



Analysis of Horsham Park User Survey 2009



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INTRODUCTION

A general consultation of the local community and users of the Park was carried out during the autumn of 2009. Questionnaires were distributed by hand, by post, by the Friends of Horsham Park, and were available at the Library, Council Reception areas, the Conservatory Café and could be completed on the HDC website.

The results of the User Survey are detailed below.

1. Summary

A total of 193 surveys were completed and analysed. The majority were completed by females, however a fairly even spread of age groups was represented. Most people visit Horsham Park once a week or more and walk from within Horsham town.

Walking is the top activity in Horsham Park. Visiting the Conservatory Café is the next most popular followed by visiting the Pavilions in the Park and using the children's play area. Relaxing and visiting the maze and pond were also popular pastimes.

A large number of people were very satisfied with the play equipment, the pathways, the quality of the landscape and both the standard of the gardening and grass cutting.

The overall satisfaction level for Horsham Park is very high, with 53.4% expressing that they are very satisfied and 43.5% being satisfied.

The analysis highlighted some areas of concern including the control of vermin, toilets, and the amount of litter left by Park users.

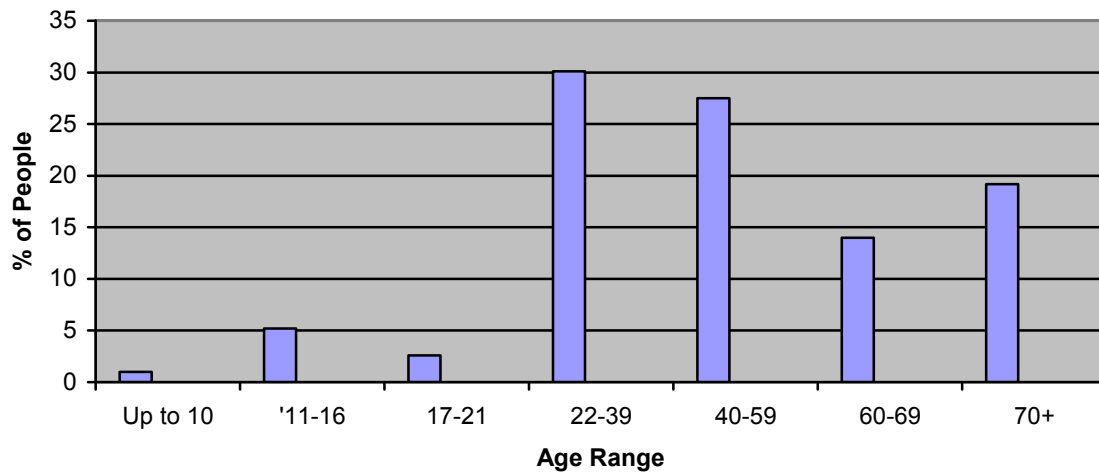
2. Questionnaire Respondents

A large number of the respondents (73.6%) were female. There is a fairly even spread of age groups represented, the highest percentage (30.1%) being between the ages of 22 and 39.



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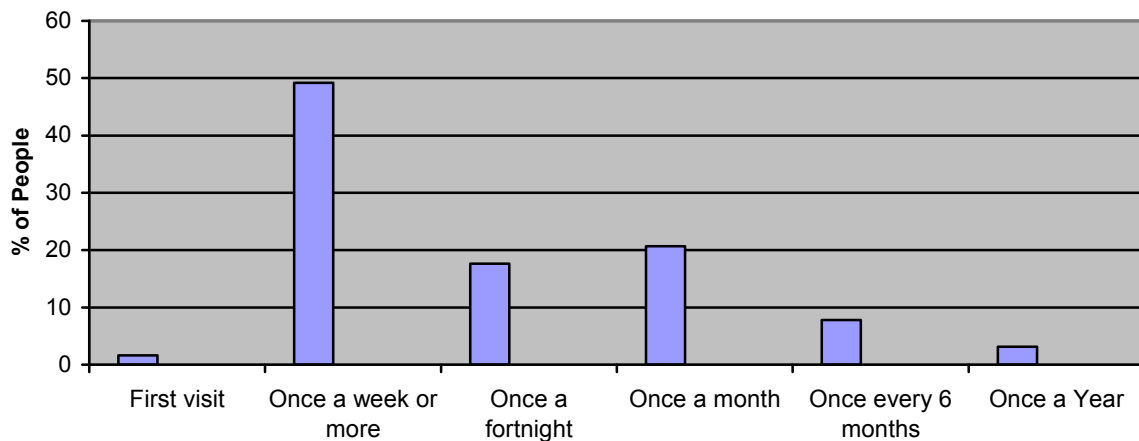
Age Groups



3. Pattern of visits

The vast majority of the respondents (49.2%) visit Horsham Park once a week or more. A few of the people who completed the survey were visiting the Park for the first time.

