

East Devon District Council

Manor Gardens Survey

August- October 2009

Methodology

EDDC undertakes a bi-annual user satisfaction questionnaire of Manor Gardens in Exmouth. On several occasions in August, September and October EDDC Officers went out into Manor Gardens and asked a total of 100 people using the gardens to answer 20 set questions, the questionnaire was completed by the Officers like a face to face interview. The completed questionnaires were scanned in using SNAP Survey software and analysed using the SPSS statistics package.

Summary

- 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 a lot 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.

Results

Q1. How long have you spent in Manor Gardens today?

100 people spent an average of 25 minutes in Manor Gardens.

Q2 Thinking about your visit to Manor Gardens today, how would you rate the:

| | Percentage of respondents (%) | | | | | Number of respondents |
|----------------------------|-------------------------------|-------------|-----------------------|-------------|-----------|-----------------------|
| | Very good | Fairly good | Neither good nor poor | Fairly poor | Very poor | |
| Cleanliness | 77 | 21 | 0 | 2 | 0 | 100 |
| <i>2007</i> | <i>85</i> | <i>14</i> | <i>1</i> | <i>0</i> | <i>0</i> | <i>99</i> |
| <i>2005</i> | <i>73</i> | <i>27</i> | <i>0</i> | <i>0</i> | <i>0</i> | <i>59</i> |
| Floral displays | 93 | 7 | 0 | 0 | 0 | 99 |
| <i>2007</i> | <i>91</i> | <i>9</i> | <i>0</i> | <i>0</i> | <i>0</i> | <i>99</i> |
| <i>2005</i> | <i>93</i> | <i>7</i> | <i>0</i> | <i>0</i> | <i>0</i> | <i>59</i> |
| Signage and interpretation | 56 | 15 | 21 | 5 | 4 | 81 |
| <i>2007</i> | <i>48</i> | <i>43</i> | <i>8</i> | <i>1</i> | <i>0</i> | <i>99</i> |
| <i>2005</i> | <i>16</i> | <i>71</i> | <i>10</i> | <i>3</i> | <i>0</i> | <i>58</i> |
| Seating and benches | 86 | 13 | 0 | 1 | 0 | 97 |
| <i>2007</i> | <i>65</i> | <i>32</i> | <i>2</i> | <i>1</i> | <i>0</i> | <i>99</i> |
| <i>2005</i> | <i>86</i> | <i>12</i> | <i>2</i> | <i>0</i> | <i>0</i> | <i>59</i> |

If you said Poor or Very Poor for any of the above, what could we do to improve it?

8 respondents commented:

- Don't need too many signs.
- Need signs to the seafront.
- The toilet signs aren't very visible- I nearly walked into the mens.
- Needs more seats and benches
- No signs for the toilets- had to ask in TIC. Cigarette stubs on the grass that the baby picks up and plays with.
- Not enough signs or interpretation.
- The toilets are awful- especially at night.
- It is essential to have a prominent sign in the gardens i.e. town, seafront.

Q3. Have you spoken to a member of the gardening team during your visit to Manor Gardens?

Q4. Was the member of the gardening team helpful/ knowledgeable/ courteous and polite?

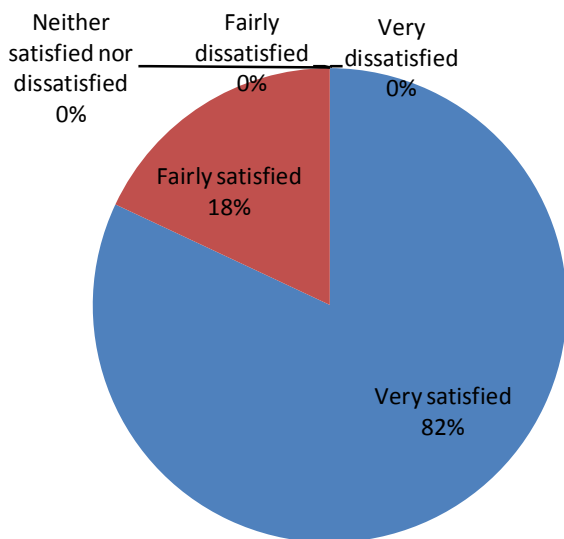
Q5. Any comments about the gardening team?

