

Parks user satisfaction report

**Consultation Report
December 2020**

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1. Introduction

1.1 Background

The consultation and engagement team was asked to carry out online surveys of people using parks throughout the borough. Previously the surveys were carried out face to face but due to COVID-19 an online survey was produced and advertised through Lambeth communications emails and social media. The aims of the surveys were to find out how satisfied users are with Lambeth parks, what they use the parks for and how long they spend in the parks. Users were also asked for any other comments about the parks.

2. The consultation

2.1 Consultation objectives

The consultation objectives were to find out user satisfaction of Lambeth parks and to understand park usage.

2.2 Who we consulted

Residents were asked to fill in the survey online about their recent park visit throughout the borough. 1120 surveys were completed however some did not select a park, 1051 respondents selected 45 parks and green spaces in the borough, the breakdown of surveys is as follows:

Park	Number of surveys completed
Brockwell Park	326
Clapham Common	171
Streatham Common	104
Kennington Park	83
Norwood Park	55
Ruskin Park	39
Myatt's Fields Park	38
Larkhall Park	32
Archbishop's Park	29
Vauxhall Park	29
Hillside Gardens	24
Agnes Riley Gardens	12
Slade Gardens	12
Other (please specify)	10
Vauxhall Pleasure Gardens (Spring Gardens)	9
Lambeth Walk Doorstep Green	8
Streatham Vale Park	7
Tivoli Park (Knight's Hill Recreation Ground)	6
Cleaver Square	5
St John's Church Gardens	4
Loughborough Park	4
Max Roach Park	4
Streatham Green	4
Old Paradise Gardens	3
Pedlar's Park	3
Wyck Gardens	3
Eardley Road Sidings	2
Elam Street Open Space	2
Emma Cons Gardens	2
Holmewood Gardens	2
Kennington Green	2
St Luke's Church Gardens	2
Rush Common	2
Windmill Gardens	2
Albert Embankment Gardens	1
Coldharbour Lane Open Space	1
Grafton Square	1
Kennington Oval	1
Knight's Hill Wood	1
Lansdowne Gardens	1
St Mark's Churchyard	1
St Mary's Church Gardens	1
Palace Road Nature Garden	1
Stockwell Memorial Gardens	1
Trinity Gardens	1
Total	1051

2.3 When we consulted

Surveys were completed between 24 August and 2 November 2020.

2.4 How we consulted

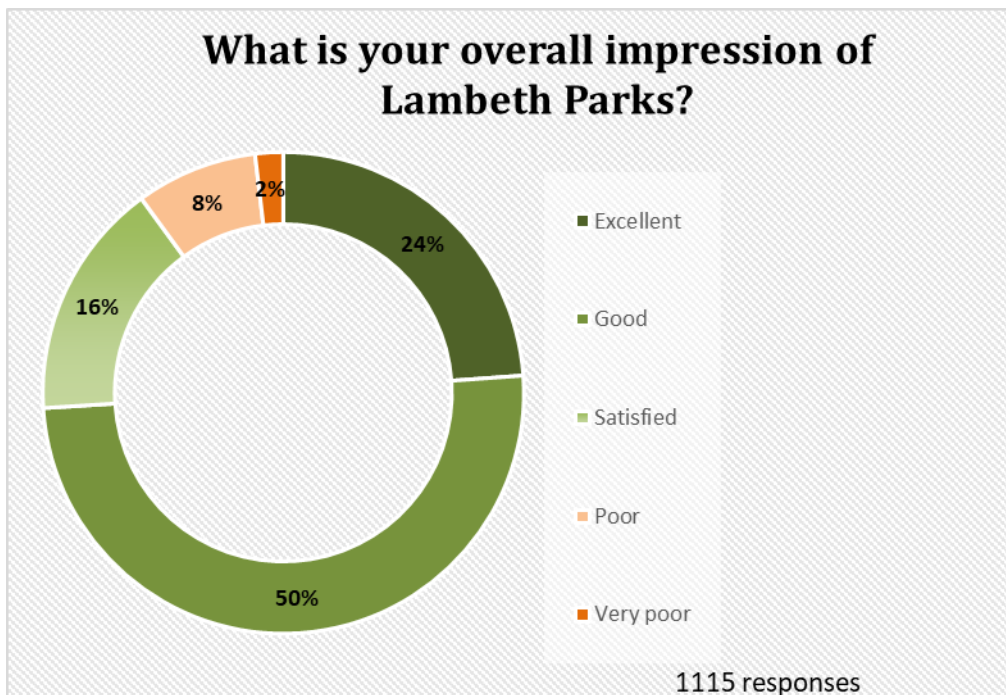
The online survey was located on the consultation page of the Lambeth Council website and promoted via emails to stakeholders and social media. The survey can be seen in Appendix A

3. Responses from members of the public

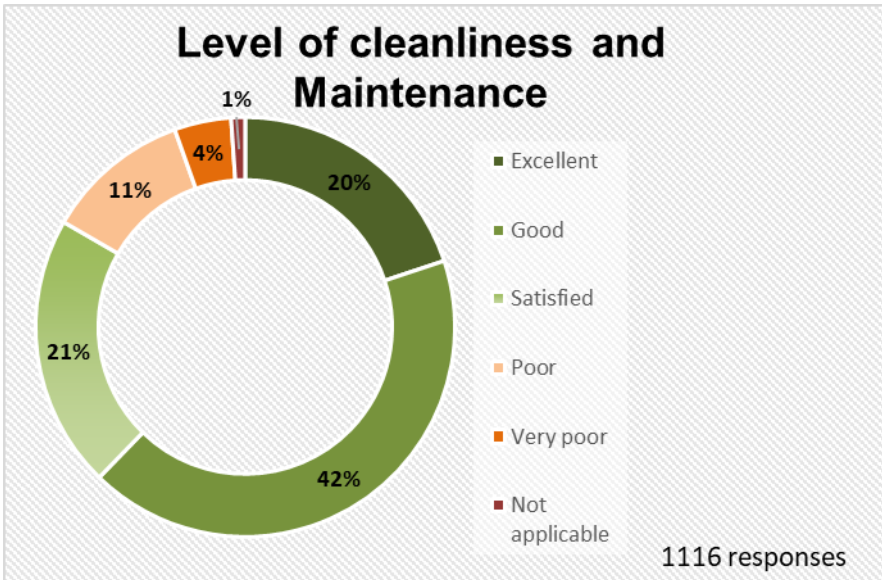
Below are the results from the consultation. We have included all data however, we have not commented on specific parks where there were less than five responses as this sample is too small and results should be taken with caution. Under normal times these results would have been boosted with face to face surveys however this was not possible due to concern over COVID-19 restrictions and limiting face to face engagement.

3.1 Overall satisfaction with parks

Overall people expressed satisfaction with Lambeth parks with three quarters (74%) of people agreeing they were excellent or good. One in four (24%) stated that they were excellent. 16% said they were satisfied.

