1,500 postcard-size flyers were distributed to:
 - Swail House
 - Town Hall
 - Bourne Hall
 - Ebbisham Centre
 - The Playhouse
 - Aon Hewitt
 - UCA
 - Atkins
 - Nuffield Health, and
 - two surrounding schools.
 - The electronic version was featured on the Council's main webpage and publicised in Members' Update and widely publicised via our social media channels:
 - Twitter: @EpsomEwellBC and @teamepsomewell
 - Facebook: www.facebook.com/EpsomEwellBC
- In total, 585 survey responses were received; of which 332 were paper-based (57%, n=332/585) and 253 were online submissions (43%, n=253/585).
- Respondent profile:
 - The majority of respondents were female (68%, n=357/523) and 31% (n=163/523) were male. Less than 1% said 'Other' (0.57%, n=3/523)
 - Based on age groupings: 57% (n=307/542) were under 55 years old and 43% (n=235/542) were over 55 years old. The largest portion of respondents were between 35yrs and 44yrs old (26%, n=143/542)
 - When asked about ethnicity, the majority of respondents (83%, n=443/533) described themselves as British white or English white.
 - The majority of respondents (59%, n=2309/526) said they were Christian.
 - Eight per cent (n=41/521) of respondents indicated they had a disability according to the Equalities Act of 2010.
- Over six in ten respondents (63%, n=360/576) visit the park multiple times weekly; this comprises 26% (n=149/576) visiting daily and 37% (n=211/576) visiting two or three times weekly.

A further 23% (n=134/576) visit the park two or three times monthly and 11% (n=65/576) visit the park two or three times a year. Only 1.7% (n=10/576) visit less than once a year.

- Over eight in ten respondents travel to the park on foot (86%, n=550/639), whilst 9% (n=55/639) travel by bicycle, 3% (n=22/639) by car and 0.8% (n=5/639) by wheelchair. Other methods included bus/coach and train (0.6% n=4/639 and 0.5% n=3/639, respectively).
- Overall, the most frequent reason for visiting the park was 'as a shortcut' (13%, n=246/1,888). This was closely followed by 'go for a walk' (12%, n=222/1,888) and 'enjoy the flowers/trees' (11%, n=209/1,888).
- Looking at the age profile, most respondents between:
 - 35-44yrs 'use the playground' (59%, n=92/155) and use the park for a 'children/family outing' (54%, n=80/148)
 - 45-54yrs use the park 'as a shortcut' (16%, n=38/226)
 - 55-64yrs use the park to 'go for walk' (20%, n=39/195)
 - 65-74yrs use the park 'as a shortcut' (20%, n=46/226)
 - 75-84yrs use the park to 'enjoy the flowers/trees' (17%, n=32/191).
- The top three positively rated aspects of the park were:
 1. 'Accessibility' (88%, n=473/540)
 2. 'Grass areas' (87%, n=486/556)
 3. 'Tree cover' (84%, n=461/551).
- The top three negatively rated aspects of the park were:
 1. 'Toilets' [lack of] (90%, n=277/309)
 2. 'Car parking' [limited parking] (82%, n=231/282)
 3. 'Sports facilities' [lack of] (68%; n=245/362).
- Overall, 64% (n=348/546) of respondents rated 'the park in general' positively, 32% (n=175/546) rated the grounds fair and 4% (n=23/546) rated the grounds negatively.
- Respondents who gave a negative response to an opinion relating to the park were also asked to provide reasons for their answer. The three most prevalent reasons were:
 1. 'Toilets needed' (54%, n=213/396)
 2. 'Car parks/Limited parking' (31%, n=122/396)
 3. 'Facilities for over 12s needed' (28%, n=109/396).

- When considering improving the visitor experience, the three most prevalent suggestions for using the park more often or staying for longer include:
 1. 'Café needed' (31%, n=136/435)
 2. 'Play area, activity & equipment improvements' (26%, n=111/435)
 3. 'Toilets needed' (24%, n=104/435).
- Of the respondents that took part in this survey, 88 people kindly provided their names and contact information for volunteering activities. This information will be passed onto the management team for future volunteering opportunities.



We are currently putting together new Management Plans for our parks to ensure they continue to meet your needs.

We would really like your input; we don't want to assume we know your views!

Please visit our website and follow the link to the **Rosebery Park consultation.**

www.epsom-ewell.gov.uk

Objectives and methodology:

Rosebery Park is amongst five green spaces in the Borough and is situated near the town centre in Epsom, Surrey. It is a formal town centre park managed by Epsom and Ewell Borough Council and it has won the prestigious Green Flag Award - the mark of a quality park or green space award for the fourth time this year.

The survey was conducted by the Council on behalf of its Operations Management Team. The team is responsible for ensuring the park meets the needs of local residents, visitors and develops in a sustainable way.

Questionnaire development:

The questions were developed in liaison with the Head of Operational Services and the Patrol Ranger. Areas include:

- Frequency of visiting the park
- Method of travel to the park
- Reasons for visiting the park
- Opinions on various aspects of the park
- Improving visitor experience and encouraging more use of the park, or staying for longer
- Volunteering opportunities.

Methodology:

The survey ran from 23 February to 03 April 2017 - a period just over six weeks (including a two-week extension). The survey was available in paper and electronic formats:

- 1,500 paper surveys were distributed to properties in surrounding residential roads, including flats in the High Street. A poster promoting the survey was placed on the park's notice board and 1,500 postcard-size flyers were distributed to:
 - Swail House
 - Town Hall
 - Bourne Hall
 - Ebbisham Centre
 - The Playhouse
 - Aon Hewitt
 - UCA
 - Atkins
 - Nuffield Health, and
 - two surrounding schools.
- The electronic version was featured on the Council's main webpage and publicised in Members' Update and widely publicised via our social media channels:
 - Twitter: @EpsomEwellBC and @teamepsomewell
 - Facebook: www.facebook.com/EpsomEwellBC

Of the 1,500 paper copies distributed, 332 were returned - resulting in a paper-copy response rate of 22%

**EPSOM
&
EWELL**
BOROUGH COUNCIL



**Rosebery Park
Survey 2017**

Your views wanted!

Epsom & Ewell Borough Council is conducting a survey to ensure Rosebery Park meets the needs of local residents, visitors and is developed in a sustainable way.

We want you to tell us how the park can be made even better by taking part via the link below.

www.epsom-ewell.gov.uk

Please take part by Friday 17 March 2017.

