

# EWELL COURT PARK

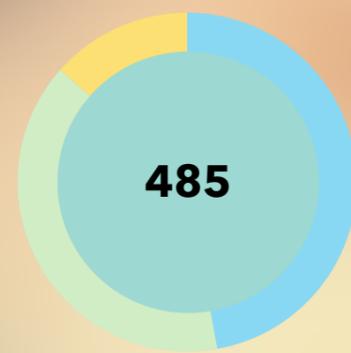
## VISITOR SURVEY 2017



Date sent to respondents



Deadline



Responses received

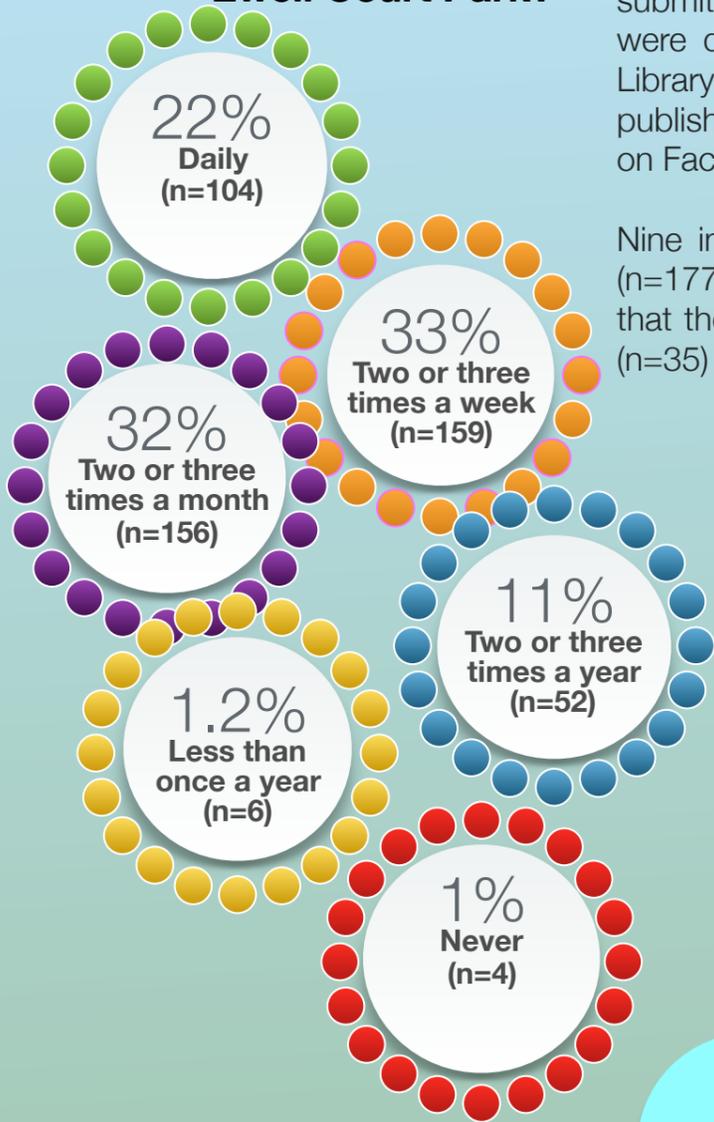


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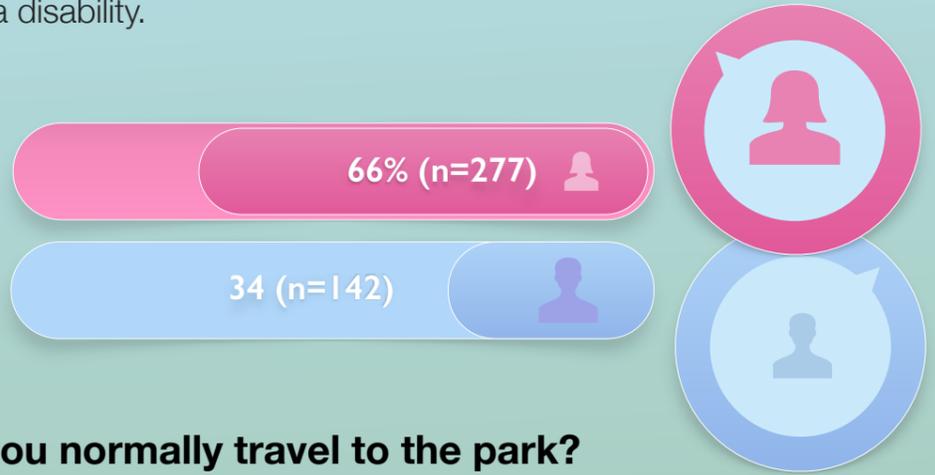
# Summary of main findings

## How often do you visit Ewell Court Park?



The survey ran from 08 November to 01 December 2017. It was available online and in paper format. In total, 485 responses were received; 79% were paper based (n=383) and 21% were submitted online (n=102). It was sent to properties within the area and postcard-size flyers were distributed to: Bourne Hall; Town Hall; Harrier Centre; Ewell Court House, Clinic and Library; St Clements Church; Three local schools and Bambini Nursery. The survey was also published on our website and via our social media platforms ie Twitter: @EpsomEwellBC and on Facebook: www.facebook.com/EpsomEwellBC.

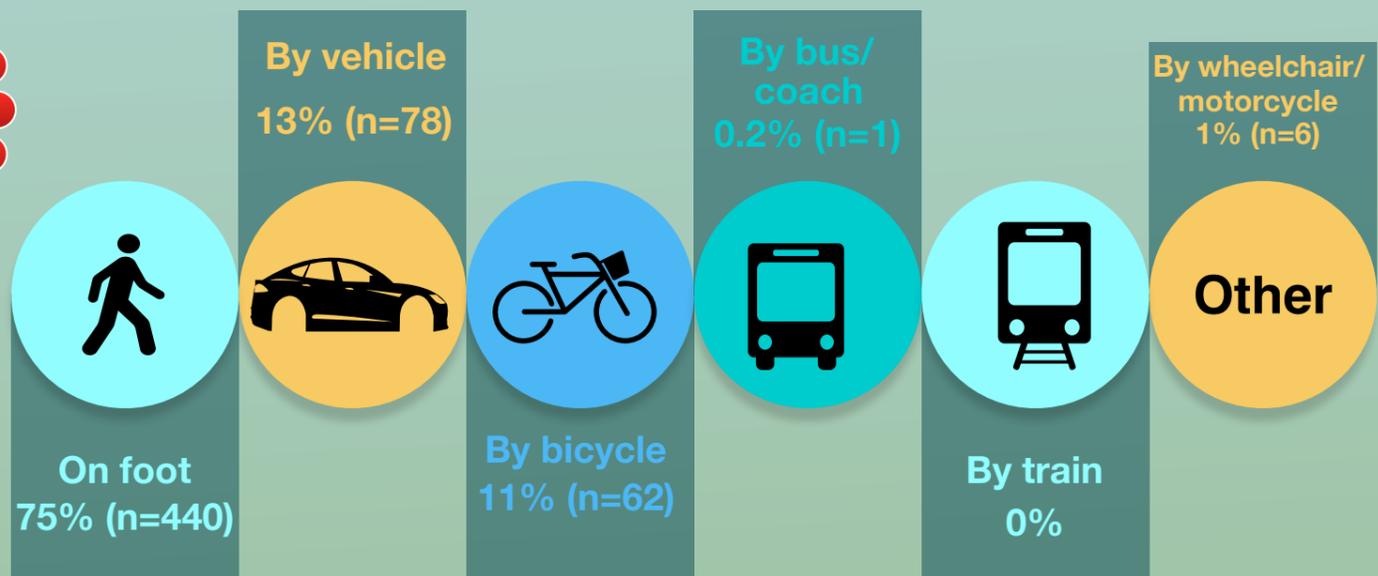
Nine in ten respondents were British white 90% (n=391). Based on the age group, 40% (n=177) were under 55yrs and 60% (n=262) were over 55yrs. Over six in ten respondents said that they are Christians 66% (n=279) and 72% (n=310) are married/Civil partnership while 8% (n=35) stated that they had a disability.



