

Page Park annual visitor's survey (2024)

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Background and survey method

A programme of improvements to park facilities and activities has been delivered in Page Park, thanks to the National Lottery Heritage Fund and donations from other partners.

Every year, we carry out the visitor's survey to monitor how people use these facilities and activities, and whether there are any other areas of improvement we could look into. For example, this year we opened new toilet facilities at the park resulting feedback we had received that let us know users felt the existing facilities needed improving.

This year, the survey was conducted online. We received a total of 107 responses during a 6-week window in which it was open.

Profile of those that responded to the survey

We ask the same series of demographic questions across all our surveys to enable us to analyse whether different groups respond to things in different ways and have different experiences to others. Where there are differences, we share these with colleagues in order to think about how we can do things differently and address any issues that arise.

It is also helpful for us to know who our engagement has reached, and whether certain groups did not participate and perhaps need to be targeted differently.

This year, we received a disproportionately high number of female respondents (around 75% in comparison to nearly 25% being male). Respondents were also skewed towards older age groups, and we received no feedback from people under 25. We also had zero responses from people with an ethnic minority background.

We received a relatively large sample of responses from those with a disability in comparison to the total population of South Gloucestershire (just under 25% told us they had a disability of some sort). Just under 3% told us they had previously served in the UK Armed Forces.

Due to the profile of respondents not being in line with that of South Gloucestershire as a whole, the views presented in this survey are not necessarily representative of the overarching population.

Summary

Overall view of the park

The majority of respondents were very satisfied (scoring an 8 out of 10 or above) with the overall condition of the park, the café and toilet facilities, and the play area. Despite the majority feeling the play facilities are adequate, a number felt there is room for improvement. This also came up in the open text comments, with a number of people saying the play area seemed a bit more run down and in need of attention to bring it to the same standard as the rest of the park.

Nearly everyone (91%) told us they feel the park is a safe place and has a positive impact on the local community (97%). Almost all (94%) told us the park improves their quality of life.

Why people visit

People told us they use the park most for relaxing/getting some fresh air, visiting the café/community room, enjoying the scenery and attending events.

Nearly 60% of survey respondents told us they visit the café at the park at least once a month, with 30% on a weekly or more frequent basis.

The most common events/activities people want to see more of in The Nest Community Room were classes/learning workshops, performance arts and markets.

The majority (85%) are aware that there are volunteering opportunities at the park and just over 30% (or around 35 people) told us they had taken part in volunteering. Horticulture was the most common volunteering activity respondents told us they had been involved in.

Accessing the park

The majority (73%) of respondents travelled to the park on the day they completed the survey on foot. One in five (21%) travelled by car.

The vast majority are aware of the new toilet facilities at the park and knew that the café toilets are open to all park users and not just for those buying something. In the open text comments about the new toilet facilities, people generally left positive feedback, with the most common being that the facilities are good and an improvement to what was previously available.

Open text comments

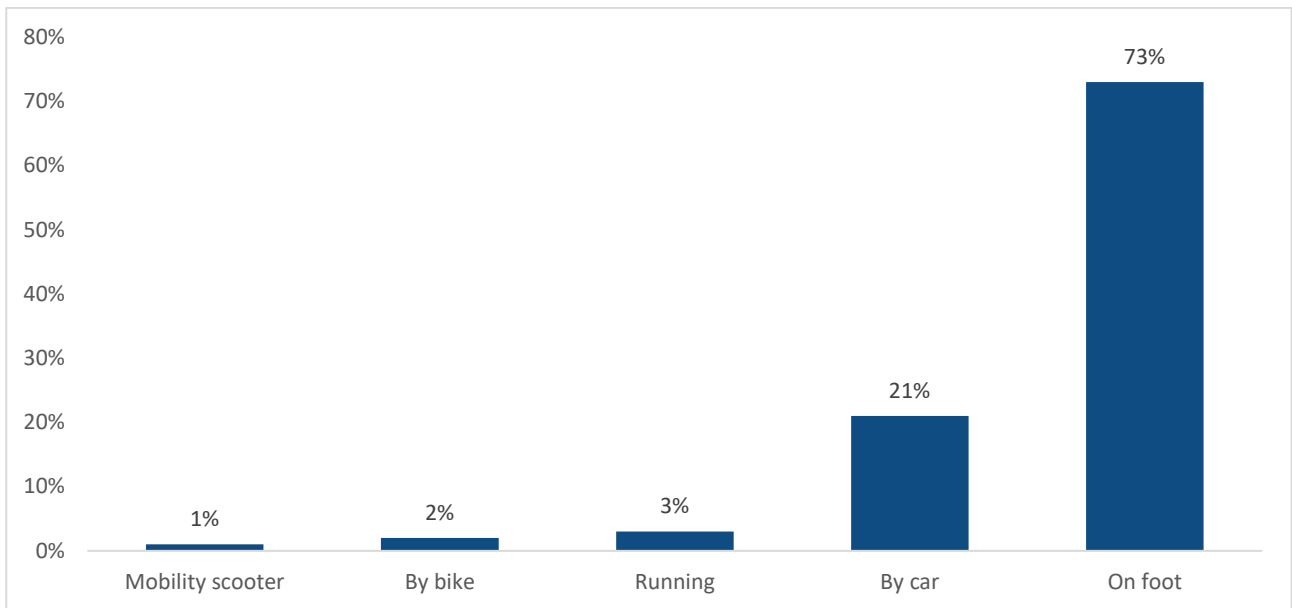
We received a significant proportion of positive comments with people telling us that the park is an enjoyable place that improves wellbeing and provides a community feeling with events and an area to play tennis. A theme that came up frequently was that the new toilet facilities are a useful addition to the park, inclusive and accessible for those with disabilities.

In terms of improvements, alongside the play facilities, a number made comments about dogs not being on leads, the grounds (including the tennis courts) not being in the best condition, and the café service having room for improvement.

In order to ensure the park is accessible for all people, we asked users that told us they have a disability how their use of the park is affected. Feedback we received to this suggests some of the paths around the park are not accessible due to mud or wet leaves creating a slippery surface.

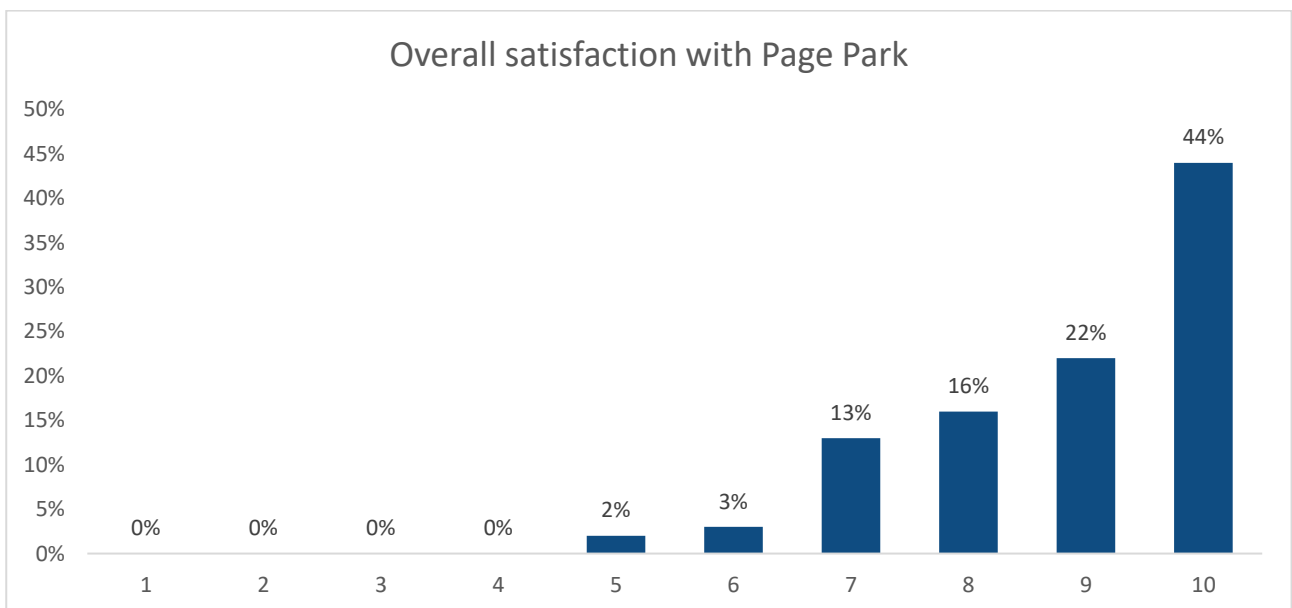
Survey results

How did you travel to the park today?

