

London Parks Benchmarking Research Project

Central Park Survey Findings

REPORT BY

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1. Introduction

This report presents the results of two surveys undertaken simultaneously for Central Park. Each set of data is presented in a user-friendly, easy-to-read manner to enable quick and clear understanding of park issues and park user views as well as to facilitate comparisons with other parks in the study. The reports were not intended to include detailed conclusions but a very general top-line commentary has been provided for each question's responses.

This park is one of five parks being surveyed, each representing a cross section of the typology of parks identified in the London Plan. The parks selected are:

- Small – Newington Green (Islington)
- Local - Central Park (Newham)
- District - Finsbury Park and Parkland Walk (Haringey)
- Metropolitan - Tooting Bec Common (Wandsworth)
- Regional - Richmond Park (Royal Parks)

Central Park

Central Park is situated in the borough of Newham. It covers 10 hectares and is in receipt of a £1.9m grant from the Heritage Lottery Fund to restore the park's historical features and develop better community facilities. These include a bowling green, a summer café, play area, toilets and tennis courts and the establishment of a Community Education and Access programme. Opening times are from dawn to dusk every day of the year and there is a warden based on site.
Source: www.newham.gov.uk

2. Methodology

2.1. Household survey

The 11th Newham West Scout Group distributed 2,400 questionnaires during the week commencing 8th September. The questionnaires were distributed in batches of 100 from 24 points within the park catchment area (defined as a maximum of 20 minute walk from the park).

1. Nelson/Wellington
2 Whitehorse/Vicarage/Tyrone
3. Hollington/Sandford
4. Haldane/Chesley
5 Central Park/Compton
6 Thackery/Barking
7. Winter/Hartley
8. Katherine/Elizabeth/Milton
9 Caledon/Altmore
10. Sussex Road/Park Ave
11. Vicarage/Wellstead/Gooseley
12. Melford/High Street South/Johnstone
13. Frinton/Boundary
14. Caledon/Altmore
15. Boundary/Claughton/Benson
16. Seymore/Cleves
17. Grangewood/Stamford/Katherine
18. Bruges/Leigh
19. Becket/Wolsey
20. East Ave/Shakespears Cres
21. Lonsdale/High Street South
22. Lonsdale/Hatherley
23. Tunmars/Sutton Court
24. Queens/Western

A total of 202 responses were analysed. This represents a response rate of 8%, and falls short of the anticipated 15%, or 350 replies. This is consistent with the return rate of the pilot survey of West Ham Park, which achieved a response rate of 9%. Factors affecting the response rates include the proximity of West Ham Park and the high degree of deprivation, ethnic diversity and respective language barriers and lower level of active community participation and expression

2.2 Park interviews

Sport England required each park surveyed as part of this project to have at least 350 user survey questionnaires completed over a nine-day period (including two weekends) to make the results compatible with their Leisure Centre surveys.

The survey bureau MRUK undertook interviews in Central Park using a similar questionnaire as the household survey but amended for in-park use. Field surveys were carried out across a two-week period – 15th September - 28th October including both weekends. The interviews were conducted at different times of the day – morning, lunchtime and afternoon, and at three of the five entry gates to the park as shown in Table 2.1. Survey resources allowed for three park gates to be covered. The fourth and fifth gates, Cheltenham Garden and Bowls Pavilion gates were used slightly less and so were not covered.

Table 2.1 Interviews conducted in Central Park, September/October 2008

Gate	Week		Day			Time		
	15-21 Sept	*22-28 Sept*	*Mon-Fri*	*Sat*	*Sun*	*09.00-12.00hrs*	*12.00-15.00hrs*	*15.00-18.00*
Bartle Ave	*103*		*278*	*61*	*59*	*101*	*184*	*113*
Rancliffe Road	*124*							
High St South	*171*							
	193	***205***	***398***			***398***		
Total	***398***		***398***			***398***		

The interview lasted roughly 10 minutes – the maximum length of time advised by MRUK for an exit interview. 398 in-park surveys were completed across the period, well in excess of the target of 350.

2.3 User counts

MRUK also conducted user counts in Central Park for 15 minutes each hour between 9.00am and 6.00pm at 3 of the most heavily used of the park's 5 gates, as detailed in Appendix 2. These counts were analysed and compared with the results from automatic counters on all the park entrances.

The *automatic counters* recorded a fairly consistent number of users for each year between 2004 - 2007 averaging 504,500 approx users until 2007. Automatic counters for 2007-08 recorded a user number of 513, 451, an increase of approximately 10,000 on previous years. This is mostly likely to due to increased attractiveness to users following the restoration of the park with its £2m grant from the Heritage Lottery Fund. This translates to 51,300 users per hectare per year.

The *field survey* counts, when grossed up, adjusted for uncovered gates, and factored by 0.91 as a seasonality adjustment and 1.05 to adjust for additional after hours usage, generated an estimated user count of 526,900, a figure of a similar order of magnitude to the automatic gate count average.

Translated to persons per hectare this generates 52,700 persons per hectare per year.

3. Analysis and comparisons of household & field survey responses

SECTION 1: General – All respondents

Q1 and Q2 are the Best Value Performance Indicator (BVPI) questions relating to parks, they were not asked in the park interviews in order to keep the interview time down.

Q1. Thinking generally about the parks and open spaces in your area:

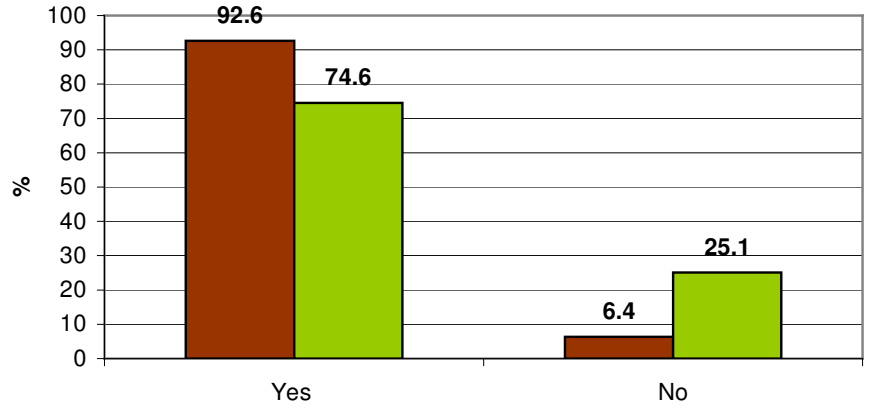
Household Survey (%)		
	Yes	**No**
Do you feel they are important in making somewhere a good place to live?	92.6	1
Do you feel satisfied with the provision in your area?	59.9	27.7
Do you feel your local parks/open spaces need improving?	67.3	22.8

Q2. Do you feel that the parks/open spaces in your area have improved over the last three years?

Household Survey (%)		
Better	**Worse**	**Same**
40.1	11.9	44.6

Legend: **Household Survey** **Field Survey**

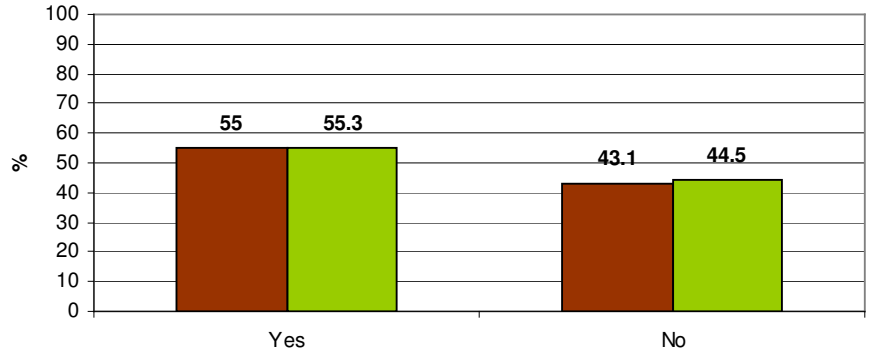
Q3 Do you have access to a garden?



As found in other surveys, the proportion of active park respondents without a garden was higher than that of the household respondents.

Legend: Household Survey Field Survey

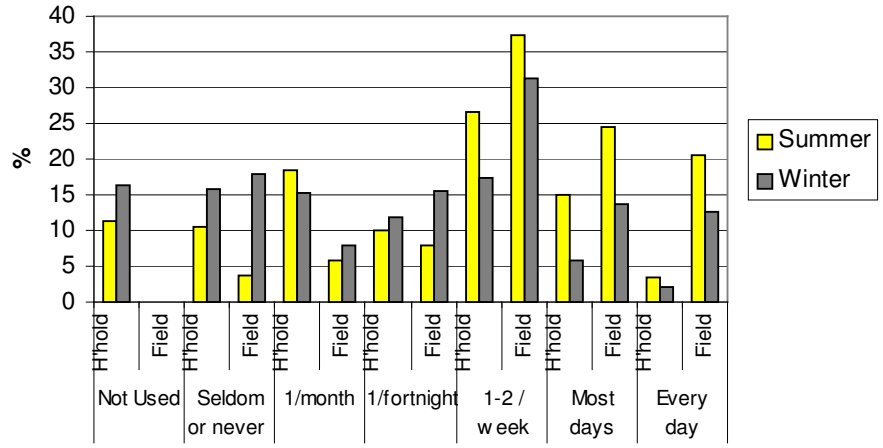
Q4 In the last 12 months have you been for a day out in the countryside?



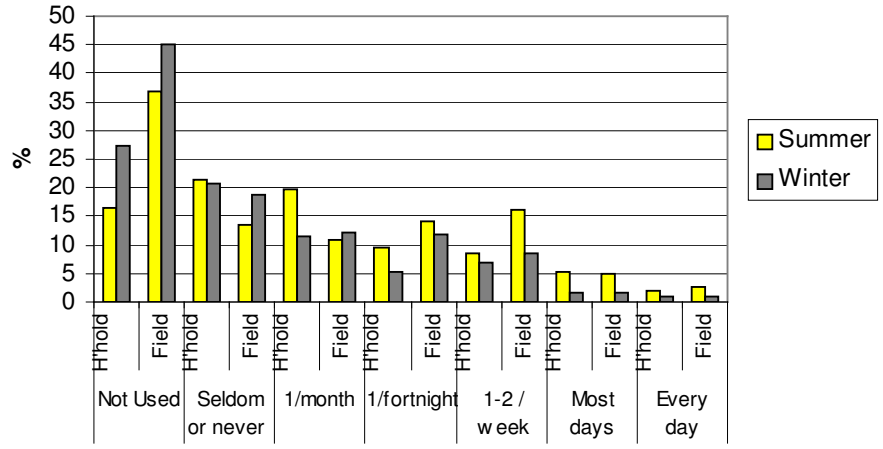
Just over half of both sets of respondents had been for a day out in the countryside.

Q5 In the last 12 months how often have you used parks and open spaces, including as part of a shortcut or cycle journey?
(Summer = May - October and Winter = November - April)

Central Park/season



Other local parks/season



Q6 If you do not use Central Park please explain why?

This question is only applicable to household surveys. 57 out of 202 household respondents ie 28% did not use the park.

	Household Survey (%)
I am too busy / not enough time	13.3
It is too difficult to get to	6.7
Poor health	13.3
Don't like parks and open spaces	0
It is badly maintained	20
Lack of suitable transport	6.7
The park does not interest me	0
I don't feel safe visiting the park	13

Question	Household survey
Other reason (please describe)	• I use Barrier Park in Silvertown. • I play bowls in Plashet Park every week May-Sept. I do go to under the stars. • The parks play area is too crowded and small, its too busy, so I don't go to that park as much. • Children are also grown up. • The kiddies part is very small. • No adequate toilet facilities, especially for children and babies. • I am disabled and have no one to come out with me.

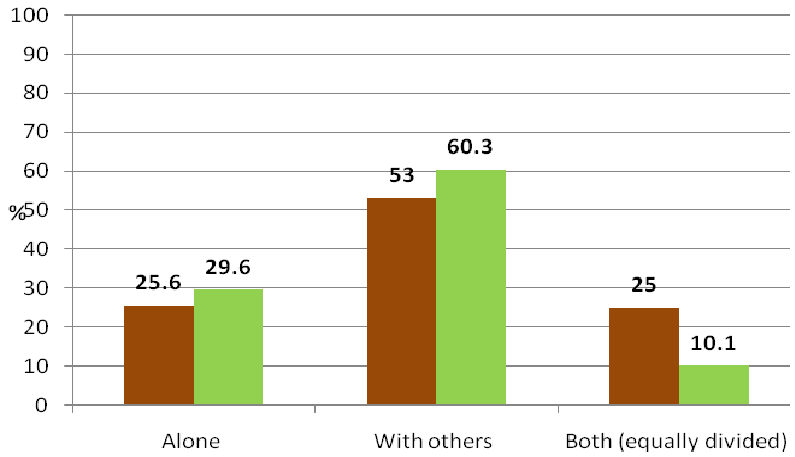
SECTION 2: Central Park – Park Users Only

The following results are responses from all field surveys, 394, and the 176 households who do use the park.