## Top three negatively rated aspects of the park

1. Lack of toilets, 81% (n=268)
2. Play facilities for under/over 12's, 12% (n=60)
3. General maintenance and improvement, 15% (n=51)

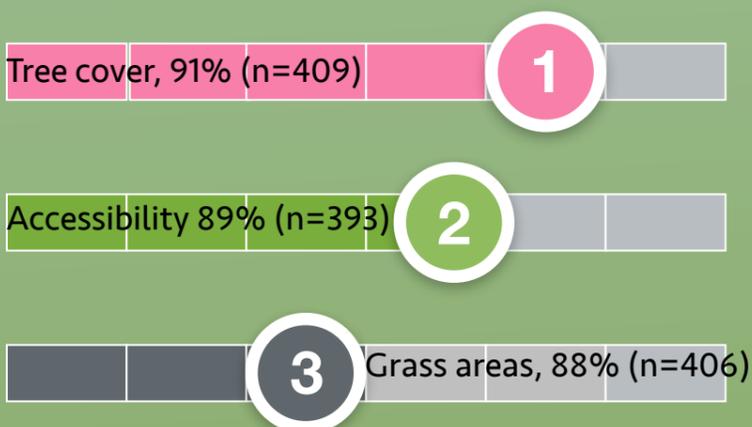
## How do you normally travel to the park?



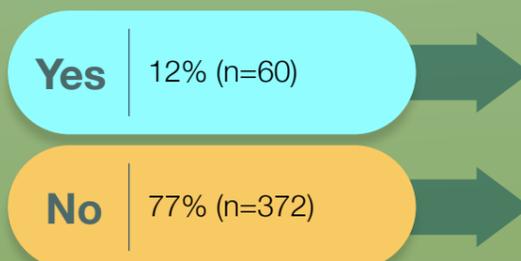
## Why do you visit the park? Top five responses given out of the twenty-one options provided



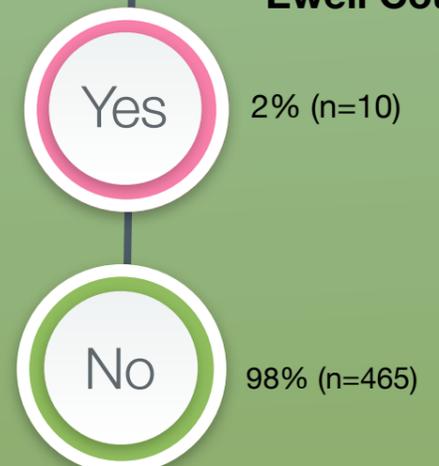
## Top three positively rated aspects of the park



## Would you be interested in participating in volunteer activities in the park?



## Do you work in Ewell Court?





# Objectives & methodology

Ewell Court Park is located off Lakehurst Road, Ewell and is set in beautiful, historical grounds complete with fountains, cascades, rock pools and its own secret grotto. The Grade II listed house stands proud at the entrance to the extensive parkland. The area around the lake was landscaped by James Pulham & Son, who specialised in artificial rockwork, grottos and fountains. The Bourne stream which flows through the grounds was dammed to form a lake and the water then tumbles down a pulhamite cascade before meandering its way to join the Hogsmill River. The Packhorse Bridge in the park is a Grade II listed, 18th-century, single semi-circular brick arch over the Bourne stream.

The park is managed by Epsom and Ewell Borough Council and it has won the prestigious Green Flag Award - the mark of a quality park or green space award.

The survey was conducted by the Council on behalf of its Operations Management Team.

The team is responsible for ensuring the park meets the needs of local residents, visitors and develops in a sustainable way.



## Ewell Court Park Survey 2017

### Your views wanted!

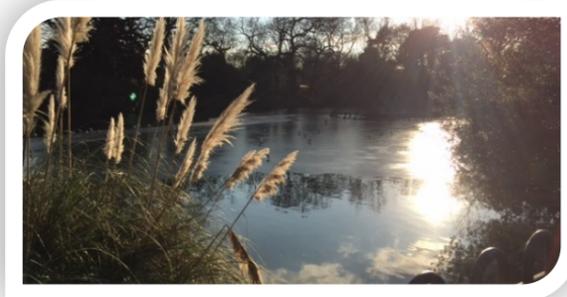
Epsom & Ewell Borough Council is conducting a survey to ensure Ewell Court Park meets the needs of local residents, visitors and is developed in a sustainable way.

We want you to tell us how the park can be made even better by taking part via the link below.

[www.epsom-ewell.gov.uk](http://www.epsom-ewell.gov.uk)

It will be under our **FIND OUT MORE** feature

Please take part by Friday 1 December 2017.



### Questionnaire development:

The questions were developed in liaison with the Head of Operational Services and the Patrol Ranger. Areas include:

- Frequency of visiting the park
- Method of travel to the park
- Reasons for visiting the park
- Opinions on various aspects of the park
- Improving visitor experience and encouraging more use of the park, or staying for longer
- Volunteering opportunities.



# Objectives & methodology

## Methodology:

- The survey ran from 08 November to 01 December 2017 - a period of three-and-a-half weeks. The survey was available in paper and electronic formats:
  - 1,000 paper surveys were distributed to properties in the surrounding area and 1,000 postcard-size flyers were distributed to:
    - Bourne Hall
    - Town Hall
    - Harrier Centre
    - Ewell Court House
    - Ewell Court Library
    - Ewell Court Clinic
    - St Clements Church
    - 3x local schools
    - Bambini Nursery.
  - The electronic version was featured on the Council's main webpage and publicised in Members' Update and via our social media channels:
    - Twitter: @EpsomEwellBC
    - Facebook: [www.facebook.com/EpsomEwellBC](http://www.facebook.com/EpsomEwellBC)



Of the 1,000 paper copies distributed, 383 were returned - resulting in a paper-copy response rate of 38%

In total, 485 survey responses were received; of which 383 were paper-based (79%, n=383/485) and 102 were online submissions (21%, n=102/485). Responses to the electronic questionnaires were automatically imported into the survey design and analysis package (SNAP v11). The paper returns were sent to SnapSurveys for data inputting, then merged with the online version. The results were analysed by the Council's Policy, Performance and Governance Team.

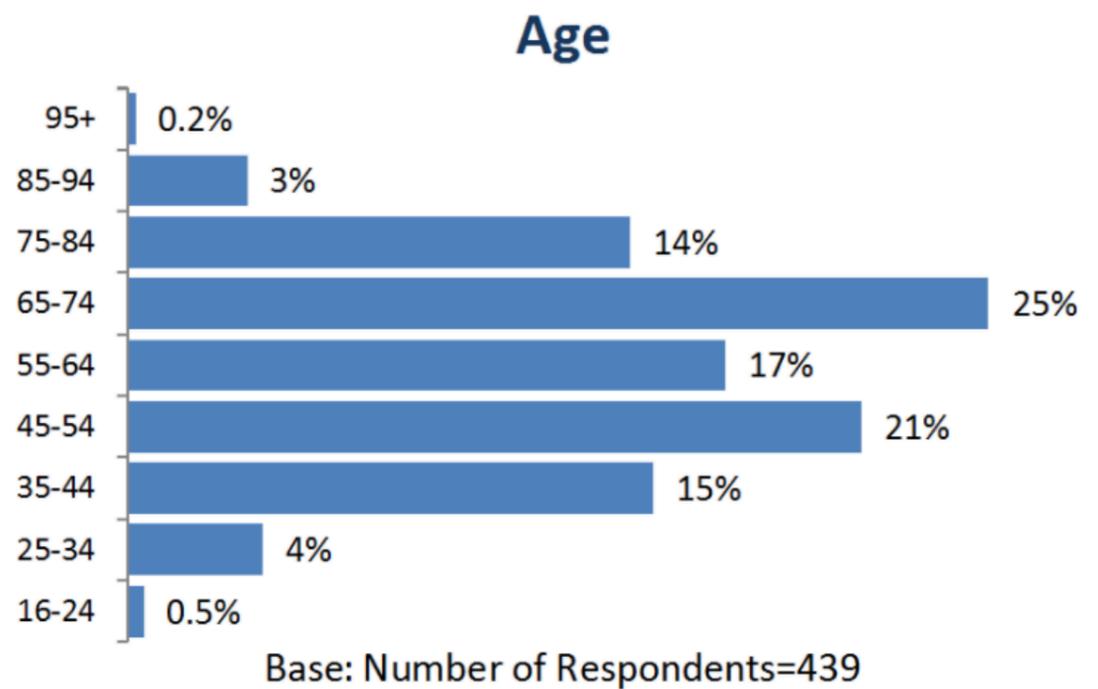
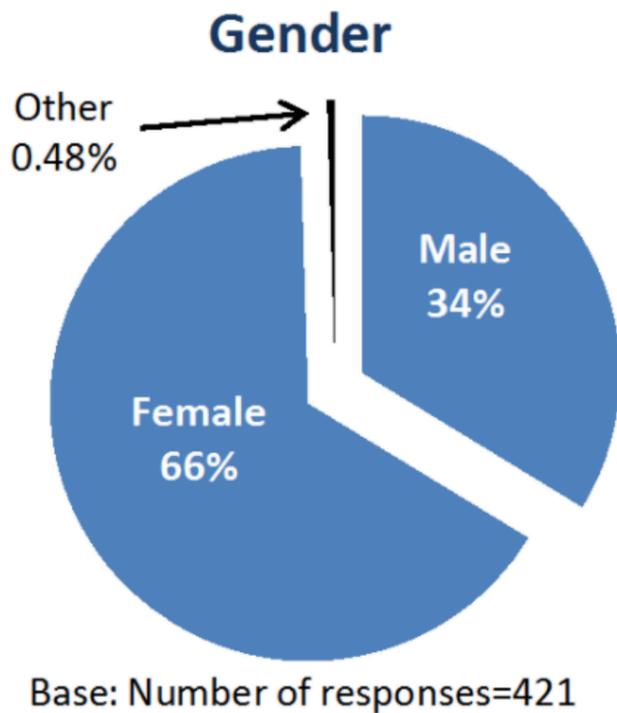
The figures in this report are calculated as a proportion of respondents who answered each question - excluding 'No Reply' or 'No Opinion' responses. Percentages in a particular chart might not always add up to 100% due to rounding, or because a respondent was allowed to give more than one answer to the question.



