

## Charnwood Borough Council

### Loughborough Queen's Park Consultation 2006

#### Final Report

#### **1. Introduction**

The consultation was carried out by Leisure Services and the Communications, Consultations and Partnerships Team during August 2006.

The aims of the survey were as follows:

- Identify demographic make up of current users.
- Identify current user's likes / dislikes in terms of facilities and appearance.
- Identify why local people in Loughborough (and wider Charnwood) do not use the park and what would make them use it.
- Identify how well informed users and non users feel about events held at the park.

#### **2. Executive Summary**

##### **2.1 Methodology**

There were four surveys in total:

- **Park Users Survey** – these were carried out by interview (**Park Online Survey** – this survey was published on the Council website and e-mailed to over 200 members of the Council's E-jury and Citizen's Panel.
- **Park Non-Users Survey** - these were carried out by interview
- **Park Stakeholders Survey**

##### **2.2 Response Rates**

###### Park Users Survey

A total of **136** responses were received.

###### Park Non-Users Survey

A total of **61** responses were received.

### Park Online Survey

A total of **37** responses were received.

### Park Stakeholders Survey

A total of **5** responses were received.

This gives us an overall total of **239** responses.

## **2.3 Reliability of Results**

These findings are a general guide and do not necessarily reflect the views of the whole Borough. Therefore, the results of this report should be used as a guide to steer the Council in the right direction when looking at how we can improve customer satisfaction and address any specific issues raised.

Appendix A

## Full Data

The following data includes no replies and the percentages are based on the total number of respondents to the questionnaire and not the number of responses to the question - unless otherwise stated.

### **Park Users Survey**

#### **Q1 How far away from the park do you live?**

No reply	0	
0 - 5 minutes	16	11.8%
6 - 10 minutes	33	24.3%
11 - 20 minutes	32	23.5%
More than 20 minutes	55	40.4%

#### **Q2 Where have you travelled from?**

No reply	0	
Home	122	89.7%
Work	10	7.4%
School / College	0	
Other	4	2.9%

#### **Q2a Other Locations**

York  
Toronto, Canada  
relatives  
Motley  
barrow  
east leake  
Ashby  
Derbyshire

**Q3** What transport did you use to get here?

No reply	0	
Walked	48	35.3%
Car	56	41.2%
Bus	23	16.9%
Bicycle	5	3.7%
Other	4	2.9%

**Q4** In general, how often do you visit the park?

No reply	0	
Every Day	7	5.1%
Most Days	27	19.9%
Once a week	53	39.0%
Once a month	26	19.1%
Rarely	18	13.2%
1st Time	5	3.7%

**Q5** On average, how long do you usually stay the park?

No reply	1	0.7%
0 - 30 mins	25	18.4%
30 mins - 1 hour	45	33.1%
1 - 2 hours	45	33.1%
2 - 3 hours	14	10.3%
3 or more hours	6	4.4%

**Q6** What is the reason for your visit today?

No reply	2	1.5%
Just Passing Through	22	16.2%
To Relax (i.e. eat lunch)	59	43.4%
To visit the Museum	10	7.4%
To visit the Carillon	0	
To play bowls	1	0.7%
To visit play areas.	23	16.9%
Other (please write below)	21	15.4%

**Q6a** Other

- taking my grandson for a walk while his mum uses the leisure centre
- to visit cafe
- to relax and smoke a cigar
- Jurassic event
- visit the cafe
- visit aviaries with grandchildren
- to perform a carillon concert
- to visit the aviaries, stay longer with my grandchildren
- play sports with friends
- cafe
- brass band concert
- visit event
- informal play for children
- work reasons
- visit the cafe and relax near the bandstand
- informal play for children

- children
- various
- cafe
- picnic
- see the ducks
- skate

**Q7 Are you aware of any events that are held in the park?**

No reply	1	0.7%
Yes	55	40.4%
No	80	58.8%

**Q8 If Yes, how did you find out about them?**

- see them in the park
- Loughborough Echo
- live in surestart area
- see them when passing through
- involved in picnic in the park -performance
- through relatives- from the loughborough echo
- my nan- she knows everything! or I see them passing through
- music events through grandma
- Leicestershire events guide
- loughborough echo is usually how we find out
- word of mouth or sometimes the newspaper
- echo and word of mouth
- being in the park and the newspaper
- 3i know the former carillonneur Peter Shepherd
- loughborough echo
- local press
- newspaper
- press, loughborough echo
- paper
- loughborough echo for teddy bears picnic
- leaflet in museum
- loughborough echo
- leaflets in museum
- from town
- echo
- local paper, friends
- news paper
- local paper, Charnwood magazine
- friends
- radio, oak fm
- leaflets in museum
- local paper
- through work
- local press
- loughborough echo and library
- aware of party in the park
- brochure/ newspaper
- saw them while in the park
- remembrance day through school
- town hall notice board
- passing through, word of mouth, echo
- party in the park through news paper

- local paper
- saw event in park
- through school
- through work at CBC
- through working for CBC
- saw them while passing
- brass band concert told by a friend
- echo
- echo
- loughborough echo
- advertising in loughborough echo

**Q9**     **How would you rate each of the following...**

**Q9a**     **Paths**

No reply	1	0.7%
Excellent	26	19.1%
Good	80	58.8%
Ok	24	17.6%
Poor	3	2.2%
Very Poor	2	1.5%

**Q9b**     **Toilets**

No reply	13	9.6%
Excellent	2	1.5%
Good	12	8.8%
Ok	20	14.7%
Poor	38	27.9%
Very Poor	51	37.5%

**Q9c**     **Aviary**

No reply	7	5.1%
Excellent	19	14.0%
Good	64	47.1%
Ok	33	24.3%
Poor	9	6.6%
Very Poor	4	2.9%

**Q9d**     **Trees & Shrubs**

No reply	3	2.2%
Excellent	43	31.6%
Good	70	51.5%
Ok	18	13.2%
Poor	1	0.7%
Very Poor	1	0.7%

**Q9e Flower Beds**

No reply	2	1.5%
Excellent	56	41.2%
Good	58	42.6%
Ok	17	12.5%
Poor	2	1.5%
Very Poor	1	0.7%

**Q9f Gates & railings**

No reply	2	1.5%
Excellent	13	9.6%
Good	68	50.0%
Ok	2	30.9%
Poor	7	5.1%
Very Poor	4	2.9%

**Q9g Entrances (are they welcoming?)**

No reply	1	0.7%
Excellent	10	7.4%
Good	66	48.5%
Ok	45	33.1%
Poor	12	8.8%
Very Poor	2	1.5%

**Q9h Play equipment**

No reply	6	4.4%
Excellent	24	17.6%
Good	56	41.2%
Ok	39	28.7%
Poor	9	6.6%
Very Poor	2	1.5%

**Q9i Signage and Information**

No reply	4	2.9%
Excellent	12	8.8%
Good	44	32.4%
Ok	55	40.4%
Poor	15	11.0%
Very Poor	6	4.4%

**Q9j Benches**

No reply	1	0.7%
Excellent	13	9.6%
Good	69	50.7%
Ok	41	30.1%
Poor	9	6.6%
Very Poor	3	2.2%

**Q9k Bins**

No reply	1	0.7%
Excellent	9	6.6%
Good	51	37.5%
Ok	54	39.7%
Poor	19	14.0%
Very Poor	2	1.5%