Note: the responses tabulated are for those people answering the question. Since not all did, not all answers sum to 100%. Similarly, for multiple-choice questions, answers can sum to over 100% where respondents were asked to tick multiple options if such applied. Where respondents were expected to give one answer, many household respondents gave more than one.

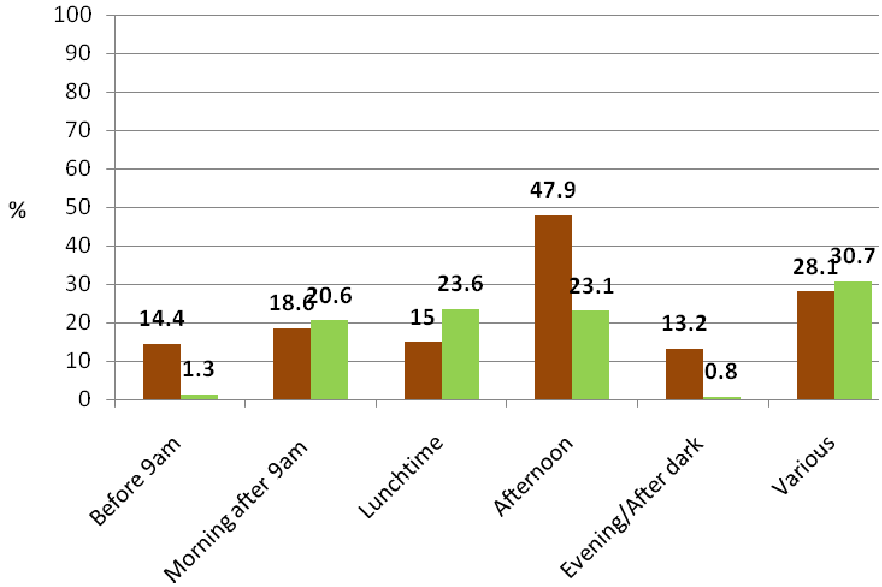
Legend: **Household Survey** **Field Survey**

Q7 If you visit Central Park do you normally visit the park alone or with others?



The majority of both sets of respondents visited the park with others.

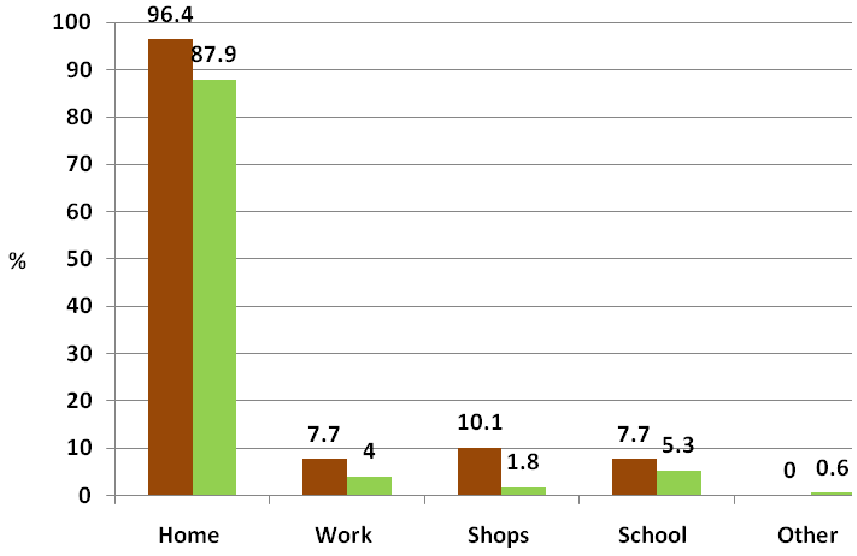
Q8. What time of day do you normally use the park?



The is a fairly even split among the field respondents spread across 9am to 5pm whilst the majority of household respondents visited the park in the afternoon.

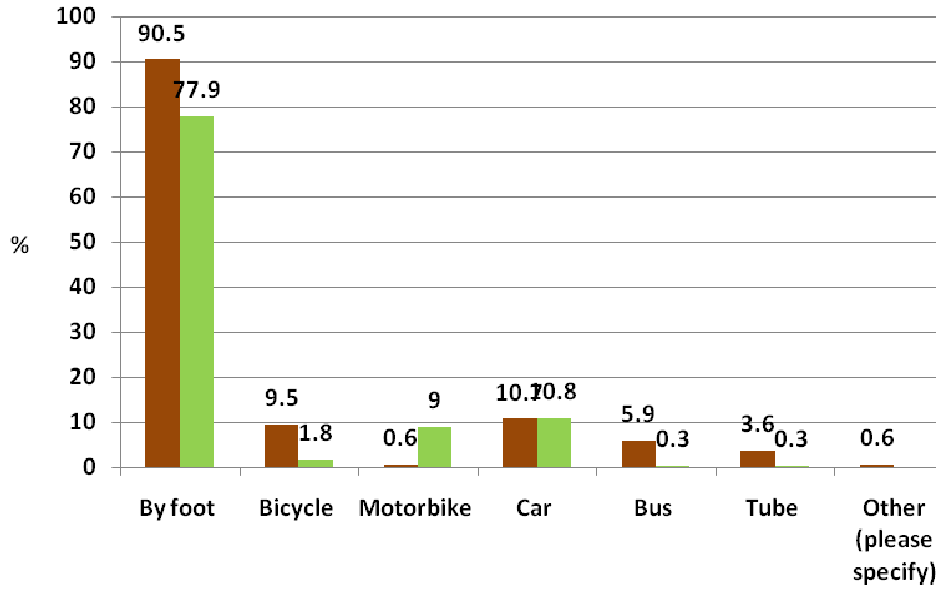
Legend: Household Survey Field Survey

Q9 Where do you usually travel from?



The vast majority of both sets of respondents travelled to the park from home.

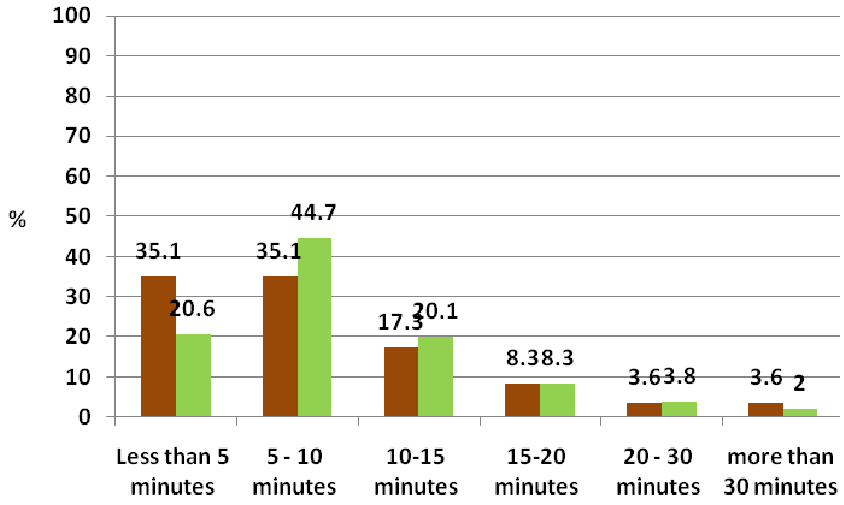
Q10. How do you usually travel to the park?



The vast majority of both sets of respondents walked to the park

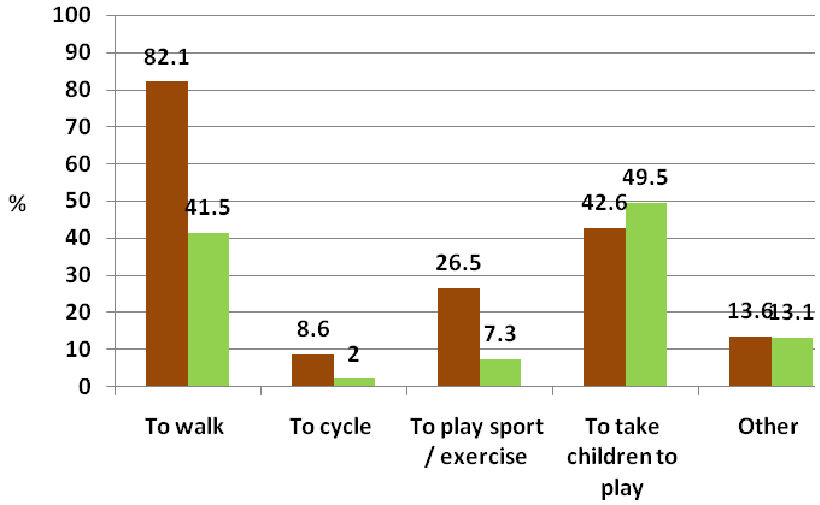
Legend: Household Survey Field Survey

Q11. How long does it normally take you to get to the park?



Almost three quarters of household respondents took 0-10 minutes to walk to the park whereas two thirds of field respondents took 0-10 minutes to get there.

Q12. Generally, why do you go to the park?

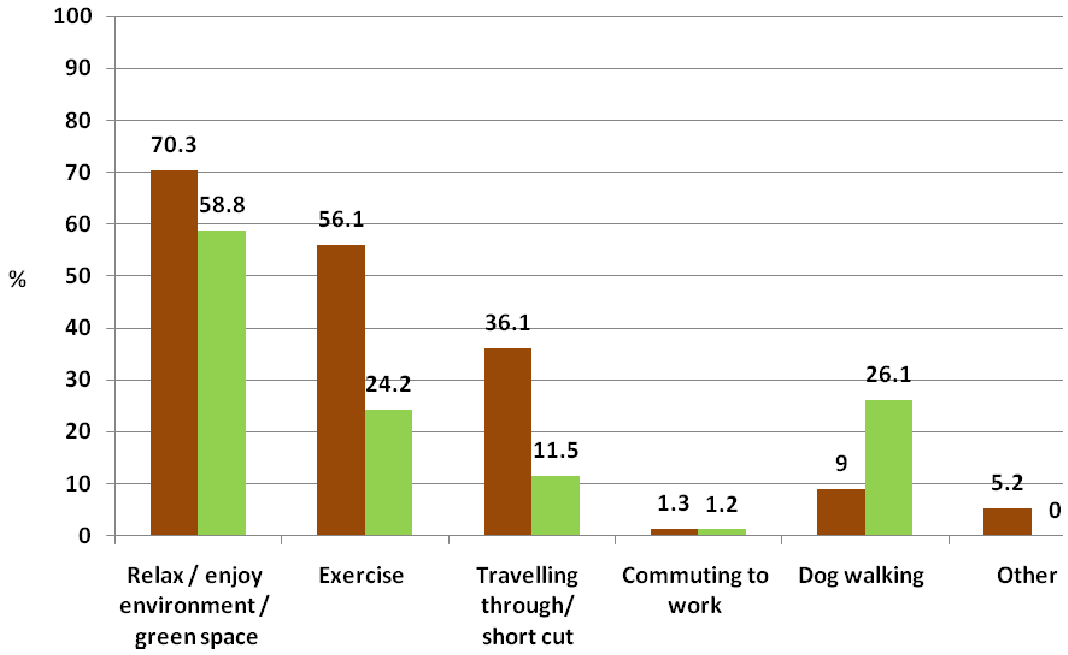


The great majority of household respondents went to the park to go for a walk and just over two fifths of them also went to take their children to play. The opposite was true of the field respondents. Half of them took their children to play and two fifths also went for a walk.

Legend: Household Survey Field Survey

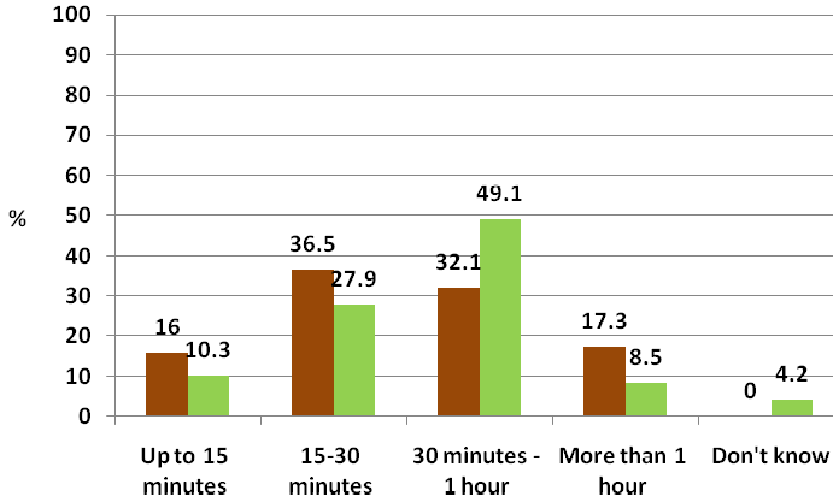
Park Uses: Walking

Q13. If you walk in the park, why? (please tick as many of the following that apply)



Almost three quarters of household respondents walked in the park to relax and over half of them went to exercise. Just over one third used it as a cut-through. Over half the field respondents went for a walk in the park to relax and only one quarter went for a walk to exercise. The main activity differences between the two were that half as many field as household respondents used the park for exercise but many more field respondents used if for dog walking.