# Respondent's Demography & Equalities Monitoring

## Age and gender:

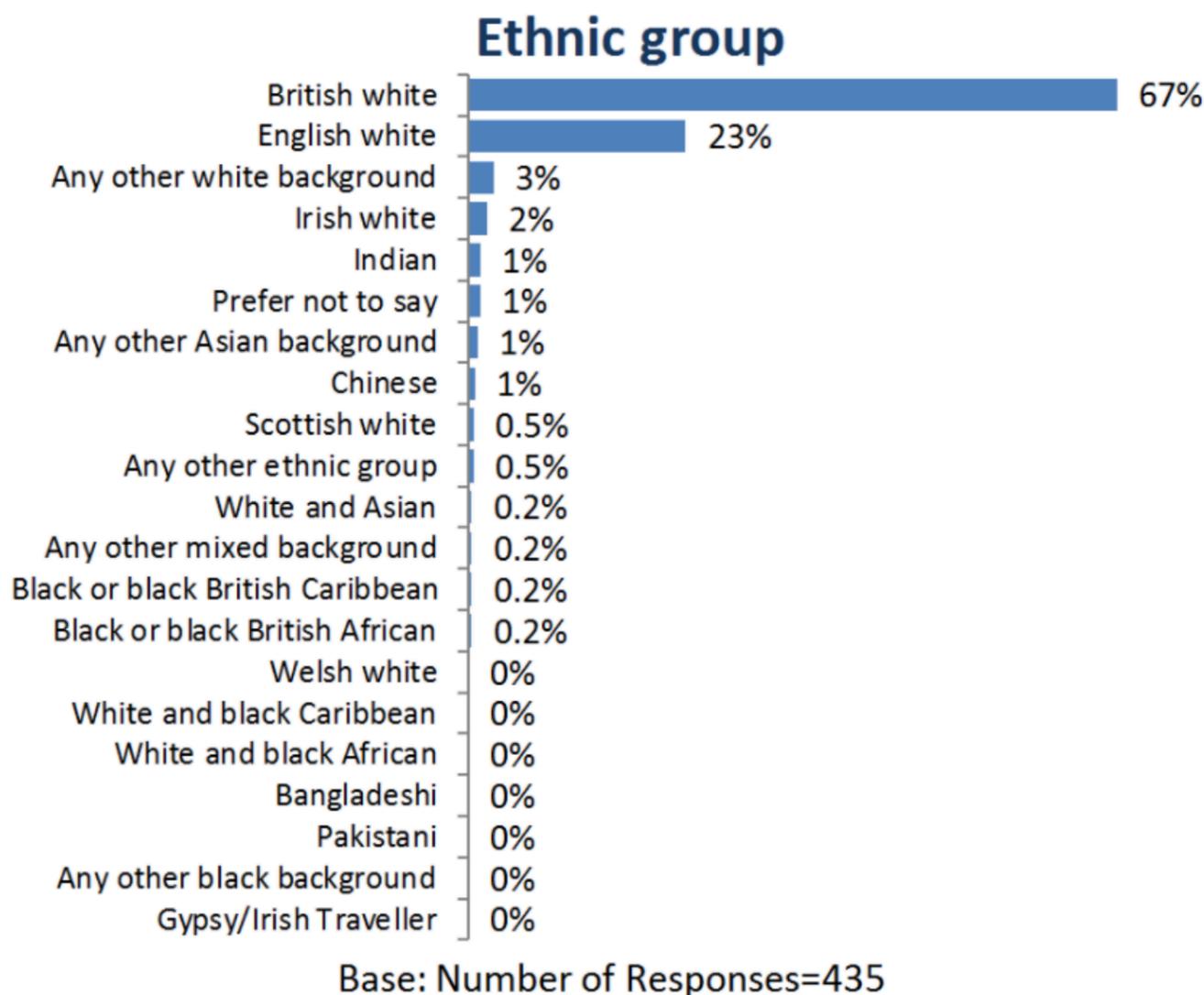
Respondents were asked their gender and which age group they fit into. The majority of respondents were female (66%, n=277/421) and 34% (n=142/421) were male. Less than 1% said 'Other' (0.48%, n=2/421). Based on age groupings: 40% (n=177/439) were under 55 years old and 60% (n=262/439) were over 55 years old. The largest portion of respondents were between 65yrs and 74yrs old (25%, n=108/439), followed by respondents aged between 45yrs and 54yrs old (21%, n=92/439).



## Other demographics:

Eight per cent (n=35/428) of respondents indicated they had a disability according to the Equalities Act of 2010. A person has a disability for the purposes of the Act if they have a physical or mental impairment which has a substantial and long term adverse effect on his/her ability to carry out normal day-to-day activities.

When asked about ethnicity, 90% of respondents (n=391/435) described themselves as British white or English white.