**Q10 Please add any specific comments about the answers you gave to the above question.**

- aviary needs proper attention
- more benches and bins
- more benches and picnic tables
- not enough birds
- update aviary, more play areas for older age group, more picnic tables and bins
- although there are bins in the Park, it is noticeable at the weekends that there are a lot of broken bottles and food wrappings around the park in the morning- no one seems to be around to clean these up at weekends
- not enough benches, maybe more
- toilets are disgusting, like the trees
- more swings
- bins-not enough of them, more play equipment
- quite and open area, very clean
- more bins
- few more benches required for eating on
- more play equipment, places to play football etc... more lighting at night and more benches
- heavy rain seems to lie in puddles on the pathways
- more bins, toilets in museum are excellent but a long way from the play areas, like different age focused play areas- can sometimes have a lot of litter though
- toilets are never open
- some trees could be removed on area near browns lane subway entrance, area could be revamped
- toilets need to be improved, more picnic benches
- more benches
- stop people feeding the duck, pollutes the water
- toilets not open
- more benches
- closed toilets
- better play equipment for older children
- bins overflowing, toilets need cleaning
- aviary hasn't improved for years, play park unnecessary
- play areas more open
- browns lane subway end has tree roots under path, railings around pond
- no dogs should be allowed
- plenty bins but they cause a lot of wasps
- dog and waste bins need to be emptied more often or more bins
- could be more bins to prevent litter
- bigger aviary and more viewing areas, lots of glass is unsafe, toilets are more open
- more benches and bins
- better toilets
- more bins
- replace fence

- update play areas and toilets outside the museum
- play equipment has been reduced over the last 2 years and not been replaced. we also need more challenging equipment for older children (8-12 years) rushcliffe country park is an excellent park to use for comparison
- several paths need resurfacing
- modernise aviary, bigger space. replant some trees, dig soil. gates old fashioned, need modernising
- more bins
- more picnic benches
- bins should be different colours
- more picnic benches
- bins should be repainted
- we very rarely visit the park because the play area is small and there is nothing to do
- more benches, more bins
- more bins
- brighten up aviaries
- play equipment is for limited ages
- toilets and play area improvements
- more variety of birds. better welcome. not enough bins. play areas need cleaning, not many swings
- not enough benches, not enough bins
- gates and railings are rusty and not very bright. bins are always full and smell
- more picnic facilities
- bins need more regular emptying, toilets are essential also more than 2 hours in car park
- more bins
- more benches and bins
- benches too bright
- more natural gardens, don't loc gates, nothing for older kids
- all signage needs reviewing. I don't believe birds should be kept in aviaries merely for public entertainment
- more information with regards to events e.g. picnics and other events like the amusements currently in the park. too many older children in the park using play equipment, e.g. teenagers. park attendant would be useful.

**Q11 Is there anything else about the park that could be improved?**

- fences, no age restrictions in carillon, clean pond
- clean out the pond
- less anti social behaviour
- toilets
- less litter, more shady areas, too many pigeons
- more seating
- wardens/cleaners at the weekend. toilets need to be renovated and reopened rather than building new ones and wasting yet more money
- update a bit more, e.g. play area- not replaced things in there
- no
- no
- stop people using the grass in the winter, use it for summer
- no
- more climbing frames and better swings for older children, not just babies swings
- the play equipment because there's only small things
- the paths, i'm always falling over. more shelter
- more entertainment and picnic tables, clean out the ponds

- signs to the museum
- no
- newer toilets. perhaps better opening and closing of gates, sometimes I have found Browns Lane (subway) gate closed thereby causing one to walk around the park instead of going through it
- there are far too many people feeding the pigeons
- disabled toilets
- need to publicise events more, zebra crossing between library and park, lots of people use this route across Granby st and it can be lethal to cross, often get teenagers hanging around play areas- makes it hard for smaller kids to play
- bins emptied more often, litter picked up off floor
- car parking for bowls players, 2 hours on a Saturday is not enough as the game is from 2.30- 6. also club house to be improved
- benches, drink facilities, cafe hours longer
- older children's activities
- picnic tables
- more events
- museum updated, bowling pavilion
- new play equipment, more animals
- warden/ security
- more play areas
- more play equipment
- goals for football, more information and advertise that the park is there- students are unaware
- some flower beds were note as good this year. lots of litter on the grassed areas. more picnic tables and benches could be provided. better information on the bird cages
- toilets, more pre-school play equipment
- pond needs cleaning
- coffee shop open more hours
- cafe open more hours and more staff. larger park and clean ponds
- security at night
- more benches
- a park warden to ensure dog owners pick up after their pets. also to ensure areas are used appropriately and clean up glass. lock gates at night
- the aviary should be discontinued- it is not in tune with modern ways of seeing and studying birds. the stream and first pond are too enclosed and hidden from view and the flow of water should be increased to avoid the water becoming stagnant. if Devonshire square is redeveloped the car park should be used to enlarge park.
- parking signage, no signs to show where
- more events
- signs, big play area
- toilets
- toilets
- no dogs should be allowed as some children are scared of them and the mess
- toilets
- no
- should be open at night
- no
- no
- bouncy castle
- clean ponds, no cycling, park attendants
- swings for older people to chill out on
- play area, the museum is not very inviting, cafe
- play area
- more play equipment, more picnic tables and more stuff for teens
- no

- grass, should be kept better preserved, fenced off. over used maybe?
- plan of park
- more security, ban alcohol during the day. someone to patrol. ponds improved, not many fish
- pond is too shallow for fish
- clean up litter
- no
- toilets and paint work
- more benches
- more ducks
- bins
- no
- more ducks, a penguin, a petting zoo
- toilets
- expand aviary, toilets, wildlife, more running water e.g. pond is disgusting
- more play areas
- bigger
- free the birds in the aviaries
- play equipment should be replaced when it has to be removed
- more play equipment
- make something out of the aviary
- toilets
- more benches
- wardens
- toilets, warden
- toilets, play equipment
- cafe to remain open for longer- also during winter not just a couple of days. also toilets facilities maybe the pay type, which is on the cattle market type may stop vandals ruining them

**Q12 Is there anything new you would like to see in the park?**

- more bandstands
- toilets
- maze
- fish in water
- more activities
- maze, paddling pool
- existing toilets renovated as these are in a good position, why build new ones next to the museum? this is a waste of tax payers money
- something put up at entrance gates to stop people driving around needlessly
- new and different things, change. no reason to keep going back. more summer events- school holidays for children
- no
- no
- picnic area, toilets including baby facilities
- no
- no
- swings for children 5,6,7 and over not the ones with the bars on and longer slides for bigger children
- bigger swings and longer slides for bigger kids and picnic areas
- play areas, more lighting
- more swings
- tree trail, nature trail

- no
- more small animals
- more benches
- a park keeper for the summer time
- better facilities for small children 1-3 year age range (soft play area)
- more live events/ bands
- no
- no
- update aviary
- paddling pool like matlock
- big paddling pool
- sand pit, maze
- older children play equipment
- maze, sandpit
- paddling pool, big concrete animals for children to play on
- playground
- paddling pool, sand pit
- more play areas
- more swings as they are popular and often have long ques. more pre school facilities
- play area for younger age group
- no
- summer pool for children
- new safer play equipment
- clean ponds
- picnic benches and covered areas
- designated are for ball games, areas for skateboarding, cycle paths, tranquility area and more sculptures
- no, it just needs some upgrading and improvements of the existing facilities
- more play equipment, a large owl to play in made of wood
- new toilets
- more play equipment
- more lighting
- something else for kids, swings ect
- no
- no
- picnic benches
- no
- no
- ball games area
- bouncy castle
- no
- should be open at nights, security, drinks machines
- more security
- better cafe. decent play areas for all ages of children, football pitch
- play area for older children, skate park, sporting opportunities
- more events, fun days and fountain
- no
- new duck house, ponds are dirty,
- no
- snack cart
- something for older kids
- skate park
- no
- no
- more for very young children
- baby changing area, sheltered area

- another roundabout
- deckchair hire
- water fountain
- butterfly house, petting zoo
- toilets
- more activities, better advertising of them
- wildlife area, possibility of hiring bowling green
- tree replacement scheme and better shrub beds
- more visible wardens
- skate park
- no
- not new- as music is played in the bandstand. however bandstand concerts in the week would be great provided advertisements are displayed throughout the town.
- it would be nice if browns lane could be integrated into the park network along with the leisure centre. this would be beneficial as treated as a park road would enable a better and more useable design. currently things look awkward with no pedestrians on one side