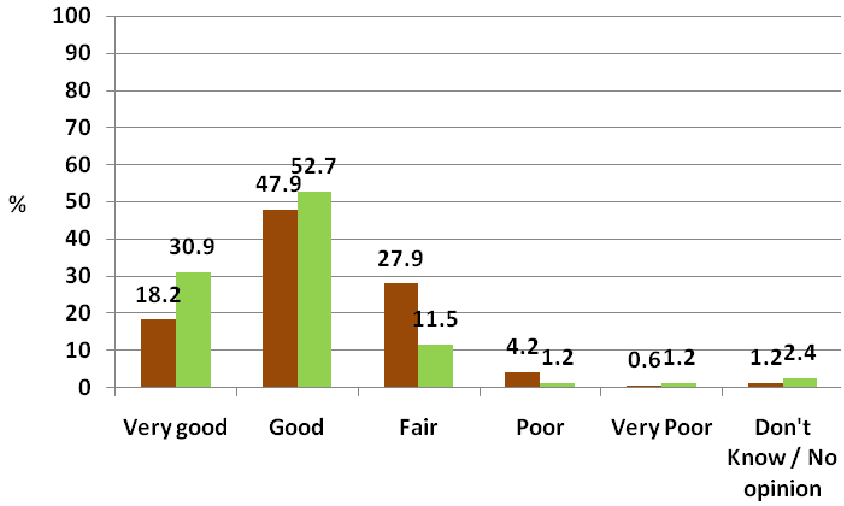
Q14. Generally, how long do you spend walking in this park?



Almost half the field respondents spent 30mins-1 hour in the park. One third each of household respondents spent 15-30 minutes and 30minutes to one hour.

Legend: Household Survey Field Survey

Q15 How satisfied are you with the quality of walking routes (paths and roads) in the park?



Half of both sets of respondents were satisfied with the walking routes. Nearly one third of field respondents thought they were very good whereas nearly the same proportion of household respondents thought they were only fair.

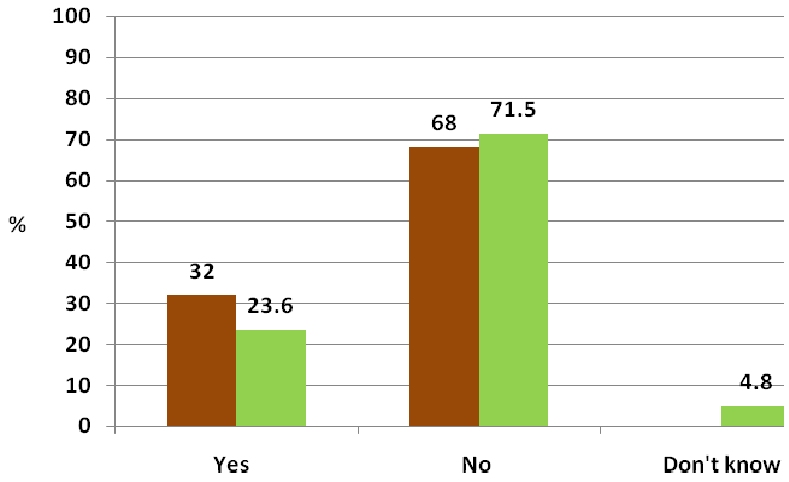
Q16 Is there anything that could be done to improve provision for walking in this park?

Household surveys predominantly highlighted the safety of the park as an issue for improving walking provision (15 comments). Also widely expressed were suggestions to improve the quality of footpaths (13 comments) and the quality of landscaping.

Field respondents were predominantly concerned with the quality of footpaths followed by a requirement for cycle lanes to improve walking conditions.

For detailed responses see Appendix 2.

Q17 Do you feel there is any conflict between walkers and other users of the park?



Two thirds of household respondents and almost three quarters of field respondents did not feel there was any conflict between walkers and other park users.

Legend: Household Survey Field Survey

Q18 If you feel there is a conflict between walkers and other users please describe:

Household respondents felt the main conflicts were between walkers and dogs, followed by a close joint second of cyclists and groups of youths.

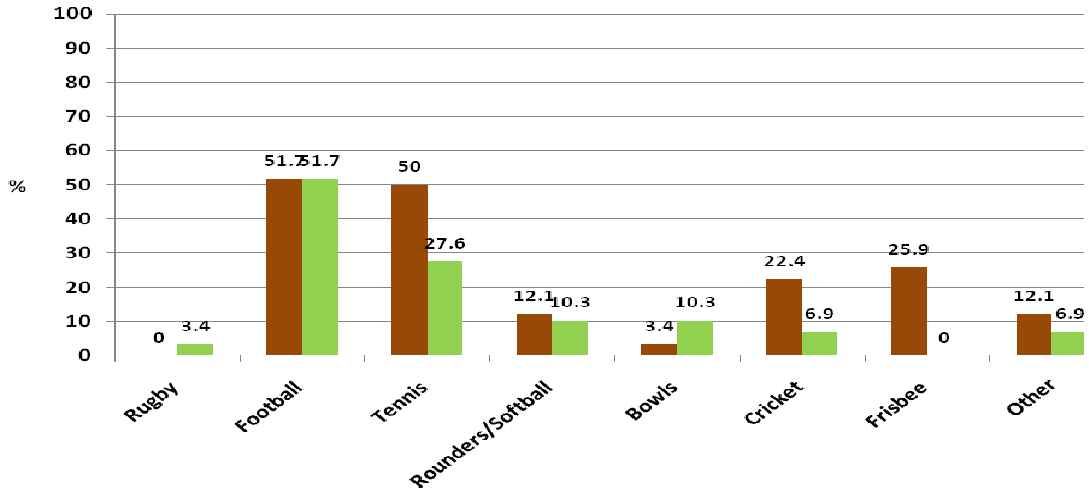
Field respondents felt the main conflicts between walkers and other park users were between walkers and "gangs" of youths hanging around and speeding cyclists. The second key conflict was between walkers and dogs. See Appendix 2 for details.

(Park Uses: Cycling

Newham Borough Council does not allow cycling, in its parks so these questions, as with West Ham Park, where not included in the household survey nor asked in the field survey.)

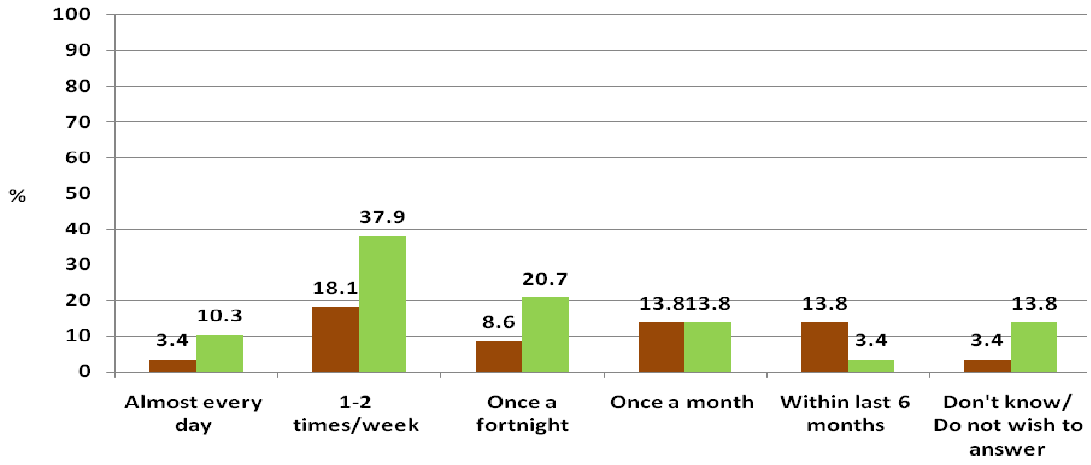
Park Uses: Sports

.Q19. If you participate in sport in this park, what formal and informal sport(s) do you participate in?



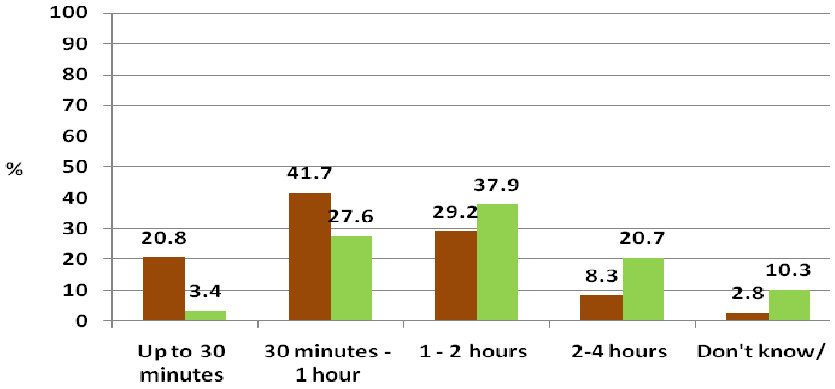
Half of both sets played football and half of the household respondents also played tennis.

Q20. Generally, how often do you participate in sport in this park?



The field respondents appeared to be much more regular sports participants than the household respondents. Over a third of field respondents participated in sport in the park one or twice a week. One fifth of them did so one a fortnight.

Q21. At each visit generally how long do you spend participating in sport in this park?

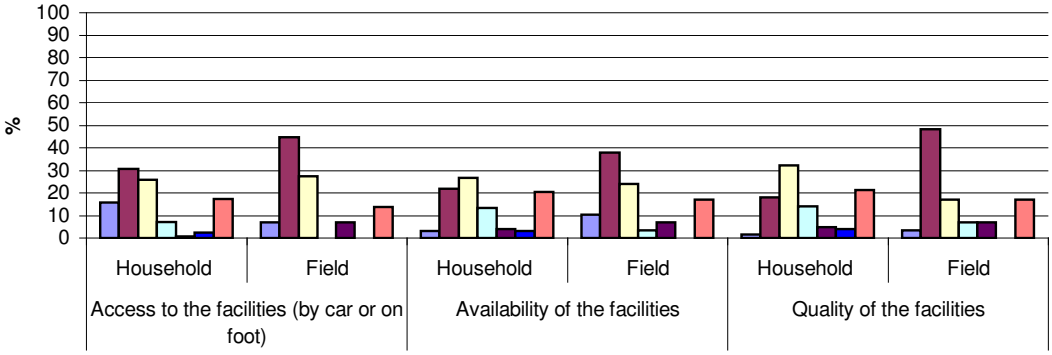


Two fifths of households spent 30minutes to 1 hour playing sport in the park whereas two thirds of field respondents spent 1-2 hours playing sport.

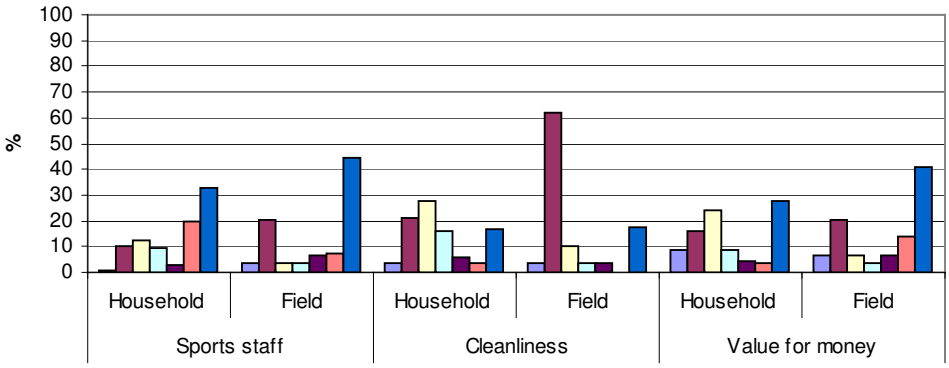
Q22. Generally, how do you rate the sports facilities in this park?