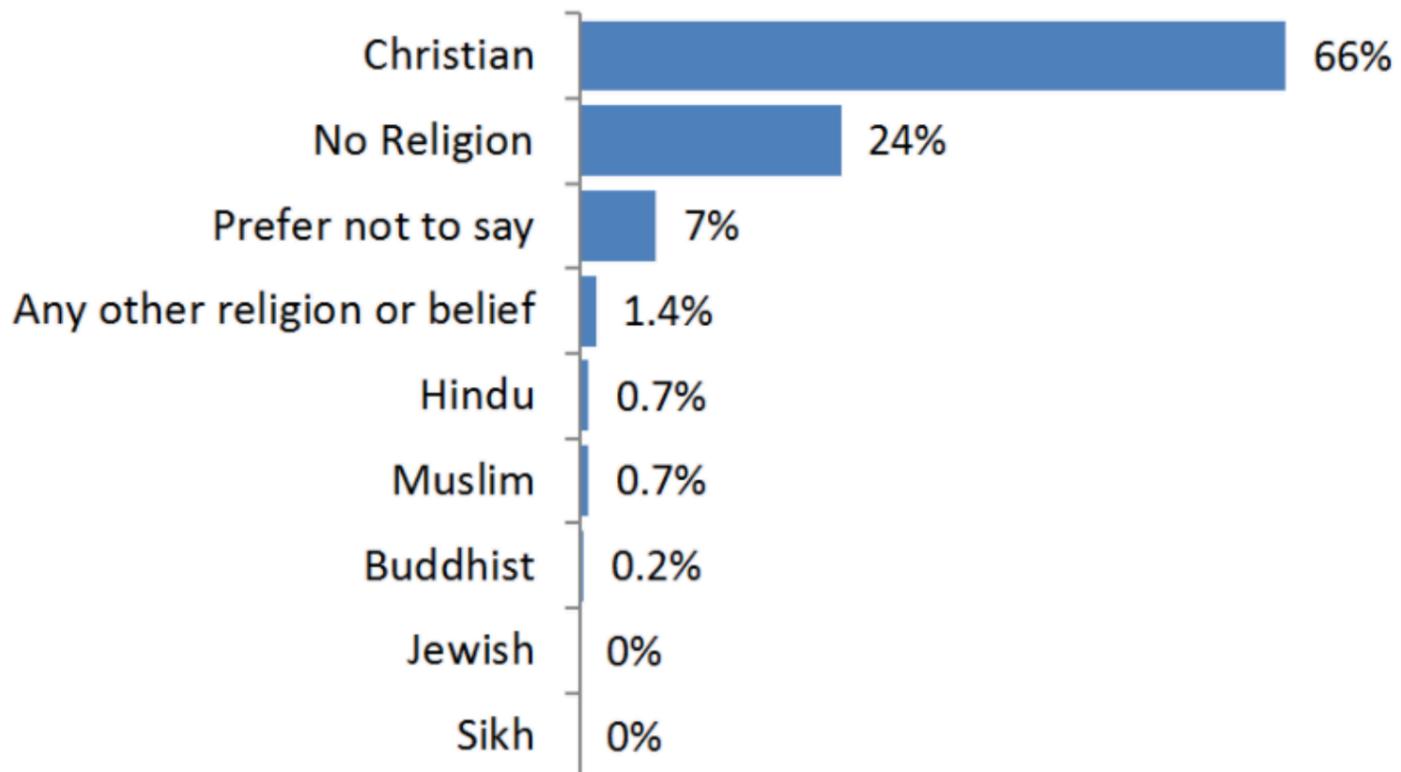




# Respondent's Demography & Equalities Monitoring

In terms of religious beliefs; 66% (n=279/425) said they were Christian and 24% (n=103/425) said they were not religious.

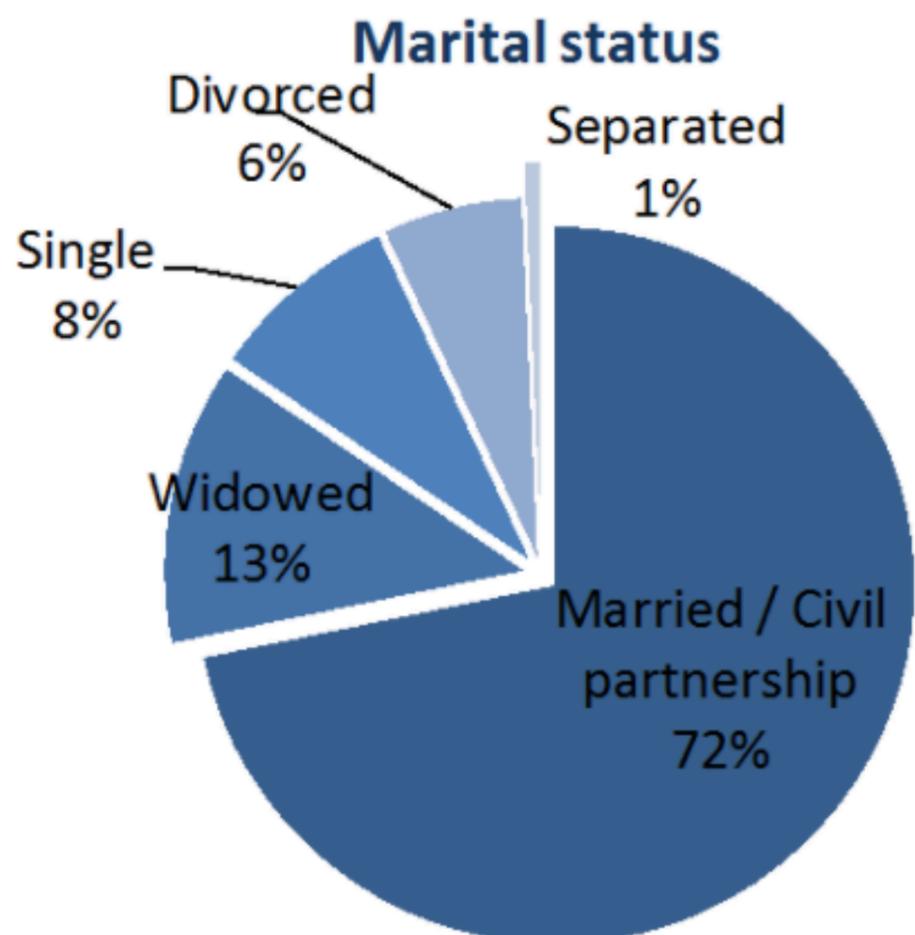
## Religion or belief



Base: Number of Respondents=425

When asked about sexual orientation, 91% (n=363/398) said they were heterosexual whilst 6.8% (n=27/398) preferred not to say, 2% said either 'Gay man/woman/lesbian/bisexual/other' (n=8/398) and 2.9% (n=12/420) said their gender identity was different from their sex assigned at birth.

When asked about marital status, 72% (n=310/432) said they were married or in a civil partnership, 13% (n=55/432) were widowed, 9% (n=37/432) single, 6% (n=27/432) divorced, and 1% (n=3/432) separated.



Base: All responses=432



# Analysis of results

## Frequency of visiting Ewell Court Park:

Over half the number of respondents (55%, n=263/481) visit the park multiple times weekly; this comprises 22% (n=104/481) visiting daily and 33% (n=159/481) visiting two or three times weekly. A further 32% (n=156/481) visit the park two or three times monthly and 11% (n=52/481) visit the park two or three times a year. Only 1.2% (n=6/481) visit less than once a year.

## How often do you visit Ewell Court Park?



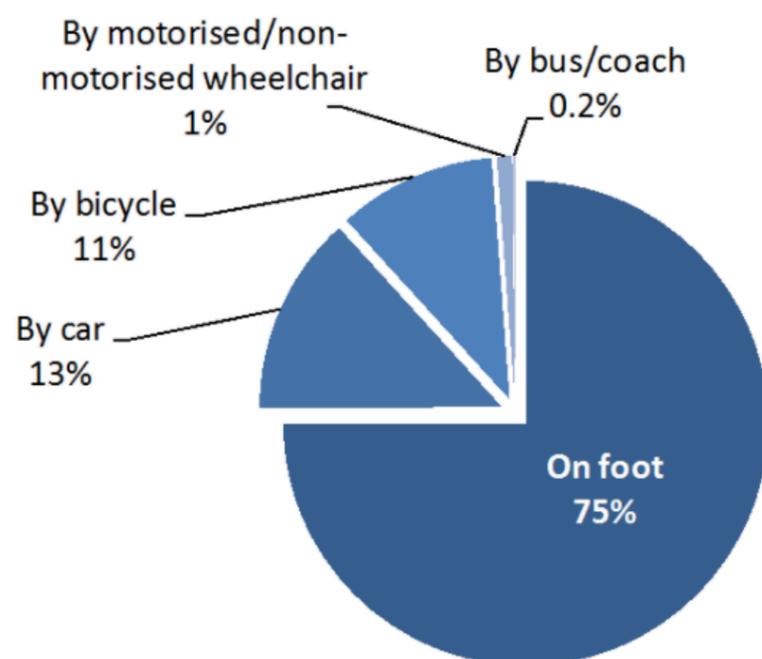
Less than one a year, 1.2%  
Never, 1%

Base: Number of responses=481

## Method of travelling to Ewell Court Park:

Three quarters of respondents travel to the park on foot (75%, n=440/587), whilst 13% (n=78/587) travel by car and 11% (n=62/587) by bicycle. Other methods of travel included wheelchair and bus/coach (1%, n=6/587 and 0.2% n=1/587, respectively).

