

Service questionnaire

Plymouth City Council



Please use this questionnaire to give your views on the delivery of parks or open space services.

If you need help completing this form or wish to obtain more copies of the questionnaire please contact Parks Services. The address is on the back of this form.

This questionnaire is also available online at www.greenstat.org.uk

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How easy is it for you to reach the following types of parks and open spaces?

(Please tick once only for each type of space)

	Very easy	Quite easy	Neither easy nor hard	Quite hard	Very hard	Don't know where to find such a place
Large Parks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Small Parks/ Recreation Grounds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Formal Public Gardens	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Country Parks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Children's Play and Teenage Areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Natural or Semi Natural green spaces and woodlands Areas managed mostly for their wildlife value	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Outdoor Sports facilities Including artificial surfaces: tennis, bowling, golf, five-a-side football etc	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Amenity green space Recreation spaces, spaces around housing, domestic gardens and village greens	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accessible countryside in urban fringe areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Green Corridors River or canal banks, cycling routes, rights of way footpaths	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Allotments Including community gardens and City Farms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cemeteries or churchyards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Civic Spaces Civic squares and plazas, market squares and other hard surfaced pedestrian areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other Spaces... (please describe below)						
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5 **Do you / your family have regular use of a private car?** (Please tick one only)

Yes No Sometimes

Part B: The park or open space nearest your home

6 **What is the name of the park or open space closest to where you live?**

Please enter the name of the park or open space in the box provided. If you don't know the name, please enter the street or road name where the open space is situated.

Site Name: _____

Street Name: _____

7 **Is this the park or open space that you use most of-ten?** (Tick either 'Yes' or 'No')

Yes No

If 'Yes' please go straight to question 11. If 'No' please go straight to question 8.

8 We would like to know why you do not use this open space more often.

(Please tick as many reasons as appropriate)

- | | | | |
|--|--------------------------|-------------------------------------|--------------------------|
| It is too difficult to get to | <input type="checkbox"/> | Too many people visit (too busy) | <input type="checkbox"/> |
| It doesn't have the facilities I / my family most often need | <input type="checkbox"/> | Not enough people visit (too quiet) | <input type="checkbox"/> |
| It is too boring / not enough to do | <input type="checkbox"/> | It is too small | <input type="checkbox"/> |
| There are other open spaces nearby that I prefer to visit | <input type="checkbox"/> | It is too big | <input type="checkbox"/> |
| There are other open spaces that are more convenient for me to visit | <input type="checkbox"/> | It is poorly looked after | <input type="checkbox"/> |
| There are too many dogs | <input type="checkbox"/> | It is too dirty | <input type="checkbox"/> |

Other reason (If there are any other reasons why your nearest park or open space is not the one you visit most often, please describe these reasons in the space below).

9 9. Overall, how satisfied are you with the park or open space that is closest to your home? (Please tick one only)

- | | | | | | | |
|--------------------------|--------------------------|------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Very satisfied | Satisfied | Neither satisfied nor dissatisfied | Dissatisfied | Very dissatisfied | Don't know | Do not wish to comment |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Part C: The park or open space you visit most often

10 We would like to know which park or open space you like to visit most often.

Please enter the name of the park or open space in the box provided. If you don't know the name, please enter the street or road name where the open space is situated.

Site Name: _____

Street Name: _____

11 When you visit the park or open space, where do you usually travel from? (Please tick one only)

- | | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Home | Hotel | Work | School | Shops | College / University |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Other (please write in) _____

12 How would you normally travel to the park or open space? (Please tick one only)

- | | | | | | |
|---------|--------------------------|---------|--------------------------|--------------|--------------------------|
| On foot | <input type="checkbox"/> | Bicycle | <input type="checkbox"/> | Motorbike | <input type="checkbox"/> |
| Car | <input type="checkbox"/> | Bus | <input type="checkbox"/> | Coach | <input type="checkbox"/> |
| Taxi | <input type="checkbox"/> | Train | <input type="checkbox"/> | Tube / Metro | <input type="checkbox"/> |

Other (please write in) _____

13 Approximately how long does your normal journey take? (Please tick one only)

- | | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Less than 5 minutes | 5 - 10 minutes | 10 - 15 minutes | 15 - 20 minutes | 20 - 30 minutes | More than 30 minutes |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Other (please write in) _____