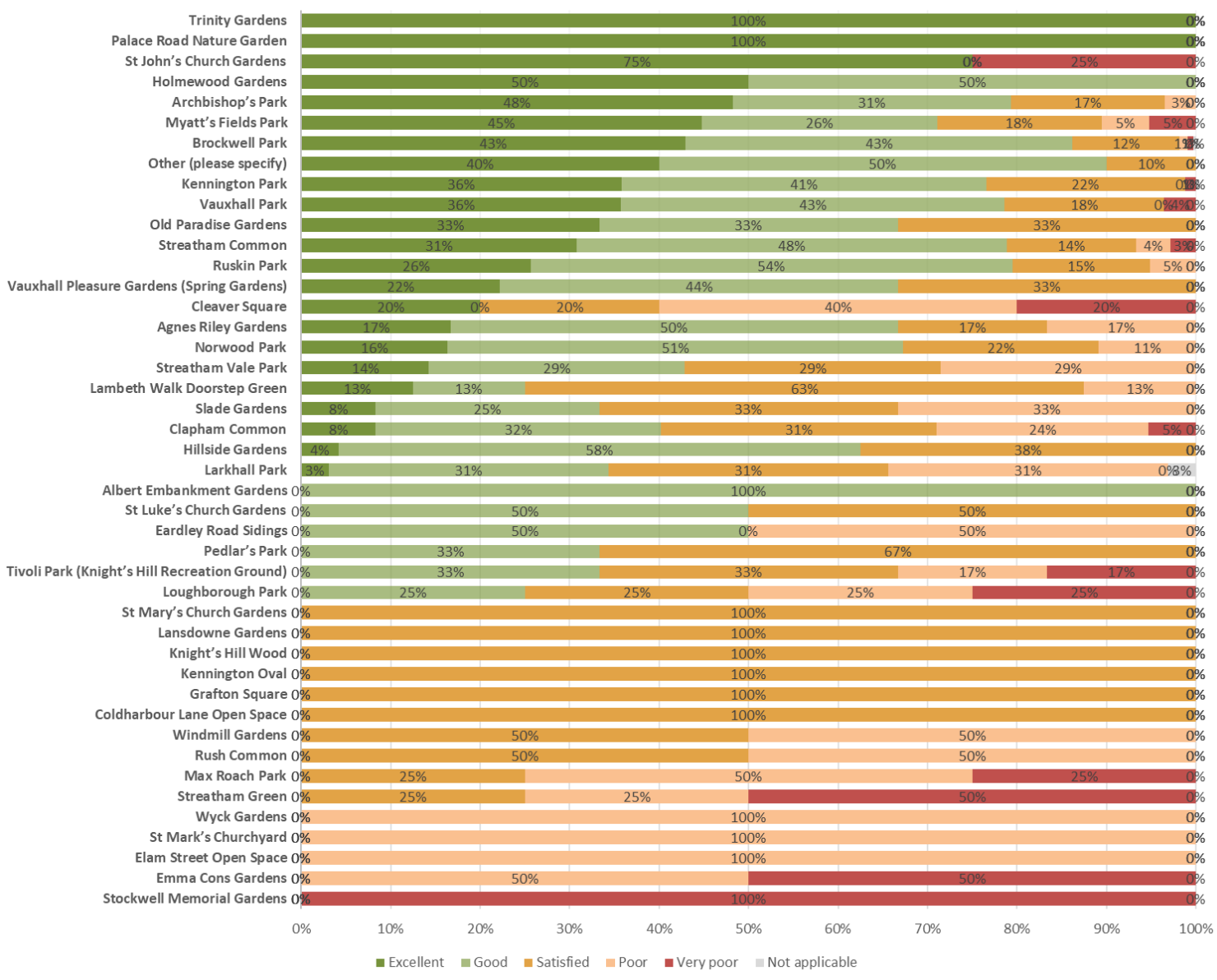


Users were generally positive about the environment of the park, with 88% saying the horticulture was excellent, good, or that they were satisfied and 83% saying the same about the cleanliness and maintenance.

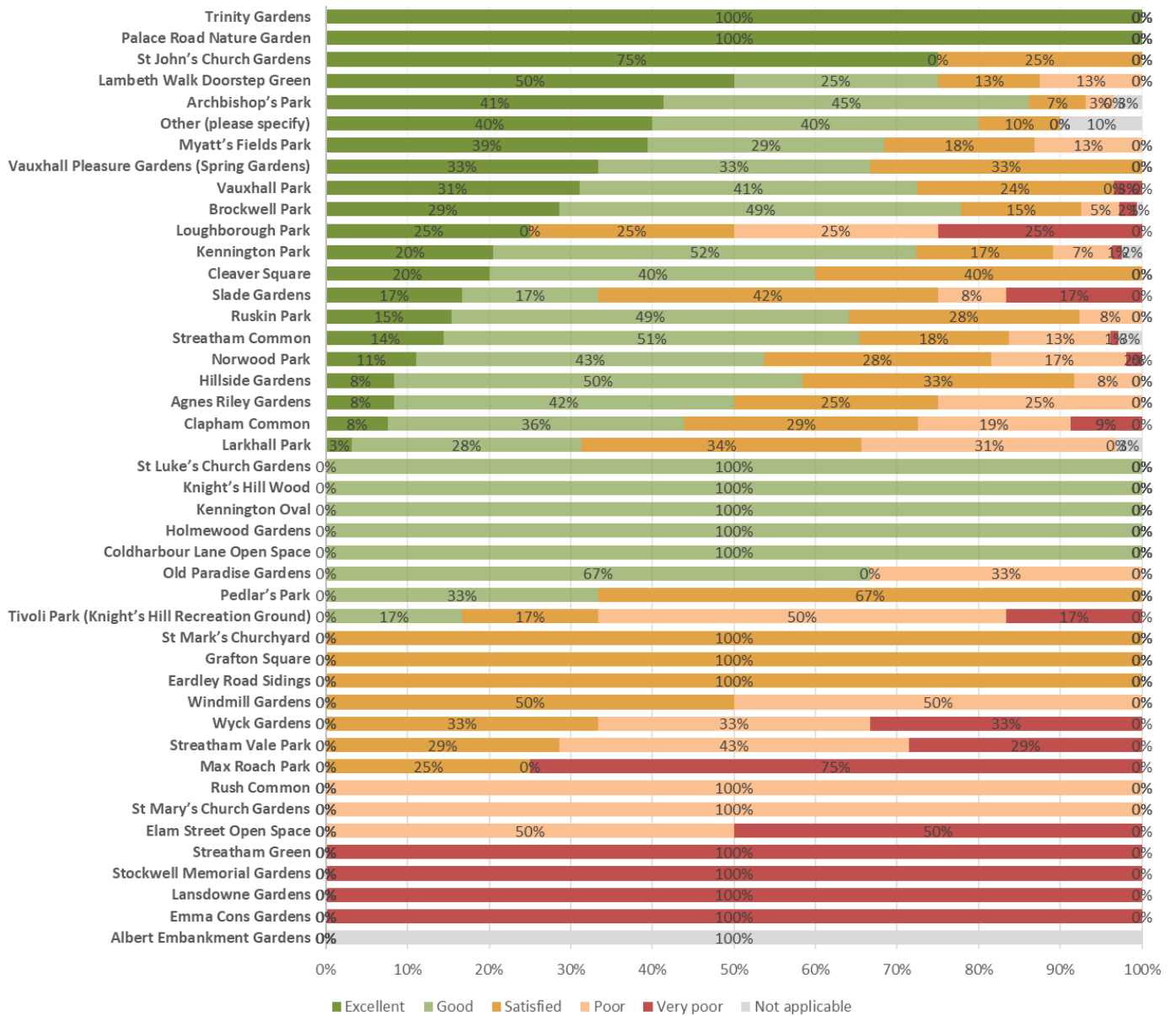


Archbishop's Park, Myatt's Field park and Brockwell Park were rated very highly by a number of respondents for their quality of horticulture and general level of cleanliness while Max Roach Park and Rush Common elicited less favourable responses.