Legend:





Both sets of respondents were generally satisfied with the sports facilities in the park

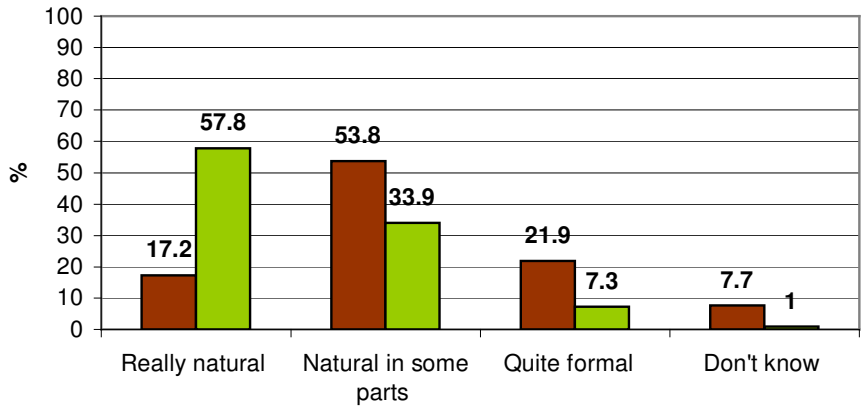


Both sets of respondents expressed uncertainty about sports staff in the park, probably due to no such staff being on site. The vast majority of field respondents considered the cleanliness of the park to be good or very good compared to just one fifth of household respondents. The one quarter of households and two fifths of field respondents were uncertain about the park's value for money.

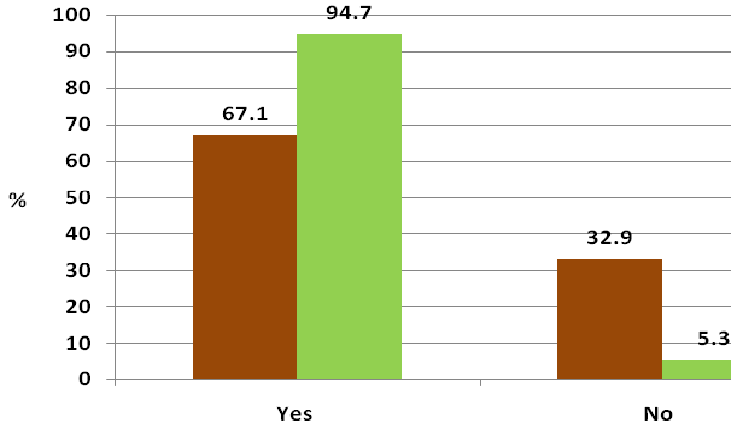
Legend: Household Survey Field Survey

Park Characteristics: Flora/Fauna

Q23. Do you feel this park is:

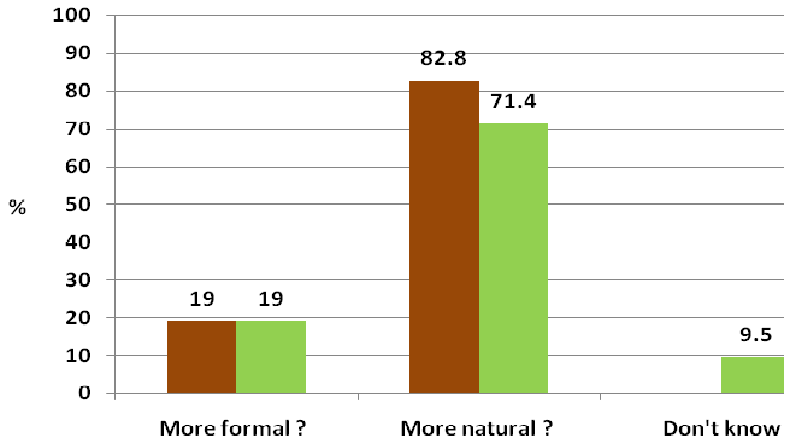


Q24 Do you like the park as it is?



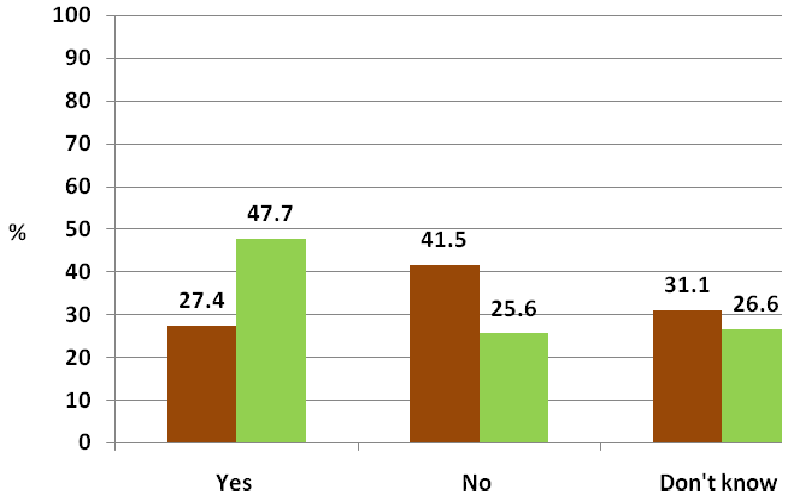
Almost all of the field respondents liked the park as it is whereas only two thirds of household respondents did.

Q25 If no should it be:



Legend: Household Survey Field Survey

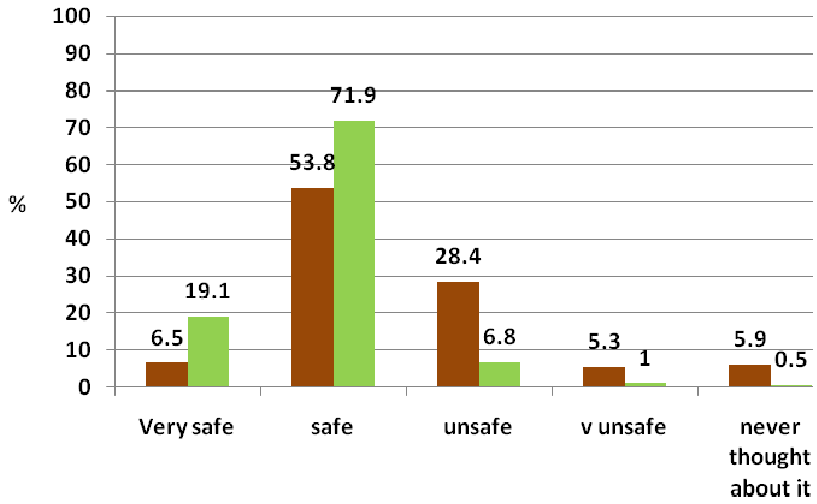
Q26 Does this park give you the opportunity to feel connected to the history/heritage of your area?



Almost half the field respondents felt the park connected them to the history/heritage of the area. Rather fewer household respondents said it did not. Both sets were equally unsure if it did.

Park Characteristics: Safety

Q27 How safe do you feel in the park?



More than 90% of the field respondents felt safe or very safe whereas only 60% of the household respondents did. Just over a third of household respondents felt the park to be unsafe.

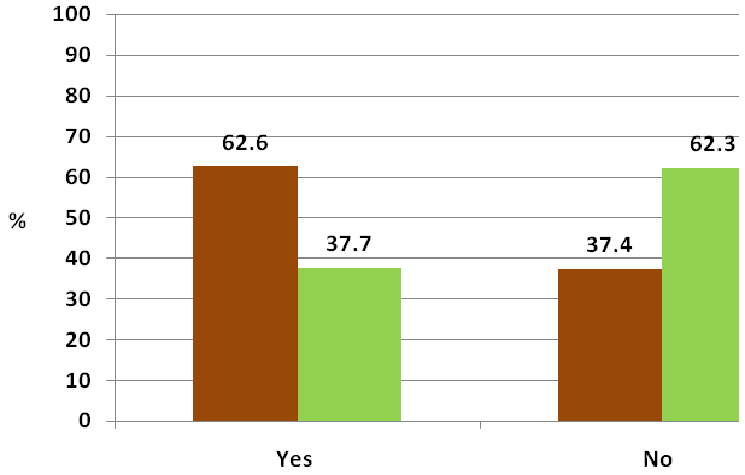
Q28 If you do not feel safe please tell us why?

Both sets of respondents felt they did not feel safe in the park due to the groups of youths congregating in the park and the activities they participated in, ,e.g. drug-taking and dealing and threatening behaviour. The absence of park wardens/keepers clearly influenced the perception of safety. See Appendix 2 for details.

Legend: Household Survey Field Survey

Park Characteristics: Facilities

Q29 Do you feel there is a need for any facilities not currently provided in the park?



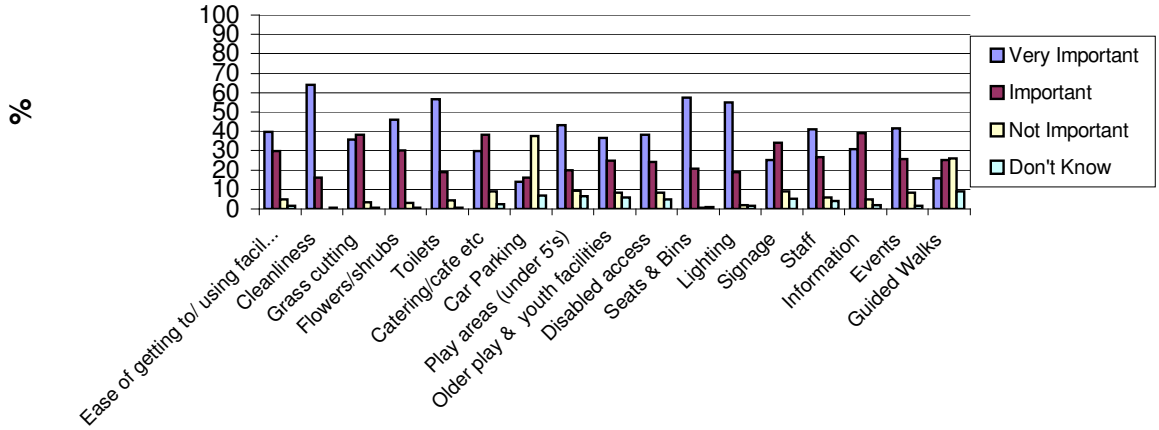
Nearly two thirds of household respondents felt there was a need for further facilities in the park whereas the same proportion of field respondents felt there was not. See Appendix 2 for detailed suggestions for further facilities and improvements to current facilities.

Q30 What other facilities should be provided in the park?

Household respondents would like to see better toilets and sports facilities and park staff on site for increased security and safety. Field respondents would like to have better toilet facilities followed secondly by requests for better play facilities and joint-third came requests for a cafe and a park ranger. See Appendix 2 for details

Q31 How important are the following to your enjoyment of Central Park?

The question was only asked of households due to time restrictions on field surveys.



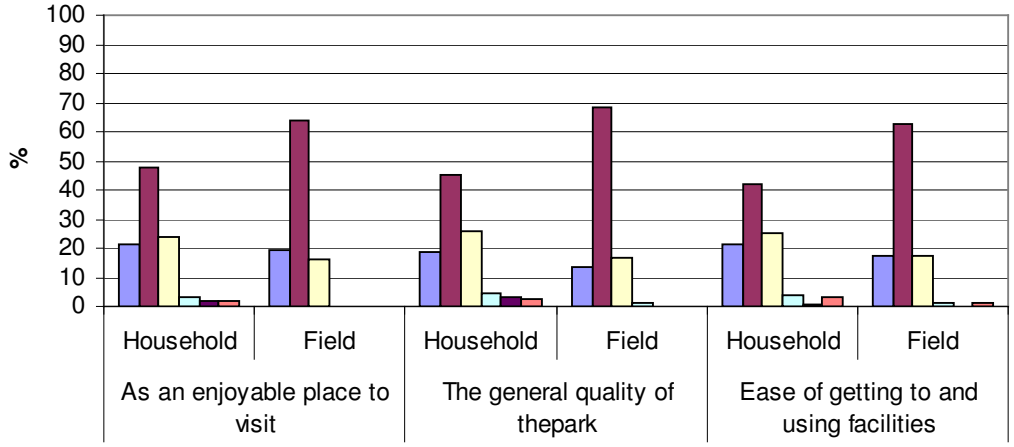
Household respondents felt the most important aspect of the park was its cleanliness and accessing its facilities. A close second was the availability of seats and bins. A close and joint third most important issue was lighting and toilets.