19 We are currently exploring the idea of introducing more permanent site based staff to our parks and gardens replacing some mobile teams who are responsible for larger areas of the city. We would like to know how much you agree with the following statements which describe different ways site based staff may improve Plymouth's parks and open spaces

(Please tick one option only for each statement)

	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
They could help make the park a safer place	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
They could help maintain the park making it a cleaner and more beautiful place	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
They could make visitors feel welcome and help them to learn more about parks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There would be fewer problems with vandalism and anti social behaviour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
They could work as part of a team to make the park a place to be proud of	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Their presence would help to encourage more young children to visit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Their presence would help to encourage more elderly visitors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I would like to see site based staff in all our major parks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Part D: About you

1 Which of the following categories best describes your age? (Please tick one only)

16 or under 17-19 20-29 30-39 40-49 50-59 60-74 75 or over

2 Are you female or male? (Please tick one only)

Female

Male

3 Do you consider yourself to have a disability that affects your use of parks and open spaces? (Please tick one only)

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

Rather Not Answer

4 Which of the following best describes your ethnic group? (Please tick one only)

White

White British - English, Scottish or Welsh
 White Irish
 Other White background (please write in)

Mixed

White and Black Caribbean
 White and Black African
 White and Asian
 Other Mixed background (please write in)

Asian, Asian British, Asian English, Asian Scottish, Asian Welsh

Indian
 Pakistani
 Bangladeshi
 Other Asian background (please write in)

Black, Black British, Black English, Black Scottish, Black Welsh

Caribbean
 African
 Other Black background (please write in)

Chinese, Chinese British, Chinese Scottish, Chinese Welsh or other ethnic group

Chinese

Other ethnic group (please write in)

5 **Where do you live?** (Please tick one only)

Resident in this Local Authority area

Resident outside this Local Authority area

6 **Prior to taking part in this survey, have you ever been consulted on the way parks and open spaces are managed or asked if you would like to be involved?** E.g. Through visitor surveys, comment cards, exhibitions, public meetings, etc. (Please tick one only)

Yes

No

7 **Would you like to be consulted on the way the parks and open spaces are managed or asked if you would like to be involved?** (Please tick one only)

Yes

No

7a. If you answered 'Yes' to D7, how would you like to be consulted or involved?

(Please tick as many as appropriate)

Occasional visitor surveys

Comment / suggestion cards

Public exhibitions

Public meetings

Talking to staff on-site

Joining a user / volunteer group

Through a regular newsletter

Direct access to managers

Other (please write in)

If you answered 'Yes' to D7, and would like your contact details to be passed on to the managers of the parks and open space service to enable them to contact you in the future, please ensure the table below is complete.

Please note: Under no circumstances will any personal data be given to any other third party without your consent. If you are completing this questionnaire anonymously, you can still submit an email address if you would like to be contacted about green space initiatives in your local area. Further details of the GreenSTAT privacy policy can be found on the back page.

First Name: _____ Second Name: _____

Address: _____

Town / City: _____ Postcode: _____

Telephone: _____

I would be happy to be contacted by email regarding green space initiatives in my local area, and new developments in the GreenSTAT database.

Tick if YES
leave blank if NO

If you would like to comment about this questionnaire, or if you have any suggestions as to how parks and open spaces in your local area might be improved, then please let us know in the space below.



Contact: Parks Services

Telephone: 01752 606034

Email: parks.services@plymouth.gov.uk

**Return Address:
Plymouth City Council
Parks Services
90 - 92 Outland Road
Milehouse
Plymouth
Devon
PL2 3DE**

Privacy Policy Summary

This questionnaire is taken from the GreenSTAT website at www.greenstat.org.uk the questionnaire gives you, as a local resident, the opportunity to comment on the quality of your local parks and open spaces and how well you feel they are being managed and maintained. Your comments entered on this form will be added to a secure online database. The survey also aims to provide your local council or relevant land management organisation with feedback about the kind of people that visit parks and open spaces in your local area, and how they might be able to encourage new visitors.

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- a) online at www.greenstat.org.uk
- b) from the organisation running this consultation – (contact details can be seen on the left).
- c) from GreenSpace, GreenSTAT Administration, Caversham Court, Church Road, Caversham, Reading, Berkshire. RG4 7AD.

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