In total, 585 survey responses were received; of which 332 were paper-based (57%, n=332/585) and 253 were online submissions (43%, n=253/585). Of the 1,500 paper copies distributed, 332 were returned - resulting in a paper-copy response rate of 22% (n=331/1,500).

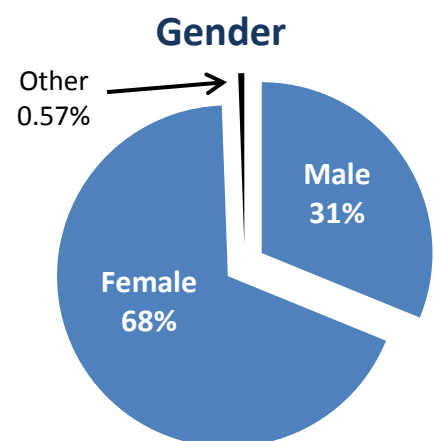
Responses to the electronic questionnaires were automatically imported into the survey design and analysis package (SNAP v11). The paper returns were sent to SnapSurveys for data inputting, then merged with the online version. The results were analysed by the Council's Policy, Performance and Governance Team.

The figures in this report are calculated as a proportion of respondents who answered each question – excluding 'No Reply' or 'No Opinion' responses. Percentages in a particular chart might not always add up to 100% due to rounding, or because a respondent was allowed to give more than one answer to the question.

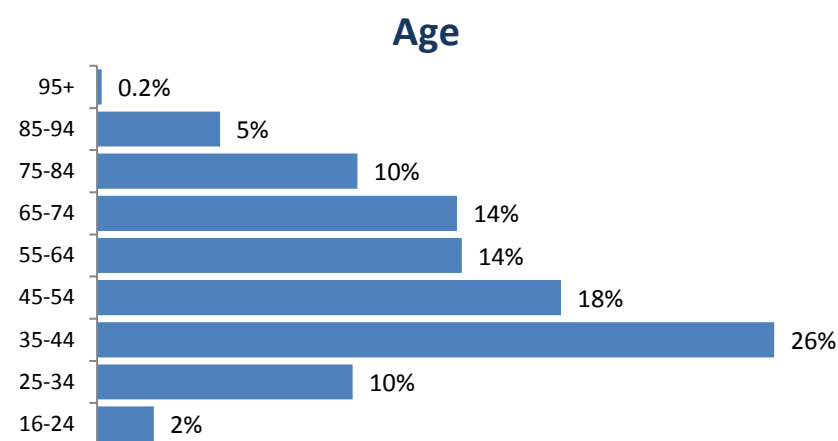
Respondent profile and equalities monitoring:

Age and gender:

Respondents were asked their gender and which age group they fit into. The majority of respondents were female (68%, n=357/523) and 31% (n=163/523) were male. Less than 1% said 'Other' (0.57%, n=3/523). Based on age groupings: 57% (n=307/542) were under 55 years old and 43% (n=235/542) were over 55 years old. The largest portion of respondents were between 35yrs and 44yrs old (26%, n=143/542), followed by respondents aged between 45 & 54yrs (18%, n=98/542).



Base: Number of respondents = 523

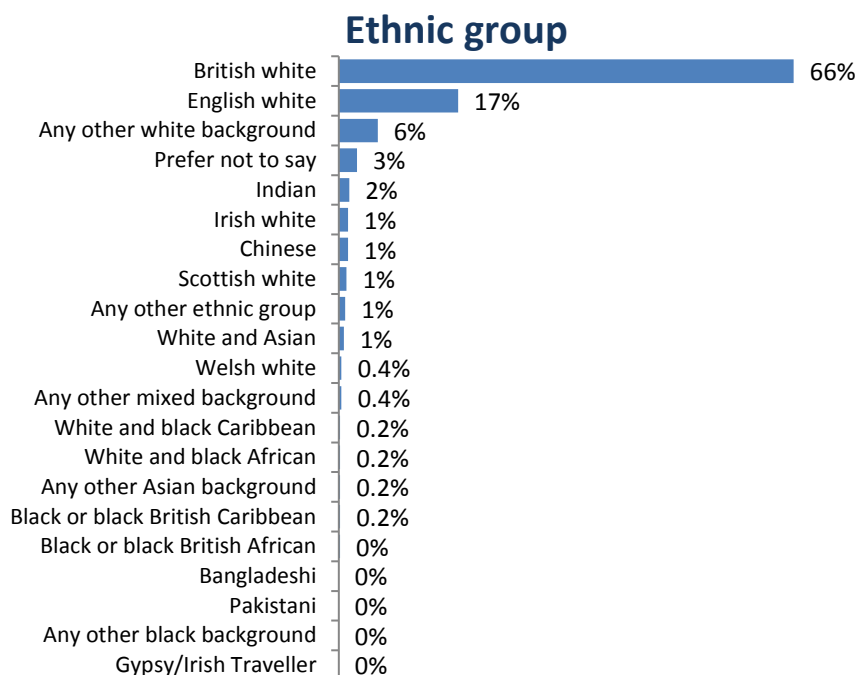


Base: Number of Respondents=542

Other demographics:

Eight per cent (n=41/521) of respondents indicated they had a disability according to the Equalities Act of 2010. A person has a disability for the purposes of the Act if they have a physical or mental impairment which has a substantial and long term adverse effect on his/her ability to carry out normal day-to-day activities.

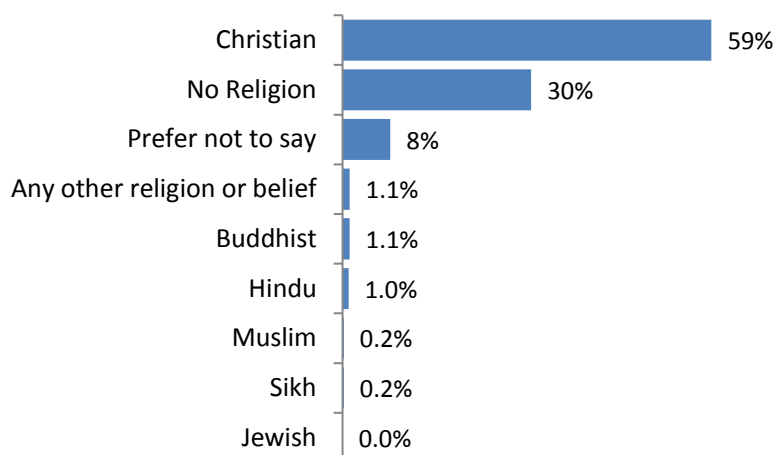
When asked about ethnicity, the majority of respondents (83%, n=443/533) described themselves as British white or English white.