**Q13 What would you say is the park's best feature(s)?**

- museum, pond
- flowerbeds and ducks
- play areas, space
- aviary
- pond and band stand
- flower beds
- flower beds, trees and shrubs
- the flower beds are beautiful all year round
- maze
- trees and shrubs
- trees and shrubs
- carillon
- flowers and benches
- carillon
- flowers and shrubs
- relaxing and beautiful views
- carillon tower
- the trees to climb and the space to have picnics
- planting
- the grass and the bandstand
- gardens
- being so clean
- bandstand, cafe, museum
- the museum
- all the natural features especially the flower beds and the trees. the cafe and museum
- the aviary, it should have more birds and make it nice for children
- peace and quiet, flower beds
- quiet, peaceful and pleasant
- the carillon
- flower beds, carillon, ponds, museum
- flower beds
- bandstand gives a focus for sitting around and viewing the shrubs and surroundings
- the variety it offers, the kids (18 months and 3 years) love it and I appreciate it

- the ponds as the fish are relaxing to watch
- the bridge
- museum and aviaries, duck pond, carillon
- flower beds and open space
- carillon tower
- carillon tower
- museum, events
- museum, flowers
- cafe
- pond cafe
- carillon
- playgrounds
- carillon
- carillon, pond area
- open spaces
- band stand
- carillon and flowers
- open space close to town
- museum
- museum
- trees and flowers, open spaces
- the water ponds and mini bridges, carillon and bandstand
- wildlife and scenery
- museum, wildlife
- good facilities and cafe
- flower beds and trees
- the whole park
- museum and trees, ponds, bandstand
- ponds
- trees and flowers
- the gardens
- play areas and paths
- carillon
- open space in the heart of the town, community atmosphere, cafe and museum, established trees and carillon tower
- the bandstand and the area around it
- flowers and greenery
- nature
- animals and play equipment
- flower beds
- open space
- flower beds are nice to look at
- space for relaxing
- carillon tower and the birds
- carillon tower
- ponds
- carillon tower
- band stand
- play areas
- aviary
- plants
- scenery and open space
- band stand
- grass areas
- the short cut to the carillon
- birds and ducks

- carillon tower
- play area
- flower beds
- carillon tower
- band stand, museum
- flower beds
- flowers, trees and play park
- nice overall
- aviary
- aviary carillon tower
- play area
- no alot
- location
- museum, flower beds, ducks
- location, flowers and shrubs
- museum
- the ducks
- flower beds
- location
- band stand, play areas
- grass
- bandstand area
- greenery, carillon, museum
- greenery well kept, location
- layout
- appearance, plant and flowers. museum
- aviary
- play areas
- play areas
- play areas
- flower beds
- play areas
- flowers, safety
- museum, carillon. I enjoy the whole park as did my mother, my children and grandchildren have also and still do have many happy visits to the park
- trees and flowers
- trees and flower beds
- carillon
- pleasant open scenery with cared for trees and shrubs and colourful flower beds
- flowers

**Q14 How often do you use the following entrances?**

**Browns Lane (John Storer End)**

No reply	24	17.6%
All the time	10	7.4%
Most of the Time	18	13.2%
Sometimes	27	19.9%
Rarely	32	23.5%
Never	25	18.4%

### **Browns Lane (subway end)**

No reply	26	19.1%
All the time	11	8.1%
Most of the Time	11	8.1%
Sometimes	17	12.5%
Rarely	34	25.0%
Never	37	27.2%

### **New Street**

No reply	33	24.3%
All the time	10	7.4%
Most of the Time	9	6.6%
Sometimes	22	16.2%
Rarely	34	25.0%
Never	28	20.6%

### **Granby Street (museum)**

No reply	25	18.4%
All the time	24	17.6%
Most of the Time	16	11.8%
Sometimes	25	18.4%
Rarely	28	20.6%
Never	18	13.2%

### **Granby Street (town end)**

No reply	19	14.0%
All the time	43	31.6%
Most of the Time	24	17.6%
Sometimes	28	20.6%
Rarely	14	10.3%
Never	8	5.9%

### **Q15 How safe do you feel using the park?**

No reply	3	2.2%
Very Safe	54	39.7%
Quite Safe	71	52.2%
Slightly Unsafe	5	3.7%
Very Unsafe	3	2.2%

### **Q16 If you feel unsafe, what could be done to make you feel safer?**

- CCTV
- police/warden presence
- ban chavs and put lighting in
- better lighting required
- a park keeper

- have often seen youngsters drinking beer in the park- full time warden would help to get rid of them
- a park warden would be a good idea
- presence of wardens, at moment it doesn't look like there is anyone visibly there to help
- police patrol? CCTV cameras
- employ patrol staff occasionally
- warden
- patrol now and again
- encourage more people in the evenings, need wardens
- more lighting in evenings
- boundary around pond to prevent children falling in
- very safe during the day
- there are not many people using the park, better lighting
- not so safe at night, wardens and cameras
- feel unsafe at night, more lighting and wardens
- more security
- better lighting
- wouldn't feel safe at night
- better policing, wardens
- lighting, lockers for bags
- no chavs
- more lighting
- CCTV
- better lighting
- better lighting
- warden
- no
- park attendant- only feel unsafe when young teenagers skateboarding, drinking, swearing and generally being a nuisance- these are a minority, there are very many teenagers on park who are well mannered.
- improve safety of the subway

**Q17**    **Gender**

No reply	5	3.7%
Male	39	28.7%
Female	92	67.6%

**Q18**    **Ethnicity**

No reply	5	3.7%
White or White British	122	89.7%
Black or Black British	2	1.5%
Asian or Asian British	3	2.2%
Chinese	1	0.7%
Other	3	2.2%
Prefer not to Say	0	

**Q19** Which of the following age groups are you in?

No reply	5	3.7%
Under 16	24	17.6%
16 - 25	21	15.4%
26 - 35	27	19.9%
36 - 50	19	14.0%
51 - 65	20	14.7%
Over 65	20	14.7%

**Q20** Are you registered as having a disability?

No reply	4	2.9%
Yes	14	10.3%
No	118	86.8%

**Park Non-Users Survey**

**Q1** Have you heard of Loughborough's Queen's Park

No reply	0	
Yes (I use it)	0	
Yes (I don't use it)	53	86.9%
No	7	11.5%
Not Sure	1	1.6%

**Q2** Do you know where the Park is?

No reply	0	
Yes	48	90.6%
No	3	5.7%
Not Sure	2	3.8%

**Q3** Now that you heard what facilities the park has, would you visit it in the future?

No reply	0	
Yes	56	91.8%
No	2	3.3%
Maybe	3	4.9%

**Q4** Which of the things you have just been told about the park has made you want to visit it?

- café, carillon
- play areas, picnic facilities
- play areas
- play areas
- play areas, open areas
- play grounds, museum
- aviary
- play areas

- museum, park, cafe
- play areas for grandchildren
- all of it
- museum
- play ground
- everything
- open spaces
- play ground
- open spaces
- open spaces, playgrounds
- open space
- museum, kids play areas, cafe
- museum
- play area for children
- cafe
- kids play area
- relax, cafe
- museums, carillon, open spaces
- play areas
- ambience, birds, museum
- green spaces and foliage
- greenery and flowers
- carillon, play areas
- birds, play areas
- museum, aviary
- play areas, cafe, ducks, open spaces
- picnics, playground, aviary
- green areas
- everything
- ducks, birds and flowers
- events, aviary
- open spaces
- quiet
- museum
- museum
- museum
- ponds, flowers
- play park
- play facilities, museum
- band stand
- museums
- play areas, seating, stuff for kids
- parks area
- general areas to relax and eat lunch
- museums, play grounds
- carillon, park
- museum
- museum

