

Countryside Service - Performance Reporting Form for Sites and Parks 2013-2014

Appendix 3

Name of Site/Park:

SGSCP

Quarter 2 - July to September 2013

Section 1 - Complaints Monitoring

Type	July	August	Sept
Quality of Service		4	
Service provision			
Staff			
Buildings		1	
Health & Safety			
Racially motivated incident or complaint		1	
Complaints relating to equalities issues			
Compliment	2	8	1
Comment	3	7	
Other (please indicate in narrative)			

Total Complaints 6

	July	August	Sept
Complaints resolved within 20 days		1	1
Stage 1			
Stage 2			
Stage 3			
Number referred to LGO			

Narrative

Total of 22 comments cards completed with a range of comments or just smiley box options ticked. One complaint regarding overflow car park. Three complaints regarding general appearance of Park. One incident between visitors involved racist language and was reported. Several compliments. 18 online reviews and total of 93 Visitor rating Excellent 36 Very good 40 Average 12 Poor 3 Terrible 2. Several education evaluations received.

Section 2 - Rights of Way Structures

Give details of any improvements/changes to signage, stiles, gates, barriers/carriage gaps, boardwalks, bridges, steps etc.

Narrative	
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Section 3 - Visitor Numbers

Visitor Numbers (a)	Number of individuals attending
General visitor numbers extracted from car parking	
General visitor numbers extracted from the pay zone (figure to exclude people counters, this will be co-ordinated centrally)	57115
Event visitors (over 500)	11000
Other activities (under 500)	
Sub total number of visitors	68115

Narrative	57115 is people entering payzone. 11784 are members. 11000 people attended Staunton Festival. Does not include figures for Leigh Park Gardens - approximated as higher than Payzone!
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Section 4 - Education

Education (b)	Number of guided School visits	Number of self guided School visits	Total	Number of guided children	Number of self guided children	Total	Number of adult helpers and teachers	Number of special needs groups in each category
Foundation (<5)	3	4		111	154		148	

Primary: KS1 (5-7)	10	6	439	110	99
KS2 (7-11)	8	12	275	569	135
Secondary: KS3 (11-14)	0	5	0	79	23
KS4 (14-16)	6	0	66	0	6
KS5 (16-18)	0	1	0	12	12
Adult learning (18+)	3	1	13	16	16
Scouts/Guides or other youth groups					
Sub total number of education visits and visitors	30	29	904	940	1844

Narrative

NB. Not all independent visits captured. Not included: Summer holiday activities included crafts and facepainting with over 500 children per week = approx 3000 children took part.
3 x Short Breaks funded events = 60 children took part

Total number of Visitors (a + b) excluding people counters 70463

Section 5 - Volunteering

Type of Volunteering etc	Number of days
Number of volunteer days	2070
Number of student placement days	95
Number of work experience days	0
Number of Corporate volunteer days	2165
Total volunteer days	2165

Narrative

100 mainstream vols/ 210 supported vols/ 1950 Beacon community Partnership

Section 6 - Other

Other activities, information and interpretation measures	Number of activities	Number of individuals attending
Talks and activities given by our staff	4	16
Other	1	30

Narrative

Part of Heritage Week 12 -15th September - guided tours and heritage trails (other)