Base: Number of Respondents=533

In terms of religious beliefs; nearly six in ten respondents (59%, n=2309/526) said they were Christian and three in ten 30% (n=158/526) said they were not religious.

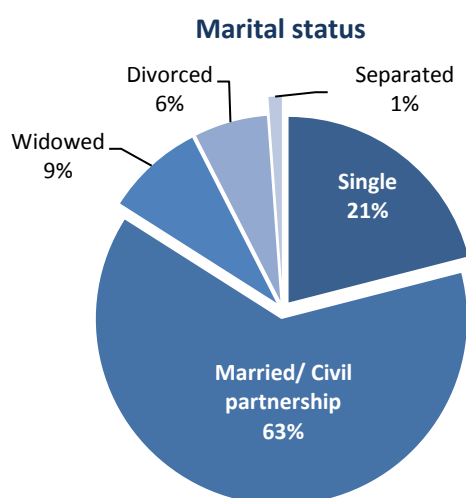
Religion or belief



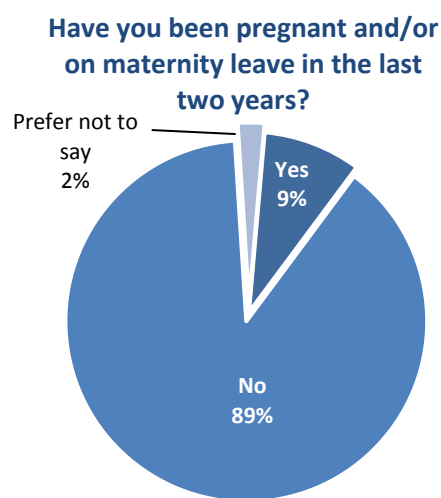
Base: Number of Respondents=526

When asked about sexual orientation, 89% (n=457/513) said they were heterosexual whilst 7% (n=37/513) preferred not to say. Nineteen respondents said either 'Gay man/woman/lesbian/bisexual/other' (3.7%, n=19/513) and ten respondents (1.9%, n=10/516) said their gender identity was different from their sex assigned at birth.

When asked about marital status, 64% (n=327/519) said they were married or in a civil partnership, 21% (n=109/519) were single, 9% (n=44/519) widowed, 6% (n=33/519) divorced, and 1% (n=6/519) separated. Nearly nine per cent of respondents (8.8%, n=44/501) said they had been pregnant or on maternity leave in the last two years, whilst 2.4% (n=12/501) preferred not to say.



Base: All respondents=519



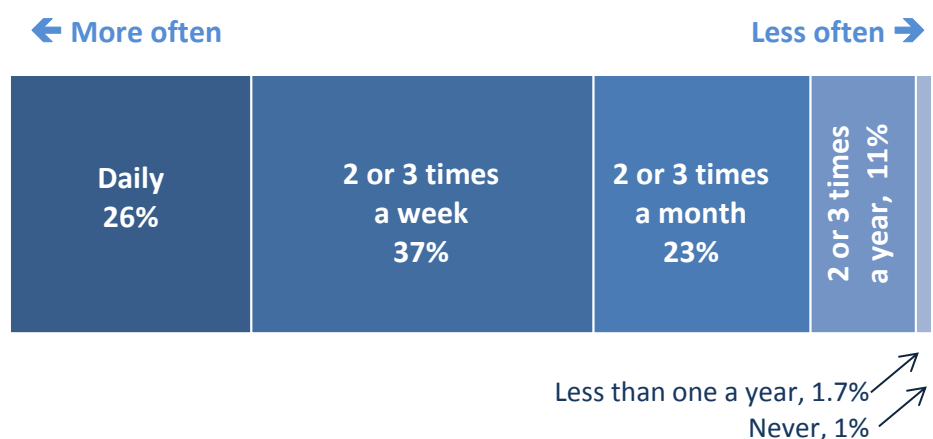
Base: All respondents=501

Analysis of results:

Frequency of visiting Rosebery Park:

Over six in ten respondents (63%, n=360/576) visit the park multiple times weekly; this comprises 26% (n=149/576) visiting daily and 37% (n=211/576) visiting two or three times weekly. A further 23% (n=134/576) visit two or three times monthly and 11% (n=65/576) visit the park two or three times a year. Only 1.7% (n=10/576) visit less than once a year. Only 1.7% (n=10/576) visit less than once a year. Only 1.7% (n=10/576) visit less than once a year.

How often do you visit Rosebery Park?

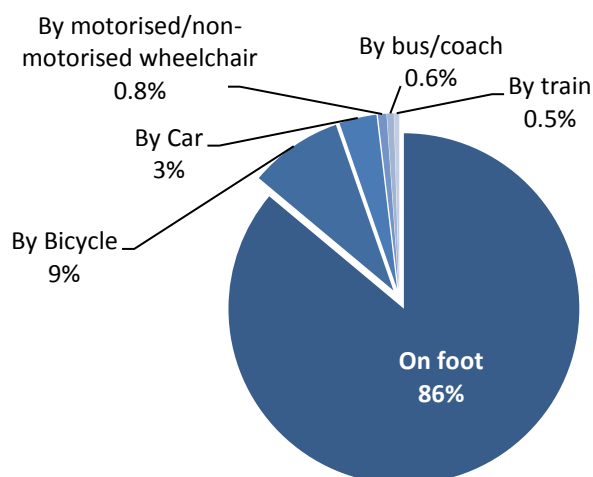


Base: Number of respondents=576

Method of travelling to Rosebery Park:

Over eight in ten respondents travel to the park on foot (86%, n=550/639), whilst 9% (n=55/639) travel by bicycle, 3% (n=22/639) by car and 0.8% (n=5/639) by wheelchair. Other methods included bus/coach and train (0.6% n=4/639 and 0.5% n=3/639, respectively).

How do you normally travel to the park?