## How do you normally travel to the park?



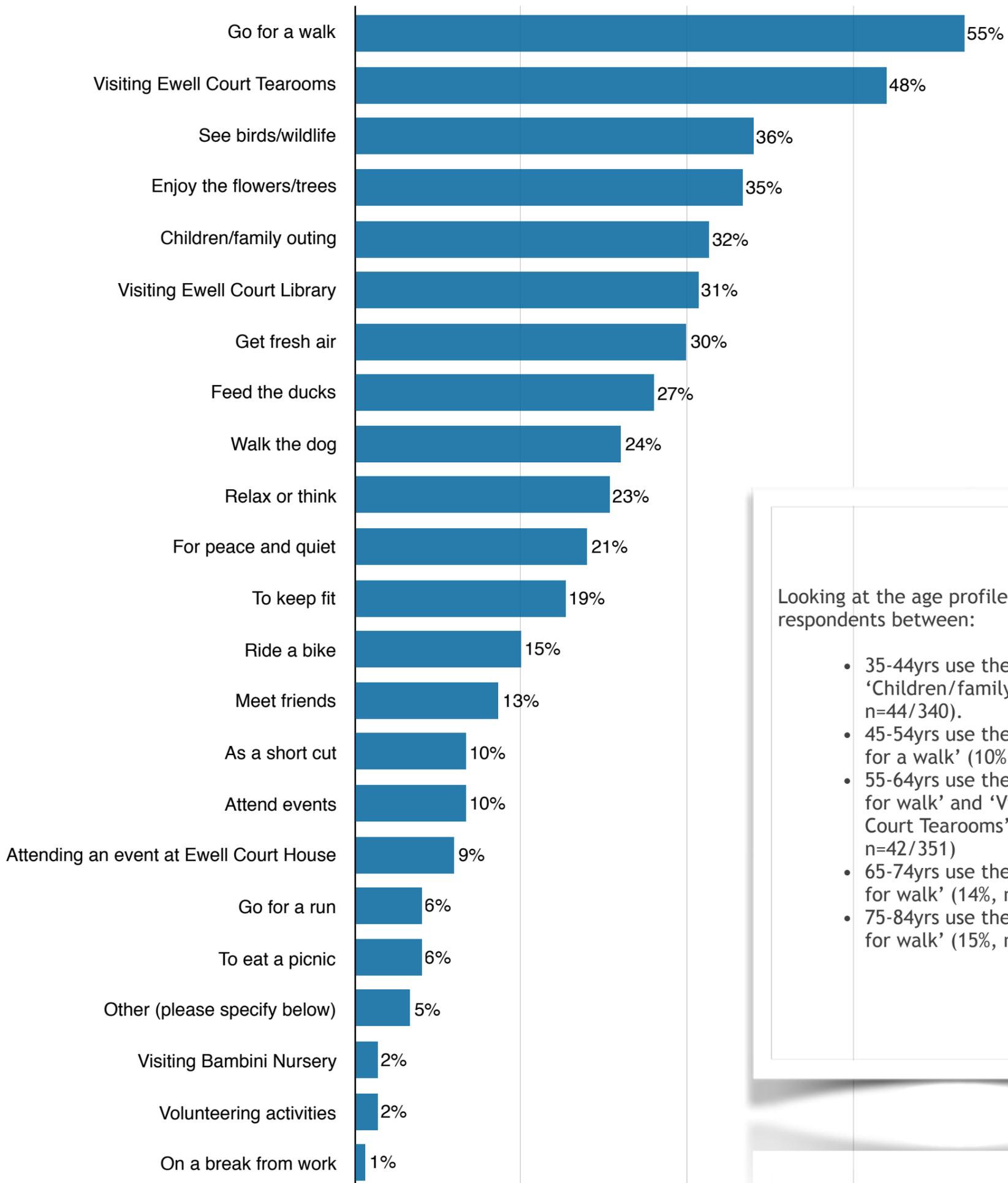
Base: Number of responses=587



# Analysis of results

## Reasons for visiting Ewell Court Park:

This section looks at the reasons for visiting the park (respondents were asked to choose up to three reasons - hence the high number of responses). Overall, the most frequent reason for visiting the park was 'Go for a walk' (55%, n=266/2,231). This was followed by 'Visiting Ewell Court Tearooms' (48%, n=234/2,231). Respondents were asked to tick more than one option hence the higher percentages. Additional reasons for visiting the grounds include:



Base: All responses =2,231

Looking at the age profile, most respondents between:

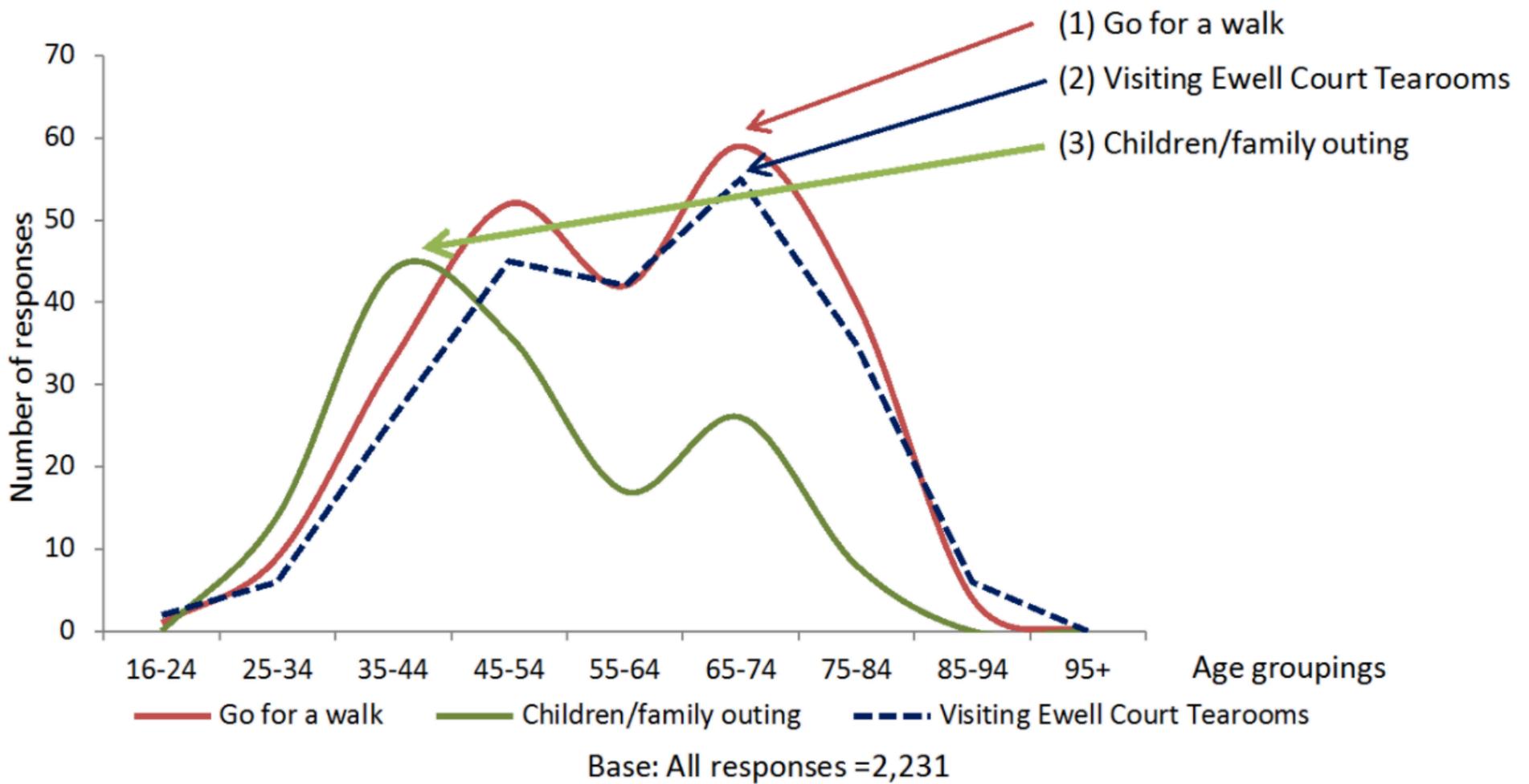
- 35-44yrs use the park for a 'Children/family outing' (13%, n=44/340).
- 45-54yrs use the park to 'Go for a walk' (10%, n=52/519)
- 55-64yrs use the park to 'Go for walk' and 'Visiting Ewell Court Tearooms' (Tie: 12%, n=42/351)
- 65-74yrs use the park to 'Go for walk' (14%, n=59/437)
- 75-84yrs use the park to 'Go for walk' (15%, n=40/269).