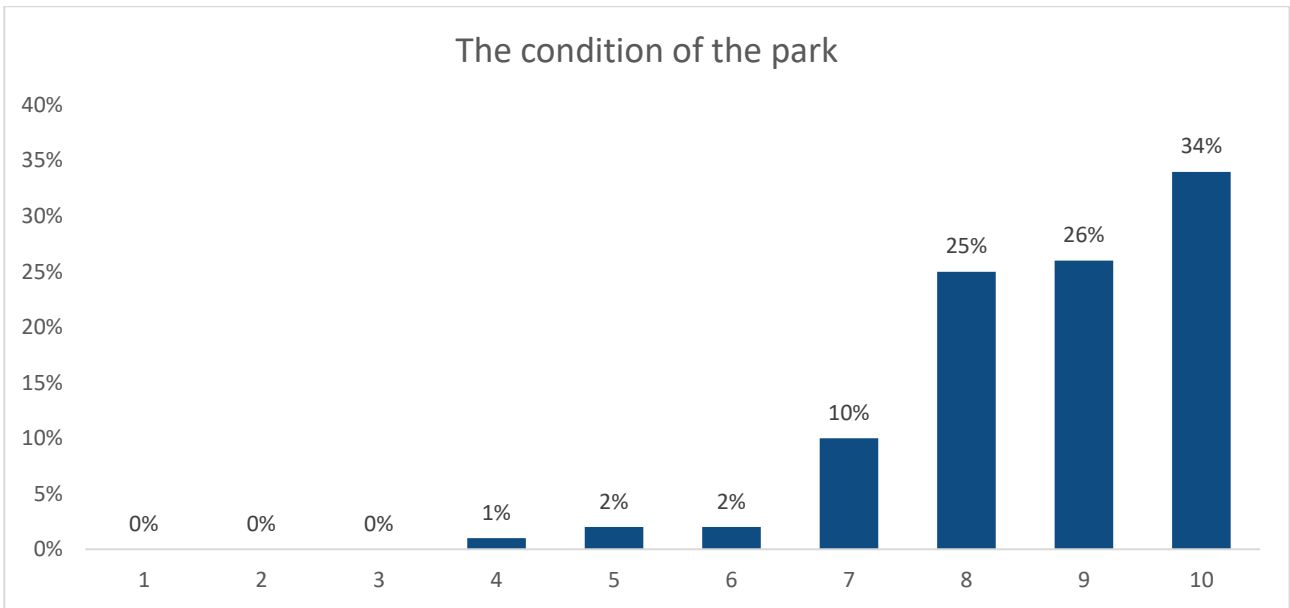


Number of respondents – 107

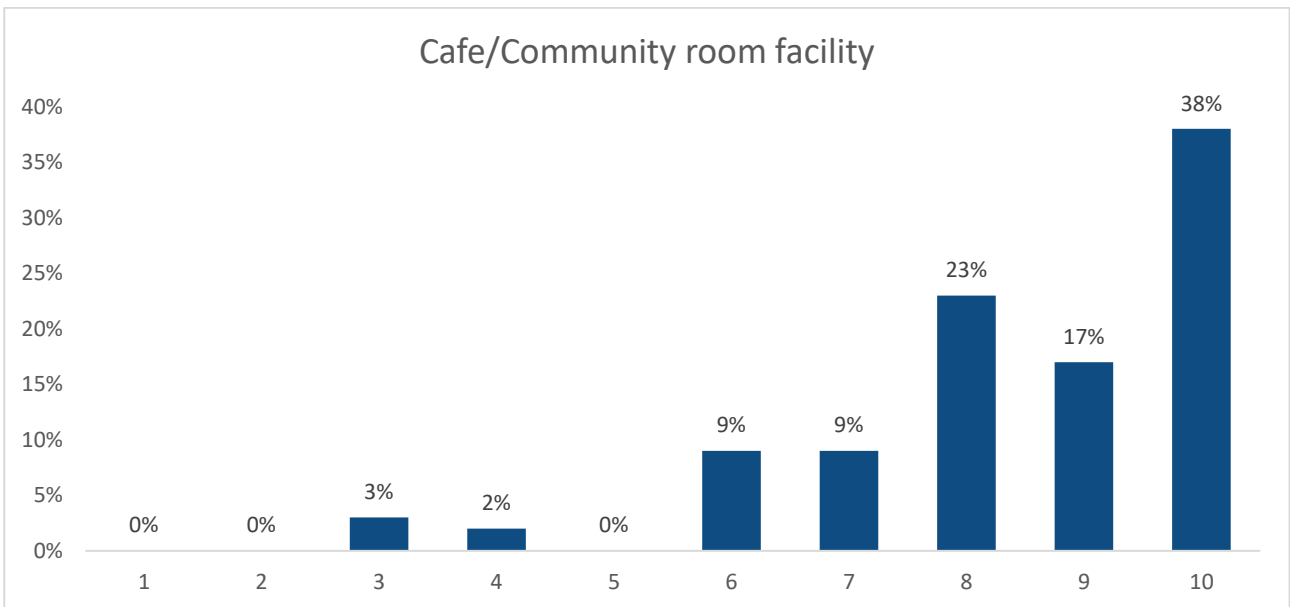
How satisfied are you with the following aspects of Page Park?