Legend: Very Good Good Fair Poor Very Poor Don't know

Park Rating

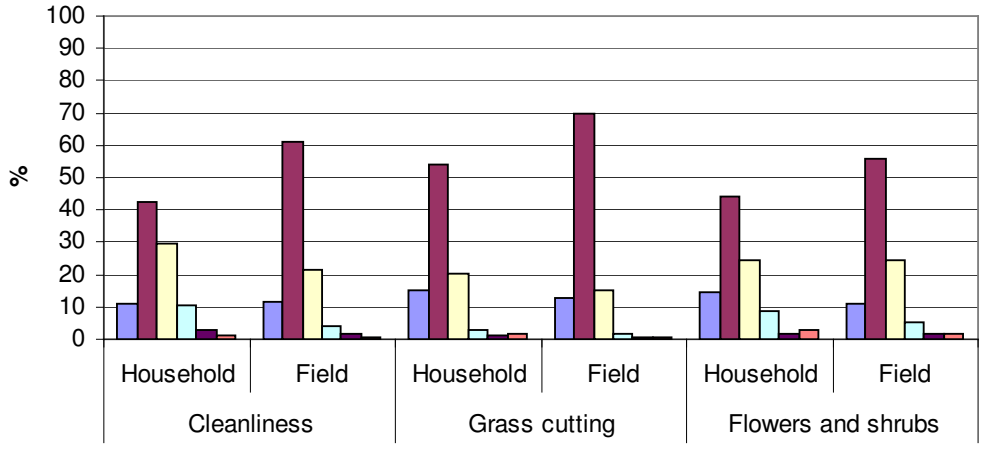
Q32 How do you rate Central Park?

General

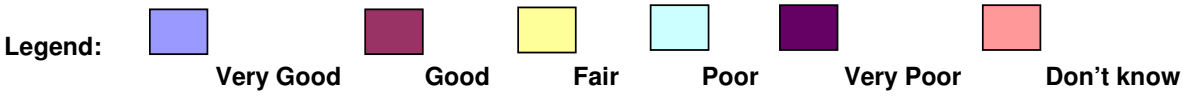


Both sets of respondents felt the overall characteristics of the park were good.

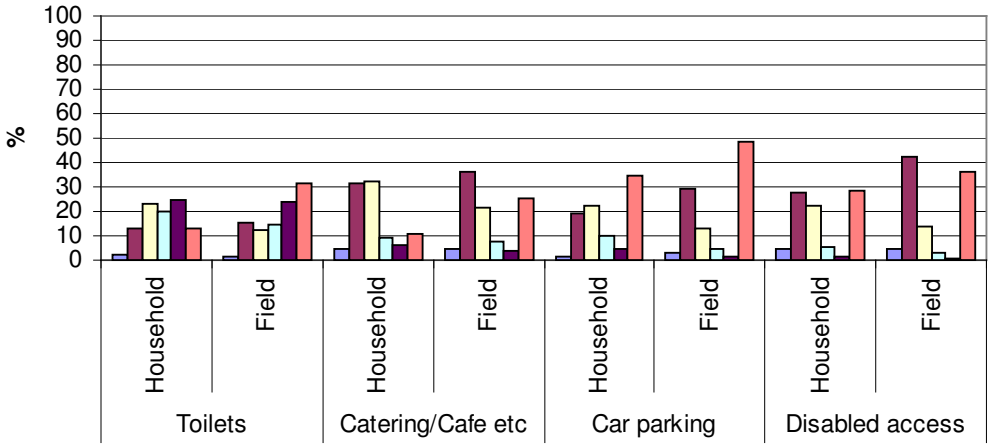
Maintenance



Both sets of respondents felt the overall maintenance of the park were good.

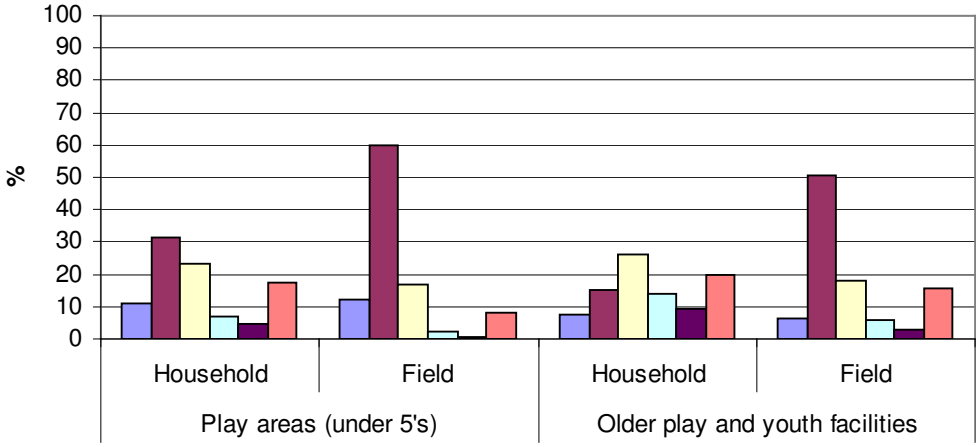


User services

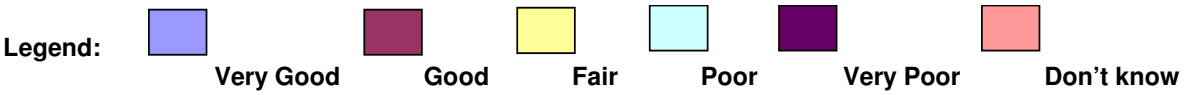


More households than field respondents rated toilet facilities as fair but the same proportion of household and field respondents rated them as very poor. Field respondents generally rated catering/café, car parking and disabled access facilities higher than household respondents

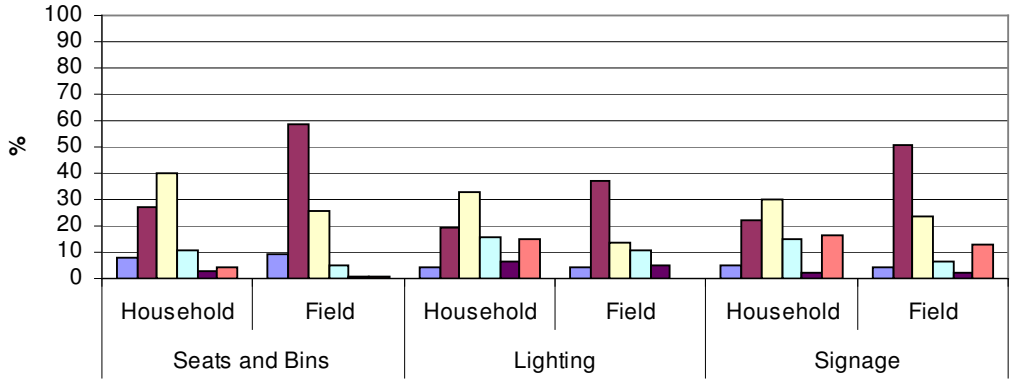
Play facilities



Field respondents generally rated play facilities for both age groups higher than did the household respondents.

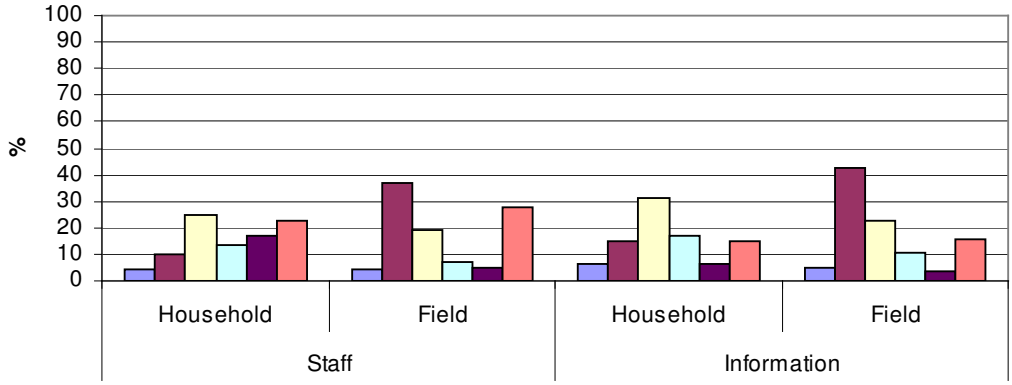


Park furniture



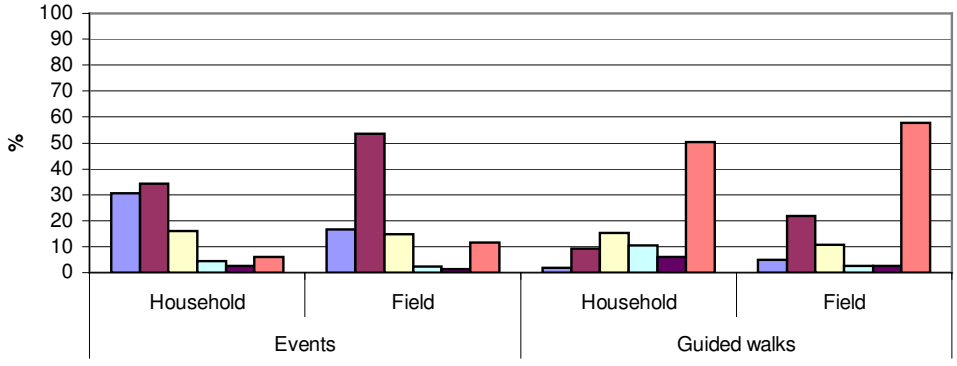
Field respondents rated the park furniture higher than did the household respondents.

Staff and other support



Field respondents rated staff and other support higher than did the household respondents.

Events and other initiatives



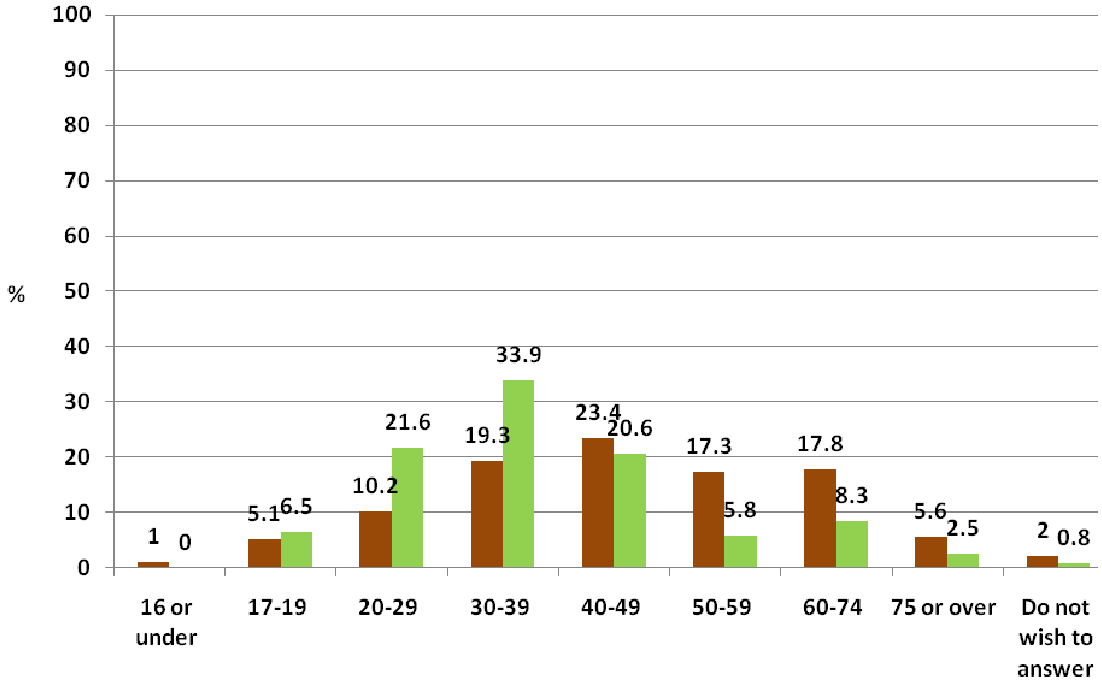
Field respondents rated events higher than the household respondents did. Both sets of respondents were unsure of the quality of guided walks, probably due to their absence.