Frequency of Visits

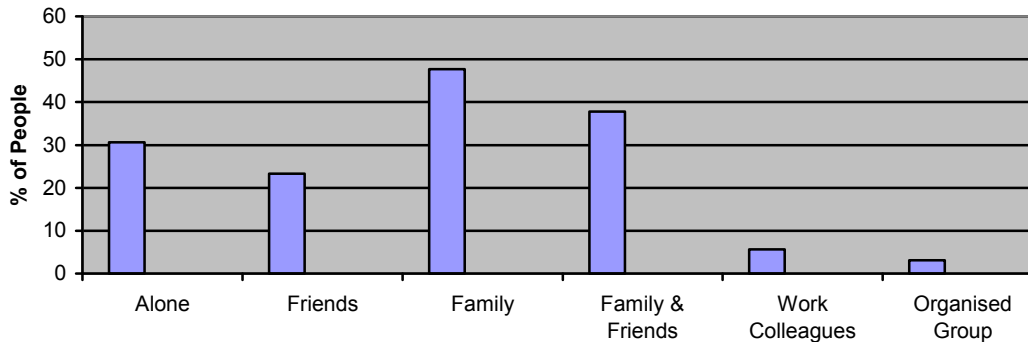


Most people visited the Park with friends, family or alone. There were only 3% who visited with an organised group.



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Who do you visit the Park with?



4. Transport

The majority of visitors (71.5%) came from within Horsham town, either within 10 minutes' walk or more than 10 minutes' walk away. A significant number (25.4%) came from within half an hour drive from towns and villages within the District, including:

Southwater	10
Crawley	4
Worthing	3
Kingsfold	3
Broadbridge Heath	2
Haywards Heath	2
Christ's Hospital	2
Itchingfield	2

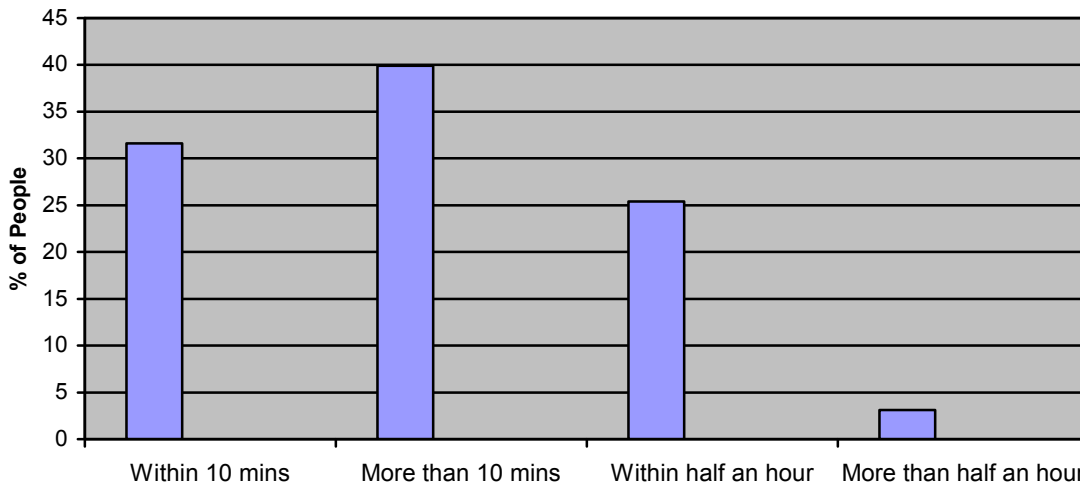
Other individual visitors came from:

Henfield	Steyning	Storrington
Warnham	Colgate	Ashington
Slinfold	Fenhurst	Wisborough Green
Brighton	East Grinstead	Cranleigh
Capel	Burgess Hill	Leatherhead
Ockley	Lower Beeding	Brentwood
Enfield	Kettering	