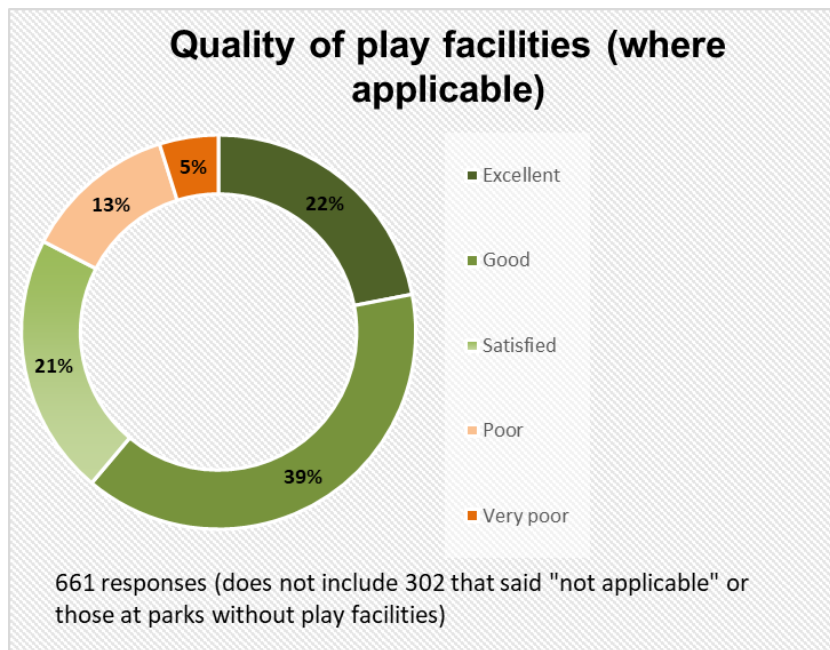
Horticulture: quality of trees, plants and grass) by location



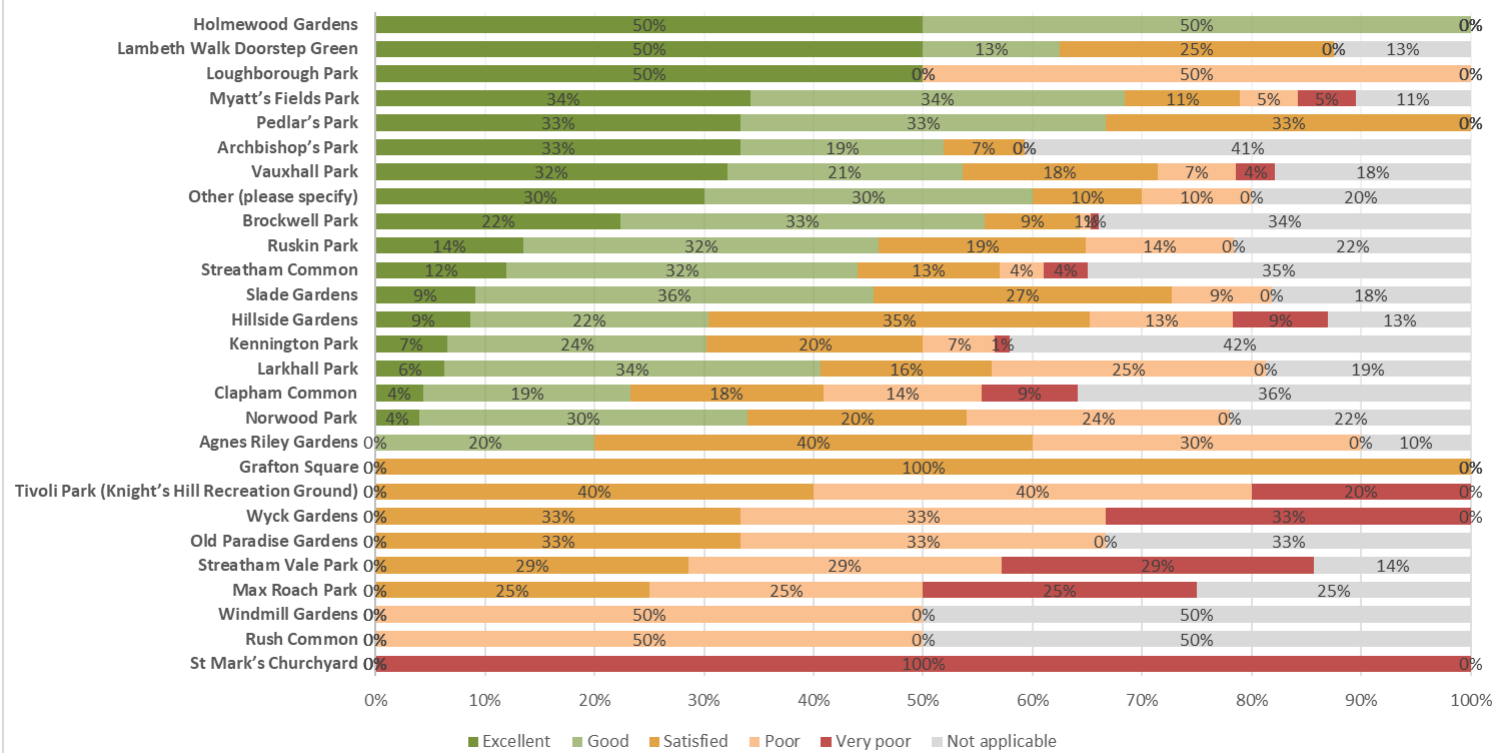
Level of cleanliness and Maintenance by location



People were generally positive about the level of play facilities with 61% saying these were good or excellent, however one in five (21%) said they were satisfied and one in ten (18%) thought they were poor or very poor. 302 respondents said this was not applicable.