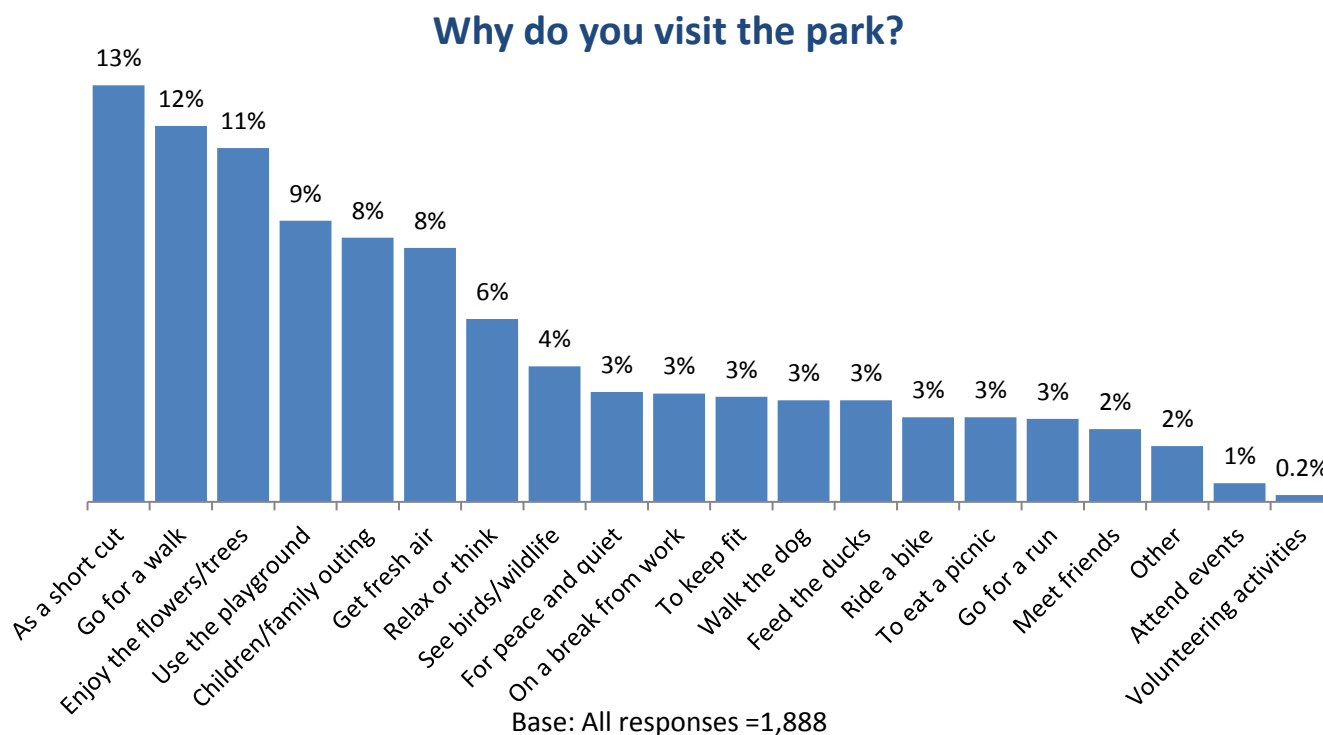


Base: Number of responses=639

Reasons for visiting Rosebery Park:

This section looks at the reasons for visiting the park (respondents were asked to choose up to three reasons – hence the high number of responses). The most popular reason for visiting the park was ‘as a shortcut’ (13%, n=246/1,888). This was closely followed by ‘go for a walk’ (12%, n=222/1,888) and ‘enjoy the flowers/trees’ (11%, n=209/1,888).

Additional reasons for visiting the grounds include:

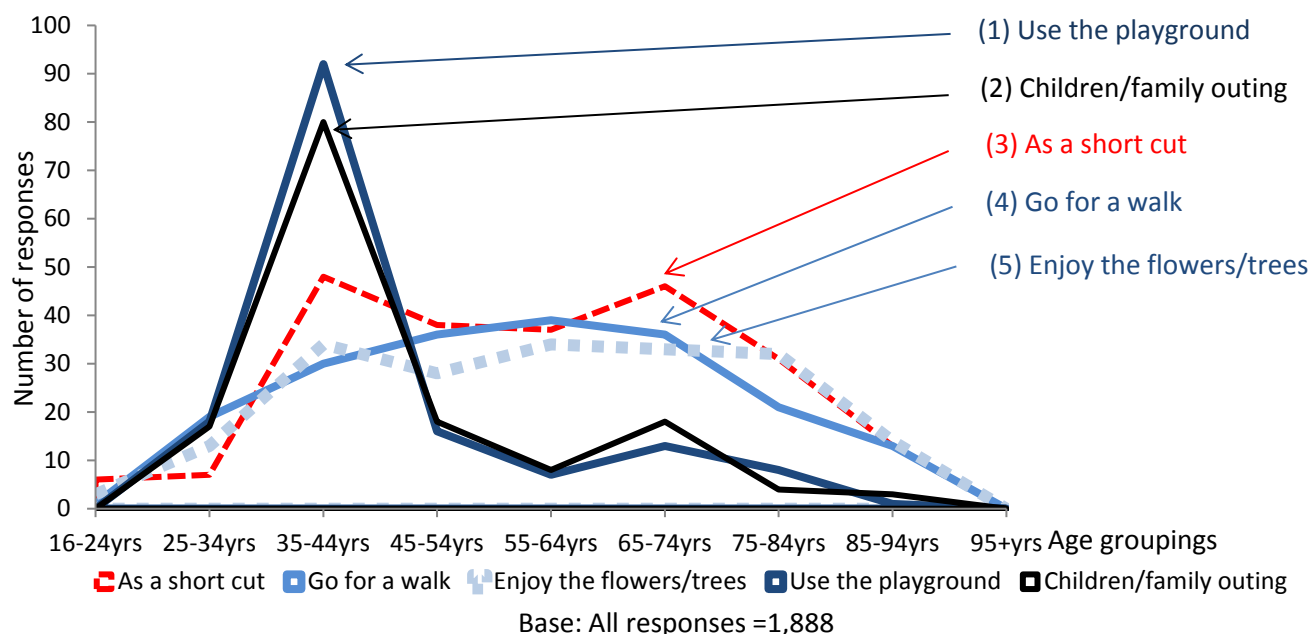


Looking at the age profile, most respondents between:

- 35-44yrs ‘use the playground’ (59%, n=92/155) and use the park for a ‘children/family outing’ (54%, n=80/148)
- 45-54yrs use the park ‘as a shortcut’ (16%, n=38/226)
- 55-64yrs use the park to ‘go for walk’ (20%, n=39/195)
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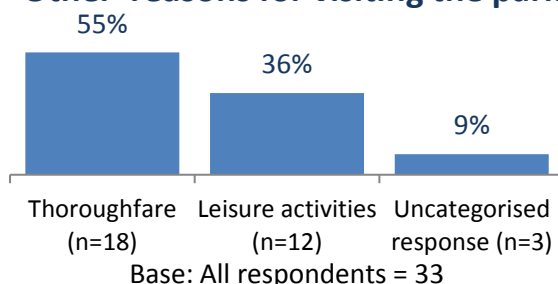
The graph below illustrates the top five age profiles for visiting the park:

Top 5 age profiles for visiting the park



'Other' reasons for visiting the park include:

'Other' reasons for visiting the park



Examples of 'Other' responses include:

Q3: If Other, please specify: (Base: All responses=33)	
Theme:	Examples:
1. Thoroughfare	<ul style="list-style-type: none"> It's my preferred walk home It's the most pleasant way to get the kids to school It is the quickest route from my home (Squirrels Way) to the town, and very pleasant.
2. Leisure activities	<ul style="list-style-type: none"> To sit on a bench for a rest Read a book Used to use playground and space for children's games weekly.
3. Uncategorised response	<ul style="list-style-type: none"> Difficult to decide which ones apply as I used to use the park a lot until I was not able to walk.

