

Agenda Item 8

Service Delivery/Performance Committee

130110

ParksResults09



Gardens User Satisfaction Survey Results

Summary

EDDC undertakes a bi-annual user satisfaction questionnaire of Manor Gardens in Exmouth and Connaught Gardens in Sidmouth. These surveys were completed in the Summer 2009. The results were very positive, with only a few areas of concern.

Recommendation

That the Service Delivery/Performance Committee:

- **Take note of the results**
- **Highlight any issues arising in the results where they feel action should be taken**
- **Congratulate Streetscene on the success shown in the results**

a) Reasons for Recommendation

The results are available and should be noted and used by members to improve or commend service delivery.

b) Alternative Options

None.

c) Risk Considerations

A failure to make satisfactory progress in addressing improving services may lead to the Council being criticised in a future inspection and could also compromise the Council's reputation and budgets.

d) Policy and Budgetary Considerations

Policy and Budgetary Considerations could apply if Members feel action needs to be taken on any of the results.

e) Date for Review of Decision

The next user satisfaction surveys of Manor and Connaught Gardens will be carried out in Summer 2011.

Main Body of the Report

1. EDDC undertakes a bi-annual user satisfaction questionnaire of Manor Gardens in Exmouth and Connaught Gardens in Sidmouth. Similar surveys have also been undertaken in 2005 and 2007 and trend information is shown where possible.
2. On several occasions, in August, September and October 2009, EDDC Officers went out into Manor Gardens and Connaught Gardens and asked a total of 100 people in each of the gardens to answer 20 set questions in a questionnaire that was completed by the Officers in a face to face interview.
3. The summary of each of the surveys is below, and the full results reports follows.

Summary of Connaught Gardens Surveys, Sidmouth, 2009

- Satisfaction with cleanliness has remained extremely high, with 98% of respondents saying that the cleanliness is good.
- 99% of users think the floral displays are good. This is an excellent result.
- The signage and interpretation remains the area with most room for improvement but a high percentage of people still felt this was good (67%). Several people suggested there should be more obvious directional signs pointing the way out, and where other attractions are.
- 97% of park users felt that the seating and benches were good which is very similar to previous years.
- All of the 3 respondents who had spoken to a gardener found the gardener helpful, knowledgeable, courteous and polite.
- All of the respondents were very or fairly satisfied with their visit to Connaught Gardens.
- The things people liked most about the gardens were the floral displays, the views, the variety of areas and layout and the colours.
- 53% of visitors to the area felt that the gardens where they lived were worse than Connaught Gardens, and 5% felt that the gardens where they lived were better.
- There were alot of very positive comments about Connaught Gardens.
- The things people felt would most improve Connaught Gardens were to put more labels on unusual plants and to have more for children and young people to do.

Summary of Manor Gardens Surveys, Exmouth, 2009

- Satisfaction with cleanliness has remained extremely high, with 98% of respondents saying that the cleanliness is good.
- All the users think the floral displays are good, the same as in 2005 and 2007. This is an excellent result.
- The signage and interpretation remains the area with most room for improvement but a high percentage of people still felt this was good (71%).
- 99% of park users felt that the seating and benches were good which is very similar to previous years.
- All of the 5 respondents who had spoken to a gardener found the gardener helpful, knowledgeable, courteous and polite.
- All of the respondents were very or fairly satisfied with their visit to Manor Gardens.
- The things people liked most about the gardens were the floral displays, squirrels and other wildlife, the peacefulness and the trees and greenery.
- 29% of visitors to the area felt that the gardens where they lived were worse than Manor Gardens, and 29% felt that the gardens where they lived were better.
- 52% of local people felt that Manor Gardens had got better over the last three years, mainly due to better flowers and a better standard of care for the gardens.
- There were alot of very positive comments about Manor Gardens.