Five of the respondents had spoken to a gardener. All five found the gardener helpful, knowledgeable, courteous and polite.

In 2007 11 of the respondents had spoken to a gardener, and again all found the gardener helpful, knowledgeable, courteous and polite.

Q6. Thinking about your overall experience of visiting Manor Gardens today, how satisfied or dissatisfied were you with your visit?

98 respondents answered this question. The results are displayed in the pie chart below:



All of the respondents were satisfied with their visit to the gardens, 82% of whom were very satisfied. This is similar to the result for 2007 when 87% were very satisfied and 13% were fairly satisfied.

Q7. If you said anything below Very Satisfied, what could we do to improve the gardens to make you Very Satisfied?

Three respondents commented:

- Have a cafe. Have something for kids to play on like a park for all ages.
- More seats and benches. Improve the toilets- not very clean.
- Have a cafe- make it much more inviting to the younger generation.

Q8. Is there anything about the gardens you particularly liked?

96 respondents commented. The most common comments have been categorised and are listed below with the numbers of respondents that gave those comments. To see the full list of all comments, including all the comments only given by one respondent, please see Appendix 1.

| Comment | No. of respondents | % of respondents |
|------------------------------------|--------------------|------------------|
| The floral displays | 35 | 36 |
| Squirrels and other wildlife | 19 | 18 |
| Peaceful, relaxing, quiet | 18 | 19 |
| Trees and greenery | 14 | 15 |
| It's tidy/ well kept | 10 | 10 |
| Bandstand | 8 | 8 |
| The colours | 8 | 8 |
| The location (near town/ seafront) | 8 | 8 |
| Well laid out | 7 | 7 |
| Benches | 7 | 7 |

| Comment (continued) | No. of respondents | % of respondents |
|--|--------------------|------------------|
| The grass | 7 | 7 |
| The flower beds designed by local schoolchildren | 6 | 6 |
| Shady and sheltered | 5 | 5 |
| Everything | 5 | 5 |
| Amount of space | 5 | 5 |
| The events | 3 | 3 |
| Not too much dog mess | 3 | 3 |
| Sub tropical display | 3 | 3 |
| The giant games | 3 | 3 |
| It's safe | 2 | 2 |
| There are enough bins | 2 | 2 |
| The toilets | 2 | 2 |
| Not abused at night | 2 | 2 |

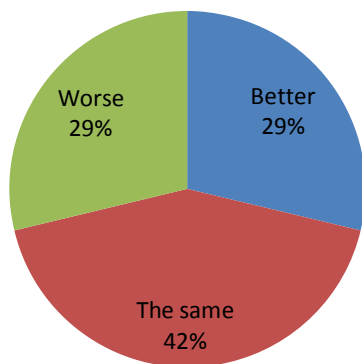
Q9. Do you live in or around Exmouth?

56% of the respondents lived in or around Exmouth.

NON- LOCALS ONLY

Q10. If you are not local to Exmouth, is the standard of the gardens better, worse or about the same as those where you live?

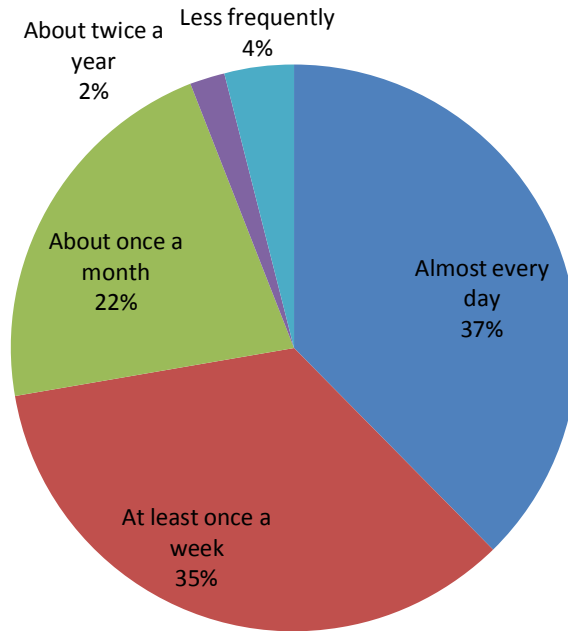
There were 42 respondents to this question. The results are displayed in the pie chart below:



LOCALS ONLY

Q11. How often, on average, do you visit Manor Gardens?