# Analysis of results

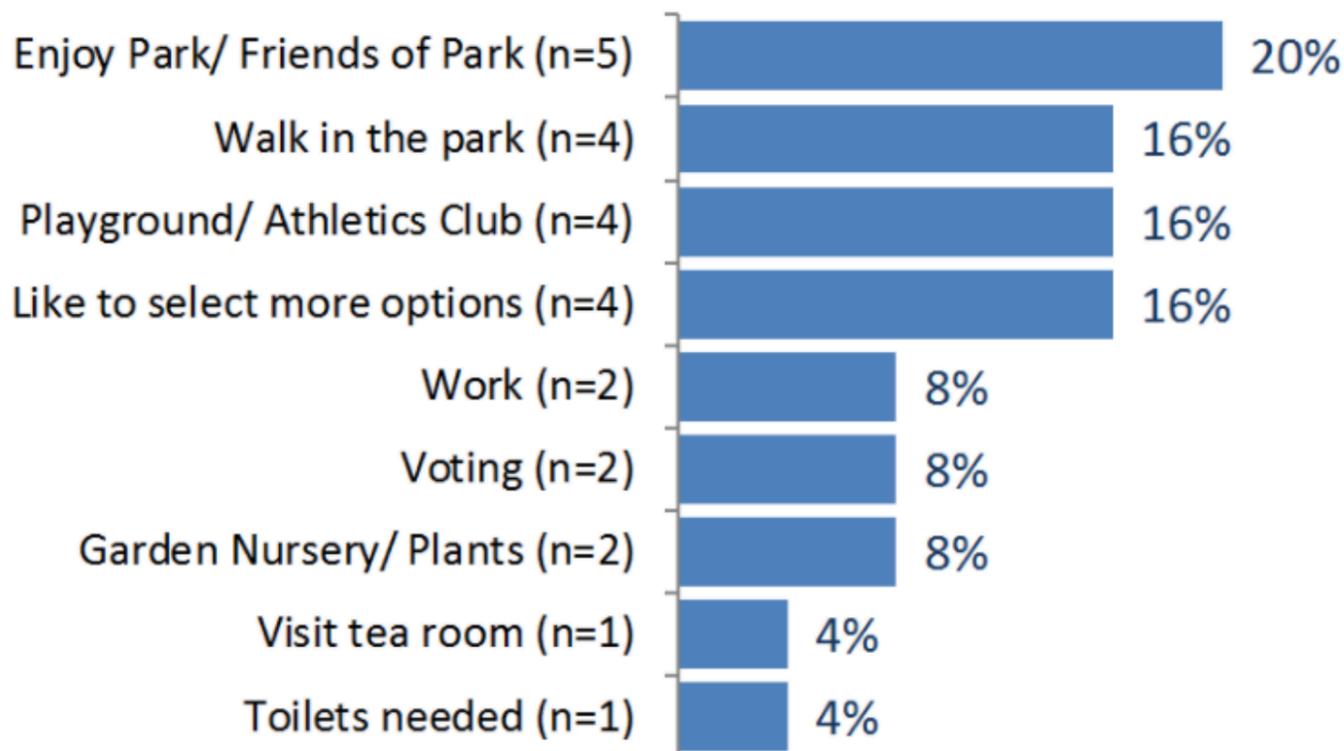
The graph below illustrates the top three age profiles for visiting the park:

## Top 3 age profiles for visiting the park



'Other' reasons for visiting the park include:

## 'Other' reasons for visiting the park



Base: All responses = 25

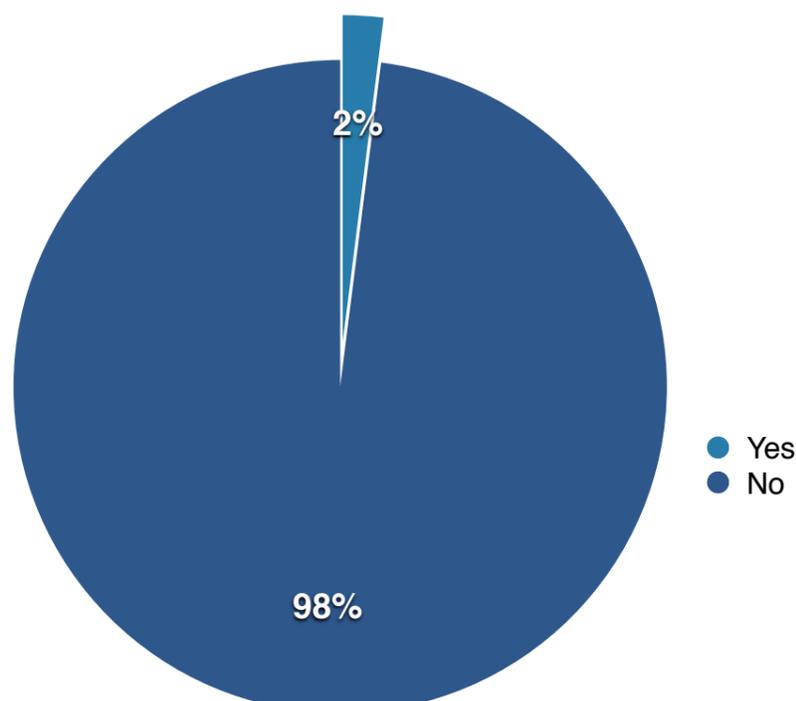


# Analysis of results

Examples of 'Other' responses for visiting the park include:

If Other, please specify: (Base: All responses=25)	
Theme:	Examples:
1. Enjoy Park/ Friends of Park	<ul style="list-style-type: none"> <li>I love Ewell Court Park.</li> <li>Completely enjoy the whole of the park (lake, trees, walks, library, fresh air).</li> <li>I volunteer in the library and as a Friend of the Park also.</li> </ul>
2. Walk in the park	<ul style="list-style-type: none"> <li>Walk my child through the park to get to school during summer months.</li> <li>We go through it on our way to school.</li> </ul>
3. Playground/ Athletics Club	<ul style="list-style-type: none"> <li>Visiting the playground.*</li> <li>Visit the children's park.*</li> <li>Athletics Club at Harriers Centre.*</li> </ul> <p>(*Note: The comments above relate to Poole Road Park and not Ewell Court Park; however, the feedback received will be taken on board)</p>
4. Like to select more options	<ul style="list-style-type: none"> <li>Could easily tick more than 3 on the list!</li> <li>Difficult to pick 3.</li> </ul>
5. Work	<ul style="list-style-type: none"> <li>Go to work.</li> <li>Work at the clinic.</li> </ul>
6. Voting	<ul style="list-style-type: none"> <li>To vote for councillors or the Government.</li> <li>Polling.</li> </ul>
7. Garden Nursery/ Plants	<ul style="list-style-type: none"> <li>Buy plants.</li> <li>Visiting Ewell Court Garden Nursery.</li> </ul>
8. Visit tea room	<ul style="list-style-type: none"> <li>Visit tea rooms.</li> </ul>
9. Toilets needed	<ul style="list-style-type: none"> <li>Need toilets.</li> </ul>

## Do you work in Ewell Court?



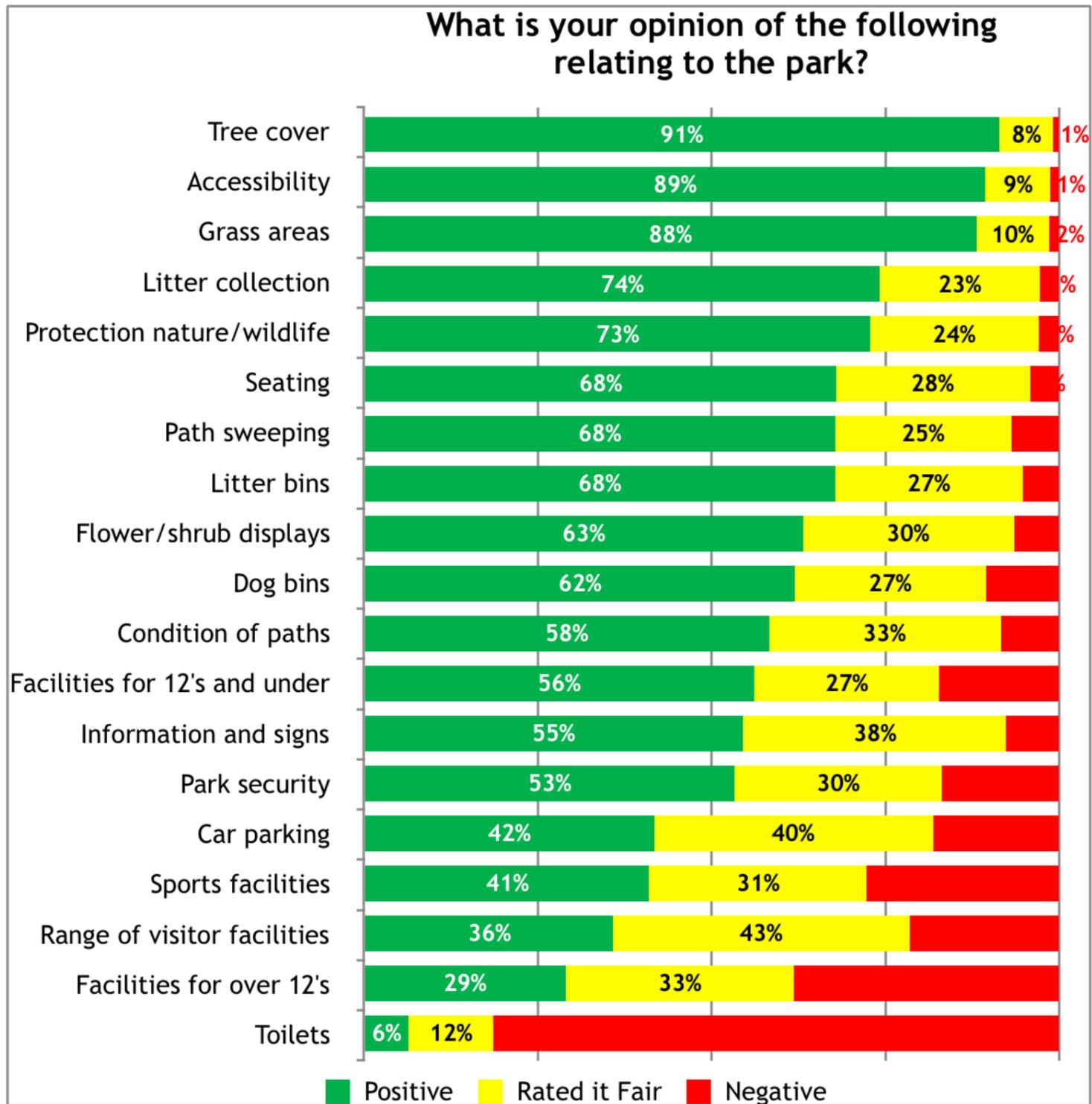
When asked if you work in Ewell Court, 2% of respondents said 'Yes' (n=10/475).