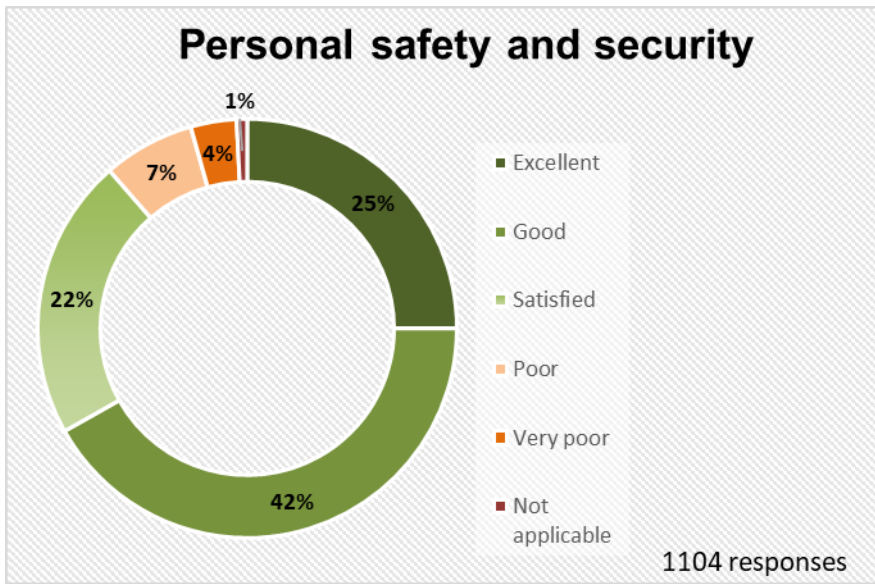


Quality of play facilities (where applicable) by location



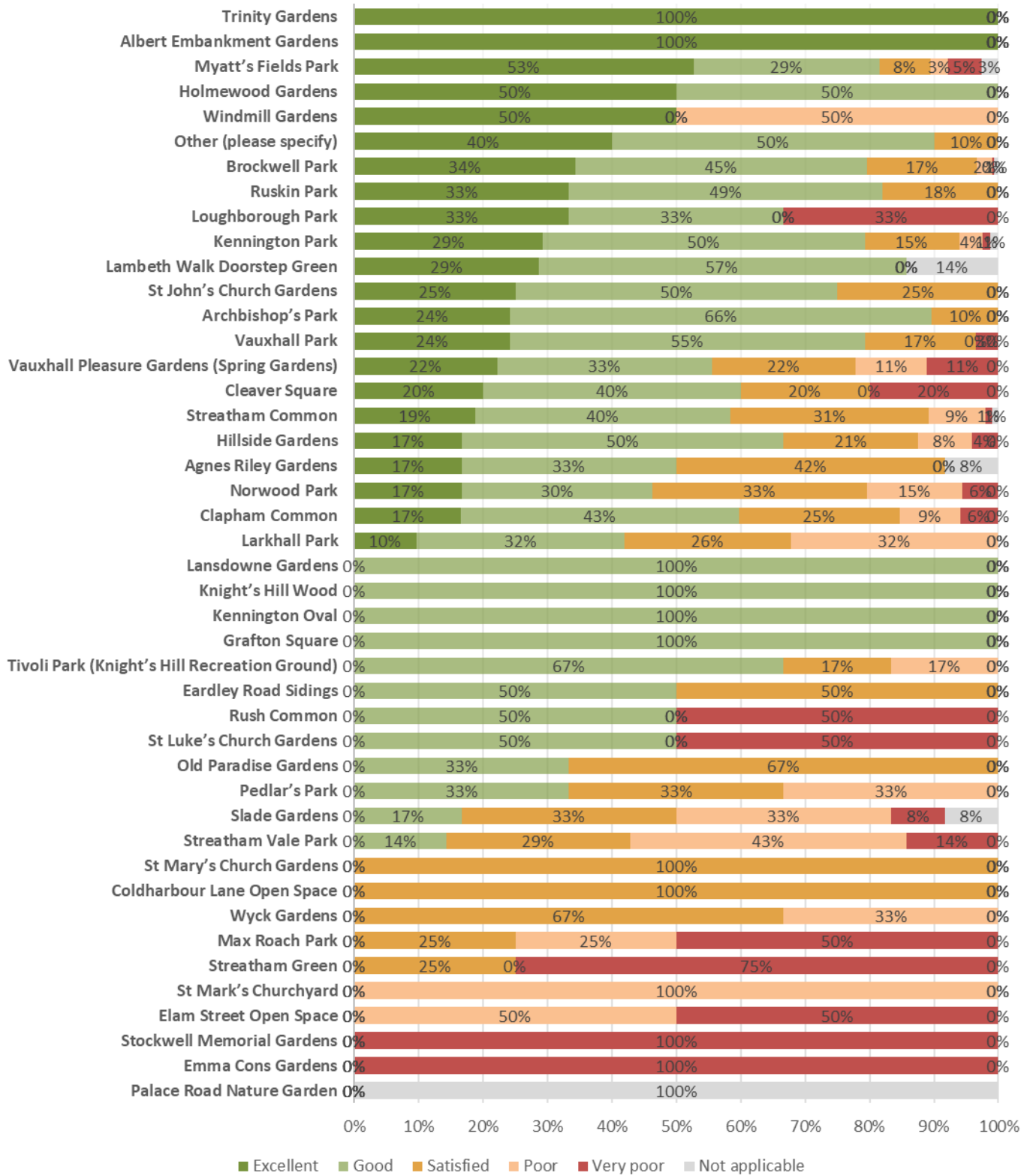
Respondents who had been to Lambeth Walk Doorstep Green and Loughborough Park tended to be most positive about the quality of play facilities.

Personal safety and security



People generally felt safe in the parks. 67% stated this aspect was excellent or good, 22% said they were satisfied and just 11% thought this was poor or very poor.

Personal safety and security by location

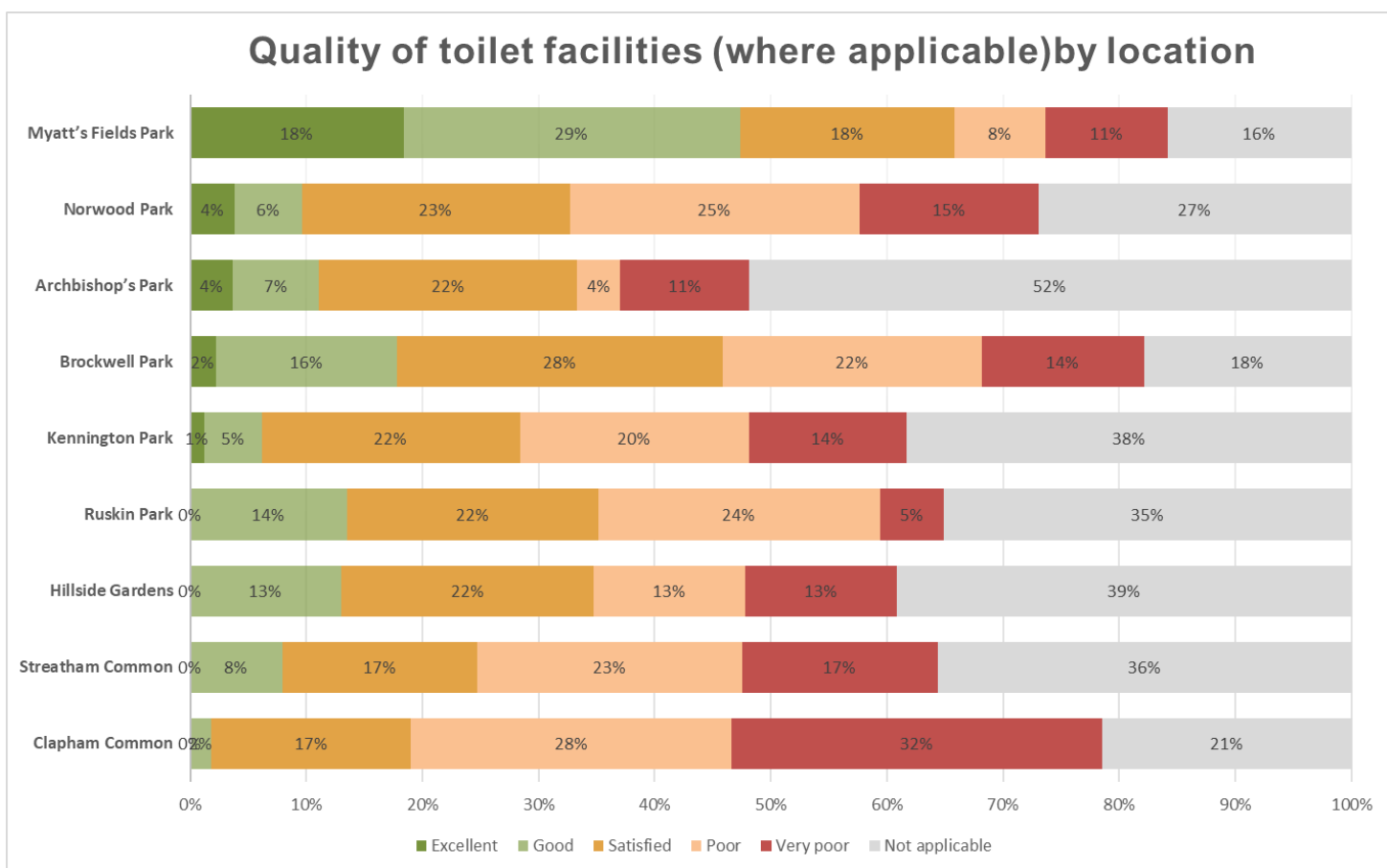


A number of respondents felt least safe at Max Roach Park, and Streatham Vale Park.