55 respondents answered:

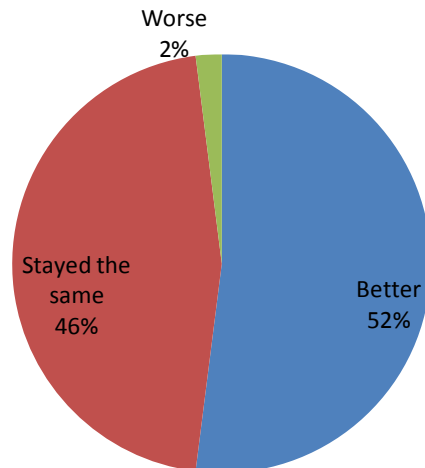


Q12. Have you been visiting manor Gardens for three years or more?

83% (45) of the local respondents had been visiting Manor Gardens for three years or longer.

Q13. Do you think Manor Gardens has got better or worse over the last three years?

Of the 45 local respondents that had been visiting for three years or more:



Q14. If you think it is better or worse, please tell us why:

20 respondents who felt it had got better commented. The comments have been categorised and are listed below with the numbers of respondents that gave those comments:

| Comment | No. of respondents |
|---|--------------------|
| Better flowers | 6 |
| Gardens are better looked after and cared for | 5 |
| It's cleaner and tidier | 4 |
| Brighter colours | 3 |
| The bandstand | 2 |
| Seating and benches | 2 |
| More flowers | 1 |
| School participation | 1 |
| Festivals | 1 |
| Not so many kids | 1 |
| No riff raff on the grass with cans of beer | 1 |
| Permanent beds have matured | 1 |
| Less noisy | 1 |

One respondent who felt it had got worse commented:

- Drinking in the daytime with crates of beer takes away the family area.

Q15. Would you consider joining the 'Friends of Manor Gardens' group?

4 respondents were interested in joining, their contact details have been passed onto our Parks Team.

Q17. Any other comments about Manor Gardens?

54 respondents commented. The most common comments have been categorised and are listed below with the numbers of respondents that gave those comments. To see the full list of all comments please see Appendix 2.

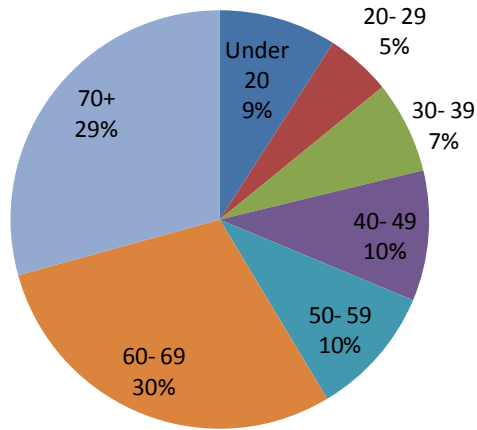
| Comment | No. of respondents |
|---|--------------------|
| Positive comments | 22 |
| Please put in a small cafe or tea shop | 11 |
| Have more events and festivals | 6 |
| The toilets are not clean, especially later in the day | 4 |
| Stop the anti-social behaviour and littering around the bandstand | 4 |
| Enforce the drinking ban better | 3 |
| Stop people cycling through on their bikes | 3 |
| Needs more comfy seating | 3 |
| Needs more benches facing the bandstand | 3 |
| Clean up the debris of fallen leaves don't just move them around | 2 |
| There is littering sometimes | 2 |

Q18. Are you male or female?

27% were male, 47% were female and 26% of questionnaires were answered jointly by a couple.

Q19. Which age group do you fall into?

99 respondents answered this question. The results are displayed in the pie chart below:



Q20. To which ethnic background do you consider you belong?