Opinion of aspects of the park:

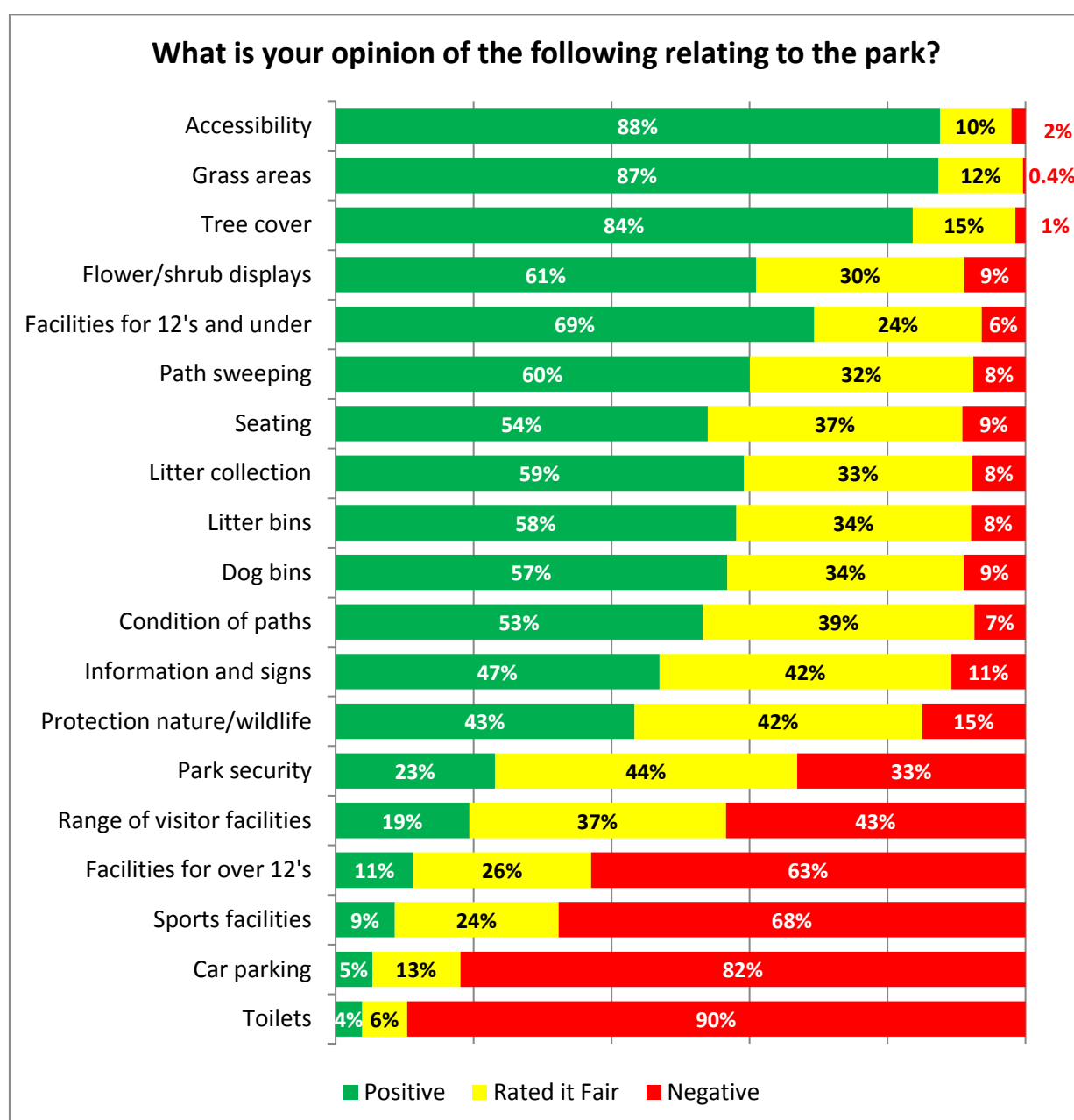
This section looks at peoples' opinions relating to various aspects of the park.

The top three positively rated aspects of the park were:

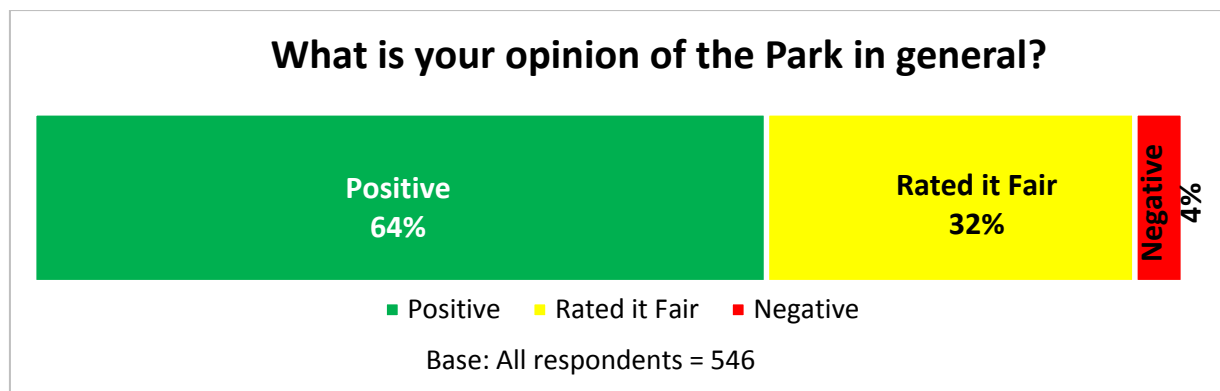
1. 'Accessibility' (88%, n=473/540)
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3. 'Tree cover' (84%, n=461/551).