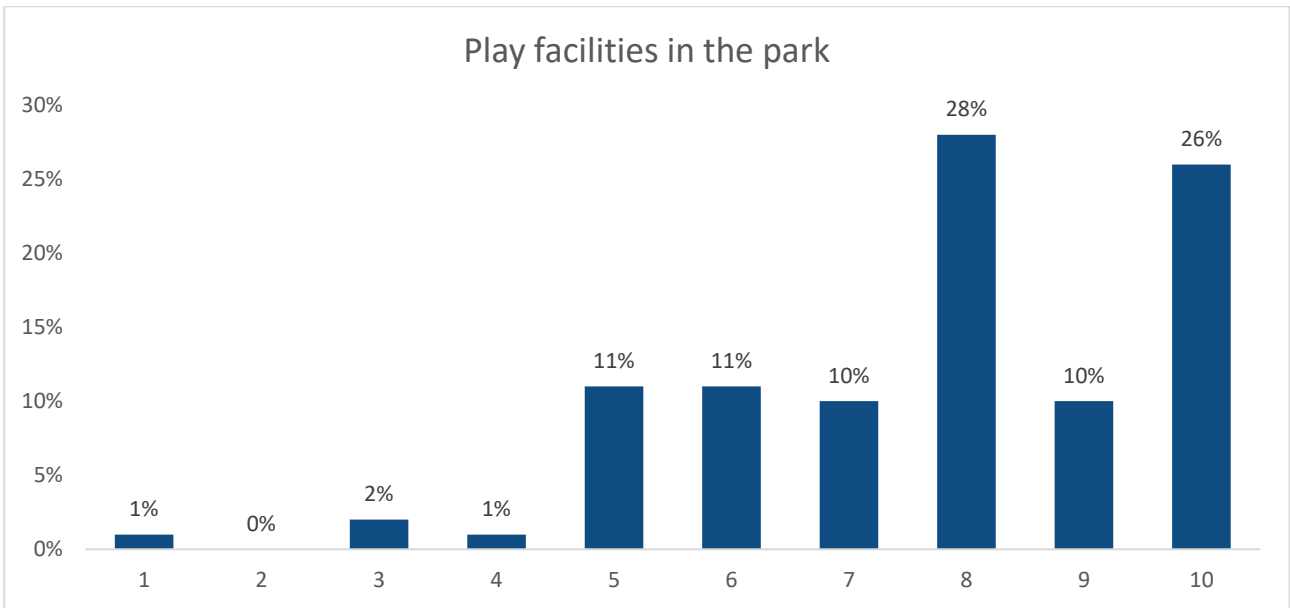
Number of respondents – 107



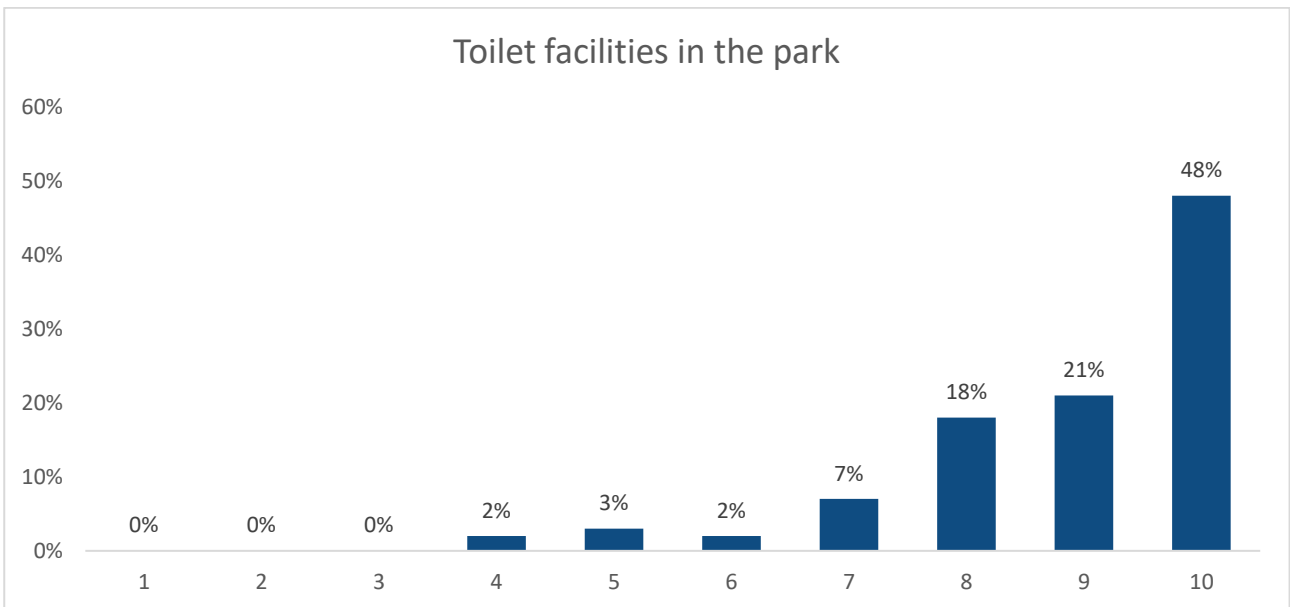
Number of respondents – 107



Number of respondents – 103



Number of respondents – 102

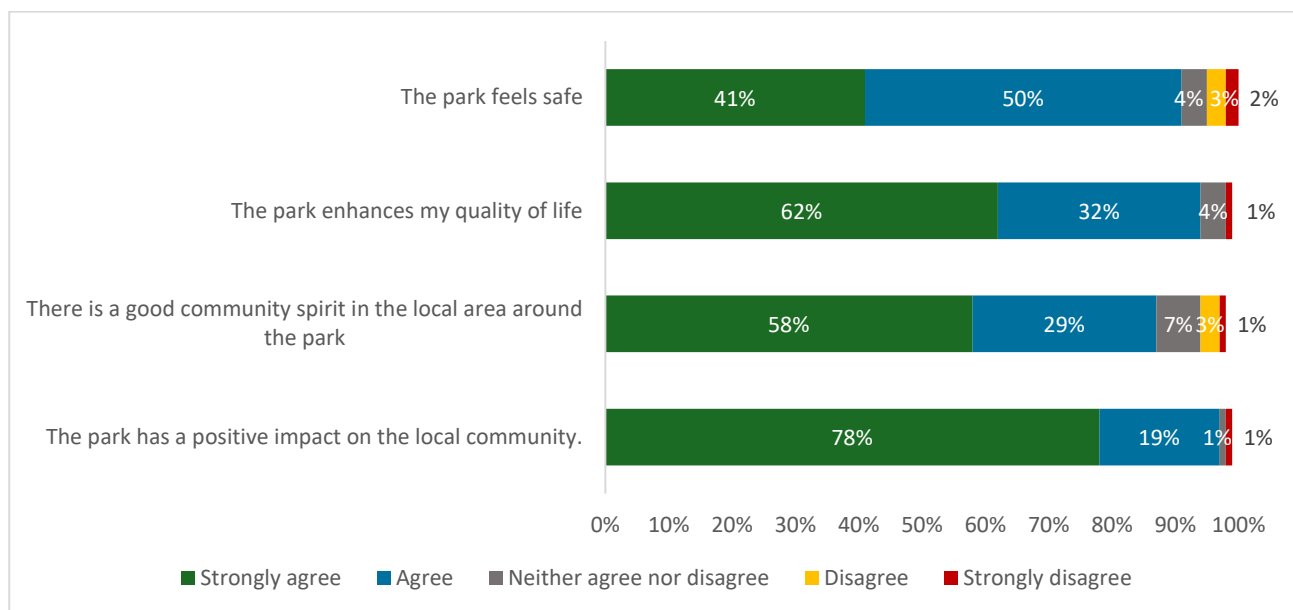


Number of respondents – 102

Do you have any other comments you would like to make about the park?