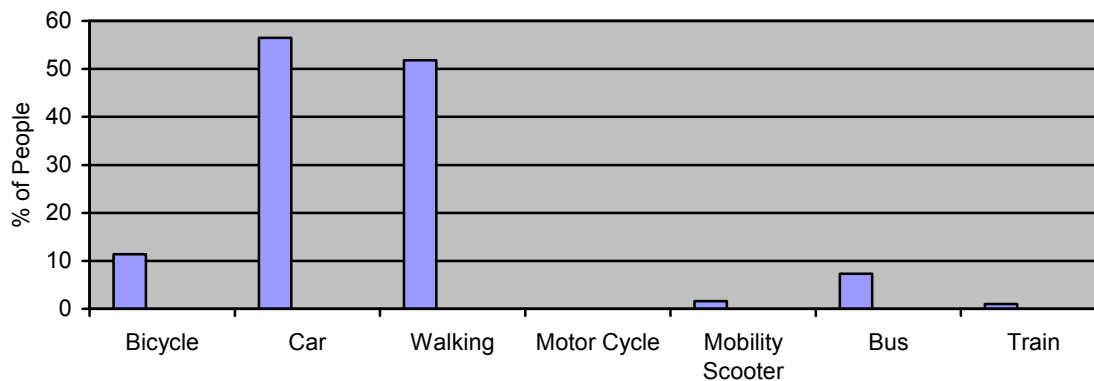
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Distance travelled to Horsham Park



The majority of people surveyed come to Horsham Park by car (56.5%), followed closely by those who walk (51.8%).

Method of transport to Horsham Park

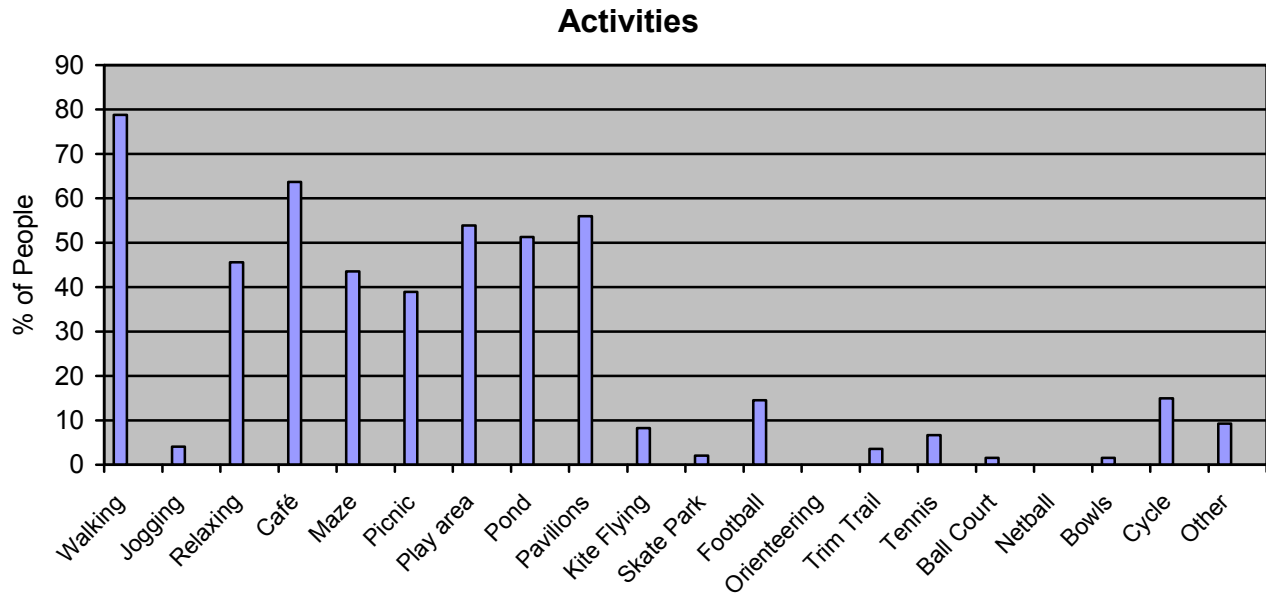


5. Activities

Walking is the top activity in Horsham Park. Visiting the Conservatory Café is the next most popular followed by visiting the Pavilions in the Park and using the children’s play area. Relaxing and visiting the pond and maze were also popular pastimes.