**Q5 What facilities could we provide in the future that would make you want to visit the park?**

- toilets
- sheltered/ shady area
- toilets, more time in car park
- not sure
- toilets, variety of toys for all ages
- unsure
- paddling pool, maze, trampolines
- more play facilities
- basketball court
- better. cleaner ponds
- toilets open
- clean ponds, wildlife
- more seating for cafe
- pimms bar, rugby pitch, beach volleyball
- older kids playgrounds
- swimming area, like long Eaton
- more seating, litter free
- better cafe facilities
- older children's play areas
- social events
- better toilet facilities
- picnic areas, improved play areas
- play areas need vast improvement, more swings/slides. bigger park, animals
- more for children, obstacle course
- toilets
- more play areas, toilets facilities
- better safety
- toilets
- toilets, water feature/ ponds
- beer garden
- something for older children, wardens
- older children's activities
- big kids playground
- skate park, adult playground
- bar
- sculptures, better designed flowers
- more information in the park
- paddling pool
- paddling pool
- better toilets
- clean toilets
- no
- play areas if I had children
- nothing
- good toilets
- not sure
- entertainment
- bands
- big party, live entertainment

**Q6 What facilities could we provide in the future that would make you want to visit the park?**

- more for kids
- picnic, puppet show, story telling
- fun days, music
- fair events in holiday periods
- fairs
- fairs, kids activities, teen activities
- vintage car events annually
- free fundays
- free events
- bands
- live concerts
- free music festival
- picnic
- proms type event
- beach volleyball
- music festival
- fair
- children
- children's event, more publicity
- something similar to shepshed carnival, rides, stalls, bric a brac, sports
- football tournaments, carnival
- more arts and music
- something similar to event in town centre
- plays, shows, facepainting, mask making, craft workshops and donkeys
- no
- activities for kids
- something for children during school holidays
- things like what's been done in town centre, bouncy castle
- no
- more music
- nothing specific but used a lot more
- more for kids, shows
- music
- music festival
- music
- local bands
- music
- competitions, fun runs, music festivals
- shows
- concerts
- funfair, live music
- live rock concert
- music festival
- none
- fundays for kids
- no
- nothing
- no
- live bands and music, party in the park type events for adults not children
- music events

- afternoon events, tea party
- live events
- live bands
- live entertainment

**Q7** **In which of the following ways would we be best to advertise any future events so that you, your family and friends would know they were happening?**

No reply	1	1.6%
Leicester Mercury	17	27.9%
Loughborough Echo	42	68.9%
Local Radio	33	54.1%
Leisure Centres	12	19.7%
Local Libraries	13	21.3%
Community Newsletters / Magazines	13	21.3%
Other	7	11.5%

**Q8** **How far away from the centre of Loughborough do you live?**

No reply	0	
0 - 5 minutes	8	13.1%
6 - 10 minutes	14	23.0%
11 - 20 minutes	16	26.2%
More than 20 minutes	23	37.7%

**Q9** **Where have you travelled from?**

No reply	0	
Home	54	88.5%
Work	6	9.8%
School / Colleague	0	
Other	1	1.6%

**Q10** **What transport do you usually use to get here?**

No reply	0	
Walked	18	29.5%
Car	26	42.6%
Bus	15	24.6%
Bicycle	1	1.6%
Other	1	1.6%

**Q11** **Gender**

No reply	1	1.6%
Male	14	23.0%
Female	46	75.4%

**Q12 Ethnicity**

No reply	1	1.6%
White or White British	54	88.5%
Black or Black British	0	
Asian or Asian British	5	8.2%
Chinese	0	
Other	0	
Prefer not to Say	1	1.6%

**Q13 Which of the following age groups are you in?**

No reply	1	1.6%
Under 16	4	6.6%
16 - 25	9	14.8%
26 - 35	16	26.2%
36 - 50	10	16.4%
51 - 65	12	19.7%
Over 65	9	14.8%

**Q14 Are you registered as having a disability?**

No reply	1	1.6%
Yes	6	9.8%
No	54	88.5%

**Park Online Survey****Q1 Do you use Queen's Park?**

No reply	0	
Yes	36	97.3%
No	1	2.7%

**Q2 In general, how often do you visit the park?**

No reply	0	
Every Day	0	
Most Days	1	2.8%
Once a week	11	30.6%
Once a month	16	44.4%
Rarely	8	22.2%

**Q3 On average, how long do you usually stay in the park?**

No reply	0	
0 - 30 mins	13	36.1%
30 mins - 1 hour	14	38.9%
1 - 2 hours	8	22.2%
2 - 3 hours	1	2.8%
3 or more hours	0	

**Q4 What was the reason for your most recent visit?**

No reply	2	5.6%
Passing Through	12	33.3%
To Relax (i.e. eat lunch)	8	22.2%
To visit the Museum	4	11.1%
To visit the Carillon	0	
To play bowls	0	
To visit play areas	5	13.9%
Other (see below)	5	13.9%

- we took our grandchildren to see the birds and the surrounding area. Then to have an icecream
- To visit the cafe
- Christian Aid 'Drumming up support' event.
- I visit play areas, occasionally museum and to just enjoy the green space. I would be hard pushed to play bowls because there is not one notice anywhere near the bowling green that tells me how to go about learning more or if its possible to hire equipment.
- to have lunch at the museum cafe
- took visitors to show them the Carillon/ birds/ bandstand
- to eat lunch while watching birds
- to hang out with friends
- To work on the Play Day Event

**Q5 Are you aware of any events that are held in the park?**

No reply	0	
Yes	30	83.3%
No	6	16.7%

**Q6 If Yes, how did you find out about them?**

- local press
- Press
- In the Echo and on the website
- Loughborough Echo
- Invited as RSPB local group to participate in 'Picnic in the Park'
- Word of mouth and the occasional flyer
- We like to listen to the bands on a Sunday but we do not know how to find out about them. We usually just pole up and take pot luck.
- Council Website
- Publicity from the organisations organising them.
- local press notices on entrance to park occasionally.
- On passing through.
- Through other organisations, especially church and third world charities.
- Picnic in the park - Echo
- Loughborough Echo
- just because the events are on when I pass through
- Loughborough Echo - Charnwood Arts
- Loughborough Echo - Charnwood Arts
- Local media - usually the Echo
- Just bumped into them. I know there is often a concert on Sunday afternoons so if we are not doing anything in particular we will go to the park and listen to whatever is on (in the summer :-))

- Usually in the Echo, occasionally by word of mouth or flyer
- leaflets - newspaper - work in a school
- Locally advertised
- Local Advertising - probably the Echo, or via participants in various activities i.e. Picnic in Park
- at the town hall
- on line
- luck
- Posters and other advertising
- through advertising and my mum
- Loughborough Echo Charnwood Arts
- I work for Charnwood Borough Council and SureStart Loughborough East

**Q7** How would you rate each of the following...

**Paths**

No reply	0	
Excellent	6	16.7%
Good	22	61.1%
Ok	9	25.0%
Poor	0	
Very Poor	0	

**Toilets**

No reply	6	16.7%
Excellent	1	2.8%
Good	3	8.3%
Ok	10	27.8%
Poor	8	22.2%
Very Poor	8	22.2%

**Aviary**

No reply	1	2.8%
Excellent	2	5.6%
Good	12	33.3%
Ok	12	33.3%
Poor	9	25.0%
Very Poor	0	

**Trees & Shrubs**

No reply	0	
Excellent	9	25.0%
Good	18	50.0%
Ok	5	13.9%
Poor	4	11.1%
Very Poor	0	

### **Flower Beds**

No reply	0	
Excellent	14	38.9%
Good	16	44.4%
Ok	6	16.7%
Poor	0	
Very Poor	0	

### **Gates & railings**

No reply	0	
Excellent	1	2.8%
Good	19	52.8%
Ok	14	38.9%
Poor	2	5.6%
Very Poor	0	

### **Entrances (are they welcoming / safe)**

No reply	0	
Excellent	1	2.8%
Good	18	50.0%
Ok	13	36.1%
Poor	4	11.1%
Very Poor	0	

### **Play equipment**

No reply	4	11.1%
Excellent	2	5.6%
Good	9	25.0%
Ok	16	44.4%
Poor	2	5.6%
Very Poor	3	8.3%