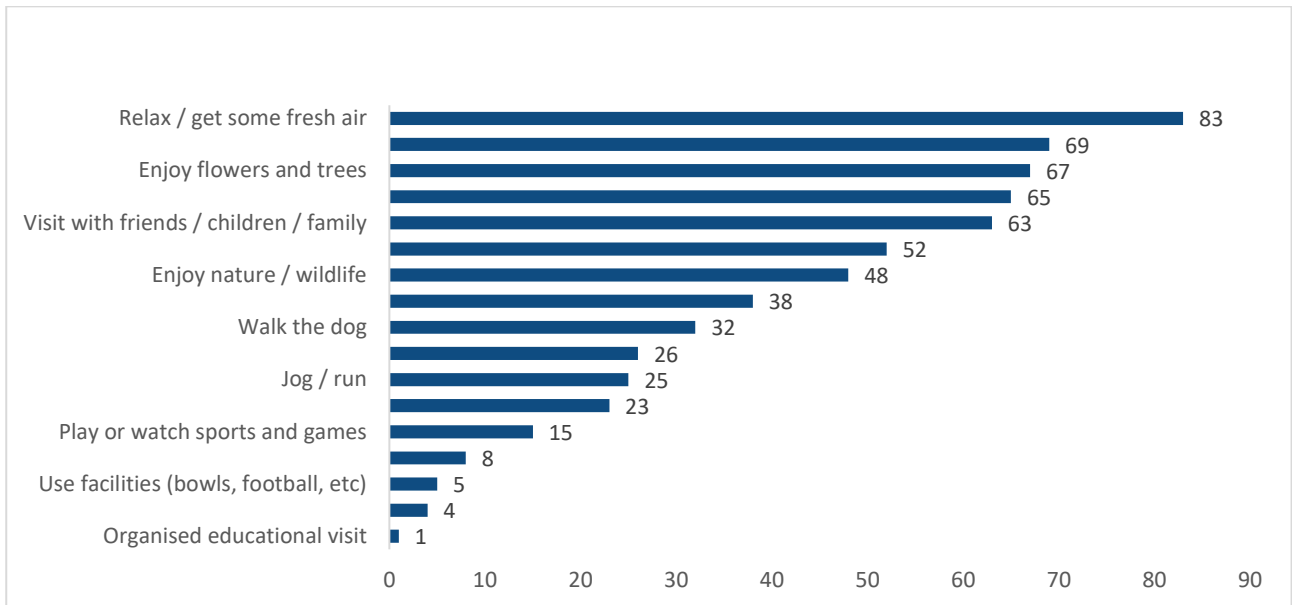
| Recurring theme | Number of comments |
|-------------------------------------|--------------------|
| I enjoy park | 14 |
| Play facilities could be improved | 9 |
| Dogs not on lead | 4 |
| Grounds not being taken care of | 3 |
| I attend park events | 3 |
| Café service could be improved | 3 |
| Tennis courts not up to standard | 3 |
| Sensory park is being misused | 3 |
| Park is good for my wellbeing | 2 |
| Limited disabled access around park | 2 |
| Park is not well lit | 2 |
| Volunteers do a good job | 2 |

How much would you agree or disagree with each of the following statements?



Number of respondents – 106

Why do you visit or use Page Park?

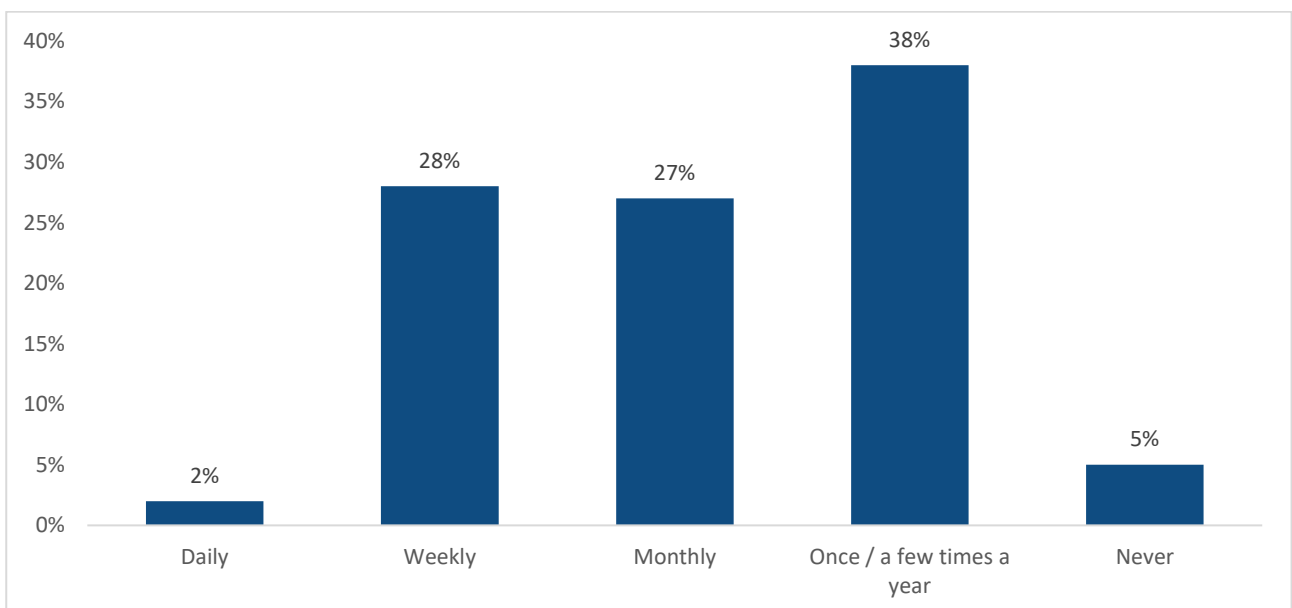


Number of respondents – 107

Other reasons to visit the park?

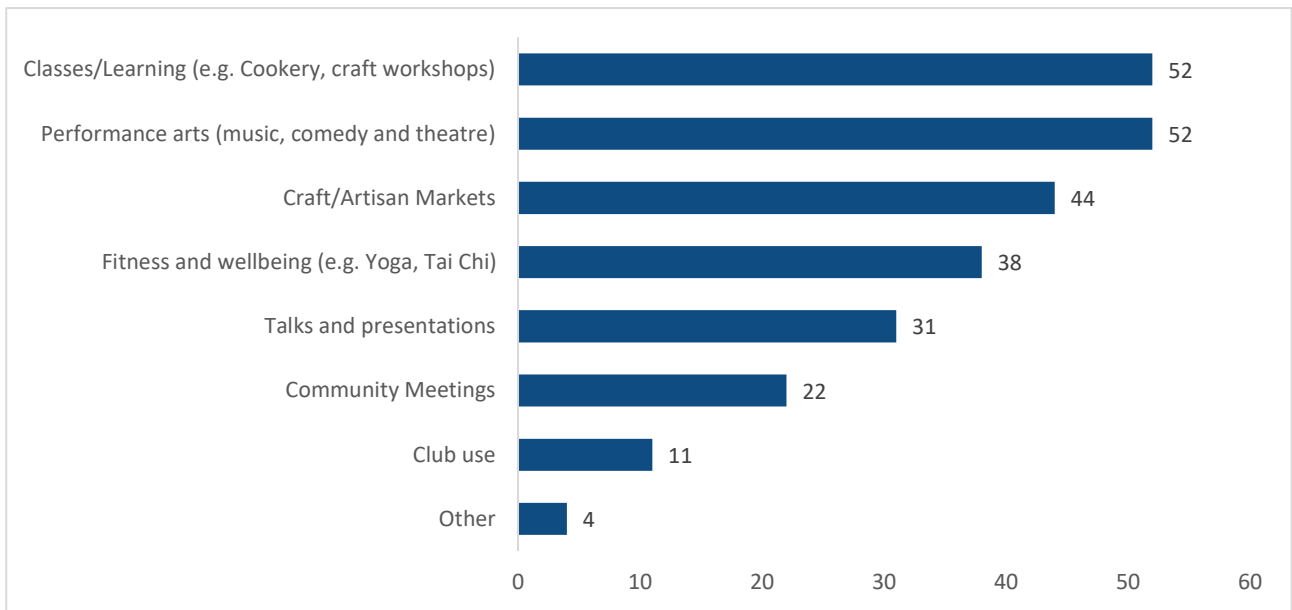
Several comments were made in response to this question, with people saying they enjoy walking in the park, attend events such as concerts and the artisan market, visit the aviary and trees or benches put up in memory of a loved one.