The top three negatively rated aspects of the park were:

1. 'Toilets' [lack of] (90%, n=277/309)
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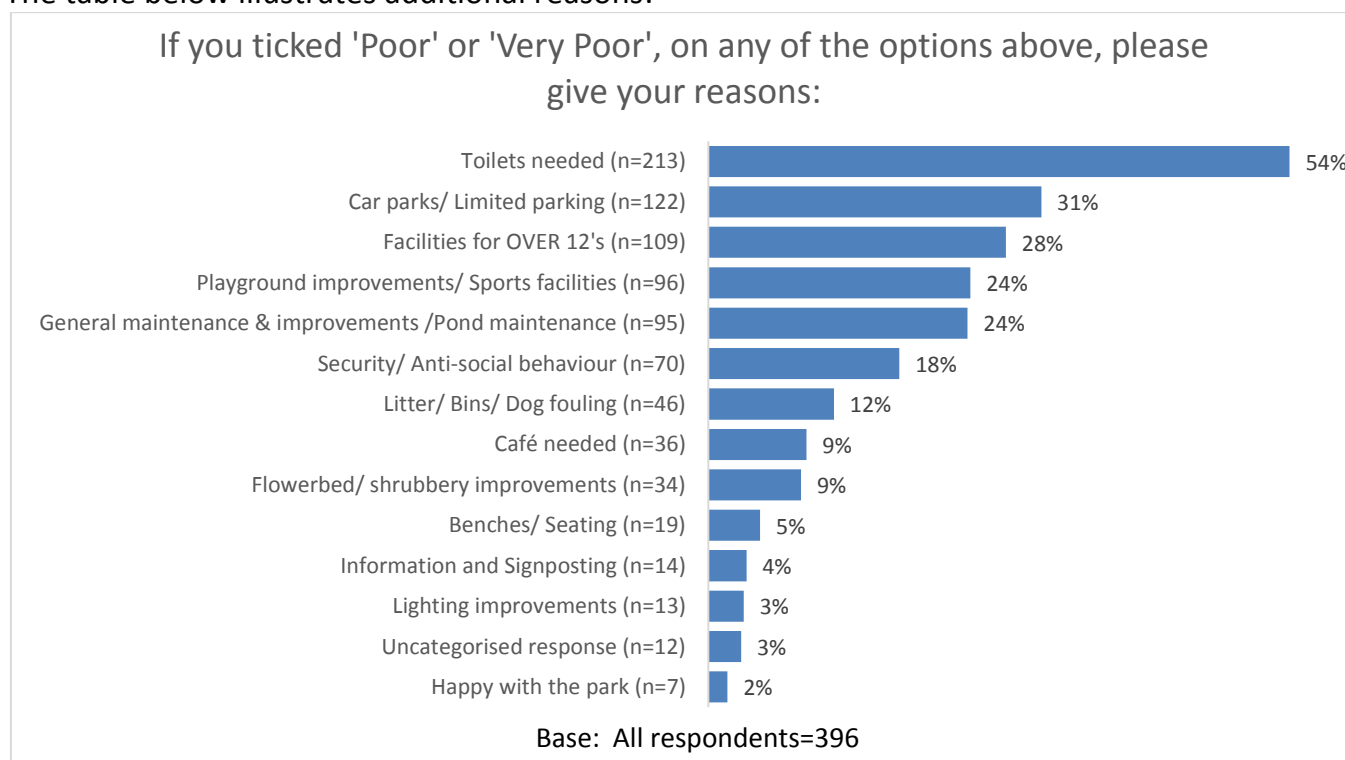
Overall, 64% (n=348/546) of respondents rated 'the park in general' positively, 32% (n=175/546) rated the grounds fair and 4% (n=23/546) rated the grounds negatively.



Respondents who gave a negative response to an opinion relating to the park were also asked to provide reasons for their answer. The three most prevalent reasons were:

1. 'Toilets needed' (54%, n=213/396)
2. 'Car parks/Limited parking' (31%, n=122/396)
3. 'Facilities for over 12s needed' (28%, n=109/396).

The table below illustrates additional reasons:



Examples of literal responses include:

Q5: If you ticked 'Poor' or 'Very Poor' on any of the above options, please give your reasons below: (Base: All responses=396)

Theme:	Examples:
1. Toilets needed	<ul style="list-style-type: none"> • There are no toilet facilities which is difficult when you have young children. • No toilets available which is particularly inconvenient when visiting the playground with young children. • There are no toilets, so the young children using the playground regularly relieve themselves in the nearby bushes. • No toilet facilities, which means parents visiting the playground with young children sometimes forced to use the bushes nearby if they don't think they can get their children to the Ashley Court Centre quickly enough! • Ticked very poor for toilets, because there are none.
2. Car parks/ Limited parking	<ul style="list-style-type: none"> • There is practically no parking available. • Impossible to park anywhere near. • Not great parking facilities and nearest road is resident only. • There is nowhere to park other than the Ashley centre but that is expensive if you just want to take a child to the play area.
3. Facilities for OVER 12's	<ul style="list-style-type: none"> • Perhaps there could be a dedicated area for 12+ separate from the playground? • Don't think there are facilities for the over 12's and they often use the children's playground instead, taking over the swings, etc. • Does not seem to be anything for the over 12's. • There could be better facilities for older children, especially sports facilities.
4. Playground improvements/ Sports facilities	<ul style="list-style-type: none"> • Playground needs a revamp! • There are no facilities for sport at all. • No outside gym equipment for adults which would be great hit with the residents. • Could back end of park be redeveloped to have an all-weather pitch or outdoor multi gym or trim trail?

Q5: If you ticked 'Poor' or 'Very Poor' on any of the above options, please give your reasons below: (Base: All responses=396)