### **Signage and Information**

No reply	0	
Excellent	1	2.8%
Good	10	27.8%
Ok	20	55.6%
Poor	4	11.1%
Very Poor	1	2.8%

### **Benches**

No reply	1	2.8%
Excellent	2	5.6%
Good	10	27.8%
Ok	21	58.3%
Poor	2	5.6%
Very Poor	1	2.8%

## **Bins**

No reply		0
Excellent		0
Good	10	27.8%
Ok	17	47.2%
Poor	7	19.4%
Very Poor	2	5.6%

### **Q8 Please explain your answers to the above question.**

- Entrances - entrance via granby street car park is poor, so is exit via the subway on browns lane. Toilets are not always clean and far worst that the ones in the market place (which are excellent).
- As far as I am aware there are no toilet facilities the last time I looked for them they were locked and looked as if they had been for sometime, even then I only looked out of desperation having used them previously when I was a regular visitor with young children and seen the disgusting state they were in. I feel that the entrances from Brown's Lane can feel a bit threatening as they are a bit hidden. The last time I looked at the aviary it was very dilapidated and contained few birds, which is a great shame because when my children were young they really enjoyed going to look at it.
- I typically pass through the park on my way to work some mornings, so I'm a path user and I look at the trees and flowers but that's about it usually. I have been to a few of the arts festivals in the park years ago but nothing more recently. I doubt I'd be allowed to use the play equipment! :-)
- Not used the toilets so can't comment on them.
- In general the things you asked are fine. However like many things in place for any length of time they need refurbishing when looking dowdy.
- Needs a "not applicable" box - I have never used the toilets or children's play area, for example, and don't have an opinion on them.
- A lot of effort is put in to the park but it is in an 'isolated' location and does not seem to be welcoming, slightly forbidding. Basically it is too small and tries to be something for all tastes, without much success.
- The whole place looks 'tired', 'well worn' and in desperate need of rejuvenation. Little evidence of anything other than a 'make do and mend' mentality. Other than the cafe and museum, I would have little incentive to use it other than passing through to avoid the road traffic.
- Overall I believe the park is a real asset to the town and it is a joy to visit it. It is kept in the main very well
- The park has lost its appeal over the years. It's a good space to take a lunch if in town or spend some time on a sunny weekend if walking through town. However there is little to attract one into it with the exception of the museum, however once this has been visited a few times you don't feel the need to visit again.
- These are mostly guesses. I can't remember full details from my three visits this year.
- I think overall the park looks worn and tired. I hate the aviary it is out of place in these days (Health & Safety) and is cruel to the birds I think particularly with the occasional damages. It could do with dense/flourishing planting particularly under trees as a consistent backdrop to the flowers. I'm not sure that the playground is useful in this setting unless it is moved near the cafe so that parents can watch while having a cup of tea. It's parked in a square of dull space not interesting at all. If you must have a playground then make it an adventure like Conkers.
- a)paths are on the whole level and safe. b)The Museum has excellent toilets always clean and easy access. not sure why you need to build a new block, just provide the museum with the resources to open theirs longer and adequate staff to maintain them. Extra temporary toilets for big events can easily be hired. c) aviaries, birds

look happy enough and there is a good variety seem a little over crowded. Cages do not make for easy viewing and they lack light and are full of plastic and cheap tat. Would not like to see them go though as the children and adults do enjoy them.

d. The park is blessed with some magnificent trees and the shrubs are only okay, the shrub borders are overgrown and some have come to the end of their life span. could do with some serious replanting and new soil added, perhaps even fed once a decade!

e) Flower beds around the bandstand are lovely, near the museum (very late getting done this summer) not good, soil seems very poor. Question whether with the hotter summers it's a good idea to have so many flower borders, (save money also) and go to town on different shrubs, colour/scent/foliage.

f) gates and railings. adequate but repairs needed in places and a regular maintenance programme would be a good idea.

g) entrances are in good position could close the one near to John Storer House end of Browns Lane though. never seems to get used much.

h) the play areas are well used I take my grand children to all three, being different ages. the equipment has passed its prime and there are items that have been taken out and not replaced which is a shame as the ones that have gone were good fun and well enjoyed.

i) The park needs good signage easy to read, with park rules, forthcoming events, opening times at entrances. no need for them to be stuck up everywhere.

j) benches are overall in good condition, plenty available, and in good spots.

k) open wheelie bins are definitely a no no. and where are the dog bins. Litter is a big problem every bench should have a bin nearby.

- In general those facilities are better than average.
- I do not use the park frequently enough to have answered the above very accurately
- when I have been there the toilets have always been shut. The aviaries look very neglected and dark. The wall around them makes it difficult for disabled to see in them as they are then so high from a wheelchair level.
- Entrance from Granby Street car park is very poor, the rest are fine. Rubbish bins are often overflowing Toilets presumably refer to the ones in the museum
- The Park is well maintained but there is some room for improvement in "cleaning2 up after some of the users in the toilets, graffiti on the signs and particularly on the underpass that links Southfields to the park.
- I have visited many parks in other areas which are far superior to Queens Park. The shrubs could do with improving, adding more flowering shrubs might help. The benches could do with a coat of varnish/paint. The play areas - what can I say! They are pathetic. You need two play areas for different age groups but instead we have a mishmash of not particularly exciting equipment (some of which has been removed, presumably for 'health and safety' reasons. Send someone to Saltwell Park in Gateshead, Tyne & Wear to see what has been done there. They have the most wonderful play areas for different age groups with innovative and exciting equipment. When I was in Queen's Park last week there was rubbish all over the grassed areas. We need to have more rubbish bins, particularly in these areas and more signs requesting people to put their rubbish in them.
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- Toilets - I ticked 'very poor' but are there any functioning toilets in the park at all at the moment, or at least plans in place to install half decent toilet facilities? I know where the old toilet block is but it was padlocked the last time I looked. There are signs in the museum that make clear the toilets are for museum and cafe users only. Until/unless the toilets are refurbished/rebuilt in the park, it doesn't deserve the green flag the council is seeking. (Incidentally, the same goes for toilet facilities (or

rather the padlocked facilities) in Southfields Park. For example, it's very challenging trying to watch my son's team playing football in Southfields Park in wintertime without having recourse to toilets in Beehive Lane car park.) Queen's Park is a great asset to the town. I've lived in Loughborough for most of my life and remember the park from early childhood with happy memories throughout, but the toilet facilities have left a lot to be desired for many years now, and really 'let down' an otherwise excellent facility.