How often do you use the Cafe or attend activities in the new building?



Number of respondents – 107

What type of events and activities would you like to see more of in The Nest Community Room?

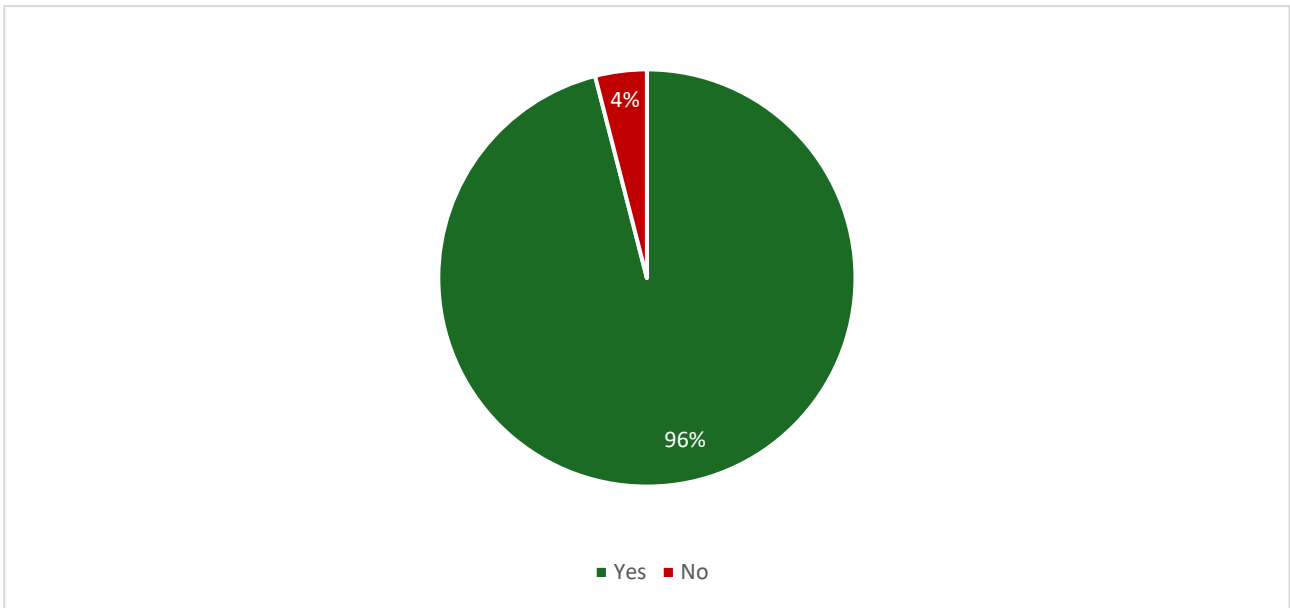


Number of respondents – 93

If other, please state

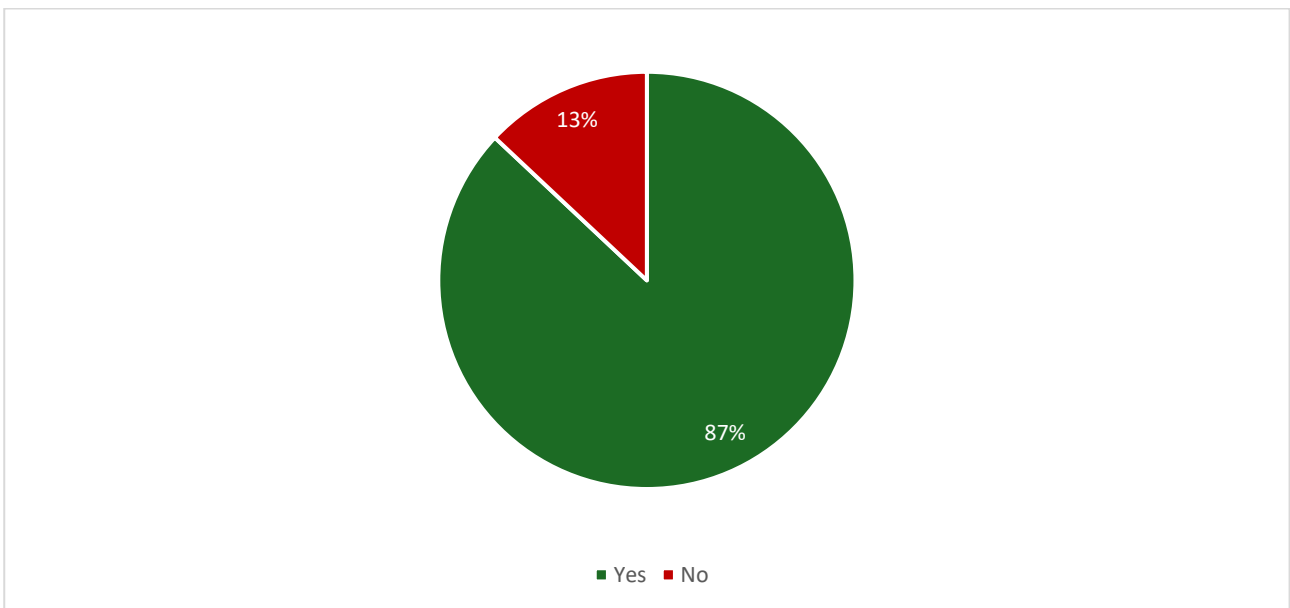
Three other comments were made in response to this suggesting baby groups, courses and exercise classes.

Are you aware of the new toilet facilities in the park, including the new Changing Places Toilet facility?



Number of respondents – 107

Are you aware that the toilets inside the cafe are for all park visitors, not just cafe customers?

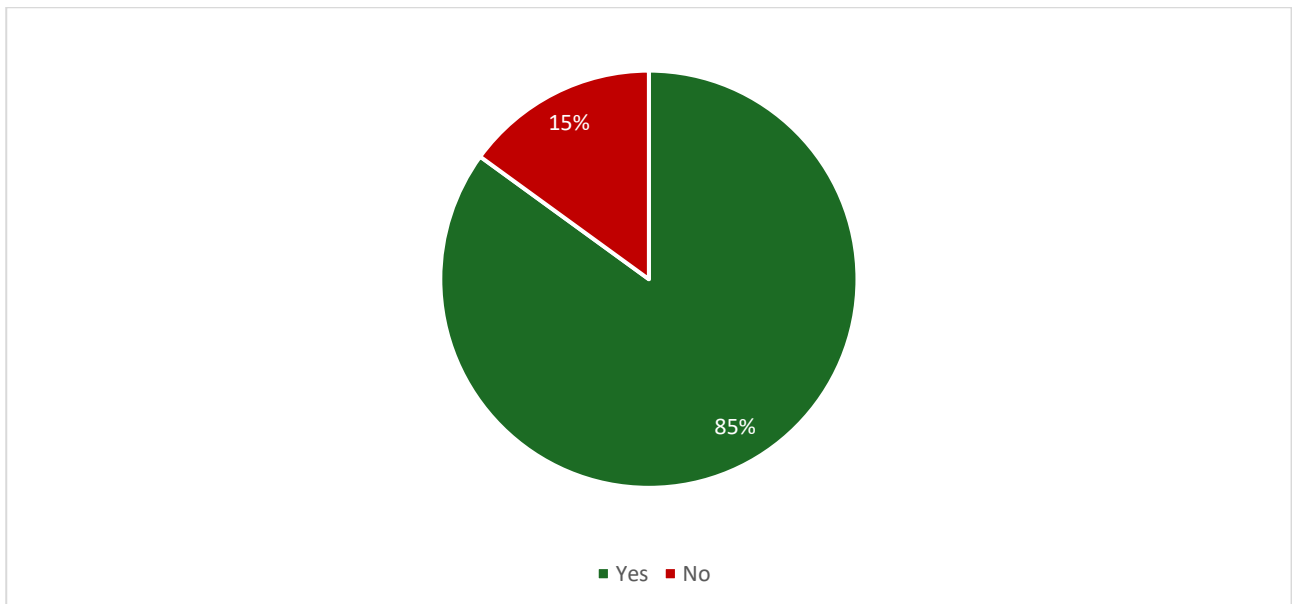


Number of respondents – 106

Do you have any other comments you would like to make about toilet facilities in the park?