Theme:	Examples:
5. General maintenance & improvements /Pond maintenance	<ul style="list-style-type: none"> • It often looks unkempt, uncared for and unloved. • Paths not swept very often. • Too much neglect recently especially around the pond, which looks appalling. • The pond area is an eyesore with paths crumbling. • Pond has been in disrepair for over 3 years and all water birds have left.
6. Security/ Anti-social behaviour	<ul style="list-style-type: none"> • Regularly have problems with teens taking over the swings in the playground or cycling bikes in there and being quite aggressive when asked if they could move. • A park keeper should be present to enforce the reservation of the children's play area to under 12s. This notice is disregarded every day. • No visible security, i.e. park keeper/patrol. • There is a growing amount of anti-social behaviour in the park late evening and throughout the night.
7. Litter/ Bins/ Dog fouling	<ul style="list-style-type: none"> • Litter is a big issue everywhere in the park. • Litter - should be collected more often in the Spring/Summer as there are often bins overflowing with people having picnics in the park. • Dog mess on paths and grass areas. • Dog owners letting dogs off leads and dog poo in the leaves for kids to stand in.
8. Café needed	<ul style="list-style-type: none"> • Access to a cup of tea - even a pop up trailer style coffee/tea shop would be a massive bonus. • A coffee hut and somewhere to buy a cake and sandwich. • Would be nice to have a cafe to purchase tea, coffee ice cream. • Could it be possible to have a little cafeteria selling cups of tea, coffee and/or cakes?
9. Flowerbed/ shrubbery improvements	<ul style="list-style-type: none"> • There could be more planting/flower displays by season. Bulbs in the grass are lovely in the spring, but only the beds on South Street have any formal display. • Not many flowers and too many dead leaves. • There are too many neglected flower beds. • Does not seem to be much colour in the park or bright flower beds. Park is not particularly pretty. • The flowers always look tired and in need of maintenance.

Q5: If you ticked 'Poor' or 'Very Poor' on any of the above options, please give your reasons below: (Base: All responses=396)

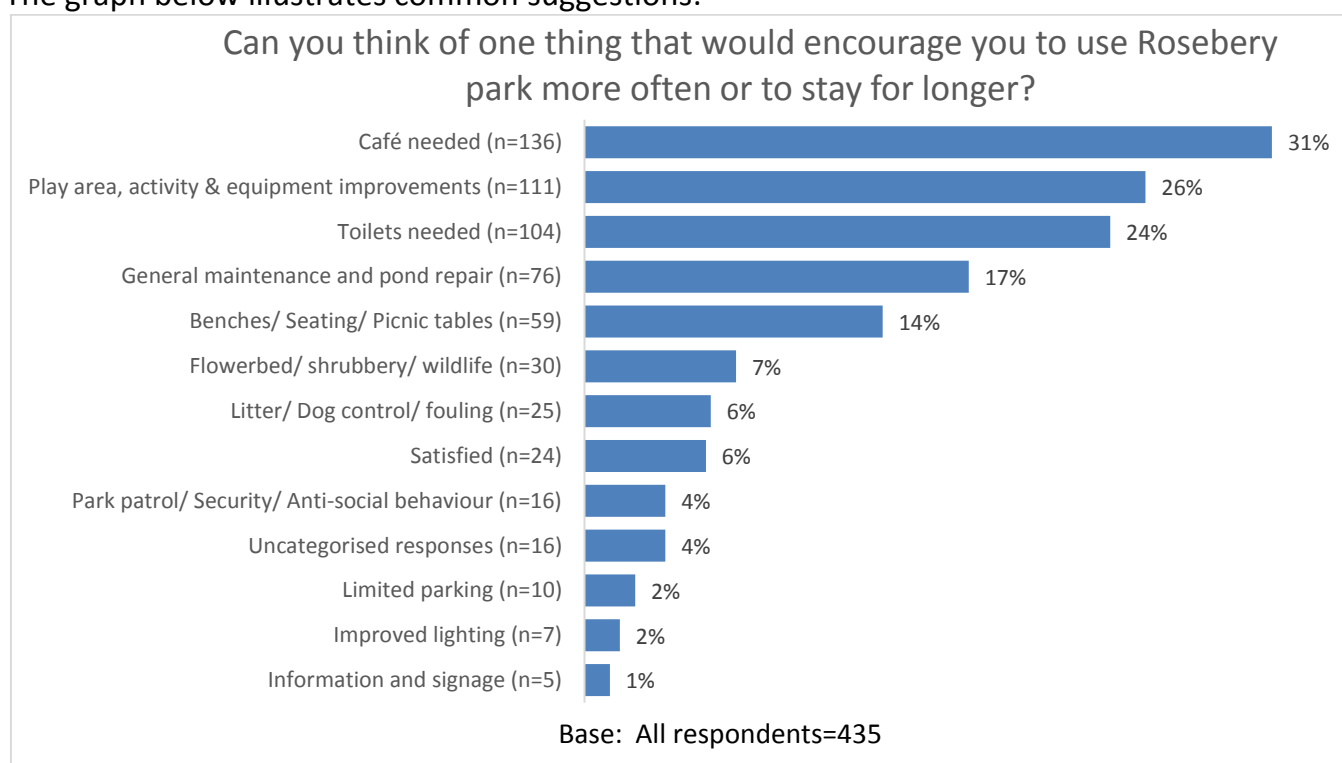
Theme:	Examples:
10. Benches/ Seating	<ul style="list-style-type: none"> • Condition of the seating in some cases is poor. More seating could be added. • There could be wooden tables with seats for families while watching kids playing. • Seating is very uncomfortable. • Seating - The new metal seats are impossible for the elderly with any mobility problems as they are too low, have no arms and lean backwards.
11. Information and Signposting	<ul style="list-style-type: none"> • Signage all very tired and many water damaged. • The info board in South Street is difficult to read. • The signs are quite dirty (park map). • No information as to which exits lead where.
12. Lighting improvements	<ul style="list-style-type: none"> • It's important for it to well-lit at night. • The park needs more lighting around the footpaths at night time. It gets very dark and feels unsafe when on your own. • Lighting is inadequate on the paths with long stretches of total darkness. • More lighting please.
13. Uncategorized response	<ul style="list-style-type: none"> • The Answers are in the question. • What do we pay Council Tax for? • Please do not spend my community money on Rosebery Park. There are many more pressing needs to be seen to in Epsom, e.g. sweeping roads and pavements, filling holes in roads and pavements and repairing street lighting.
14. Happy with the park	<ul style="list-style-type: none"> • It's a green space. Perfectly functional as it is. • It's very nice to go to the park when one is living in a flat. • I love Roseberry Park and am happy with the status quo. • Nice open space.

Improving visitor experience and encouraging more use of the park or staying for longer:

This section looks at the visitor experience and suggestions for using Rosebery Park more often or to stay for longer. When considering improving the visitor experience, the three most prevalent suggestions include:

1. 'Café needed' (31%, n=136/435)
2. 'Play area, activity & equipment improvements' (26%, n=111/435)
3. 'Toilets needed' (24%, n=104/435).