SECTION 3 – About you

Q33 Postcode

	E6	E15	E13	E12	Other/undeclared
Household	89%	0	0	4%	7%
Field	64%	1%	4%	2%	30%

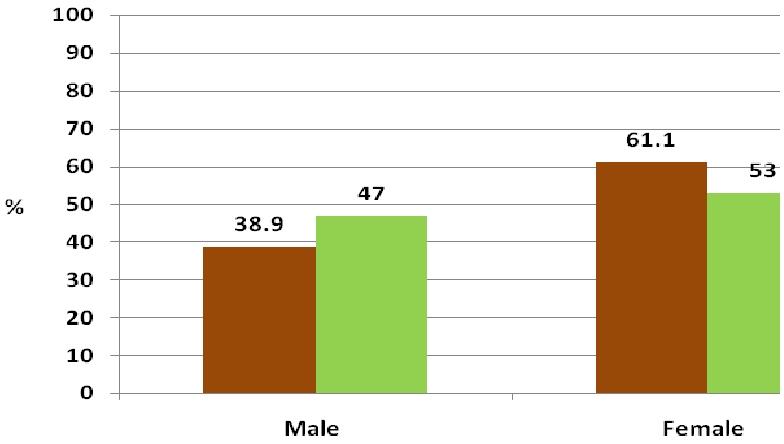
Q34 Age group



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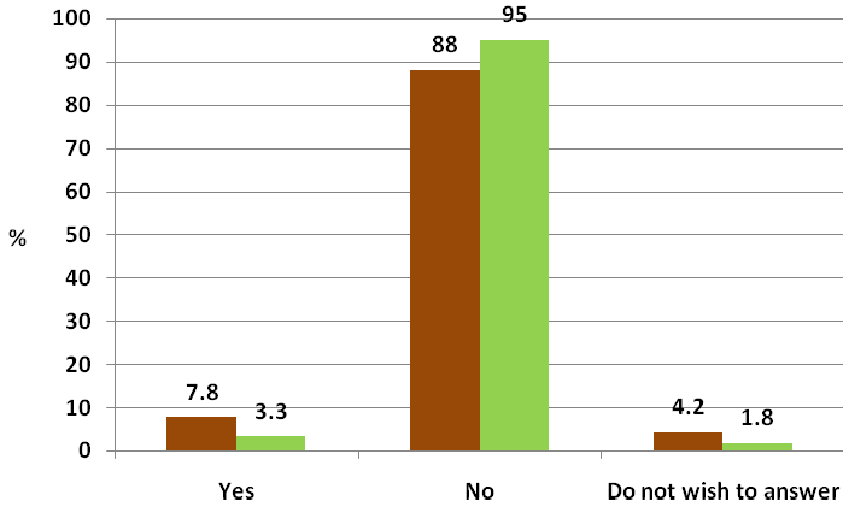
Twice as many field respondents as household respondents were in their twenties. One third of field respondents were in their thirties. Two fifths of each set of respondents were in their forties. Three times as many household to field respondents were in their 50s and twice as many household to field respondents were in their sixties and seventies.

Q35 Gender



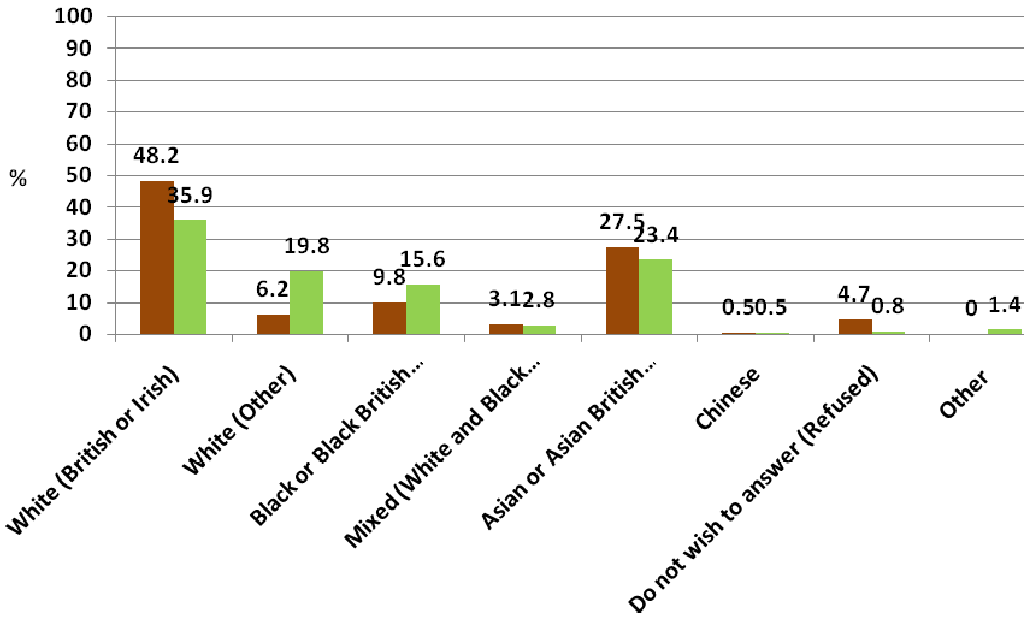
Roughly twice as many female to male household respondents answered the questionnaire. There was a more even split between male and female field respondents.

Q36 Do you consider yourself disabled?



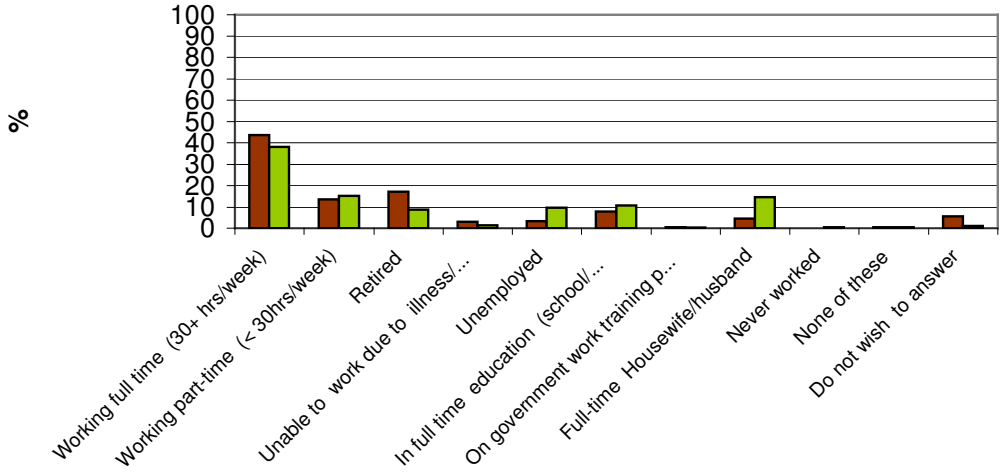
The vast majority of respondents from both sets did not consider themselves disabled.

Q37 Equal Opportunities Monitoring



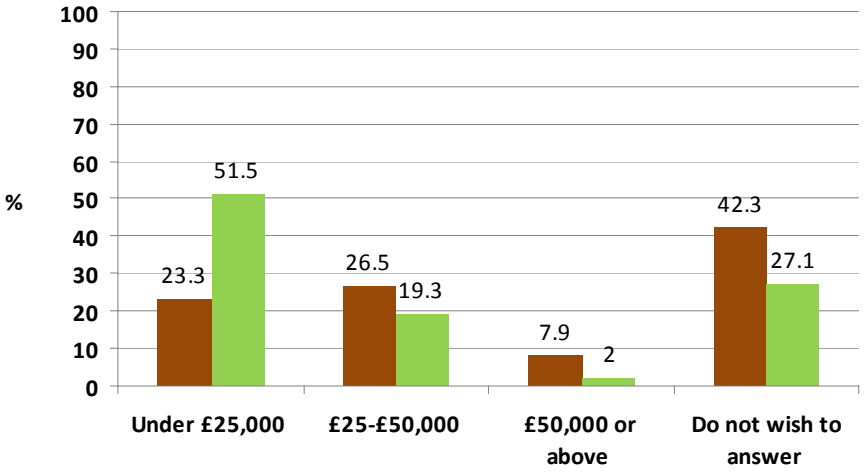
Almost half of household respondents were white British but only one third of field respondents were. Three times as many field to household respondents were white other. There was a roughly equal proportion of Asian household and field respondents.

Q38 Which of the following best describes your current situation?



The largest proportion of respondents from both sets were working full-time.

Q39 Household Income



Half of the field respondents were from low-income households whereas only one quarter of household respondents declared they were. Over two fifths of household respondents did not declare their income.

4. Conclusions

In reviewing the data gathered and presented on Central Park there does not seem to be any particular characteristic or issue of note other then the issue of safety relating to unlawful and threatening behaviour and lack of security/absence of park staff and wardens, particularly from the household survey respondents. The park on the whole receives reasonable ratings across the board generally from both sets of respondents and detailed feedback on walking provision and other facilities does not highlight any particular issue for concern. A top-line look at the data shows Central Park to be a fairly rounded park.

Appendix 1 – Manual counts at Central Park

Table A3.1 Central Park manual counts (exit only) September 2008 (15 minutes in each hour)

Footfall Counts - Central Park

Week 1				Week 2			
Date	Time	Gate	Number	Date	Time	Gate	Number
15-Sep	09.00-10.00	Bartle Ave	1	22-Sep	09.00-10.00	High Street South	7
	10.00-11.00	Bartle Ave	2		10.00-11.00	High Street South	4
	11.00-12.00	Bartle Ave	2		11.00-12.00	High Street South	5
	12.00-13.00	Rancliffe Rd	2		12.00-13.00	Rancliffe Rd	8
	13.00-14.00	Rancliffe Rd	9		13.00-14.00	Rancliffe Rd	11
	14.00-15.00	Rancliffe Rd	2		14.00-15.00	Rancliffe Rd	6
	12.00-13.00	High Street South	1		12.00-13.00	Bartle Ave	26
	13.00-14.00	High Street South	2		13.00-14.00	Bartle Ave	23
	14.00-15.00	High Street South	3		14.00-15.00	Bartle Ave	12
	15.00.16.00	Bartle Ave	4		15.00.16.00	High Street South	11
	16.00-17.00	Bartle Ave	2		16.00-17.00	High Street South	17
	17.00-18.00	Bartle Ave	2		17.00-18.00	High Street South	23
16-Sep	09.00-10.00	Rancliffe Rd	5	23-Sep	09.00-10.00	High Street South	7
	10.00-11.00	Rancliffe Rd	15		10.00-11.00	High Street South	4
	11.00-12.00	Rancliffe Rd	3		11.00-12.00	High Street South	8
	12.00-13.00	High Street South	2		12.00-13.00	Rancliffe Rd	8
	13.00-14.00	High Street South	4		13.00-14.00	Rancliffe Rd	9
	14.00-15.00	High Street South	3		14.00-15.00	Rancliffe Rd	4
	12.00-13.00	Bartle Ave	5		12.00-13.00	Bartle Ave	9
	13.00-14.00	Bartle Ave	15		13.00-14.00	Bartle Ave	10
	14.00-15.00	Bartle Ave	3		14.00-15.00	Bartle Ave	12
	15.00.16.00	Rancliffe Rd	2		15.00.16.00	High Street South	5
	16.00-17.00	Rancliffe Rd	4		16.00-17.00	High Street South	10
	17.00-18.00	Rancliffe Rd	3		17.00-18.00	High Street South	12
17-Sep	09.00-10.00	High Street South	1	24-Sep	09.00-10.00	High Street South	5
	10.00-11.00	High Street South	7		10.00-11.00	High Street South	4
	11.00-12.00	High Street South	6		11.00-12.00	High Street South	2
	12.00-13.00	Bartle Ave	2		12.00-13.00	Rancliffe Rd	5
	13.00-14.00	Bartle Ave	2		13.00-14.00	Rancliffe Rd	7
	14.00-15.00	Bartle Ave	2		14.00-15.00	Rancliffe Rd	9
	12.00-13.00	Rancliffe Rd	8		12.00-13.00	Bartle Ave	17
	13.00-14.00	Rancliffe Rd	11		13.00-14.00	Bartle Ave	15
	14.00-15.00	Rancliffe Rd	7		14.00-15.00	Bartle Ave	6

	15.00.16.00	High Street South	12		15.00.16.00	High Street South	8
	16.00-17.00	High Street South	13		16.00-17.00	High Street South	11
	17.00-18.00	High Street South	15		17.00-18.00	High Street South	17
18-Sep	09.00-10.00	Bartle Ave	9	25-Sep	09.00-10.00	High Street South	6
	10.00-11.00	Bartle Ave	7		10.00-11.00	High Street South	10
	11.00-12.00	Bartle Ave	13		11.00-12.00	High Street South	7
	12.00-13.00	Rancliffe Rd	20		12.00-13.00	Rancliffe Rd	8
	13.00-14.00	Rancliffe Rd	28		13.00-14.00	Rancliffe Rd	12
	14.00-15.00	Rancliffe Rd	17		14.00-15.00	Rancliffe Rd	10
	12.00-13.00	High Street South	3		12.00-13.00	Bartle Ave	7
	13.00-14.00	High Street South	3		13.00-14.00	Bartle Ave	7
	14.00-15.00	High Street South	7		14.00-15.00	Bartle Ave	8
	15.00.16.00	Bartle Ave	13		15.00.16.00	High Street South	10
	16.00-17.00	Bartle Ave	10		16.00-17.00	High Street South	6
	17.00-18.00	Bartle Ave	11		17.00-18.00	High Street South	6
19-Sep	09.00-10.00	Rancliffe Rd	2	26-Sep	09.00-10.00	High Street South	4
	10.00-11.00	Rancliffe Rd	2		10.00-11.00	High Street South	7
	11.00-12.00	Rancliffe Rd	6		11.00-12.00	High Street South	6
	12.00-13.00	High Street South	7		12.00-13.00	Rancliffe Rd	9
	13.00-14.00	High Street South	9		13.00-14.00	Rancliffe Rd	11
	14.00-15.00	High Street South	6		14.00-15.00	Rancliffe Rd	12
	12.00-13.00	Bartle Ave	7		12.00-13.00	Bartle Ave	5
	13.00-14.00	Bartle Ave	13		13.00-14.00	Bartle Ave	6
	14.00-15.00	Bartle Ave	16		14.00-15.00	Bartle Ave	5
	15.00.16.00	Rancliffe Rd	4		15.00.16.00	High Street South	7
	16.00-17.00	Rancliffe Rd	8		16.00-17.00	High Street South	8
	17.00-18.00	Rancliffe Rd	10		17.00-18.00	High Street South	10
20-Sep	09.00-10.00	High Street South	6	27-Sep	09.00-10.00	High Street South	3
	10.00-11.00	High Street South	8		10.00-11.00	High Street South	5
	11.00-12.00	High Street South	10		11.00-12.00	High Street South	8
	12.00-13.00	Bartle Ave	14		12.00-13.00	Rancliffe Rd	6
	13.00-14.00	Bartle Ave	17		13.00-14.00	Rancliffe Rd	9
	14.00-15.00	Bartle Ave	10		14.00-15.00	Rancliffe Rd	11
	12.00-13.00	Rancliffe Rd	7		12.00-13.00	Bartle Ave	12
	13.00-14.00	Rancliffe Rd	15		13.00-14.00	Bartle Ave	18
	14.00-15.00	Rancliffe Rd	2		14.00-15.00	Bartle Ave	15
	15.00.16.00	High Street South	11		15.00.16.00	High Street South	13
	16.00-17.00	High Street South	21		16.00-17.00	High Street South	19
	17.00-18.00	High Street South	3		17.00-18.00	High Street South	6