- On the whole I find Queens Park very good in fulfilling its role as a traditional town centre park. An attractive green space adjacent to the town centre. I would not wish to change this although no doubt there may be some opportunities for "fine tuning".
- Toilets need a revamp, if not a rebuild and they are often closed when you need them. The aviary is OK but looks a bit neglected even though the birds look happy and healthy. Play equipment could be expanded to be more attractive to the older children. Everything is a bit small and a bit crammed together. How about some decent adventure playground equipment like tall towers and spiral tube slides etc? Benches are a bit old and could do with replacing with something more comfortable. More benches around the play areas for watching parents would be good.
- the play equipment is very old, some of it is absent, not very stimulating and with poor seating for parents/carers. Needs a radical overhaul to provide play opportunities for visiting families with young children in particular. Do not need additional signage or information - too much artificial clutter has a tendency to take over a space. Loos are very bad.
- I've always found the park to be well kept and clean apart from the toilets, the building is fine but they are unclean and smell, I never want to sit down!
- Sorry - you've lost me .....which question?
- Haven't used toilets for ages. Flowers etc excellent. Signage mixed. Feel entrances are just 'there' - nothing special about them, and not especially good introduction to Park for strangers - but if you know the park you just pass through without noticing them. Don't use children's play area. Feel more could be made of pond and wild-life on it - its often got floating rubbish.
- paths are too narrow in places shrubs are too close to paths which makes me feel uneasy walking through parts of the park. Bins are always overflowing so more would be good. Shrubs are a bit boring, guppy and old - could do with replacing or redesigning shrub beds away from paths. Play equipment needs replacing with modern fun items, with better use made of the space available and more seating for parents. A CCTV camera should be installed near the play areas to discourage the occasional single men with no children who like to linger on the play area seating.
- impressive gardens / didn't use play areas but seemed popular plus additional rides near Granby Street end / thought the toilets had been closed / thought the disabled access to the pond could cause problems with young children
- The whole park is generally well-kept. I don't use it often enough to give more detail.
- The flower beds, trees and shrubs appear to be attended to and the paths adequate. The bins too are adequate. I avoid using the toilets! The aviary is in a poor condition. The play areas have been well thought out, separating the areas for different age groups, and are used well.
- the paths are good because there are many of them, however they could be re-done to make them smoother. the toilets smell very unpleasant, would not be a place where I would prefer to go to the toilet, the aviary is good especially for small children. the entrance isn't particularly welcoming, since there are often gangs hanging around them, often smoking, can be very intimidating for other youths.
- The park even though small is well cared for. The toilets let them down at the moment. A pleasure to work through at lunch times.
- I feel that the toilets are very dated and not inspected regularly enough. There are not enough benches spread throughout the park for the size of the park. The aviary is a great feature to the park, but needs a little more attractive features adding. A

couple of the entrances are secluded and may not be noticed by anyone who does not know the area.

**Q9 Is there anything else about the park that could be improved?**

- Adding a cycle route through the park, opening longer hours (in winter twilight is early and you can't even cut through the park early evening).
- A park warden to move people along when their behaviour was causing offence or annoyance to others. Last time we passed through there was a young couple behaving in a most inappropriate manner? There are often teenagers and adults playing on the children's play equipment.
- Park Wardens would be welcome. Criticisms (and they are not really due to the physical aspects of the park as such) are that sometimes there are dogs running around and doing their toileting in the park. Also, you sometimes get teenagers who don't behave very well - scaring the ducks etc. This can be very upsetting if you have taken a young child to the park.
- I think that the aviary is long overdue for upgrading. My grandchildren love to see the birds, yet cannot always see them clearly. They have the feeling of not being looked after very well.
- Could use more seating - difficult to find somewhere to sit on a nice day.
- Yes, the streams in the park usually have litter in them. If these were removed, it would be more aesthetically pleasing for visitors and better for the wildlife that use them.
- You name it, it needs it! The bandstand looks forlorn and the pond might be better filled in! Very poor given the potential.
- More activities in the summer in the evenings whilst it is still light and at Bank Holidays. Picnic in the park is OK but it is in May what about other months through the summer. However I notice that recently fairground rides have started to appear. I do not think that this is appropriate in the park.
- There is often a lot of rubbish discarded about the park. However this seems to be a general problem around the town.
- It's nice to see the water but it could look stunning with refurbishment of structure and planting especially helpful to wildlife. The water fountain is a poor jet of water. 2) You say nothing about the cafe - is it going to be used at all times of the year - please don't use this space for anything else - we need a cafe with tea and ice creams or a quick snack at lunch time - but it needs to be open normal hours!? 3) We need secret paths with changes in materials for interest. 4) You need a policy on conservation in the park displayed to get people to cooperate 5) how about enlisting local folk interested in gardening to help as volunteers? You could call them park assistants or something. Show community spirit.
- Why have you not put the state of the artificial lakes/ponds as a question? They are an absolute disgrace, devoid of plant life except for one group of reeds, none of the fountains work and where as there was always sticklebacks and minnows in the water I couldn't find one to show my grandchildren. The level of water has been far too low this summer, even the colony of ducks which have always been on Queens park are practically non-existent now. Although there are plenty of pigeons sitting on the Museum roof. The patio area around the cafe is in need of attention, the fence is broken and falling down and the borders are over grown and full of weeds.
- Not necessarily the park, but I would like to see a cycle route established to provide a link between Granby Street and Emmanuel Way cycle track that start behind the leisure centre. I would use the park more if I could cut through it with by bicycle.
- the bandstand is a bit scruffy, seeing as it is used by bands it could do with a bit of tidying.
- Demolish/rebuild the toilet block near the car park
- The two play areas nearest the Carillon should be joined together to make one larger area with improved equipment and seating for parents and grandparents.

Having two play areas means that if you have more than one child with you and one goes into one area and another goes into the other area you have to run between the two spaces (opening and closing gates etc) to see to each child. The pond areas could be cleaned up, particularly the areas next to the Museum. There used to be a 'waterfall' feature but this seems to have dried up.

- The two play areas nearest the Carillon should be joined together to make one larger area with improved equipment and seating for parents and grandparents. Having two play areas means that if you have more than one child with you and one goes into one area and another goes into the other area you have to run between the two spaces (opening and closing gates etc) to see to each child. The pond areas could be cleaned up, particularly the areas next to the Museum. There used to be a 'waterfall' feature but this seems to have dried up.
- Seating, particularly in one of the play areas near the Carillon is damaged - or at least it was the last time I was there. It would be good to have signs near the entrances giving summary information about the park - its origins etc.
- It would be nice if the path along the north side (from the subway to the museum) could be authorised as a pedestrian/cycle path (and possibly widened) to provide easy cycle access to the Library and museum.
- The cafe area is truly unattractive. This could be a big money spinner and attraction to the park if it was given a full makeover, especially outside. Decking and awnings, evening lighting and heaters, soft music and a better range and quality of food. More like a bistro, less like a greasy spoon.
- need a warden or contact point details to report incidents of accident or vandalism.
- Not really - I appreciate all the work that has been and is being done to maintain the very pleasantly high standard - I love walking through the park no matter what time of year it is, or what the weather is doing!
- Pond/water features could be developed. Better and more frequent rubbish collection in high summer/periods of more intensive use
- To add interest for all park users a sculpture, trim or treasure trail could be installed, Small sculptures could be located in trees to avoid vandalism. The water features in the park could be improved. A water play area would be fantastic in the summer.
- more information boards about the park / plants / Loughborough
- Main external gates allow small children to run straight onto busy roads. Need a double gate or spring shut mechanism.
- The path maze, although my granddaughters like to walk around it, has little point to it. The aviary needs upgrading. It is a good focal point but, I don't think, is looked after well attended. Better toilet facilities as little children always need to go!
- Something for the older teenager would be nice. Security of the toilet block needs to be assessed.

**Q10 Is there anything new you would like to see in the park? (If yes, please provide details)**

- Clean toilets!
- Just leave it as it is. I'm surprised its lasted this long and not yet been turned into flats or a shopping centre!
- Park wardens.
- A FLORAL DISPLAY SHOWING OUR COAT OF ARMS
- a wild area, bid boxes, bat boxes etc.
- Not so sure about 'new' but it would be wonderful to actually \*see\* someone actually there again, taking responsibility and offering the occasional smiling face!
- More music on the bandstand. Some more floodlights.
- More public events such as Music etc which will attract people into the park even if only for a few hours in the summer evenings.
- Wouldn't it be great to have a paddling pool for the children (there used to be a swimming pool there in the first place?). 2) In these days of dangerous sun we need

sheltered seating. 3) How about a sensory garden or specialist gardens which could be sponsored with the accompanying advertising (like our roundabouts) to give changeable interest etc. 4) How about including a tourist shop with local crafts to buy (couldn't the tourist information be there instead of town hall?)