The graph below illustrates common suggestions:



Examples of literal responses include:

Q6: Can you think of one thing that would encourage you to use Rosebery Park more often or to stay for longer? (Base: All responses=435)

Theme:	Examples:
1. Café needed	<ul style="list-style-type: none"> • Cafe or small hut for tea/ coffee, ice creams. • A small cafe would be a very good idea. • A coffee stand! • A kiosk serving tea/coffee/refreshments.
2. Play area, activity & equipment improvements	<ul style="list-style-type: none"> • Sports facilities - how about exercise bars etc., for adults, an outdoor gym? • Trim trail. Football goals/area. • To extend children's playground and add adult exercise area. • If the park was used for musical events in the spring, summer and

Q6: Can you think of one thing that would encourage you to use Rosebery Park more often or to stay for longer? (Base: All responses=435)	
Theme:	Examples:
	<p>autumn months.</p> <ul style="list-style-type: none"> • Create a larger family friendly picnic area.
3. Toilets needed	<ul style="list-style-type: none"> • Toilets. We normally have to cut short our trip so that the kids can go to the toilet. • To have toilets available. • Toilets would be a great help to those of us of advanced years! • Toilets in the park would make me stay longer. If I have to go to the Ashley Centre I don't come back, until another day.
4. General maintenance and pond repair	<ul style="list-style-type: none"> • A cleaner pond, with new edging stones and a fountain that works. • Restoring the pond and making it wildlife friendly. It's currently a disgrace. • Sort out the pond and surrounds, which have been an eyesore for years. The pond needs cleaning, the paths reinforced all the way around. • The pond is an eyesore. This is a great facility that needs to be exploited - remove the hideous barriers, sort out the paving slabs and make it presentable. • New paving around the pond. A better waterfall. The pond should be a feature but at the moment it is just a mess.
5. Benches/ Seating/ Picnic tables	<ul style="list-style-type: none"> • Picnic benches would be great. • Perhaps more benches, as sometimes they're all full. • More seating along the edges perhaps and utilising the far end with picnic areas. • More benches and picnic tables.
6. Flowerbed/ shrubbery/ wildlife	<ul style="list-style-type: none"> • More extensive and varied decorative or flowerbed planting over more areas. More wildlife attracting planting. • Better range of planting • More planting and colour. • Improve the planting of flowers, grass, shrubs, etc.
7. Litter/ Dog control/ fouling	<ul style="list-style-type: none"> • More bins or better bin collection in the summer when they overflow because more people use the park. • Regularly remove the debris/rubbish from the pond. • More bins for rubbish. • Dogs have to be on leads. • For people with dogs to clear up after the dog has messed.

Q6: Can you think of one thing that would encourage you to use Rosebery Park more often or to stay for longer? (Base: All responses=435)	
Theme:	Examples:
8. Satisfied	<ul style="list-style-type: none"> • Like it as it is. • I think it's perfect as it is (at least for my needs) - I use it for daily 30 minute lunch time walks from my nearby office. • I appreciate it as a green space near the town centre. • I love the park!
9. Park patrol/ Security/ Anti-social behaviour	<ul style="list-style-type: none"> • In the summer school kids can scare away users, a warden or a police officer on the beat should be encouraged. • Some sort of park patrol. Teenagers meet up in the playground and take over the equipment meant for the younger children. • Patrols on kids and drug taking. • Better security, e.g. CCTV and patrols, especially at night when the park is subject to acts of vandalism.
10. Uncategorized responses	<ul style="list-style-type: none"> • Smaller parks in more local communities rather than 1 big one is better. Rosebery Park is seen as a waste of money to most people over the age of 20. • Different lane for bicycle. • My time there is weather dependant, so there is not much that you can do to improve that! • More sunshine!!
11. Limited parking	<ul style="list-style-type: none"> • Parking being easier/cheaper/free. • Better car parking. • A car park would be good although it's a small park.
12. Improved lighting	<ul style="list-style-type: none"> • Better street/park lighting. • Improve the visibility after dark, e.g. more lights. • Extra lighting for those early morning and late evening dog walks. • I would like the park to be better lit, more street lamps are needed so there are no dark areas where criminal behaviour can take place and I can see where I am going.
13. Information and signage	<ul style="list-style-type: none"> • Signposted from Epsom town centre. I haven't seen any signs. • Signs to keep dogs in leads. • More information boards. • Some information on the tree species might be nice.

Volunteering opportunities:

In response to the question “Would you be interested in participating in volunteer activities in the park”, 88 people kindly provided their names and contact information. This information will be passed onto the management team for future volunteering opportunities.

Conclusion:

The results of the survey show that people visit the park on a regular basis – over six in ten respondents (63%, n=360/576) visit the park multiple times weekly. Over eight in ten respondents travel to the park on foot (86%, n=550/639) - which would suggest they live nearby or in close proximity to the park.

Overall, the most frequent reason for visiting the park was ‘as a shortcut’ (13%, n=246/1,888). This was closely followed by ‘go for a walk’ (12%, n=222/1,888) and ‘enjoy the flowers/trees’ (11%, n=209/1,888). Most respondents between 35-44yrs ‘use the playground’ (59%, n=92/155) and use the park for a ‘children/family outing’ (54%, n=80/148). Most respondents between 45-54yrs use the park ‘as a shortcut’ (16%, n=38/226); most respondents between 55-64yrs use the park to ‘go for walk’ (20%, n=39/195); most respondents between 65-74yrs use the park ‘as a shortcut’ (20%, n=46/226), and most respondents between 75-84yrs use the park to ‘enjoy the flowers/trees’ (17%, n=32/191).

The top three positively rated aspects were the park’s ‘Accessibility’ (88%, n=473/540), ‘Grass areas’ (87%, n=486/556), and ‘Tree cover’ (84%, n=461/551). The top three negatively rated aspects were ‘Toilets’ [lack of] (90%, n=277/309), ‘Car parking’ [limited parking] (82%, n=231/282), and ‘Sports facilities’ [lack of] (68%; n=245/362).

When asking respondents to provide reasons for scoring any aspect of the park ‘poor’ or ‘very poor’, a number of respondents cited the lack of toilet facilities – with some people saying they have to leave early because of this.

The most popular suggestion to encourage people to use the park more often or to stay for longer was the need for a Café (31%, n=136/435). This was followed by ‘Play area, activity & equipment improvements’ (26%, n=111/435) and ‘Toilets needed’ (24%, n=104/435). A number of respondents cited both the need for a café with toilets. A number of respondents cited the need for pond maintenance/repairs – commenting the pond area was “an eyesore”, “appalling”, “dirty”, “not safe for wildlife”, and “significant deterioration in maintenance” etc.

As a result of the survey, 88 people kindly provided their names and contact information for volunteering activities. This information will be passed onto the management team for future volunteering opportunities.

Overall, visitor responses were very positive with a few developmental areas identified.