

Appendix 3 Countryside Service - Performance Reporting Form for Sites and Parks 2013-2014

Name of Site/Park: **SGSCP**

Quarter 4 - January to March 2014

Section 1 - Complaints Monitoring

Type	January	February	March
Quality of Service	1		3
Service provision		1	2
Staff			
Buildings			
Health & Safety			
Racially motivated incidents			
Complaints relating to			
Compliment	0	0	6
Comment			
Other (please indicate)			

Total Complaints **7**

	January	February	March
Complaints resolved within	1	1	5
Stage 1			
Stage 2			
Stage 3			
Number referred to LG			

Narrative
8 Trip Advisor - 6 positive, 2 negative concerning car park not being open in evening and amount of maintenance being

Section 2 - Rights of Way Structures

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

Narrative

Section 3 - Visitor Numbers

Visitor Numbers (a)	Number of individuals attending
General visitor numbers extracted from car park	
General visitor numbers extracted from the	36017
Event visitors (over 500)	
Other activities (under 500)	
Sub total number of visitors	36017

Narrative

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	2		130	37		40	
Primary: KS1 (5-7)	6	4		300	147		91	3
KS2 (7-11)	11	9		427	306		130	2
Secondary: KS3 (11-14)	0	0		0	0		0	0
KS4 (14-16)	24	0		307	0		34	1
KS5 (16-18)	2	1		20	10		17	0

Adult learning (18+)								
Scouts/Guides or other								
education visits and	46	16	62	1184	500	1684	312	6

Narrative
 NB. Not all independent visits captured. Not included: February holiday activities included crafts and facepainting, approx 500

Total number of Visitors (a + b) excluding people cour 38081

Section 5 - Volunteering

Type of Volunteering etc	Number of days
Number of volunteer days	1891
Number of student placement days	99
Number of work experience days	
Number of Corporate volunteer days	
Total volunteer days	1990

Narrative
 75 mainstream vols/ 216 supported vols/ 1600 Beacon community Partnership

Section 6 - Other

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

Narrative