- I think that wooden stepping stones, hurdles and perhaps some kind of natural play area could be incorporated into the park in place of one of the existing play areas. I think the bandstand is under used through the summer months and a midweek lunch time concert would be nice (not market days) Jazz, String etc. If new toilets have to be built please make sure they blend in with the existing museum building and not like the Market yard ones!
- Not so much 'in the park', but better public events happening or going to happen in the park.
- Modern art sculpture
- More bands
- See above reference to Saltwell Park. Could do with picnic benches in grassed areas so families can eat there with children.
- See above reference to Saltwell Park. Could do with picnic benches in grassed areas so families can eat there with children.
- Something for older children and/or teenagers - a basketball net/hard surface space and/or boarding or skating facilities. There are three play parks for younger children, but nothing beyond the open green spaces for older young people. Possibly redesignate one of the existing play parks for this purpose?
- Better play equipment, more water for model boating etc.
- The cafe open all year round. and the grass improved on the front of the park between Granby Street and the carillon.
- It is a small park and already well equipped but if anything then some sculpture - even temp - maybe a chosen graduate each year
- No - I like it just as it is,
- more sculpture which could be renewed or added to. Adults like to play too - how about some play equipment where adults can use it with their children.
- not sure, how about a trail so visitors could follow /a machine so visitors could listen to the recitals of the Carillon when it is not open
- More picnic benches, especially close to town entrance. Pets corner Nature trail
- Teenager area. New improved and better toilet blocks.

**Q11 What would you say is the park's best feature? (Please provide details)**

- Central location - can nip into it whilst in the town centre for a sit down, cup of coffee or cut through on the way home.
- Grassed areas and shrubs.
- Pleasant greenery.
- The carillon, bandstand and flower beds
- Undoubtedly the pond and bridge at the side of the museum. Yet I well remember as a youngster enjoying seeing the ducks on the brook with the island.
- General layout - pleasant blend of lawns, trees, shrubs and flowers.
- The water/steam.
- Landscaping - trees, streams, lawns, etc.
- It's prime location and manageable size/scale.
- Its location in the town centre a green oasis.
- Carillon Tower
- Open grassed areas that can be used for relaxing and events.
- The water ... with the comments made above and the bandstand.
- The trees, the bandstand, carillon and museum
- Carillon Tower
- Carillon - unique for UK
- Sunday evening music

- The museum - welcoming, interesting and well-maintained
- It's location - proximity to the town, and effort put into it's upkeep.
- The Museum is the best feature of the park. The park is a wonderful area but unfortunately has been allowed to deteriorate over the past few years. With improvements it could become one of the main attractions in the town.
- The Museum is the best feature of the park. The park is a wonderful area but unfortunately has been allowed to deteriorate over the past few years. With improvements it could become one of the main attractions in the town.
- It's always very nicely maintained, and all of the existing features of the park blend well together.
- The trees and the flowers (plus somewhere to sit down and enjoy them).
- The greenery! Absolutely wonderful.
- flower beds
- The trees, shrubs and flowers - and also the little stream with the ducks
- Mixed, relaxed atmosphere - i.e. sense that you can go in park and do what suits YOU (within reason!), use the cafe. visit the museum, play on playground or just have peaceful pleasant place to relax
- the mature trees
- flowers and sense of peace / Carillon
- size & greenery
- The museum - very popular with my grandson, aged 5.
- For me it is the Carillon as this is our towns history and I love to listen to the recitals. For my young granddaughters it would be the play areas and feeding the ducks and for my grandsons, who are older, it would be the Museum.
- The fact that it is in the centre of Loughborough, the fact that there is wildlife within a short distance.
- The beautifully kept gardens. Very relaxing whilst having your lunch.

**Q12 How often do you use the following entrances?**

**Browns Lane (John Storer End)**

No reply	0	
All the time	1	2.8%
Most of the Time	4	11.1%
Sometimes	12	33.3%
Rarely	14	38.9%
Never	5	13.9%

**Browns Lane (Subway end)**

No reply	1	2.8%
All the time	1	2.8%
Most of the Time	5	13.9%
Sometimes	5	13.9%
Rarely	8	22.2%
Never	16	44.4%

**New Street**

No reply	3	8.3%
All the time	0	
Most of the Time	2	5.6%
Sometimes	14	38.9%
Rarely	8	22.2%
Never	9	25.0%

### **Granby Street (Museum)**

No reply	1	2.8%
All the time	2	5.6%
Most of the Time	5	13.9%
Sometimes	19	52.8%
Rarely	6	16.7%
Never	3	8.3%

### **Granby Street (Town end)**

No reply	0	
All the time	2	5.6%
Most of the Time	12	33.3%
Sometimes	17	47.2%
Rarely	4	11.1%
Never	1	2.8%

### **Q13 How safe do you feel using the park?**

No reply	0	
Very Safe	17	47.2%
Quite Safe	12	33.3%
Slightly Unsafe	6	16.7%
Very Unsafe	1	2.8%

### **Q14 If you feel unsafe, what could be done to make you feel safer?**

- It depends on the time of day and how many other people are around.
- Park wardens (again!)
- Park wardens on site.
- See Q.10 response - there's nobody around to take responsibility when on occasion a small minority of people using the park abuse it for others.
- It would be good to have a uniformed chatty superintendent on patrol all the opening time of the park.
- Pruning some of the bushes around the play areas so you can see 'across the park' would be helpful. The play area nearest to the Carillon always seems to be 'dark'. Maybe the trees in that area could be pruned.
- Pruning some of the bushes around the play areas so you can see 'across the park' would be helpful. The play area nearest to the Carillon always seems to be 'dark'. Maybe the trees in that area could be pruned.
- removing thick shrubs close to paths or rerouting paths through open areas of the park. Parts of the park are quite dark due to trees and shrubs. Thinning these out could improve the atmosphere of these dark areas
- difficult it depends who is in the park at the time so presence of park ranger could deter drug users/ etc who may pester people or whose behaviour causes distress
- Wardens to move on the gangs of youths
- Some of the exits are a little too bushy

**Q15 How far away from the park do you live?**

No reply	0	
0 - 5 minutes	0	
6 - 10 minutes	9	25.0%
11 - 20 minutes	13	36.1%
More than 20 minutes	14	38.9%

**Q16 What transport do you use to get to the park?**

No reply	0	
Walk	11	30.6%
Car	20	55.6%
Bus	1	2.8%
Bicycle	3	8.3%
Other	1	2.8%

**Q17 Now that you know what the park has to offer, would you consider visiting it in the future?**

No reply	0	
Yes	1	100.0%
No	0	
Maybe	0	

**Q18 Which of the things you have just read about the park has made you want to visit it?**

- Peace & quiet for a break from the hustle & bustle of town Intelligent facilities for children Music from the bandstand The beauty of greenery i.e. nature

**Q19 What facilities could we provide in the future that would make you want to visit the park?**

- Nothing more than I have listed in Q18

**Q20 What events would you like to see in the park that you would want to attend?**

- In my opinion, 'events' should be arranged for the centre of town, not a 'greenspace', though the occasional 'Rock-Concert' (space permitting) might go down well with the younger (& even some of the older) generation!

**Q21 What events would you like to see in the park that you would want to attend?**

No reply	0	
Leicester Mercury	0	
Loughborough Echo	1	100.0%
Local Radio	0	
Leisure Centres	0	
Local Libraries	0	
Community Newsletters / Magazines	0	
Other (please provide details below)	0	

**Q22 Approximately how far away from the centre of Loughborough do you live?**

No reply	0	
0 - 5 minutes	0	
6 - 10 minutes	0	
11 - 20 minutes	0	
More than 20 minutes	1	100.0%

**Q23 Which of the following forms of transport do you use the most to get about?**

No reply	0	
Walk	0	
Car	1	100.0%
Bus	0	
Bicycle	0	
Other	0	

**Q24 Gender**

No reply	5	13.5%
Male	13	35.1%
Female	19	51.4%

**Q25 Ethnicity**

No reply	5	13.5%
White or White British	32	86.5%
Black or Black British	0	
Asian or Asian British	0	
Chinese	0	
Other	0	
Prefer not to Say	0	

**Q26 Which of the following age groups are you in?**

No reply	4	10.8%
Under 16	0	
16 - 25	0	
26 - 35	4	10.8%
36 - 50	12	32.4%
51 - 65	14	37.8%
Over 65	3	8.1%

**Q27** Are you registered as having a disability?

No reply	4	10.8%
Yes	2	5.4%
No	31	83.8%

**Park Stakeholders Survey**

**Q4** What does your organisation use the park for?

**Pets Paradise:** Maintains the Aviaries

**Queen's Park Bowls Club:** The playing of flat green bowls

**Surestart:** activity events for parents of children under 4

**Loughborough war memorial:** volunteer set up to steward rooms in carillon tower

**Charnwood Museum:** events for the museum. Our visitors gain access through the park so it is very much part of our visitor experience. Deliveries... Access for building maintenance, disabled parking.