21-Sep	09.00-10.00	Bartle Ave	2	28-Sep	09.00-10.00	High Street South	8
	10.00-11.00	Bartle Ave	4		10.00-11.00	High Street South	13
	11.00-12.00	Bartle Ave	4		11.00-12.00	High Street South	11
	12.00-13.00	Rancliffe Rd	6		12.00-13.00	Rancliffe Rd	9
	13.00-14.00	Rancliffe Rd	10		13.00-14.00	Rancliffe Rd	12
	14.00-15.00	Rancliffe Rd	4		14.00-15.00	Rancliffe Rd	5
	12.00-13.00	High Street South	11		12.00-13.00	Bartle Ave	17
	13.00-14.00	High Street South	19		13.00-14.00	Bartle Ave	27
	14.00-15.00	High Street South	6		14.00-15.00	Bartle Ave	22
	15.00.16.00	Bartle Ave	23		15.00.16.00	High Street South	25
	16.00-17.00	Bartle Ave	8		16.00-17.00	High Street South	27
	17.00-18.00	Bartle Ave	4		17.00-18.00	High Street South	22

Appendix 2 – Detailed responses to walking provision, safety and other facilities.

Q16. Is there anything that could be done to improve walking provision in this park?

	Household
Footpaths	• Paths are very old & pot-holed. Not very good for walking or roller-skating. Renew all the paths so they are smoother. • Better maintained pathways. • No mud to be on the path. • Distance markers letting you know the length of the parks path. • Increase the width of walkways. • Wider, better maintained • Better lighting of footpaths in winter. • Smoother paths, no litter or dog mess. • Make it more interesting than a path around a field. • Make the paths how long you have walked, improve quality of paths. • Create more walking paths/routes. • Keep the paths clean. • More bins around the walking paths.
Greenery	• Grassy area for walking would be preferable, as concrete sometimes seems hard when one is jogging. • More space left alone to let grasses and wild flowers grow. More trees, we don't need so much blank space. • Improve the look of the paths, particular attention to smarten them up. • Cultivate more flowers. • More flowers. Exercise area for adults. • More flowers and a quiet garden. • More scented flowers and plants. • Some parts of the green are patchy- because of vehicles setting up shows etc. It is not protected or as lush as the bowling green. • Distance markers. • Paths made wider.
Dogs	• Dog mess • The dogs need to be controlled by their keepers. Dogs need to be kept on the lead at all times. • Get rid of dogs. • No dogs. • Yes, dog mess cleaned up. • That dogs are kept on leash at all times. • Dog free area • I am also scared of pit bulls and other dogs. • Better control of dogs, inside and outside the park. • More bins for dogs and separate places where you can take them
Safety	• Put more walking routes in the park and let them be open so everyone can see you walk even when it's dark. • CCTV cameras • Permanent park keeper to make one feel safer when walking alone which many people have to do as they have no one to accompany them. • Have a permanent security or police presence in the park in order to disperse the hordes of hooded youths that tend to loiter in the park. • We were promised park keepers two years ago at the town show. • Park officer patrol • More security • Park patrols should be visible every time. • Warden controlled • A park keeper would make me feel safer

	• Dedicated PSCO/Park warden to remove antisocial behaviour. • Better cameras for security. • Bringing back park keepers. • More park keepers. • Sometimes it feels not safe enough - need some sort of security or parks attendant
Miscellaneous	• Ban council vehicles from parking up within the park, and obstructing walkways. • More space for 5-year-old children. • Signs indicating points of view. Historical facts about Central Park- names of trees, plants etc. • Create special routes for cycles and avoid dogs. • A maze • West Ham park is much nicer. • Leave the trees and pond where they are! • More entrances on Central Road • Sensory garden. Maze. • Make an exercise route with distance stages marked. • A new entrance (which I believe is happening) from Henniker Gardens.

Field:	**Number responses/issue**
Path not safe / Adequate	9
Cycling lanes	4
Get rid of druggies / junkies	3
More security	3
More lighting	3
Toilets to be cleaner	3
Park rangers	3
Flower beds	3
Miscellaneous	9

Q18. If you feel there is a conflict between walkers and other users please describe this conflict below and how you think this could be resolved.

	Household
Dogs	• Sometimes people sitting with paper on the bench and if passing them with dog, they jumping away and starting complain. I think in parks you need a separate place to walk the dog. And another section where people can just sit and relax. • Dogs being snatched, or attacked by other dogs. More visible policing of parks. • Designated areas for dog walking, football players and walkers and the cyclists of course. • Too many dogs around, quite frightening sometimes- create separate areas for dog walkers. Remove dog mess litter bins standing higher along walking routes- it's a disgusting sight. • Dogs! • No dogs should be allowed. • The dog issue. Security patrols, I've never seen anyone. • Dog owners. • Around the playground there are too many teenagers in gangs. Other pathways should give choice to avoid that area! • ALL dogs should be kept on a lead • Dogs not on leads. • Dogs running freely. • Poorly controlled dogs are a problem. • Dog owners who do not pick up their dogs mess. • Dogs- dogs should have designated areas. • Large dogs and small children do not mix.
Youths	• Abusive children and litter louts- drinkers of cider. • Gangs of boys congregate around park with in which it intimidates other users. • There is a conflict between the walkers and the yobs that are always in the park. There needs to be more protection for park users, not just a couple of PCSO's that take a walk in the park about once a day. • Groups of youths- make it intimidating. People drinking. Youths selling drugs. • Groups of teenage boys taking over benches and the walkway. Bikes left on path, people spitting. More patrols to more on groups. • Lots of cyclists at weekends, not safe to walk with small children as cyclists are mainly teenagers and reckless. • Gangs of children make you feel uncomfortable. But that doesn't stop us, we mind out own business and ignore them. • You can't walk in the rose garden because there are too many teenagers in their smoking and kissing in the bushes. • Groups of boys trouble the walkers. There should be increased park security.
Cyclists	• Occasionally whilst on a bike I have had a dog walkers shouting at me, despite the fact that I am taking every precaution to warn/make allowances etc. • There should be no rising/cycling in the park unless there is a designated area. There is that risk element of being run over dangerous riding. • Different paths for bike riders. • Bike rider (more park wardens). • For people who ride bikes and for people who own dogs. • Cyclists should have a separate lane, so people walking are not disturbed. • Cyclists- cycles with 20" wheels or above should be banned. BMX course/track should be provided. • Having to move out the way for cyclists coming past. This can be resolved by making paths wider. • There are bike riders.

Miscellaneous	• People fight over swings, there should be more of them. • 1.They want to walk their dogs. 2. They want to ride their bicycles. That's why walking areas should be separated. • Wider paths • How some others behave in the park. • Sometimes the men play cricket, it's good to see but you have to dodge the balls! Especially when there are two games going on. • Drunks can be abusive and/or intimidating. Police are not doing anything about it. People defecating and urinating in trees- police it more! • A lot of drunk people. • Eastern Europeans drinking in the park. It should not be allowed. • Walkers disturb players of say football or children running about. • I have never seen conflict but could imagine people cycling on paths or skateboarding could conflict with walkers and that people playing sport may interfere with people hanging out/picnic. So would be good to have separate areas- possibly fenced off and repath cycle paths along side of main paths. • Sport players take over the green- due to numbers. Parameters of the game etc. Therefore walkers have to limit themselves to the paths.

Field:	
Number responses/issue	
Gangs of kids intimidating	12
Cyclists everywhere	11
Dogs are vicious and aggressive owners do nothing	8
Drunks / druggies in park	4
Increase security	3
Miscellaneous	3

Q34 If you do not feel safe, why?

	Household
Threatening/unlawful behaviour	• "There is a lot of people who walking in the night or early morning, drunk people or groups of people who doesn't look not dangerous". • Too many groups (male+female hanging around). Not enough visible policing. • Lots of times have seen children being bullied by older kids, taking bikes away. Verbal abuse by the users. • Gangs, no CCTV, drugs, violence, no community officers at the park there should be at least 2 of them. • Fear of being stabbed. • Always gangs of youths around- no park keeper keeping an eye on the area as years ago. • As stated before, very little is done to protect park-users from the yobs and drunkards that sit and hang around over there. • There are too many boys hanging around and smoking weed or sometimes they just start fights with women sitting in the park and no protection from anyone. • Drunks and groups of young people. • Too many youngsters messing around. • I feel safe but there are too many young males smoking cannabis in the park. • Teenagers come and cause trouble in children's playground. • Some newly ethnic misbehave. • My friend who lives nearer than me says they wont go in their because they have seen people taking drugs and needles. • There are usually many drunks who hang about. • At the junction of Bartle Avenue and Central Park Road there are "hoodies" hanging around, clearly dealing drugs and smoking cannabis. • Some groups congregate in the flower garden areas with cans of alcohol. • I don't go in the park alone because of dogs/ or possible encounters with someone out for trouble. • Possibly wouldn't feel safe if is was quieter there as there is no staff and you can get gangs hanging around but I tend to be there at busier times so not applicable. • Too many knife attacks especially in Newham, there are too many troubled youths causing problems and also not comfortable with dogs roaming around. Dog attacks are also becoming very common • Asian and black gangs sitting around on benches, some selling drugs. My wife was punched by one asking for money, she said no, then he punched her in the face. • In early morning it's empty, but sometimes some weird characters are loitering. Also, wouldn't go after dark. • There are many young people around, looking for trouble. There you can see people smoking cannabis and the presence of police is non-existent. • Thinking I would be attacked. • Gangs of youth and other unsavoury people. • Too many people drinking alcohol/drug taking and too many teenagers sitting around child's play areas and on benches- muggings have occurred. • Lots of drugs about. • Some people, mainly kids take their dogs there to fight, its very dangerous. We go home if this happens. • Dogs not on leads, drinks, youths just hanging around. • When there are groups of young people or dogs not on a lead. • Large dogs and children do not mix

Lack of security	• No park security seems to be around. • (See Q18) and should be a park keeper to walk around the park until it shuts. • When it gets dark, there aren't enough lights in the park. • Dark places all over. • I have a fear of being attacked by youths or others. Whenever I have gone to the park I have never seen a park constable/caretakers. So if something were to happen there wouldn't be anyone from the park to come to my aid. • Security needs to be more visible. • A dog bit an 8-year-old boy. There was no park official to take note of the incident, no one knows what happened to the dog and the owner never visited the victim. • Poor presence of police. • Provision of security guards would greatly enhance safety. • Don't use park during winter before it gets light or after dark. • No one there to foresee any trouble i.e. not manned. • There is not enough staff. Because the teenagers go into the rose garden I feel that I can't go in there. • You don't see any park police patrolling during the day only at closing time when they lock the gates up. • Because I never see any park staff, sometimes its empty when I go for a run, so in the quiet area's it's a bit scary. Maybe regular police patrols would be good. • But sometimes it looks unsafe. • I have never seen any parks security as I have in West Ham Park - in kids area
Miscellaneous	• Just feel very uneasy in there-don't feel I can relax and walk peacefully. • I feel there are a lot of older children in the park and they can make the younger ones feel uneasy. • Groups of people who are drunk, selling drugs. Particularly hoodies. • I would not let my children go to the toilet alone. • Older children use bad language, loutish behaviour spoils the day for people with small children and other people • Because there is a risk of getting in trouble or having problems with other users. • Although I feel safe there are often gangs of boys. These boys have offered my husband drugs while using the toilets. • Gate at children's playground DOES NOT CLOSE- safety risk for children. • I don't feel safe going to the toilets alone or letting the children play on their own, I have to watch the playground and follow them around. • Because of dogs running loose. • Gangs and dogs. • Older children on young children's play area causes conflict. • I always see some drug users or drunken people. It makes me feel unsafe because of my child. • It depends on the time of day.