Of the 97 respondents that answered this question, 95 were White British, 1 was Irish and 1 Australian.

Appendix 1

Q8. Is there anything about the gardens you particularly liked?

96 respondents commented:

- Quiet and peaceful. The squirrels are amusing.
- School displays are particularly good. Nice variety of trees and colours. Good amount of dog bins.
- Like the mature trees, Choice of sun or shade. Children's displays. Wildlife
- The layout. The quietness.
- Very clean. No litter and alot of bins about. Mixture of people. Giant games.
- Squirrels. Photograhing the flowers. The toilets. The TIC.
- Floral displays. Grass.
- The gardens are the best in Exmouth. Friendly squirrels. Plenty of trees.
- Tropical planting.
- Colourful. Tidy and no rubbish.
- Benches are well laid out. Well laid out in general. Lots of different parts. Open spaces and floral diversity. Squirrels are amusing. It's right near the seafront.
- Not too much dog fouling.
- The beds designed by the children. Choice of sun or shade. The emblem made out of flowers. Not too much dog mess.
- Peaceful. Lots of places to sit down.
- Pretty. Relaxed. Nice and close to the beach. The white roses.
- Floral displays.
- Spacious. Relaxing. Old trees.
- Kept nice. Lovely colours. Flower arrangements. Seating is well placed.
- The colours scheme- love mauves.
- The layout
- Nice to see lots of flowers.
- BandstandClean and well kept.
- The flowers. The seating. Nice to see people sitting. Good examples of flower beds for me to use at home.
- Colours are really good every year. Lovely for children.
- Squirrels. Birds.
- Bandstand- I play music there and it was a good idea to install it.
- Like the giant games. Beautiful trees.
- Always so colourful.
- The geranium beds. The whole thing. Peaceful and away from the shops.
- Park guys are always polite. It is beautiful and alot of effort goes into it.
- Squirrels! I have come from Australia and never seen them before. The flowers. It's clean and tidy. Lovely setting. Enough bins. Lots of shade.
- Flower schemes.
- Calm and peaceful. Kids are well behaved.
- Everything. Nice and peaceful spot.
- Everything.
- Peace and quiet. Not abused at night.
- Space.
- The bandstand.
- Flowers and greenery.

- So many flowers for the end of season.
- Always well looked after- roses and shrubs pruned regularly. Relaxing. Sub-tropical bit.
- Trees. Children's floral beds.
- Everything.
- Benches are good and well maintained. Lots of shade. It's a quiet spot in the middle of town. Quite a bit of wildlife.
- Plenty of bins. Toilets are good. Squirrels and pigeons are amusing to watch.
- The positioning- it's sheltered.
- Floral displays. Purple flowers. The scents.
- Flower arrangements
- Squirrels. Not too big- can see it all. Flower beds. Trees.
- Flowers. Grass. Quiet and tranquil.
- Space. Tranquility. Family area.
- Variety and location of trees. Floral baskets. The mix of trees and bedding. The flowers are attractive.
- Floral displays. Squirrels. Always somewhere to sit. The bandstand.
- Arrangement. Layout. Bandstand. Grass. Squirrels.
- Green open space.
- The flowers. The amount of space.
- It closes at nighttime. The flower beds designed by local children. Feel safe. It's a pleasure to walk through sit in and look at.
- Flower displays. Convenience. Near sea front.
- Trees.
- Watching the squirrels.
- Calm atmosphere
- The flowers
- The trees.
- Well kept
- The flowers
- Nicely laid out
- Plenty of seating. Good place to get away from the office. Peace and quiet.
- Beautiful. Like everything especially the plants.
- Flowers. Well set out.
- Geraniums
- Peace and quiet,
- Floral displays. Squirrels. Trees.
- Floral bits.
- Bandstand. Grass. The hedge.
- Squirrels.
- Sitting on the grass. The events.
- Bandstand and music
- Well laid out. Well kept. Well situated near town and the beach.
- Sitting on the grass.
- Sitting on the grass.
- The TIC building. Squirrels. Pigeons.
- Circular display.
- Trees. Wildlife like squirrels. Floral arrangements.