**Q5** in general, how often does your organization use the park?

No reply	0	
Every Day	3	60.0%
Most Days	1	20.0%
Once a week	0	
Once a month	0	
A few times a year	0	
Once a year	0	
When needed	1	20.0%

**Q6** When using the park, how long does your organisation (and those participating in your events) usually stay for?

No reply	0	
1 - 2 hours	0	
2 - 3 hours	1	20.0%
3 or more hours	4	80.0%

**Q7** When using the park, how far - on average - do members of your organisation (and those participating in your events) travel from?

No reply	0	
0 - 3 miles	2	40.0%
4 - 5 miles	0	
6 - 10 miles	3	60.0%
More than 10 miles	0	

**Q8 When is your organisation most likely to use the park?**

No reply	0	
Weekdays	3	60.0%
Weekends	0	
Bank Holidays	0	
Varies	2	40.0%

**Q9 What time of day does your organisation usually use the park?**

No reply	0	
am	1	20.0%
pm	1	20.0%
all day	3	60.0%

**Q10 Are you aware of other events that are held in the park?**

No reply	0	
Yes	3	60.0%
No	2	40.0%

**Q11 If Yes, how did you find out about them?**

- local press
- local press
- town hall promotional leaflet, internally from Sue walters / Susan Cooke, Charnwood Arts.

**Q12 How would you rate each of the following...**

**Paths**

No reply	0	
Excellent	0	
Good	3	60.0%
Ok	1	20.0%
Poor	0	
Very Poor	1	20.0%

**Toilets**

No reply	0	
Excellent	0	
Good	0	
Ok	2	40.0%
Poor	0	
Very Poor	3	60.0%

**Aviary**

No reply	0	
Excellent	0	
Good	3	60.0%
Ok	1	20.0%
Poor	1	20.0%
Very Poor	0	

### **Trees & Shrubs**

No reply	0	
Excellent	1	20.0%
Good	3	60.0%
Ok	1	20.0%
Poor	0	
Very Poor	0	

### **Flower Beds**

No reply	0	
Excellent	1	20.0%
Good	3	60.0%
Ok	1	20.0%
Poor	0	
Very Poor	0	

### **Gates & railings**

No reply	0	
Excellent	0	
Good	1	20.0%
Ok	3	60.0%
Poor	1	20.0%
Very Poor	0	

### **Entrances (are they welcoming?)**

No reply	0	
Excellent	0	
Good	0	
Ok	2	40.0%
Poor	2	40.0%
Very Poor	1	20.0%

### **Play equipment**

No reply	0	
Excellent	0	
Good	2	40.0%
Ok	2	40.0%
Poor	1	20.0%
Very Poor	0	

### **Signage and Information**

No reply	0	
Excellent	0	
Good	0	
Ok	3	60.0%
Poor	1	20.0%
Very Poor	1	20.0%

## **Benches**

No reply	0	
Excellent	0	
Good	0	
Ok	4	80.0%
Poor	1	20.0%
Very Poor	0	

## **Bins**

No reply	0	
Excellent	0	
Good	0	
Ok	1	20.0%
Poor	4	80.0%
Very Poor	0	

### **Q13 Please use this box to make any specific comments regarding your answers to Question 12.**

- there is much room for improvement. a basic lack of amenities restrict the amount of maintenance we are able to complete, e.g. replanting. play area needs updating
- lack of supervision, no park keeper
- groundsmen very helpful and supportive to staff
- toilets now closed except on special events, bins very scarce
- The park is a great place and people enjoy it. It is not meeting its full potential and needs modernisation in places.

### **Q14 Is there anything else about the park that could be improved?**

- resite the play areas nearer to Granby street area of the park. better toilet facilities. extend JSH into park area. soft play football pitch. improvements to the brook area. revamp ponds, machine to dispense duck food
- Fountains in the pond. System to control access by vehicles. It would be good to hold more events but a lot of people enjoy the park to get away from the noise of town.

### **Q15 Is there anything new you would like to see in the park?**

- peacocks or a butterfly pavilion. seating to view aviaries. picnic area
- shady areas, this summer was very hot for small children
- Toilets, weekend cleaning, cafe modernisation, designated picnic area, outside furniture, CCTV , a sheltered area for when it rains, park warden in summer.

### **Q16 What would you say is the park's best feature(s)?**

- carillon, aviary, museum and duck pond
- carillon war memorial, flower beds, variety of trees
- location in the town, flower beds, atmosphere
- carillon tower war memorial
- traditional features, windy paths, lots of flowers and greenery, museums and facilities.

**Q17 How often do you use the following entrances?**

**Browns Lane (John Storer End)**

No reply	0	
All the time	0	
Most of the Time	3	60.0%
Sometimes	0	
Rarely	1	20.0%
Never	1	20.0%

**Browns Lane (subway end)**

No reply	1	20.0%
All the time	0	
Most of the Time	0	
Sometimes	0	
Rarely	3	60.0%
Never	1	20.0%

**New Street**

No reply	1	20.0%
All the time	0	
Most of the Time	1	20.0%
Sometimes	1	20.0%
Rarely	2	40.0%
Never	0	

**Granby Street (museum)**

No reply	1	20.0%
All the time	1	20.0%
Most of the Time	1	20.0%
Sometimes	1	20.0%
Rarely	1	20.0%
Never	0	

**Granby Street (town end)**

No reply	0	
All the time	0	
Most of the Time	2	40.0%
Sometimes	2	40.0%
Rarely	1	20.0%
Never	0	

**Q18 How safe do you feel using the park?**

No reply	0	
Very Safe	2	40.0%
Quite Safe	3	60.0%
Slightly Unsafe	0	
Very Unsafe	0	

**Q19 If you feel unsafe, what could be done to make you feel safer?**

- I feel safe but anti-social behaviour can be a problem. Flowers get kicked, graffiti, vandalism. problem area at bandstand and people feel intimidated. more CCTC and park warden a possibility?

**Q20 Any other Comments**

- I think the park is well managed. everywhere is always clean and tidy which is a credit to the park team
- The management structure needs clarifying as we are not sure who is responsible for what and who co-ordinates everything. it needs to come under one overall head of service.

**Gender**

	<u>Male</u>	<u>Female</u>
Pets Paradise.	3	3
Queen's Park Bowls Club.	37	2
Surestart.	4	26
Loughborough war memorial museum trust.	13	4
Charnwood Museum.	3	5

**Ethnicity**

	<u>Asian</u>	<u>Black</u>	<u>White</u>	<u>Chinese</u>	<u>Other</u>
Pets Paradise.			6		
Queen's Park Bowls Club.			39		
Surestart.	6		24		
Loughborough war memorial museum trust.			17		
Charnwood Museum.			8		

**Age Group**

	<u>Under 16</u>	<u>16-25</u>	<u>26-35</u>	<u>36-50</u>	<u>51-65</u>	<u>Over 65</u>
Pets Paradise		1		1	3	1
Queen's Park Bowls Club						20
Surestart		1	23		6	
Loughborough war memorial museum trust.		1				16
Charnwood Museum		1	5		2	

**How many members are registered as having a disability?**

Pets Paradise	0
Queen's Park Bowls Club	0
Surestart	0
Loughborough war memorial museum trust.	0
Charnwood Museum	1

**DOC ENDS**