Field: **Number of responses/issue**	
Drunks / Drug addicts hanging about	7
Gangs of kids intimidating	20
Lack of police patrol in park	3
Lack of lighting	1
Dogs	2

Q35 Do you feel there is a need for any facilities not currently provided in the park?

	Household
Play facilities	• A separate toddler playground, where they can play safely away from bigger/older children. • I think in the children areas, there should be more facilities for them to play with. • They could put more swings in. • Visible presence of park keeper to supervise children in play area. These play areas to be clearer. • Playground for 1-5 yr olds only. Secure and with lockable gate, away from the old playground, with guards perhaps. • A very nice and clean playground for children. • Bike area for children, to help them learn safe road cycling. • Play area for under 5s. • Better under 5's area. • Swings.
Cafe	• A cafeteria for morning walkers. • Cafe open longer. • Nicer cafe would bring more people! • A teahouse. • A better cafe- like the one at Thames Barrier Park. Locals will use it if its good quality. • New cafe, new staff, fruit trees and much more. • Better coffee shop. • Better refreshment area. • All year cafe opening • Would be nice to have a decent restaurant/tearoom • Cafe area near children's area.
Toilets	• Improved toilets. • Toilet facilities. • The toilet facilities are very poor. • Toilets • Decent toilets please! • More hand washing facilities and toilets. • Toilets, drinking water. • Cut grass more, better facilities e.g. toilets, water fountains. • CLEAN TOILETS • The wash and cloakroom facilities need to be cleaned more often. • Toilets at both ends of the park. • Better toilets • Clean toilets and baby change facilities. • The toilets could be cleaner. • Proper toilets with attendants looking after them. • More toilets.
Sports	• Cannot see any facilities for physical exercise. • Clean water fountain area. Designate spaces for football, cricket. More accessible for children. Tennis courts to be more accessible as well. • I would like to see more facilities to help keep people fit, things such as parallel bars or monkey bars and log steps- they are very low maintenance but would make a big difference to the amount of exercise you could do on your own. • Provide sporting facilities for over 60's from all communities • Football post, cricket pitch. • Bigger basketball ground. • More youth friendly equipment or they sit around the kid's equipment! • Sport facilities and sports staff. (All kinds). • Friendly sport course with obstacles to challenge adults not children. (FOR FREE!) • Cricket nets and golf putting course. • Specific sports areas • More tennis courts.

Park Staff	• Park- keepers • A permanent security station. • I feel there should be a park warden in the park more often. • Park warden/keeper. • Return of park keeper. • More park officers patrolling the park. • I feel that they need to have park keepers, you only see the park constable when opening and closing. • A park keeper would be lovely. • More park attendants to provide seating and supervision. • A full time park keeper, putting green, better toilets and band stand for concerts • A parks attendant in kids play area as some teenagers do mess around and not let little children play. • There are hardly any park wardens
Seating	• A garden centre with benches to sit on. • I think more benches could be provided and some netball/basketball posts around the park. • In Loxford Park, Ilford there are benches for sit ups provided and chin up bars. • More aptly looking benches that actually invite you to take a seat, and not the cold metal badly designed sparsely [provided] benches available. • More seating areas with picnic benches and a new cafe.
Miscellaneous	• Improve layout look and plant more trees and flowering plants, ponds and lighting. • More greenery i.e flowers etc • Duck pond. • Paths improved and then you would get more roller-skating • Water fountain doesn't work properly. • More water fountains, and it should work in winter. • More water fountains. • A car park is needed. • It needs a place where women can do exercise with out men being there. And a place where women can play basketball, volleyball and netball. A place where women can feel relaxed and not intimidated by men or boys in the area. • Would like to see the miniature railway return! • Pitch and putt. • There should be more interesting facilities available for a wider age range of people. • Police • More lighting. • Phone box/visible park warden. • A nature section; especially for the kids. • Police. • Marked walking track with distances marked. • Water facilities to drink/cleaner safer toilets. No dog mess. • Safety, hygiene. • More security and more video cameras. • Cycle tracks • Conservation area. • Area allocated for dogs.

Field:

Toilets / no charge to use them	47	**Water drinking fountain**	15
Better play park for kids	28	**Water features**	12
Cafe / eating places	20	**Flower beds / Greenery**	10
Increase security/police	19	**Pitches / Courts for sports**	9
Park ranger	16	**Miscellaneous**	31

Appendix 3: Household Survey

LONDON PARKS POSTAL SURVEY

PLEASE SEND BACK THE COMPLETED QUESTIONNAIRE BY 29 September 2008.

If you have any questions please contact Georgina Barretta on 020 7687 2020. As explained in the covering letter, the survey response will be treated in confidence and results aggregated to preserve anonymity.

SECTION 1 - GENERAL VIEWS ON PARKS

Q1 **Thinking generally about the parks and open spaces in your area:**

	Yes	*No*
Do you feel they are important in making somewhere a good place to live?		
Do you feel satisfied with the provision in your area?		
Do you feel your local parks/open spaces need improving?		

Q2 **Do you feel that the parks/open spaces in your area have improved over the last three years?**

Better *Worse* *Same*

Q3 **Do you have access to a garden?**

Yes *No*

Q4 **In the last 12 months have you been for a day out in the countryside?**

Yes *No*

Q5 **In the last 12 months how often have you used parks and open spaces, including as part of a shortcut or cycle journey?** (Summer = May - October and Winter = November - April)

	Central Park Summer	*Central Park Winter*	*Other Local Parks Summer*	*Other Local Parks Winter*
Not Used				
Seldom or never during this season				
Once per month				
Once every two weeks				
Once or twice a week				
Most days				
Every day				

Q6 **If you NEVER use Central Park please explain why:**

I am too busy / not enough time..... *I don't like parks and open spaces*..... *Lack of suitable transport*.

It is too difficult to get to.... *It is badly maintained* ..... *The park does not interest me*.....

Poor health..... *It is too far away*..... *I don't feel safe visiting the park*.....

Other reason (please describe)

SECTION 2 - HOW DO YOU USE CENTRAL PARK

Q7 **When you visit Central Park do you normally visit the park alone or with others?**

Alone.....

With others.....

Both (equally divided).....

If with others how many of you would there normally be (including yourself)?

Q8 **What time of day do you normally use the park?**

Before 9am ..... *Afternoon*.....

Morning after 9am ..... *Evening/After dark*.....

Lunchtime ..... *Various*.....

Q9 **Where do you usually travel from?**

Home ..... *Shops*.....

Work..... *School* .....

Other (please specify)

Q10 **How do you usually travel there?**

By foot..... *Car* .....
Bicycle..... *Bus*.....
Motorbike..... *Tube*.....
Other (please specify)

Q11 **How long does it normally take you to get there?**

Less than 5 minutes..... *15-20 minutes*.....
5 - 10 minutes..... *20 - 30 minutes*.....
10-15 minutes..... *more than 30 minutes*.....

Q12 **Generally, why do you go to the park?** (please tick all that apply)

To walk..... *To play sport / exercise*.....
To cycle..... *To take children to play*.....
Other (please specify)

Q13 **WALKING - If you walk in the park, why?** (please tick as many of the following that apply)

Relax / enjoy the environment / green space..... *Travelling through / short cut*.....
Exercise..... *Commuting to work*.....
Dog walking.....
Other (please specify)

Q14 **Generally, how long do you spend walking in this park?**

Up to 15 minutes..... *30 minutes - 1 hour*.....
15-30 minutes..... *More than 1 hour*.....

Q15 **How satisfied are you with the quality of walking routes (paths and roads) in the park?**

	Very good	*Good*	*Fair*	*Poor*	*Very Poor*	*Don't Know / No opinion*

Q16 **Is there anything that could be done to improve provision for walking in this park? -** please describe

Q17 **Do you feel there is any conflict between walkers and other users of the park?**

Yes..... *No*.....

Q18 **If you feel there is a conflict between walkers and other users please describe this conflict below and how you think this could be resolved.**

Q19 **SPORT - If you participate in sport in this park , what formal and informal sport(s) do you participate in?** (please tick as many as apply)

Rugby..... *Bowls*.....
Football..... *Cricket*.....
Tennis..... *Frisbee*.....
Rounders/Softball.....
Other (please describe)

Q20 **Generally, how often do you participate in sport in this park?**

Almost every day..... *Within the last six months*.....
Once or twice a week..... *Longer ago*.....
Once every two weeks..... *Never*.....
About once a month..... *Don't know/ Do not wish to answer* .

Q21 **At each visit generally how long do you spend participating in sport in this park?**

Up to 30 minutes..... *1 - 2 hours*..... *more than four hours*.....
30 minutes - 1 hour..... *2-4 hours*.....

Q22 **Generally, how do you rate the sports facilities in this park?**

	very good	*good*	*fair*	*poor*	*very poor*	*non existent*	*don"t know*
Access to the facilities (by car or on foot)							
Availability of the facilities							
Quality of the facilities							
Sports staff							
Cleanliness							
Value for money							

Q23 **Do you feel this park is:**

Really natural..... *Quite formal* .....

Natural in some parts..... *Don't know*.....

Q34 **Do you like the park as it is?**

Yes..... *No*.....

Q35 **If no, should it be:**

More formal ?..... *More natural ?*.....

Q36 **Does this park give you the opportunity to feel connected to the history / heritage of your area?**

Yes..... *No*..... *Don't know*.....

Q37 **How safe do you feel in the park?**

	Very safe	*safe*	*unsafe*	*very unsafe*	*never thought about it*

Q38 **If you do not feel safe please tell us why.**

Q39 **Do you feel there is a need for any facilities not currently provided in the park?**

Yes..... *No*.....

Q40 **If Yes to Question 35 please provide details**

Q41 **How important are the following to your enjoyment of Central Park?**

	Very Important	*Important*	*Not Important*	*Don't Know*
Ease of getting to and using facilities				
Cleanliness				
Grass cutting				
Flowers and shrubs				
Toilets				
Catering/cafe etc				
Car Parking				
Play areas (under 5's)				
Older play and youth facilities				
Disabled access				
Seats and Bins				
Lighting				
Signage				
Staff				
Information				
Events				
Guided Walks				

Q42 **How do you rate Central Park?**

	very good	*good*	*fair*	*poor*	*very poor*	*don't know/not applicable*
As an enjoyable place to visit						
The general quality of the park						
Ease of getting to and using facilities						
Cleanliness						
Grass cutting						
Flowers and shrubs						
Toilets						
Catering/Cafe etc						
Car parking						
Play areas (under 5's)						
Older play and youth facilities						
Disabled access						
Seats and Bins						
Lighting						
Signage						
Staff						
Information						
Events						
Guided walks						

SECTION 3 - ABOUT YOU

Q33 **Postcode**

Q34 **Age**

16 or under	*30-39*	*60-74*
17-19	*40-49*	*75 or over*
20-29	*50-59*	*Do not wish to answer*

Q35 **Gender**

Male *Female*

Q36 **Do you consider yourself to be disabled as defined by the Disability Discrimination Act 1995?** (The Disability Rights Commission (DRC) defines disability as "A physical or mental impairment which has substantial and long term adverse effect on a person's ability to carry out normal day to day activities".)

Yes *No* *Do not wish to answer*

Q37 **Equal Opportunities Monitoring- To help us monitor equal opportunities please indicate to which of these groups you consider that you belong :**

White (British or Irish)	*Black or Black British (Caribbean, African, any other Black background)*
White Other	*Chinese*
Mixed (White and Black Caribbean, White and Black African, White and Asian)	*Do not wish to answer*
Asian or Asian British (Indian Pakistani, Bangladeshi, any other Asian background	

Other Ethnic group (Please specify)

Q38 **Which of the following best describes your current situation?**

Working full time (30+ hours per week)	*On government work training programme*
Working part-time (less than 30 hours per week)	*Housewife/husband - full time in the home*
Retired	*Never worked*
Unable to work due to illness/disability	*None of these*
Unemployed	*Do not wish to answer*
In full time education (school/college/university)	

Q39 **Please indicate your household income**

Under £25,000	*£50,000 or above*
£25-£50,000	*Do not wish to answer*

THANK YOU FOR YOUR ASSISTANCE

Please return questionnaire in the pre-paid envelope provided to
Bone Wells Associates, Omnibus Business Centre, 39-41 North Road, London N7 9DP