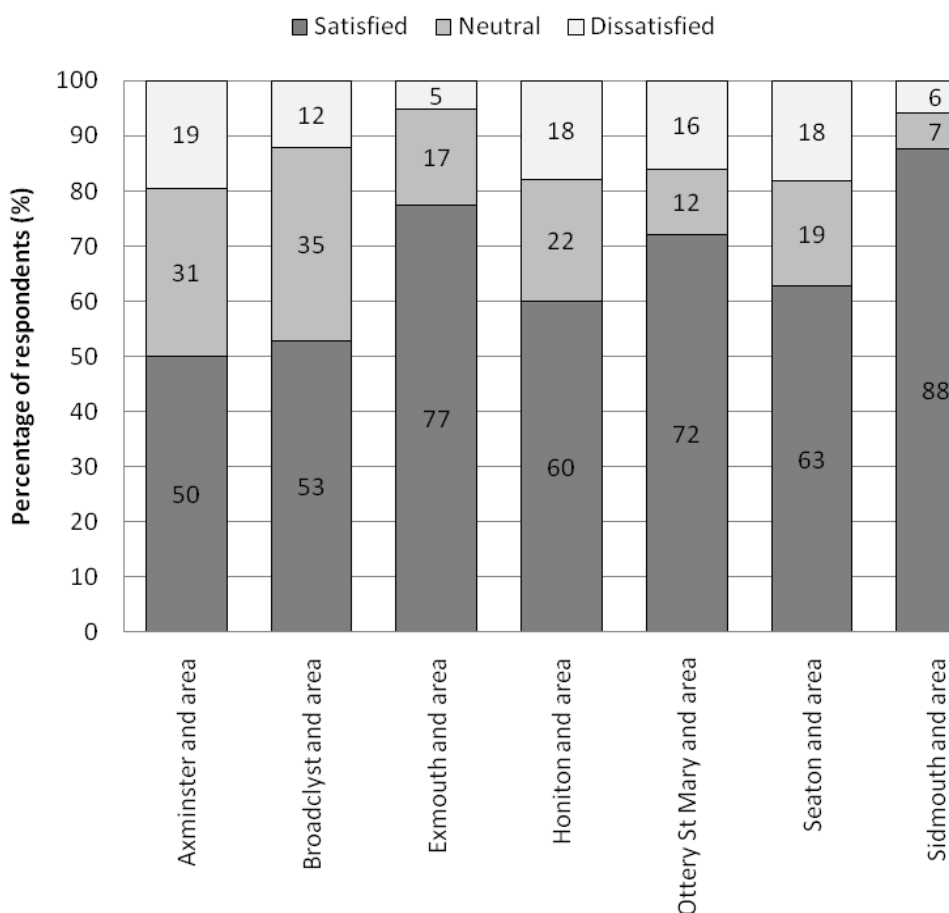
- The things people felt would most improve Manor Gardens were a small cafe or tea shop, more events and festivals, cleaner toilets and less anti-social behaviour around the bandstand.

4. Links to the Place Survey

The Place Survey was sent out by the Council on behalf of national Government to a random selection of 2,500 households in East Devon between September and December 2008. The purpose was to gain information that would improve outcomes for local people and places. The results produced 18 National Indicators and will be used to assess us in Comprehensive Area Assessment (CAA).

One of the questions was about satisfaction with parks and open spaces. 69% of residents were satisfied with parks and open spaces, which is a drop of 6% from the previous survey. This result puts East Devon 99th out of all the 201 district councils.

However, as can be seen from the chart below, Exmouth and Sidmouth show the highest levels of satisfaction with their parks and open spaces.



Legal Implications

No legal implications.

Financial Implications

There are no financial implications identified in the report. Current and future budget constraints may mean that any improvements would be difficult to deliver.

Background Papers

The full results for the Connaught and Manor Gardens Surveys are included as an Appendix to this report.

Jamie Buckley (Ext 2769)
Engagement and Funding Officer

Service Delivery/Performance Committee
13 January 2010