

Appendix 4 Countryside Service - Performance Reporting Form for Sites and Parks 2013-2014

Name of Site/Park: **SGSCP**

Quarter 3 - October to December 2013

Section 1 - Complaints Monitoring

Type	October	November	December
Quality of Service	1	1	
Service provision			
Staff			
Buildings			
Health & Safety			
Racially motivated inci			
Complaints relating to			
Compliment	3	0	7
Comment			1
Other (please indicate)			

Total Complaints 2

	October	November	December
Complaints resolved w	1	1	
Stage 1			
Stage 2			
Stage 3			
Number referred to LG			

Narrative

4 x compliments received December (Great value membership and brilliant day out) SJ. 3 positive reviews on trip advisor. 3

Section 2 - Rights of Way Structures

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

Narrative

Access team funded improvements to ramp and steps - outcome not satisfactory therefore being 'put right' in January.

Section 3 - Visitor Numbers

Visitor Numbers (a)	Number of individuals attending
General visitor numbers extracted from car pa	9410
General visitor numbers extracted from the	24,861
Event visitors (over 500)	756
Other activities (under 500)	
Sub total number of visitors	35027

Narrative

Santa required a minimum of one paying adult, or member, to attend per booking. Does not include daily events run on each

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)	2	4		75	78		41	1
Primary: KS1 (5-7)	9	3		263	188		152	0
KS2 (7-11)	3	2		70	23		25	0
Secondary: KS3 (11-14)	4	1		249	8		31	1
KS4 (14-16)	23	0		256	0		28	0
KS5 (16-18)	1	2		15	24		4	0
Adult learning (18+)	2	0		38	0		9	1
Scouts/Guides or othe	0	0		0	0		0	0
education visits and	44	12	56	966	321	1287	290	3

Narrative

NB. Not all independent visits captured. Not included: October holiday activities included crafts and facepainting, approx 800 children

Total number of Visitors (a + b) excluding people cou 36663

Section 5 - Volunteering

Type of Volunteering etc	Number of days
Number of volunteer days	2045
Number of student placement days	45
Number of work experience days	
Number of Corporate volunteer days	
Total volunteer days	2090

Narrative
1800 days attributed to Beacon Volunteers & 180 to Supported Volunteers

Section 6 - Other

Other activities, information and	Number of activities	Number of
Talks and activities given by our staff		
Other		

Narrative