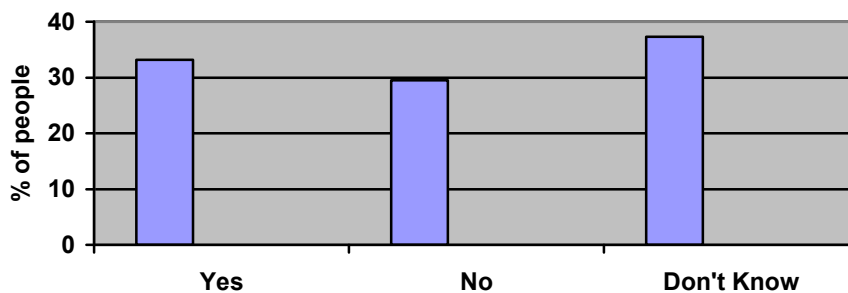
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“Other” activities included playing team games, such as rounders, attending birthday parties, visiting the children’s entertainers, dog walking, Tai Chi classes and using the Park as a shortcut to and from the town centre.

People were asked if they would be interested in playing the French game of petanque (boules) if an open access (free of charge) rink was installed in the Park. The responses were fairly even spread.

Would you play pentanque if provided?



A number of new activities/facilities were suggested as follows (figures refer to the frequency of requests):



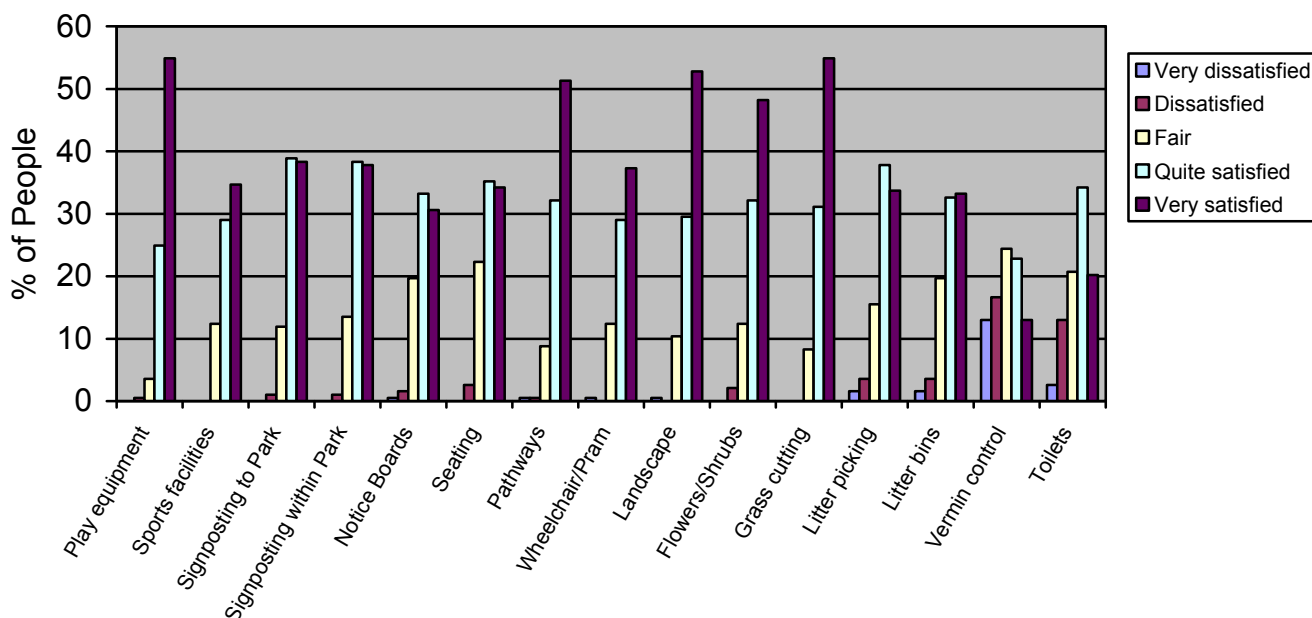
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More/cleaner toilets/baby changing	22	Showcase renewable energy	1
Paddling pool/Splash pool	6	Street music / organ	1
Water feature / Fountain	6	More seating / picnic tables	1
Putting Green	3	Membership/coaching at Skatepark	1
Open Air Theatre/Cinema	2	Open lounge area	1
Diving Pool	2	Path around the pond	1
Ice Rink	2	Art Exhibitions	1
Mini Train	2	More events / Proms in the Park	1
Baseball Court	2	Community Garden (Grown Your Own)	1
Crazy Golf / Pitch & Putt	2	Enhance perimeter path for roller blading	1
Evening / Adult Entertainment	2	Widen paths for cycling	1
More fitness equipment	2	Dog free area for those with small children	1
Refreshments (cheaper than café)	2	More lighting in main park	1
Sheltered Seating Area	2	More wild flower planting	1
More/bigger dog bins	2	Over 60's play park/keep fit	1
Walking talks (history, sustainability)	1	More cycle parking facilities	1
More children's entertainment	1	More swings in play area	1