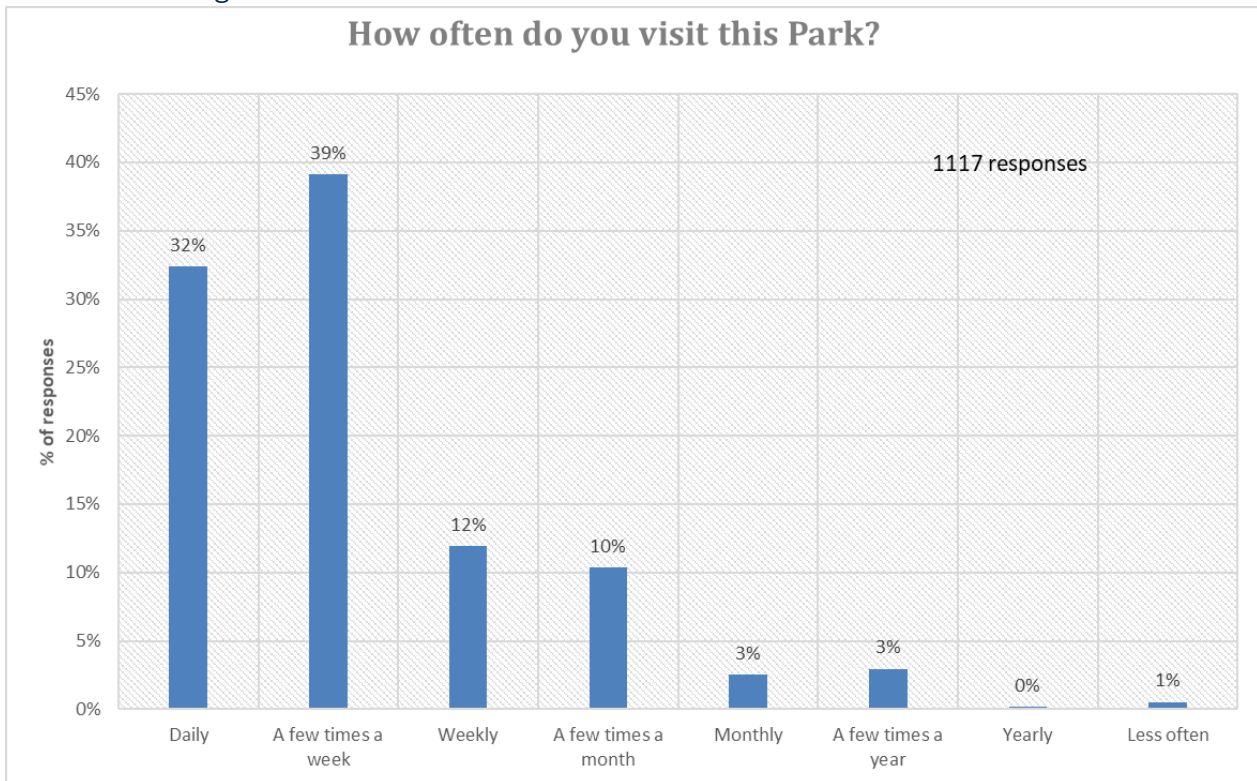
The quality of toilet facilities was the most unpopular aspect of the parks with half of those who responded to this question (53%) saying these were poor or very poor, with 23% saying they were very poor. Only 17% said that these were good or excellent. 279 responded that this was 'not applicable'.



Visitors to Myatt's Field Park seemed more satisfied with the facilities provided along with Norwood Park and Archbishop's Park.

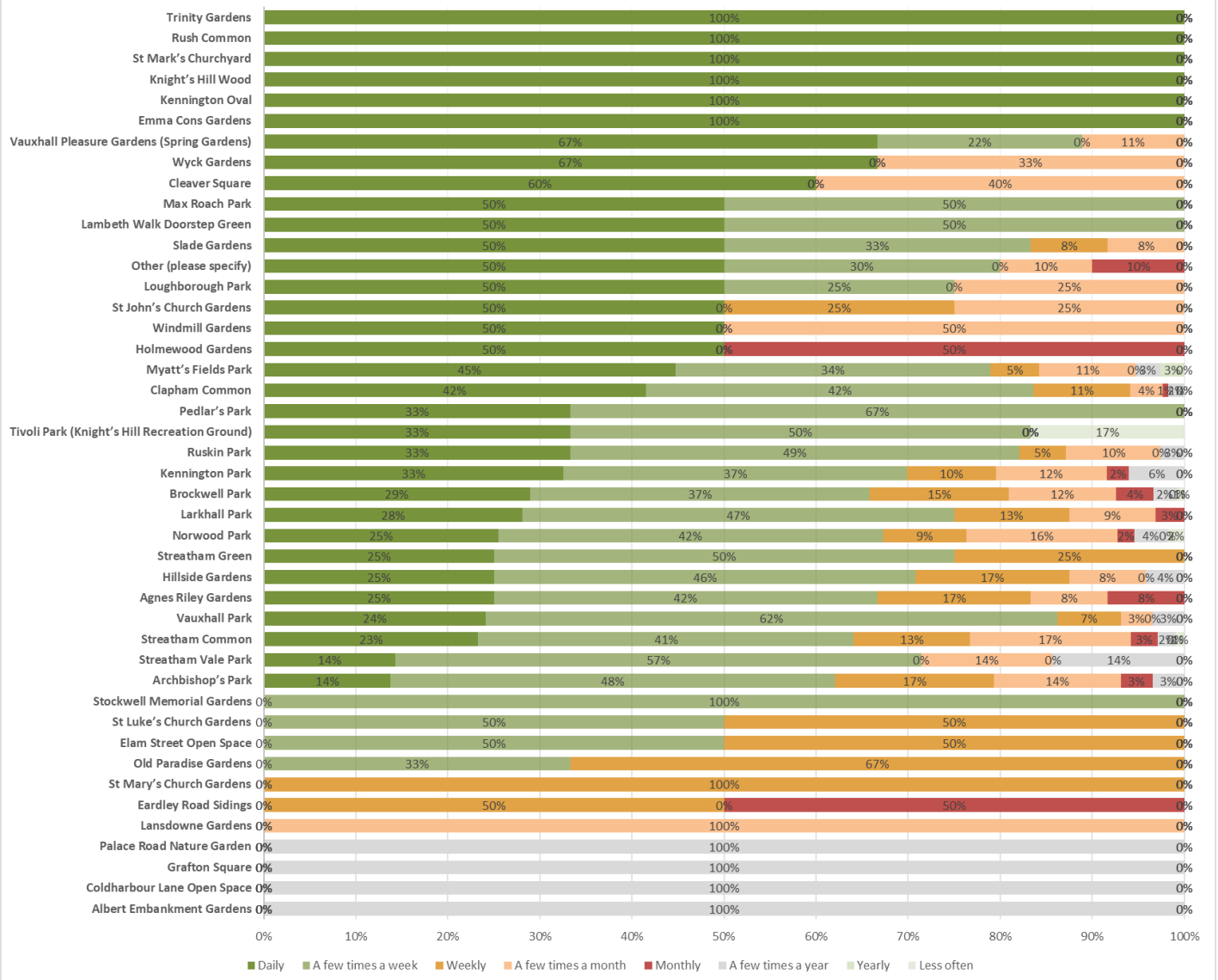


3.2 Park usage



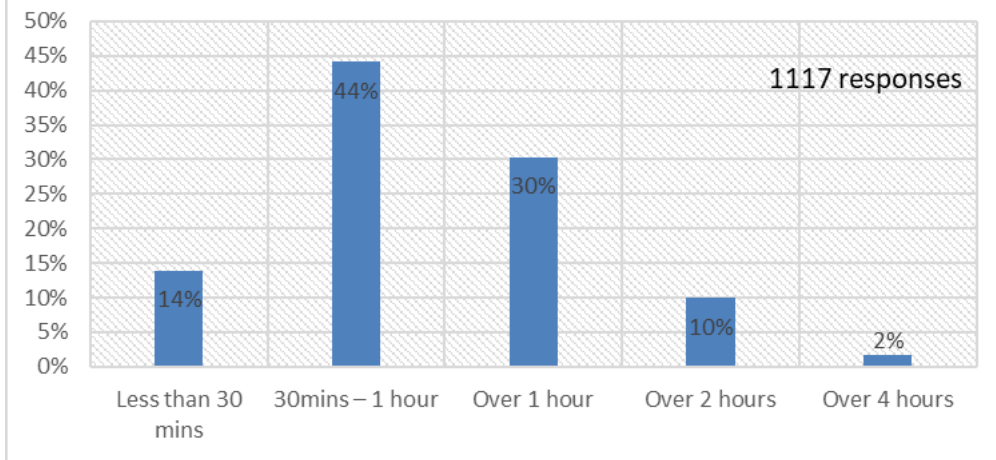
The majority of respondents used the parks at least once a week if not more, with 32% of respondents using the park daily and 39% a few times a week.

