



**CUSTOMER SATISFACTION QUESTIONNAIRE**

Location: COLLETT PARK

Date: **June/July 2008**



Quadron are currently the contractor responsible for the delivery of horticultural services throughout Collett Park. We are committed to the delivery of a quality service which meets the expectations of all visitors to the park. Part of this commitment involves the sampling of park users opinions on service delivery standards.

Total number questionnaire returned = **146**

1	Are you a resident of Shepton Mallet?	<b>YES</b>	<b>100</b>	<b>NO</b>	<b>46</b>
2	How often do you visit this Park ?	<b>Daily</b>	<b>52</b>	<b>Monthly</b>	<b>26</b>
		<b>Weekly</b>	<b>54</b>	<b>Annual</b>	<b>14</b>
How do you rate the following ;		<b>Very Poor</b>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>
					<b>Very Good</b>
3	The standard of maintenance of planted shrub beds? <i>2007 Survey</i>			<b>1</b>	<b>51</b>
			<i>1</i>	<i>4</i>	<i>37</i>
					<i>32</i>
4	The maintenance of grassed open areas? <i>2007 Survey</i>				<b>35</b>
			<i>1</i>	<i>1</i>	<i>23</i>
					<i>47</i>
5	The provision and maintenance of the children's play equipment? <i>2007 Survey</i>			<b>7</b>	<b>58</b>
			<i>3</i>	<i>12</i>	<i>23</i>
					<i>28</i>
6	The cleanliness of the children's play areas? <i>2007 Survey</i>		<b>1</b>	<b>6</b>	<b>58</b>
			<i>3</i>	<i>4</i>	<i>32</i>
					<i>28</i>
7	The provision and maintenance of the benches, bins, signs, gates etc? <i>2007 Survey</i>			<b>17</b>	<b>50</b>
			<i>2</i>	<i>9</i>	<i>40</i>
					<i>24</i>
8	The provision and standard of cleanliness to the Public Toilets? <i>2007 Survey</i>		<b>1</b>	<b>23</b>	<b>54</b>
			<i>2</i>	<i>11</i>	<i>29</i>
					<i>19</i>
9	The maintenance of the lake & other water features? <i>2007 Survey</i>	<b>1</b>	<b>1</b>	<b>17</b>	<b>65</b>
		<i>1</i>	<i>6</i>	<i>12</i>	<i>31</i>
					<i>22</i>
10	The cleanliness of park including removal of litter/dog faeces? <i>2007 Survey</i>		<b>1</b>	<b>17</b>	<b>47</b>
		<i>3</i>	<i>11</i>	<i>17</i>	<i>17</i>
					<i>23</i>
11	The provision and maintenance of the bird aviaries? <i>2007 Survey</i>	<b>1</b>		<b>9</b>	<b>54</b>
			<i>2</i>	<i>5</i>	<i>35</i>
					<i>26</i>
12	When dealing with Quadron staff, how do you find their ability to help and assist? <i>2007 Survey</i>			<b>6</b>	<b>32</b>
			<i>1</i>	<i>3</i>	<i>14</i>
					<i>50</i>

Comments received summarised on the rear

Summary of comments made;

**Play Areas / Equipment** - More variety and interesting / challenging items required - Different things for children to play on - Roundabout a bit dated and hazard - Older kids keep playing football near to toddlers play area - Better play equipment - More variety and interesting / challenging items required - New fencing required around the play areas - Look at what Frome have done - Older boys playing football against play area fencing -

**Wildlife** - Less cultivation and more areas set aside for wildlife

**Security** - Good to have CCTV - Keep CCTV (8) - Like the way Park and Police work together to try to keep the park trouble free - Main problem is unruly kids with no respect for anyone or anything, a definite change involving adults and the Police is required - Hooliganism noticeably reduced since CCTV installed and police patrols increased - CCTV a must to combat crime - CCTV very reassuring - Old folk using the park feel much safer with CCTV in place, good idea - 24 hour policing needed, curfew needed - More police attendance on Friday & Saturday evenings, also another CCTV down by the shelter - Another CCTV camera (4) - Wish it was safe to visit during the night - Security in the evenings - The idiots spoiling it at night, could do with couple of CCTV cameras -

**Dog Control** - Too many dogs still not on leads - Dogs should be kept on leads (7) - More signs required - Dog mess not being cleared up by owners - Dog exercise area should be provided where dogs are allowed to be exercised off of a lead under owners supervision -

**Waterways** - Pond bit dirty - Should be cleaned on a monthly basis - Small fence around the pond to stop children falling in and stop dogs swimming and pestering the birds -

**Furniture** - More picnic benches - More litter bins required -

**Facilities** - Drinking water fountain required - Catering facility would be great - Baby changing facility required (x7) - No toileting facility for small children - Disabled toilet should be left open as it is hard to get into other toilets with a buggy - Both my kids now out of nappies but baby changing facility would be most useful - Nice to have updated toilets and baby changing mat/table - A fountain dedicated to Cllr Lockey -

**Events** - More children's festivals - Bandstand to be used more often -

**General** - Beautiful Park, Best maintained in the District - Great park, great facilities, thank you - Should get an award - Staff do a brilliant job, keep up the good work - Lovely park, well kept, congrats to the team responsible - Impressed by its condition - very respectable place to be for an hour, its clean and pretty - Staff do an excellent job, should be given more plants so they can carry on - Excellent facility, keep up the good work - Real asset to the Town and visitors, something to be proud of - Better than where I live in Middlesex - Beautifully kept, well done to all (14) - The park is beautiful, took lots of pictures to show friends back in London - Sure with lots of money thrown at it there could be improvements but even as it is there must be many envious Towns & Cities, I wish Wells had something comparable - Grounds staff do an excellent job (10) -