6. Facilities & Services

Approximately 50% of people were **very satisfied** with the play value and condition of play equipment, pathways, the quality of the landscape, the standard of gardening and grass cutting. The majority of people were **very satisfied** or **quite satisfied** with nearly all of the facilities and services.

Feedback on Facilities




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The main areas of **dissatisfaction** were the quality of maintenance of the toilets, vermin control, the provision or emptying of litter bins and the amount of litter in the Park. Many of the comments put the blame of litter in the Park on the users rather than the standard of bin emptying.

If dissatisfied with any facilities, the following reasons were given:

	No. of responses
Too many rats (Health and Safety concerns)	28
Toilets not very clean/not always hot water (Cafe & Pavilions outside toilets)	9
More public toilets needed (2 request baby changing)	5
No baby change facilities at Café toilets	2
Amount of litter left by public	2
More dog bins needed	2
Clean up or close off stream at back of Hospital	2
Good litter clearing but would like to see high profile prosecutions to deter litter dropping	1
More litter picking in pond needed	1
More litter picking in main Park needed	1
More litter bins needed	1
Control of dogs/fouling	1
Not enough flowers	1
More facilities for children	1
Flower beds need more attention	1
Lighting on paths at night is not very good	1
Picnic benches should be cleaned more often	1
Better drainage needed in winter of grass areas	1
Too much football	1
Vegetation and holly needs clearing from footpaths	1
Music from Pavilions too loud	1

7. Dogs

Of the people who completed the survey 15% (29 people) were dog walkers.

- 55% were aware that dog waste can be placed in conventional litter bins as well as taking home to place into home bins for non-recycling.
- 38% would support larger capacity but fewer dog bins in the Park.
- 77.2% thought that control of dogs was not an issue.
- 67.9% thought that dog fouling was not a problem in the Park.

8. Cycling

The public were asked if they were aware that cycling is now permitted in most parts of the park.

- 48.7% were **aware** that cycling is permitted.
- 51.3% were **not aware** that cycling is permitted.


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9. Events

55% of the people surveyed had attended some kind of event in Horsham Park over the last two years. The most popular events were:

	No. of responses
Children's free bandstand entertainment	30
Parkfest/Big Day Out	24
Funfair	17
Bands on Bandstand	15
Eco Fair	11
Charity Fairs/Rotary Club Fairs	11
Kidstuff	7
Circus	4
Girl Guiding Event, Summer 2009	4
Free Tai Chi	4
History of Horsham Park Talk	2
Sponsored Run/Sport Relief Mile	2
Natural History Society Walk	1
U3A Coffee Morning	1

The survey asked what other events/activities people would like to see in Horsham Park. The following suggestions were made:

	No. of responses
Open air music events in summer/Proms in the Park/Concerts/Jazz Band/Theatre/Puppet Shows	20
More children's entertainment (1 x plus children with special needs)	6
More use of bandstand (afternoon concerts, modern music)	5
More use of bandstand for teenagers (music nights)	4
More events for children	4
Firework Display	3
More adults' entertainment – everything seems to be for kids	3
Maypole Dancing / Dancing	2
Open air cinema	2
Folk Music/Dancing	1
Water aerobics in swimming pool	1
Guided walks (wildlife, plants, trees, etc.)	1
Summer fair (local crafts, stalls, charities etc)	1
Art based activities	1
Sponsored charity runs	1
Athletics event	1
Eco Fair	1
Kite flying	1
Holiday activities for older children (8-12yrs)	1
Winter ice rink	1
Classical picnic concerts	1
Smaller, more enclosed play park for younger children	1