How often do you visit this Park? by location



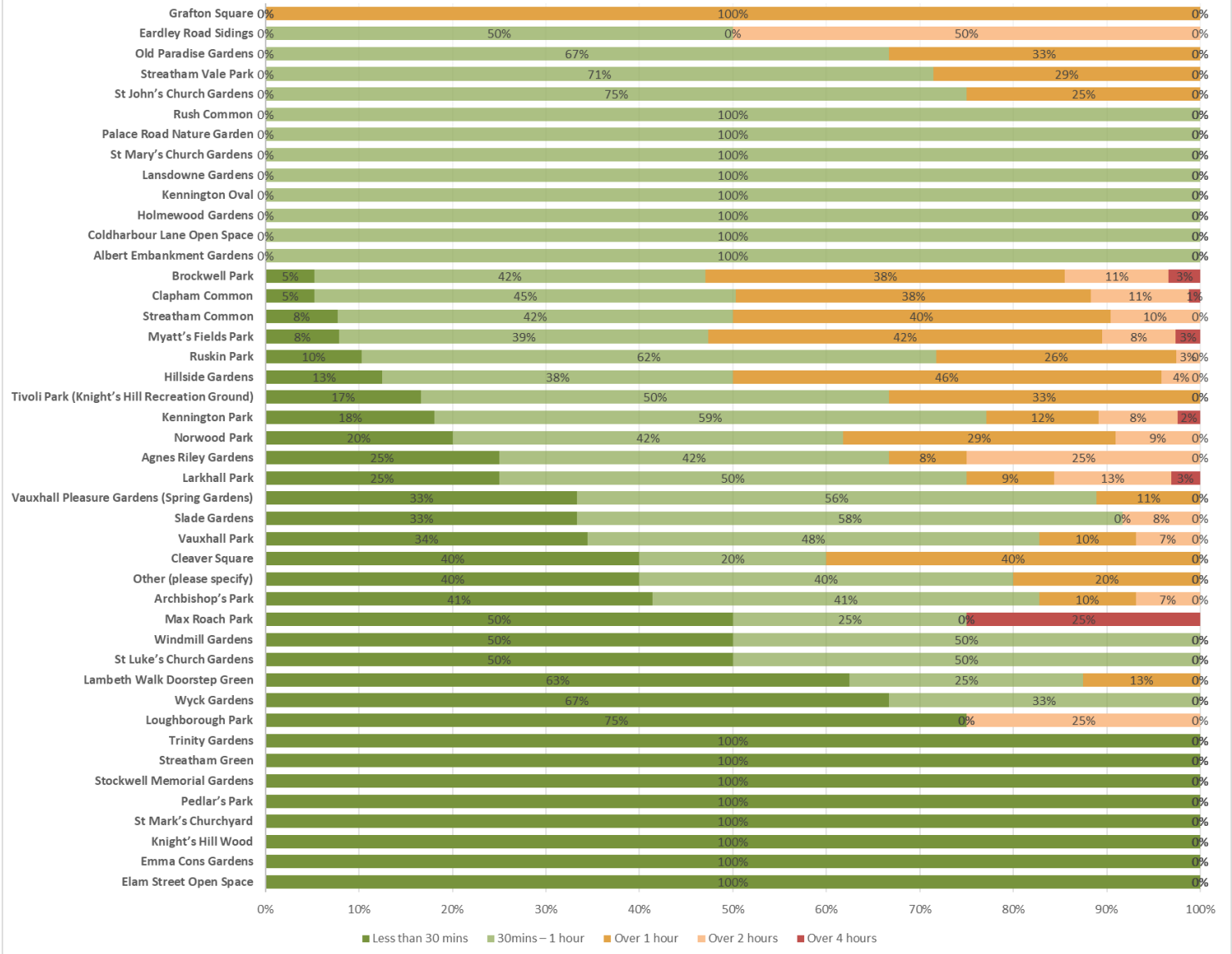
Rush Common and Vauxhall Pleasure Gardens were the parks visited most frequently with everyone who responded for Rush Common saying they went there daily and 67% of those who went to Vauxhall Pleasure Gardens saying they went there daily.

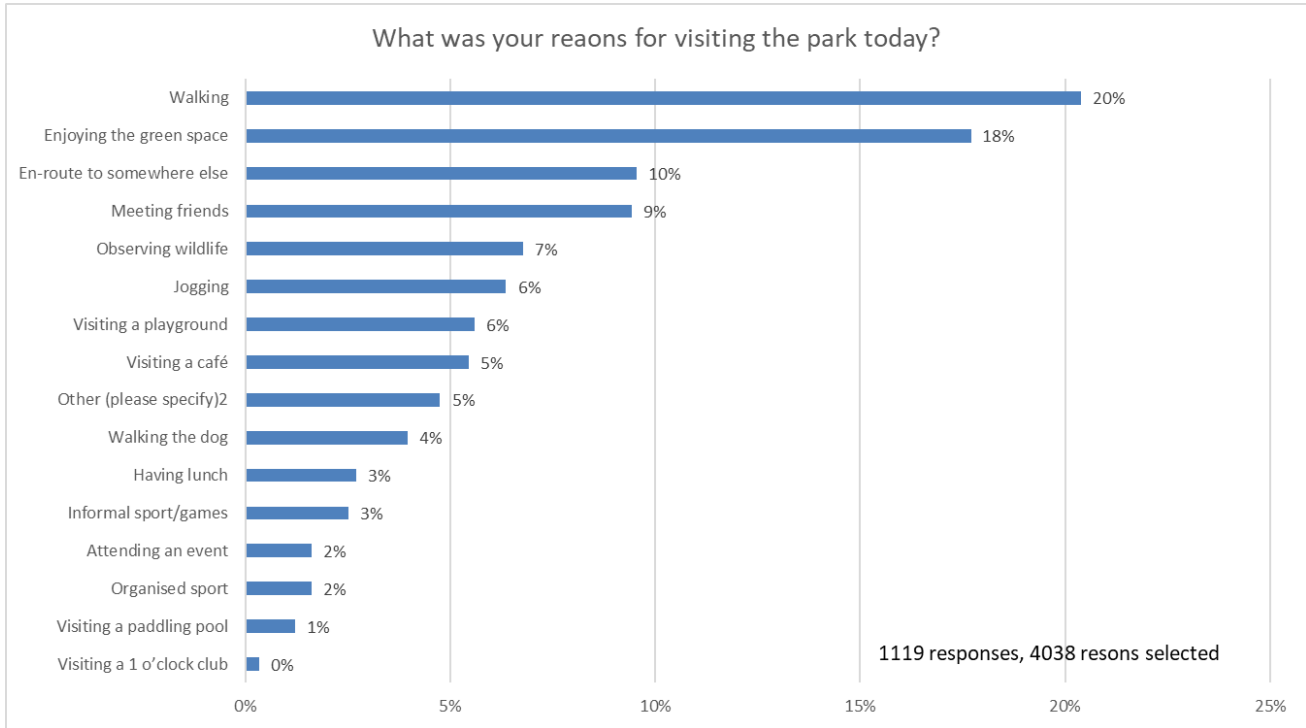
How much time do you generally spend in the park?



Over half (58%) of park users interviewed said they generally spent between 30 minutes to an hour in the park, 14% said less than 30 minutes. People tended to stay longer in Streatham Vale Park, Rush Common, Brockwell Park and Clapham Common.

How much time do you generally spend in the park? by location



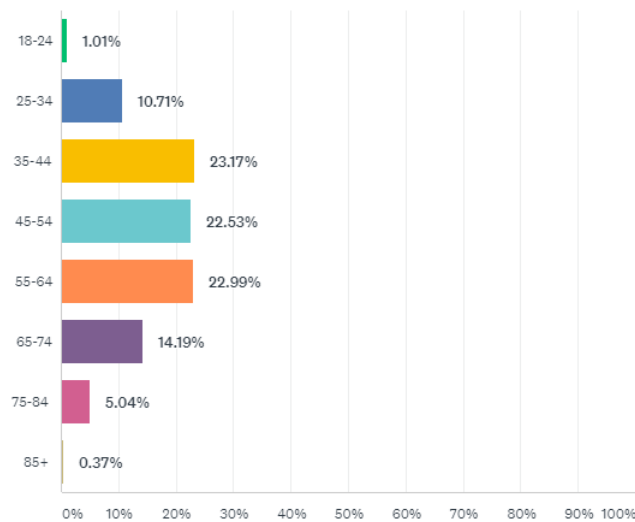


The most popular reasons for visiting the parks include walking (20%), enjoying the green space (18%), en-route to somewhere else (10%) and meeting friends (9%).

