



CUSTOMER SATISFACTION QUESTIONNAIRE

Location: COLLETT PARK

Date: October 2009



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.

		AGE GROUP PROFILE				
Total number questionnaire returned =		114	11%	22%	19%	48%
			0-20yrs	21-35yrs	26-50yrs	50+yrs
1	Are you a resident of Shepton Mallet?	YES	80%	NO	20%	
2	How often do you visit this Park ?	Daily	45%	Monthly	10%	
		Weekly	38%	Annual	7%	
How do you rate the following ;		Very Good	Good	Fair	Poor	Very Poor
3	The standard of maintenance of planted shrub beds?	76%	19%	4%	1%	
	<i>2008 Survey - Numbers</i>	32	37	4	1	
4	The maintenance of grassed open areas?	83%	14%	3%		
	<i>2008 Survey - Numbers</i>	47	23	1	1	
5	The provision and maintenance of the children's play equipment?	75%	23%	2%		
	<i>2008 Survey - Numbers</i>	28	23	12	1	
6	The cleanliness of the children's play areas?	76%	23%	1%		
	<i>2008 Survey - Numbers</i>	28	32	4	3	
7	The provision and maintenance of the benches, bins, signs, gates etc?	73%	23%	4%		
	<i>2008 Survey - Numbers</i>	24	40	9	2	
8	The provision and standard of cleanliness to the Public Toilets?	54%	32%	14%		
	<i>2008 Survey - Numbers</i>	19	29	11	2	
9	The maintenance of the lake & other water features?	56%	29%	13%	2%	
	<i>2008 Survey - Numbers</i>	22	31	12	6	1
10	The cleanliness of park including removal of litter/dog faeces?	70%	23%	6%	1%	
	<i>2008 Survey - Numbers</i>	23	17	17	11	3
11	The provision and maintenance of the bird aviaries?	61%	33%	6%		
	<i>2008 Survey - Numbers</i>	26	35	5	2	
12	When dealing with Quadron staff, how do you find their ability to help and assist?	73%	20%	7%		
	<i>2008 Survey - Numbers</i>	50	14	3	1	
12	The Council wish to expand the existing fitness equipment in the park. Do you consider this a good idea?	78%		17%		5%
		YES		DON'T KNOW		NO

Summary of comments made;

Play Areas / Equipment - More equipment required - More information how to use fitness equipment, concern young children playing on adult fitness equipment - More equipment for the older youth, perhaps all weather surfacing, basket ball facility, something to encourage fitness - never seen fitness equipment being used - More information on benefits and how to use fitness equipment - The park is not a Gym - Covered sandpits and maybe play water feature in Juniors Play Area - More fitness equipment please but be wary of where positioned so as not to spoil a beautiful park - New equipment spoils the park - Zip wire and fitness equipment is great - Fitness equipment useless and waste of money - New equipment for kids 1 to 6 years, more benches in the play areas.

Wildlife / Pets - More perches / branches for the aviaries - Pet corner may be good to have - Aviaries to be made look less like bird prisons.

Security - Bikes still being ridden in park - Football being played too close to play areas - Security in the evenings - Lighting required - Crime prevention measures required - Stop people (all ages) riding bikes in the park - Good to see police in park regularly - Shame people keep littering - People should be fined for littering - Rubbish being strewn about the park when you have plenty of litter bins - Like to see lighting in the park - A lot of vandalism, littering, bottles etc - More lighting to assist Tadley Acres residents when walking through the park - Graffiti on boundary walling - Stop kids drinking late at night - Been on about lights in the park ever since teenager but no action - Fine the litter bugs.

Dog Control - Should be dog free zone, more enforcement required - Keep dogs on lead and stop the fouling - Dogs still loose off leads and no action taken - Enclosed area where dogs could be let off of leads - Quadron staff should assist with control of dogs off leads.

Waterways - Lake need regular maintenance and cleaning out - In summer the water stank and island need thinning out - More regular cleaning of the lake.

Furniture - More signage especially from the Town - Recommend signs for directions to Collett Park

Facilities - More seating on railway side of park - Very good - Visit with friends and family, facilities are excellent - Far better than Wells.

Events - Funfair here with the Carnival - More community events, music, picnic etc - Collett Festival always excellent.

General - Excellent Park and facilities - Excellent and helpful staff - Staff to be commended - Grass area requires mowing more frequently - Very proud of the park - Well maintained, an asset to the Town - Lovely park, shame about the kids that wish to destroy it - Beautiful park, keep up the good work - Staff very polite and helpful - One of the best things in Shepton - A lot of thought and effort used to make the park excellent, it is top class - Park staff should be more helpful in other duties such as dog control.