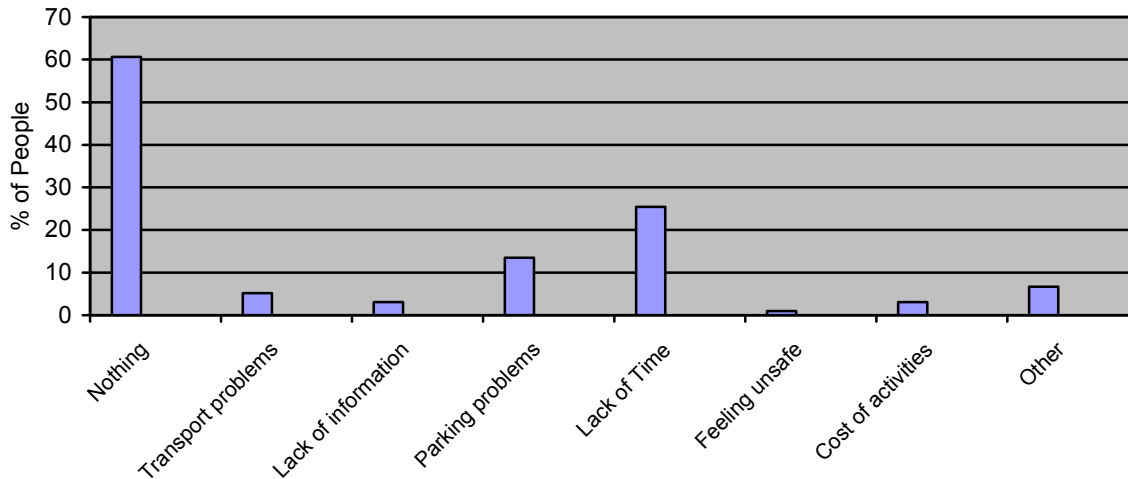


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10. Access

60.6% of people were able to visit the Park as often as they liked. The remaining people listed the following as reasons they were unable to do so:

Reasons for not visiting as often as liked



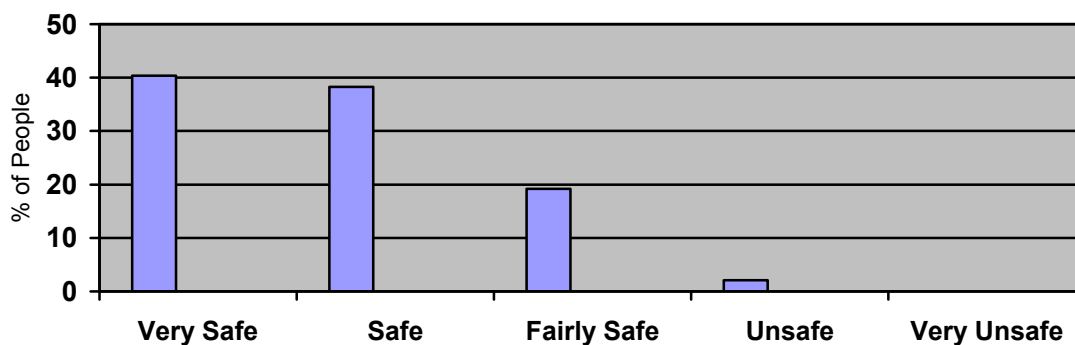
Other individual reasons that prevent people from coming to Horsham Park are:

Parking cost, café refreshments expensive, school, working, children, don't like dogs off leads, teenagers around from early evening, football practice in the evening, cycles and pedestrians don't mix, distance from home rats, lack of public toilets, nothing – "Thank you for a fantastic park and facilities, this is one of the reasons we moved here and I think we are very lucky".

11. Safety

People were asked how safe they felt generally in Horsham Park. The majority of people felt very safe or safe, and no one felt very unsafe.

How safe people generally feel in the Park





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12. Information

The survey asked if people would be interested in seeing information boards about plants and wildlife in the Park. There was a high percentage (85%) of respondents who would like to see such information displayed.

Asked if they had used the Council's website to find out about the Park, only 19.7% of respondents had done so.

13. Overall Satisfaction with Horsham Park

The overall satisfaction level for Horsham Park is very high, with 96.9% expressing that they are satisfied or very satisfied, and only 0.5% expressing they were dissatisfied. No-one was very dissatisfied.