3.3 Demographics

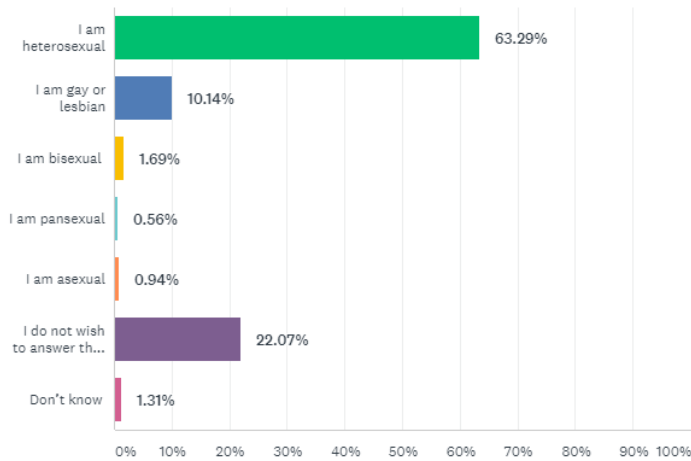
Which age group applies to you?

Answered: 1,092 Skipped: 28



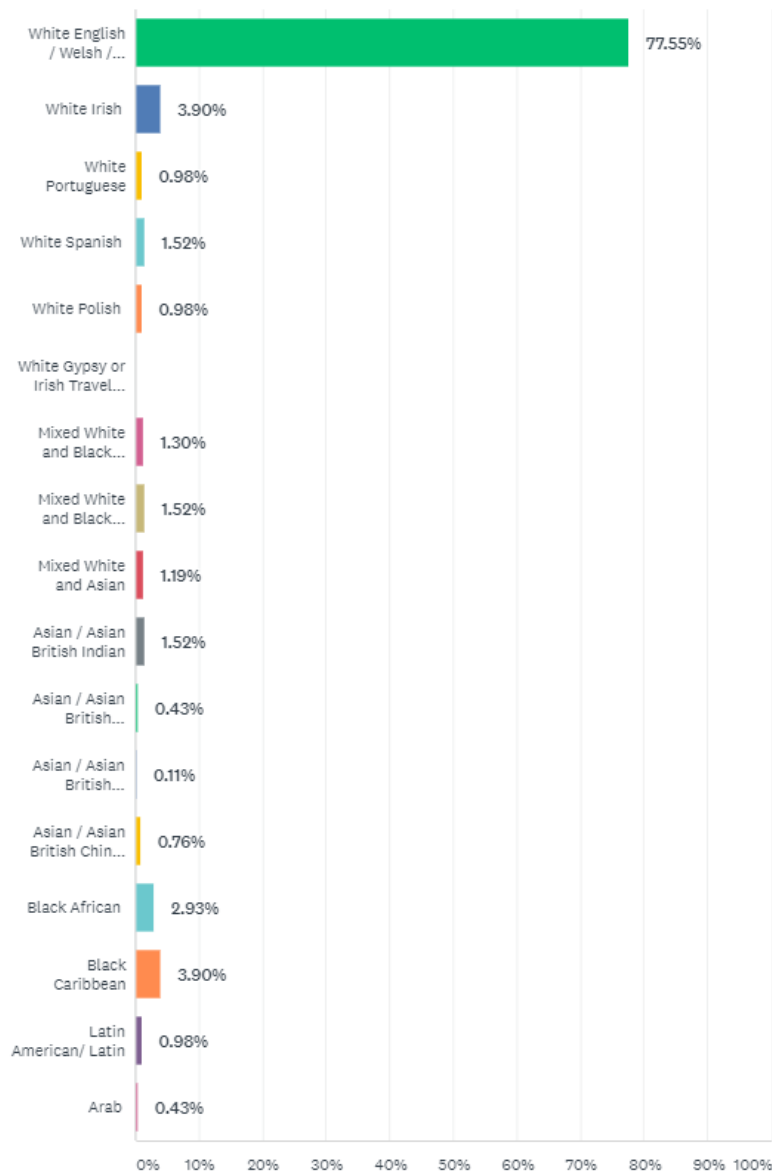
Which best describes your sexual orientation?

Answered: 1,065 Skipped: 55



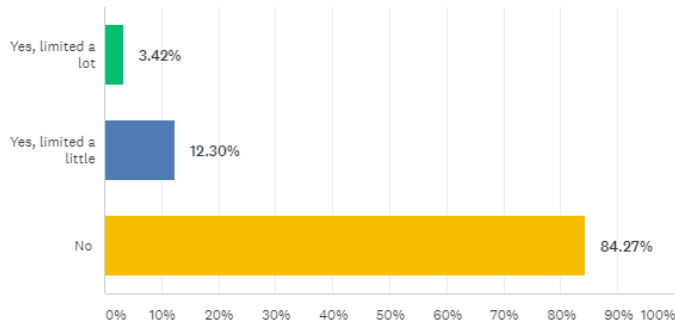
What is your ethnic group?

Answered: 922 Skipped: 198



Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months? Please include problems related to old age

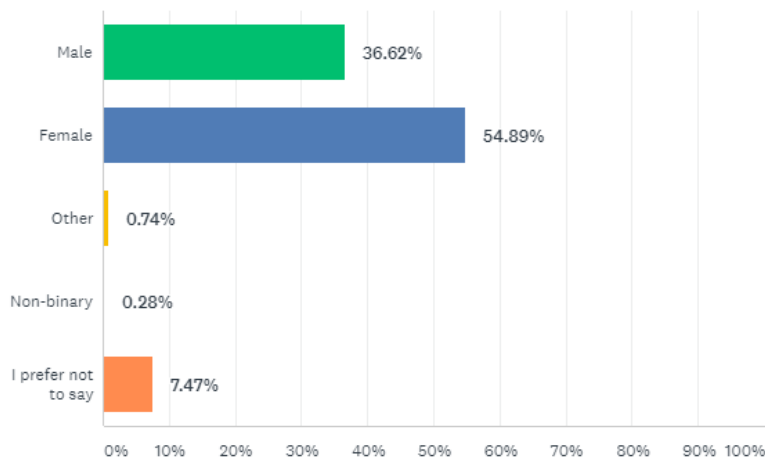
Answered: 1,081 Skipped: 39



ANSWER CHOICES	RESPONSES
Yes, limited a lot	3.42% 37
Yes, limited a little	12.30% 133
No	84.27% 911
TOTAL	1,081