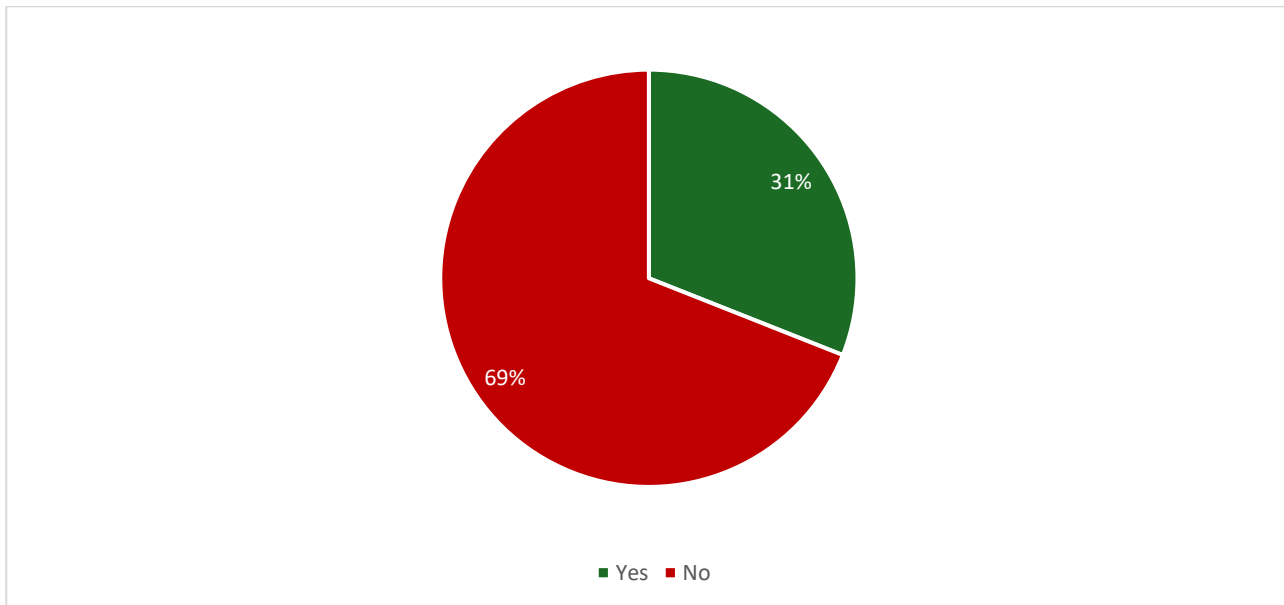
| Recurring theme | Number of comments |
|---------------------------------------|--------------------|
| Facilities are good | 9 |
| New facilities are a good improvement | 5 |
| New toilets are inclusive | 3 |
| Toilets close too early | 2 |
| Radar access better | 2 |

Are you aware of the volunteering opportunities in the park?



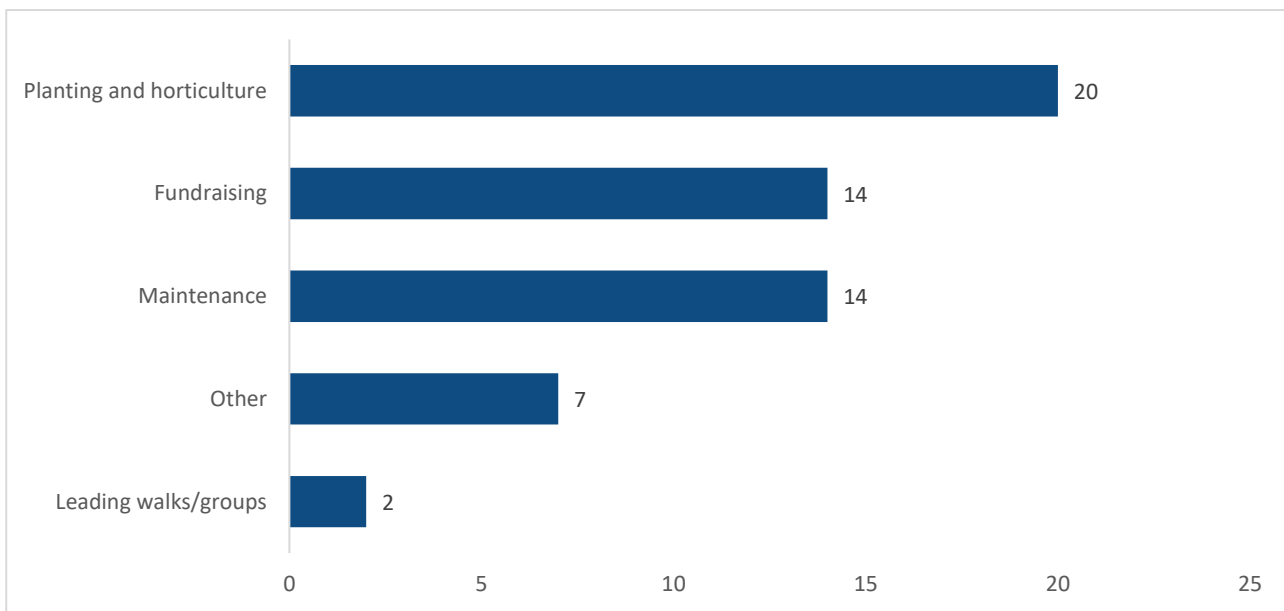
Number of respondents – 107

Have you taken part in any volunteering sessions?