- Giant games sessions.
- Location.
- Floral displays.
- Tidy and well kept.
- Safe. Well kept.
- Lack of noise.
- Flower beds.
- Bandstand. Flowers. Wildlife e.g. squirrels,
- Flowers. Nice and quiet.
- Peaceful
- Flowers.
- Squirrels and wildlife
- Floral displays

Appendix 2

Q17. Any other comments about Manor Gardens?

54 respondents commented:

- People need to look after their own gardens too. Parking is too expensive around it to visit often. A parking permit for the whole County would be a good idea.
- Have more events in the bandstand. Make it easier to find out when events are happening.
- Should have a little cafe with free tea for pensioners.
- Often people sitting on the bandstand that don't look very friendly.
- Please keep them the same.
- Roses could do with a feed.
- Could we have a part time dedicated park keeper. Too many squirrels and seagulls. Needs a small cafe for cups of tea. People speed past the Gardens- could there be traffic calming measures put it?
- Locked gates are good.
- Picnic tables would be a good idea.
- Could have more comfy seating. The festivals have a nice atmosphere- would like to see more.
- Keep it as it is.
- Happy with it. We come here once a year.
- Much better than gardens in Nice.
- Would love a cafe here.
- Too many dogs not on leads. Lots of alcohol is consumed in the gardens not just by youngsters. Keep drinking out of the gardens.
- A cafe would be good where you can get a cup of coffee. The mess left by students after the band playing in the concert on Tuesday was terrible. There are very few points where you can get invalid vehicles onto the grass- need more dropped kerbs.
- We like it very much here. Loos are good and very usefull although the little step in needs to be highlighted so people don't fall down it.
- It is an asset to Exmouth.
- I think the Council make alot of effort with the gardens and seafront. Well used in all weathers. People do ride bikes through and don't slow down.
- Too many seagull and squirrel droppings. Children and bikes cycling at speed should be stopped. For the amount it gets used it's in excellent condition.

- Could do with a few more benches facing the bandstand. Stop just moving the leaves around and pick them up. Stop people cycling through.
- Clean the seats a bit more often. Could we have red squirrels instead of grey ones? Could we have seating around the bandstand? Are the squirrels checked for diseases?
- The debris of fallen leaves is left. There is a coke can sitting on the bench. Make it clearer where dog bins are. Why were the benches removed along Madeira Walk. Why can't you drink in the gardens when concerts are on- it detracts from the enjoyment.
- Fine as they are
- More benches facing the bandstand. Smelly toilets floor is wet and slippery.
- No cafe. Keep it the way it is- peaceful and quiet.
- Nice to see a garden where you wouldn't expect it. Nighttime is an issue with large groups hanging about.
- More benches on the sunny side. Look forward to coming here- love it! Excellent. Pleasant staff.
- Stop the drinking.
- Nice place to hang out.
- Need to be allowed ball games. Cushions of benches would be good.
- Bandstand has worked out okay.
- It's one of the few good things about living in Exmouth. There is litter some days but not others.
- Enforce the alcohol bans.
- Would like a cafe where we can get an ice cream or nice cup of tea.
- Needs more benches. Too many people sitting under the bandstand leave litter.
- The toilets are not family toilets- we have to leave the doors open for pushchairs. More families would come if the toilets were for families. A small cafe would be excellent.
- Toilets need to be cleaner.
- Too many youths in the bandstand that seem on drugs.
- Better pruning of the roses to make them more bushy. More comfortable seating.
- Please give a tearoom a concession.
- Make it more appealing to younger people with more youth events.
- Needs more youth functions.
- Always user friendly. Seems busy- others enjoy it.
- Toilets are awful- worse at night during youth events and at exfest.
- Needs a cafe to attract young people to the gardens to socialise.
- Needs some benches on the grass. Too many emos at the weekend. Exfest is good! Needs more music gigs.
- The toilets are not very clean or nice.
- Be nice to have a cafe or tea shop.
- Could we have an aviary?
- Very pleasant to walk through.
- Should have a small cafe/ kiosk to attract people.
- Should have a cafe with outside tables to go with events.
- Any change will spoil it.