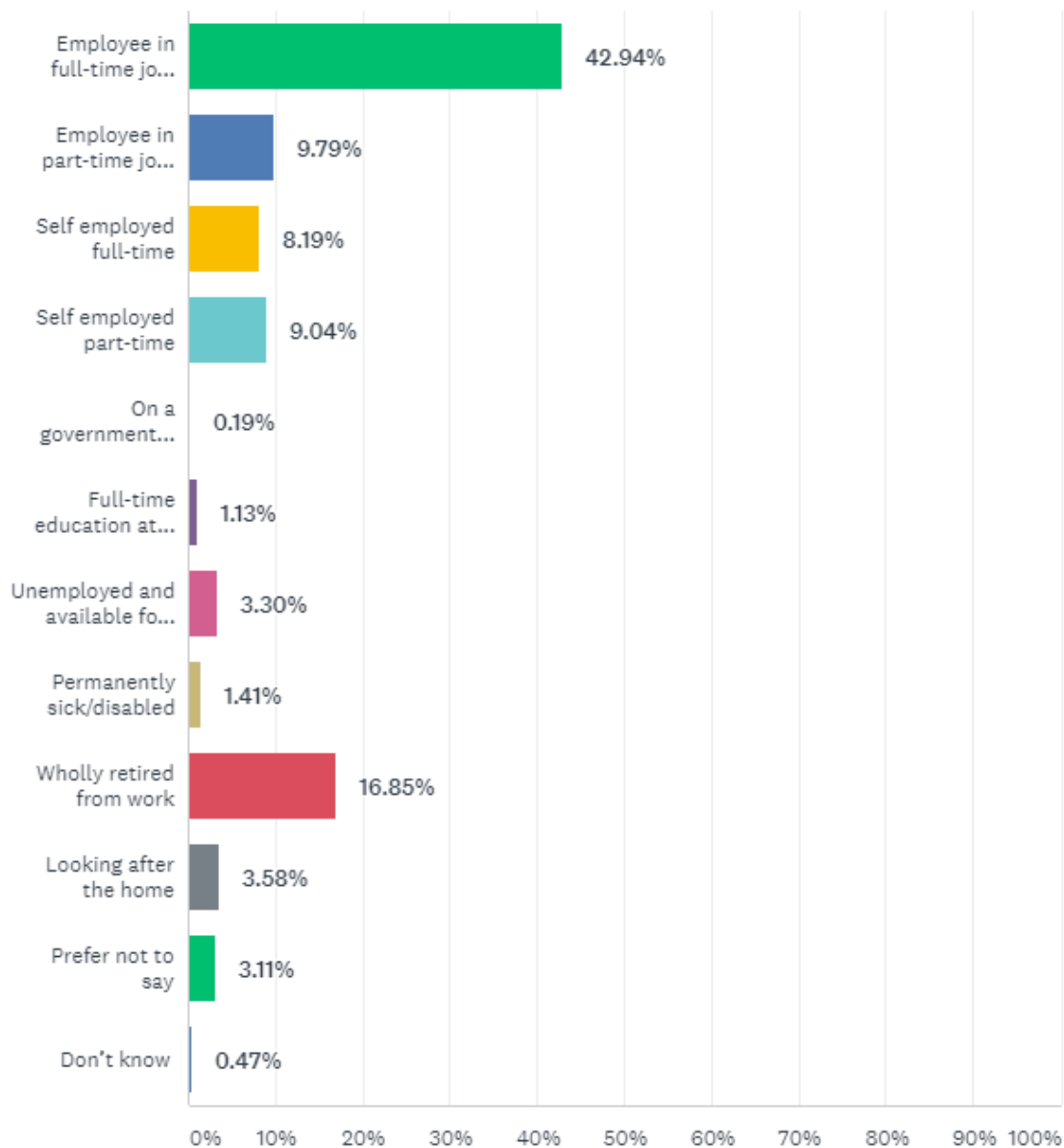
What is your sex or gender identity?

Answered: 1,084 Skipped: 36



Which of these activities best describes what you are doing at present

Answered: 1,062 Skipped: 58



4. What happens next

The Parks team will assess all the comments made and produce an action plan of improvements, targeted at the key issues raised. Changes will be subject to capacity within the team and availability of funding. A response document will be published on Lambeth's website and circulated to key stakeholders. This survey will be repeated annually and changes in satisfaction tracked.

About Lambeth Parks

In Lambeth we are lucky enough to have access to over 80 parks and open spaces in the borough. During the coronavirus pandemic, it has become apparent how vital these spaces are to everyone living and working in Lambeth, not just for exercise but for relaxation as well as for people's health and mental wellbeing.

The Lambeth Parks Team have strived to keep our open spaces well maintained and accessible for everyone during this crisis. Our service has continued, despite the facilities we were instructed to close and the significant increase in usage we have faced, with the same level of resources as before the pandemic started.

We are carrying out our annual satisfaction survey and we would like to hear from our users on how our service is performing. We are particularly interested to hear your views on what you feel we could do better.

Thank you for taking the time to complete this survey. The results will be published later in the year with our responses to any suggestions made.

Location of park visited

How often do you visit this Park?

- | | |
|---|--|
| <input type="radio"/> Daily | <input type="radio"/> Monthly |
| <input type="radio"/> A few times a week | <input type="radio"/> A few times a year |
| <input type="radio"/> Weekly | <input type="radio"/> Yearly |
| <input type="radio"/> A few times a month | <input type="radio"/> Less often |

How much time do you generally spend in the park?

- Less than 30 mins
- 30mins – 1 hour
- Over 1 hour
- Over 2 hours
- Over 4 hours

What are your main reasons for visiting the park? (please tick all relevant boxes)

- | | |
|---|---|
| <input type="checkbox"/> Walking the dog | <input type="checkbox"/> En-route to somewhere else |
| <input type="checkbox"/> Organised sport | <input type="checkbox"/> Attending an event |
| <input type="checkbox"/> Observing wildlife | <input type="checkbox"/> Informal sport/games |
| <input type="checkbox"/> Meeting friends | <input type="checkbox"/> Visiting a 1 o'clock club |
| <input type="checkbox"/> Walking | <input type="checkbox"/> Having lunch |
| <input type="checkbox"/> Visiting a playground | <input type="checkbox"/> Visiting a café |
| <input type="checkbox"/> Jogging | <input type="checkbox"/> Enjoying the green space |
| <input type="checkbox"/> Visiting a paddling pool | |
| <input type="checkbox"/> Other (please specify) | |

How would you rate the following facility within the park?
(If the facility is not available in this park please select not applicable)

	Excellent	Good	Satisfied	Poor	Very poor	Not applicable
Level of cleanliness and Maintenance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal safety and security	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of play facilities (where applicable)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of toilet facilities (where applicable)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Horticulture: quality of trees, plants and grass	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

What is your overall impression of Lambeth Parks?

- Excellent
- Good
- Satisfied
- Poor
- Very poor

What could we do better (please specify)



Lambeth

Lambeth Parks: Have your say!

About you

Do you live in Lambeth?

- Yes
- No

Please supply first section of postcode only

Which age group applies to you?

- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75-84
- 85+

What is your ethnic group?

- | | |
|---|---|
| <input type="radio"/> White English / Welsh / Scottish / Northern Irish / British | <input type="radio"/> Asian / Asian British Indian |
| <input type="radio"/> White Irish | <input type="radio"/> Asian / Asian British Pakistani |
| <input type="radio"/> White Portuguese | <input type="radio"/> Asian / Asian British Bangladeshi |
| <input type="radio"/> White Spanish | <input type="radio"/> Asian / Asian British Chinese |
| <input type="radio"/> White Polish | <input type="radio"/> Black African |
| <input type="radio"/> White Gypsy or Irish Traveller | <input type="radio"/> Black Caribbean |
| <input type="radio"/> Mixed White and Black Caribbean | <input type="radio"/> Latin American/ Latin |
| <input type="radio"/> Mixed White and Black African | <input type="radio"/> Arab |
| <input type="radio"/> Mixed White and Asian | |

Other (please specify)

Which best describes your sexual orientation?

- I am heterosexual
- I am gay or lesbian
- I am bisexual
- I am pansexual
- I am asexual
- I do not wish to answer this question
- Don't know

Other (please specify)

Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months? Please include problems related to old age

- Yes, limited a lot
- Yes, limited a little
- No

What is your sex or gender identity?

- Male
- Female
- Other
- Non-binary
- I prefer not to say

Which of these activities best describes what you are doing at present?

- Employee in full-time job (30 hours plus per week)
- Employee in part-time job (under 30 hours per week)
- Self employed full-time
- Self employed part-time
- On a government supported training programme (e.g. Modern Apprenticeship/ Training for Work)
- Full-time education at school, college or university
- Unemployed and available for work
- Permanently sick/disabled
- Wholly retired from work
- Looking after the home
- Prefer not to say
- Don't know

Other (please specify)

Thank you for taking the time to complete the questionnaire. For more information please contact parks@lambeth.gov.uk