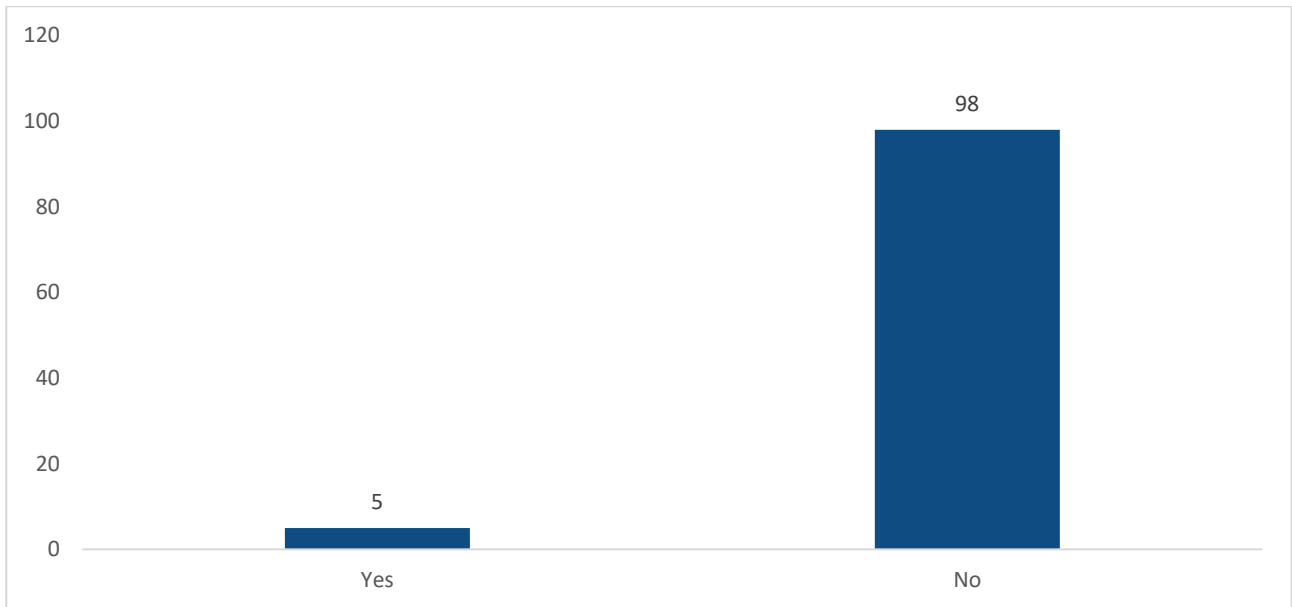
Number of respondents – 107

If yes, which volunteering opportunities have you taken part in?



Number of respondents – 34

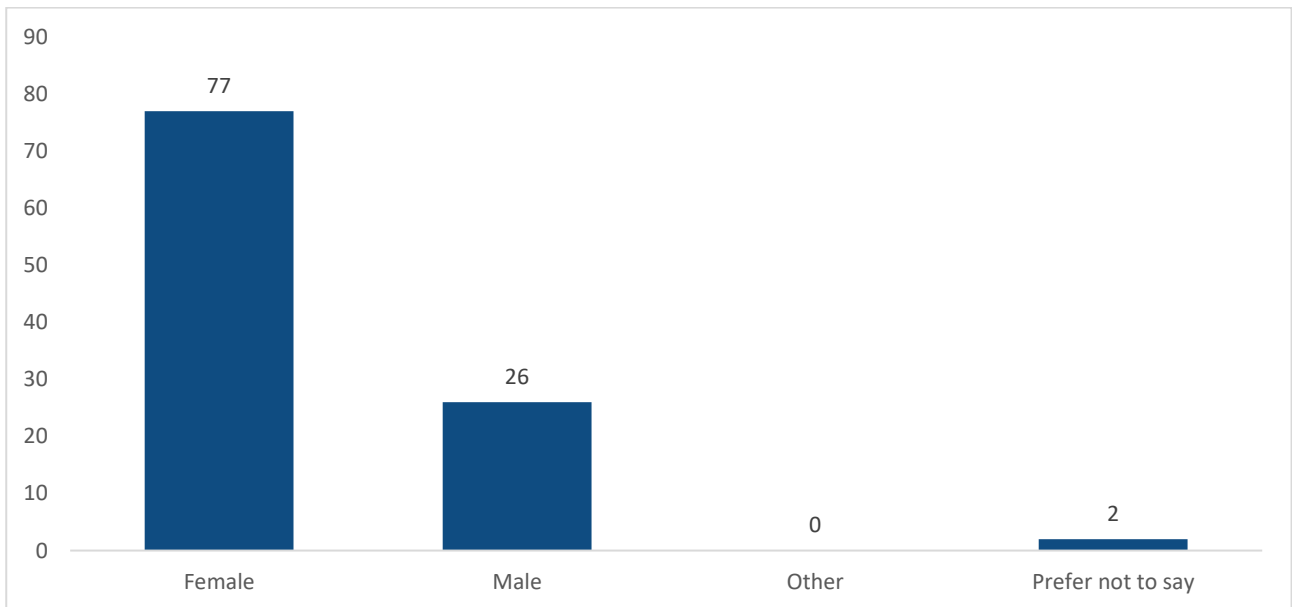
Would you like to know more about volunteering opportunities in the park?



Number of respondents – 103

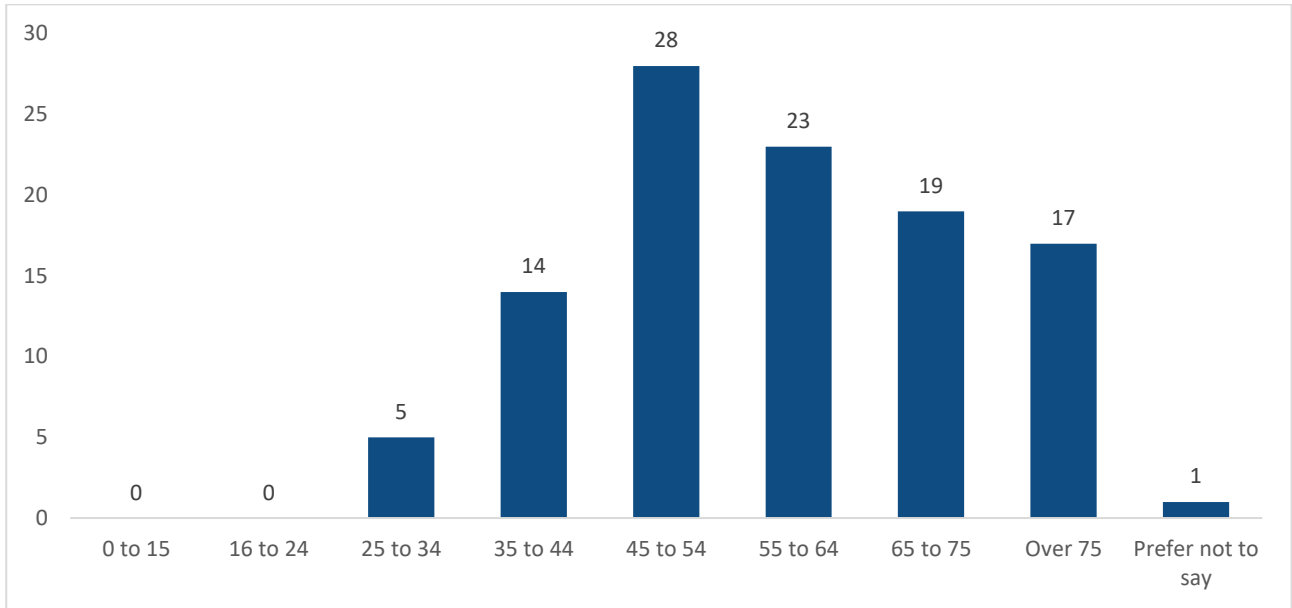
Respondent demographics

What is your gender?



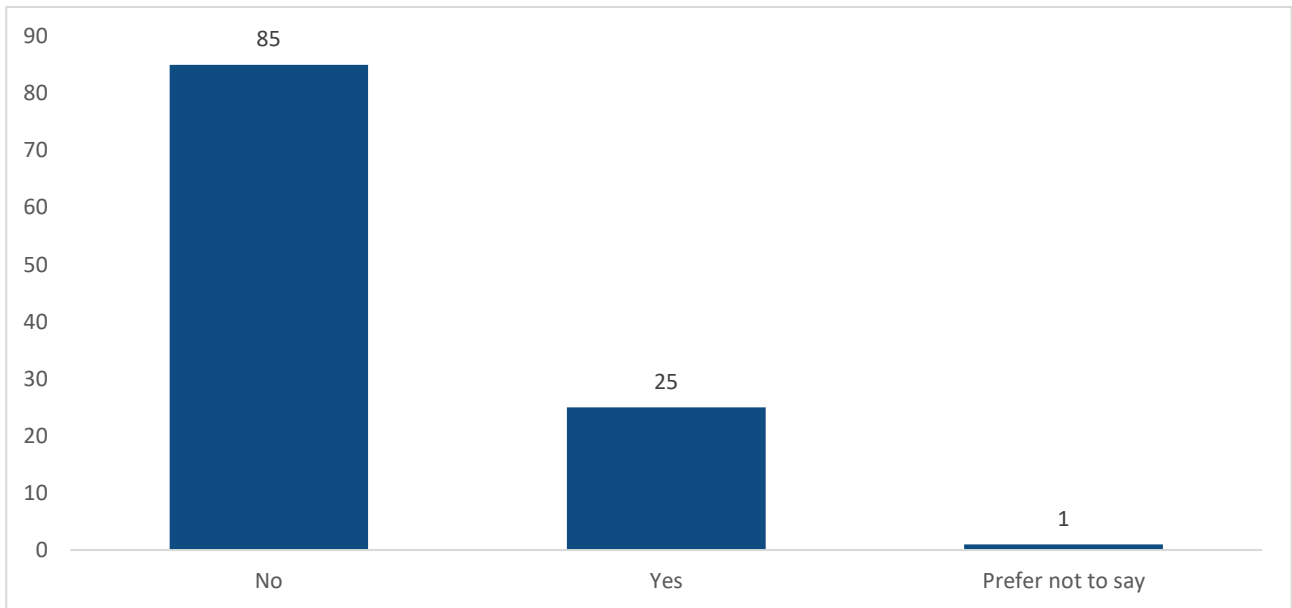
Number of respondents – 105

What is your age?



Number of respondents – 106

Do you consider yourself to be disabled?

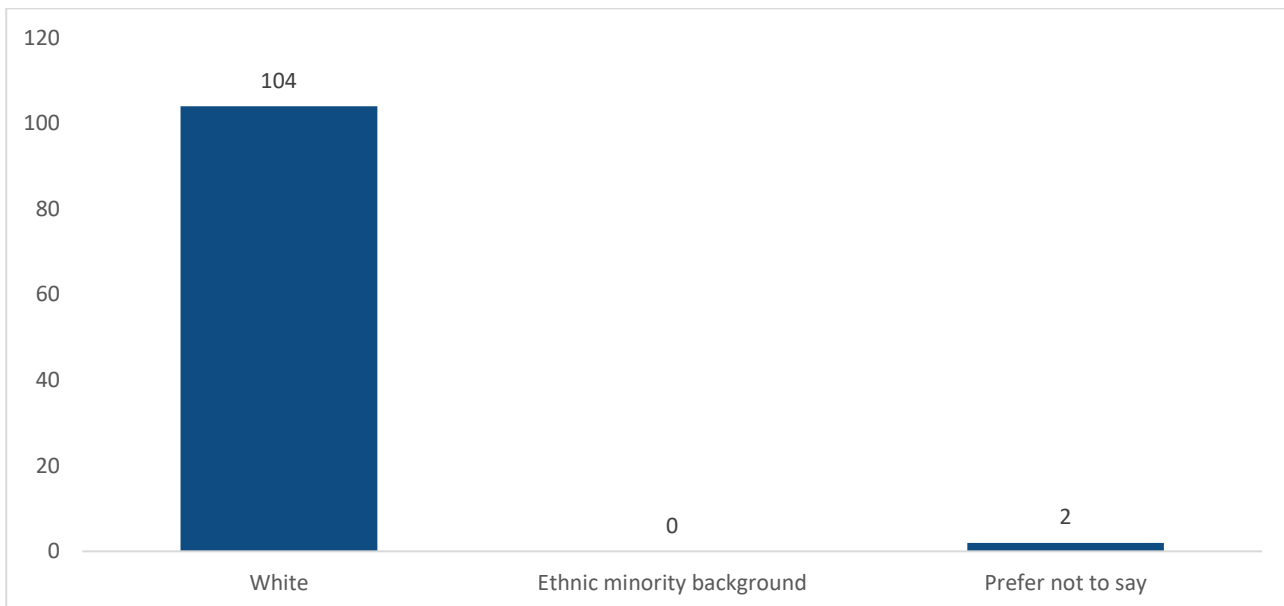


Number of respondents – 106

If yes, how does your disability affect your use of the park?

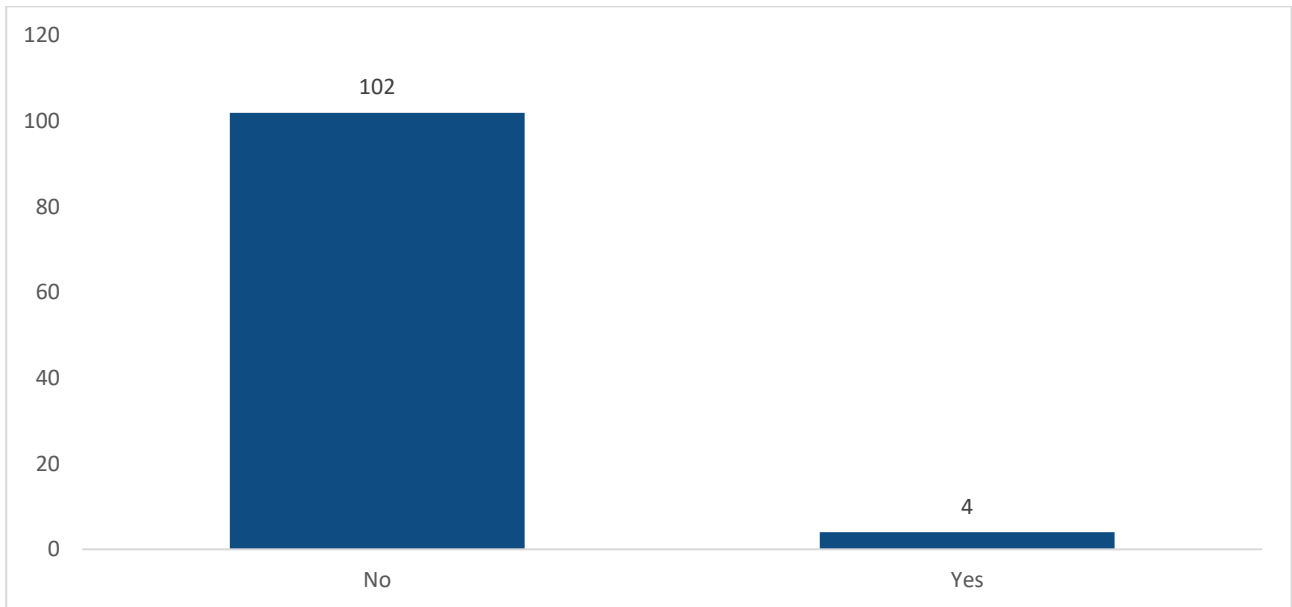
| Theme | Number of comments |
|---|--------------------|
| Cannot easily access some of the paths | 3 |
| Limits how long I stay | 2 |
| Not all entrances are wheelchair-friendly | 1 |
| Park accessible as doesn't have steps | 1 |
| I use benches more | 1 |
| Disabled toilets are a positive | 1 |

Please tell us your ethnic origin



Number of respondents – 106

Are you currently, or have you previously, served in the UK Armed Forces?



Number of respondents – 106

This report was written by the Insight and Engagement team at South Gloucestershire Council. For any queries, please contact Research@southglos.gov.uk