# Analysis of results

## Opinion of aspects of the park:

This section looks at peoples' opinions relating to various aspects of the park.



- The top three positively rated aspects of the park were:
  1. 'Tree cover' (91%, n=409/448)
  2. 'Accessibility' (89%, n=393/440)
  3. 'Grass areas' (88%, n=406/461).
- The top three negatively rated aspects of the park were:
  1. 'Toilets' [lack of] (81%, n=268/329)
  2. 'Play facilities for under/over 12's' (12%, n=60/329)
  3. 'General maintenance & improvements' (15%, n=51/329).

Overall, 85% (n=392/459) of respondents rated 'the park in general' positively, 13% (n=61/459) rated the grounds fair and 1% (n=5/459) rated the grounds negatively.



# Analysis of results

## What is your opinion of the Park in general?



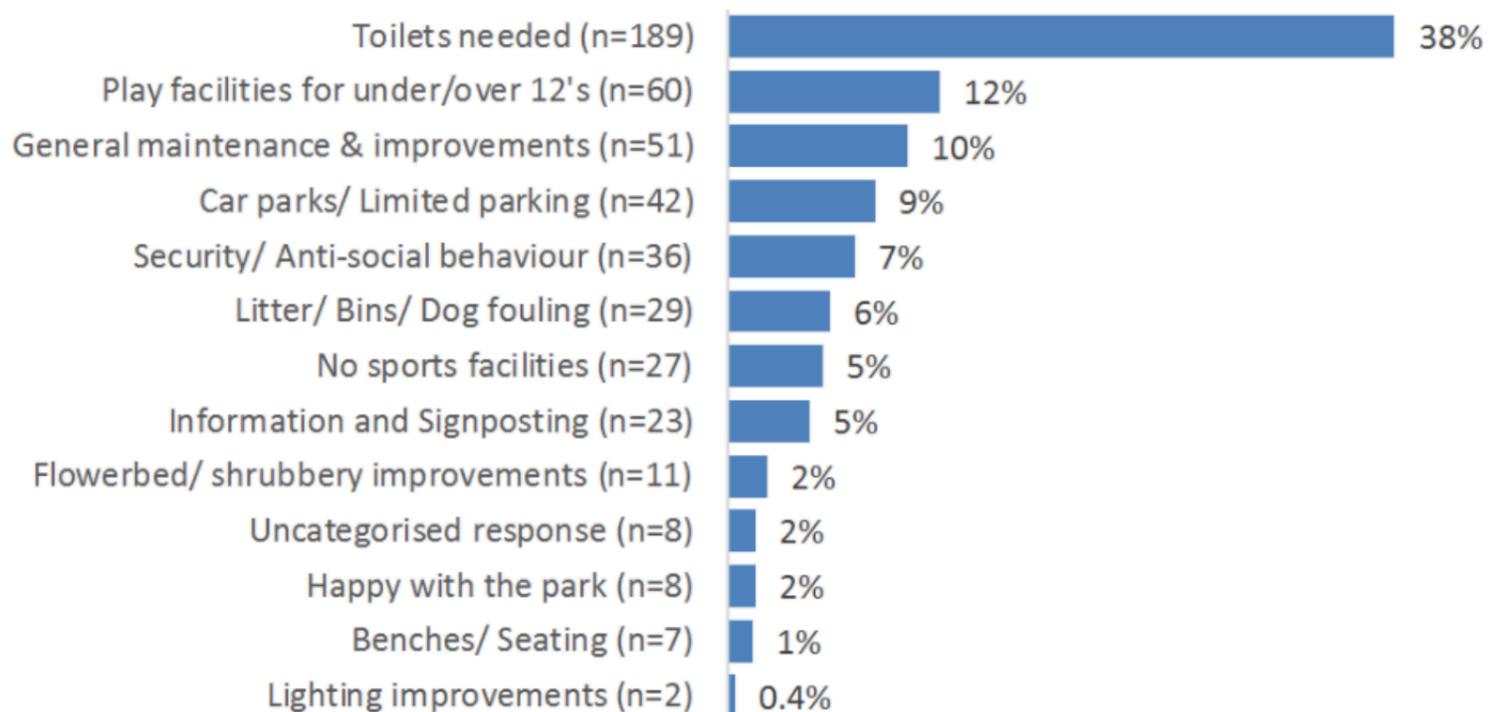
Base: All respondents = 459

Respondents who gave a negative response to an opinion relating to the park were also asked to provide reasons for their answer. The three most prevalent reasons were:

1. 'Toilets needed' (38%, n=189/493)
2. 'Play facilities for under/over 12's' (12%, n=60/493)
3. 'General maintenance & improvements' (10%, n=51/493).

The table below illustrates additional reasons:

## If you ticked 'Poor' or 'Very Poor', on any of the options above, please give your reasons:



Base: All responses=493



# Analysis of results

Examples of literal responses for option of the park in general include:

If you ticked 'Poor' or 'Very Poor' on any of the above options, please give your reasons below: (Base: All responses=493)	
Theme:	Examples:
Toilets needed	<ul style="list-style-type: none"> <li>• There have been no public toilets available for some time - in a park so popular with families, children, dog walkers and the general public this is a real disadvantage.</li> <li>• Lack of toilet facilities near the playground is a problem when you have young children.</li> <li>• The lack of toilet facilities also severely limits the time people can spend in the park.</li> <li>• The only toilets are in the nursery or the cafe. Which isn't helpful as the nursery isn't public obviously and the cafe isn't open all day.</li> </ul>
Play facilities for under/over 12's	<ul style="list-style-type: none"> <li>• No facilities for over 12 years is something that should be put as priority.</li> <li>• Nothing for teenagers.</li> <li>• Apart from the Harrier centre there are no facilities in the park for youngsters.*</li> <li>• The playground is very limited &amp; does not really adequately cater for any particular age groups.*</li> </ul> <p>(*Note: These comments relate to Poole Road Park and not Ewell Court Park; however, the feedback received will be taken on board)</p>
General maintenance & improvements	<ul style="list-style-type: none"> <li>• State of the lake - still polluted.</li> <li>• It would be so nice if something could be done to clean up the dead water at the park entrance just before the allotments. It is fetid, smelly and is a blot on an otherwise lovely park.</li> <li>• The bridge over the river needs fixing.</li> <li>• Pathways and waterways need cleaning more often.</li> <li>• The grass is never cut on time, and not cut properly and cuttings are left over the path.</li> </ul>
Car parks/ Limited parking	<ul style="list-style-type: none"> <li>• There are not many parking spaces.</li> <li>• More car parking space is needed.</li> <li>• Car parking can be a problem as the car park gets full.</li> </ul>
Security/ Anti-social behaviour	<ul style="list-style-type: none"> <li>• Security is poor as the fencing and gates by the house are easily breached.</li> <li>• There is no park security.</li> <li>• No security presence during the day so the children's play areas are often being mis-used by teenagers.</li> </ul>
Litter/ Bins/ Dog fouling	<ul style="list-style-type: none"> <li>• Not enough litter bins around. Dog bins - not enough, we have seen bags thrown on ground or hanging from trees and they smell disgusting.</li> <li>• Could do with more dog bins.</li> <li>• There aren't enough litter bins in general.</li> <li>• Lots of dog faeces - enhanced deterrent and enforcement may help reduce this.</li> </ul>
No sports facilities	<ul style="list-style-type: none"> <li>• No sports facilities, just a park, no activities for any age unless visiting a function at the house or library.</li> <li>• Sports facilities - nothing specific in place.</li> <li>• No sports facilities at all.</li> </ul>
Information and Signposting	<ul style="list-style-type: none"> <li>• No signs relating to facilities once inside gate.</li> <li>• I would like to see a bit more information about the types of ducks on the pond.</li> <li>• More direction signs needed.</li> </ul>
Flowerbed/ shrubbery improvements	<ul style="list-style-type: none"> <li>• Flower/shrub displays a bit boring - I have never noticed any "feature" plantings/beds.</li> <li>• Flowers could be better, not many of them.</li> <li>• More imagination is required to improve the small amount of flower/shrub displays.</li> </ul>
Uncategorised response	<ul style="list-style-type: none"> <li>• The park is at the rear of the house and the park was the reason for buying it!</li> <li>• Not relevant to this park. There are plenty of facilities close by.</li> </ul>
Happy with the park	<ul style="list-style-type: none"> <li>• As a place to visit, get some fresh air and have a run around it is excellent.</li> <li>• Otherwise an excellent park. We are so lucky to live in close proximity.</li> <li>• A lovely local place to take a walk with friends or a dog.</li> <li>• Everything else is great, love our park.</li> </ul>
Benches/ Seating	<ul style="list-style-type: none"> <li>• Need more seating and picnic tables not just around house and lake.</li> <li>• There are not enough benches in areas that are not near Ewell Court House.</li> <li>• No picnic benches.</li> </ul>
Lighting improvements	<ul style="list-style-type: none"> <li>• Lighting at night is no longer present other than either end of the public pathway. Very unpleasant to walk through after dark now.</li> <li>• Insufficient lighting in the park.</li> </ul>



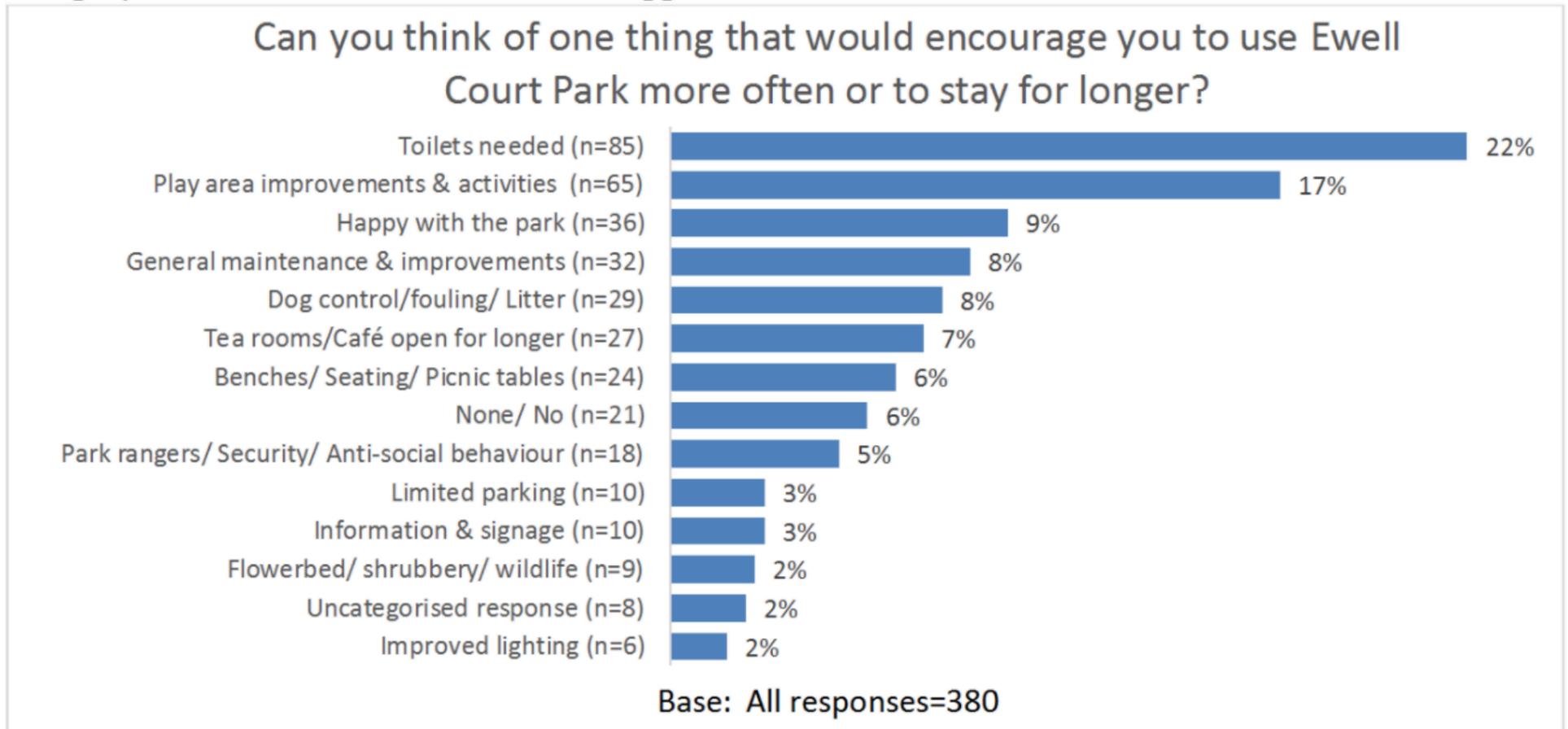
# Analysis of results

## Improving visitor experience and encouraging more use of the park or staying for longer:

This section looks at the visitor experience and suggestions for using Ewell Court Park more often or to stay for longer. When considering improving the visitor experience, the three most prevalent suggestions include:

1. 'Toilets needed' (22%, n=85/380)
2. 'Play area improvements & activities' (17%, n=65/380)
3. 'Happy with the park' (9%, n=36/380).

The graph below illustrates common suggestions:



Examples of literal responses include:

Can you think of one thing that would encourage you to use Ewell Court Park more often or to stay for longer? (Base: All responses=380)	
Theme:	Examples:
Toilets needed	<ul style="list-style-type: none"> <li>• Not having to rush home to use the toilet.</li> <li>• Toilet facilities are needed, especially when taking children to the park.</li> <li>• Good toilets would be a welcome and much needed addition.</li> <li>• In order to stay longer and to use the park we DESPERATELY need TOILETS!!</li> </ul>

### Volunteering opportunities:

In response to the question "Would you like to be involved in volunteering activities in the park", 53 people kindly provided their names and contact information. This information will be passed onto the management team for future volunteering opportunities.



# Analysis of results

Can you think of one thing that would encourage you to use Ewell Court Park more often or to stay for longer? (Base: All responses=380)	
Theme:	Examples:
Play area improvements & activities	<ul style="list-style-type: none"> <li>Enhanced playground facilities.</li> <li>More community events.</li> <li>Adult workout/outdoor gym.</li> <li>Better playground or even activities within the park itself like trees or simple natural looking structures for playing on.*</li> </ul> <p>(*Note: The comment relate to Poole Road Park and not Ewell Court Park; however, the feedback received will be taken on board)</p>
Happy with the park	<ul style="list-style-type: none"> <li>I love this park and just hope that all the people, who live in this area realise how lucky they are to have access to Ewell Court Park, House and Tea Rooms.</li> <li>Not a thing, I love it the way it is. Thank you 😊</li> <li>We love the park and have used it for 17 years, I cannot think of anything that would make the park more beautiful or useable.</li> <li>Fantastic park! Please look after it. We are all proud to have it here.</li> <li>I enjoy it exactly as it is!</li> </ul>
General maintenance & improvements	<ul style="list-style-type: none"> <li>Also like to see the river banks better maintained - to encourage exploration not just the stepping stones part.</li> <li>Cut back all the overgrown trees. Tidy it up a bit.</li> <li>Fix the wooden bridge, it's 2+ months, horrendous. Disgraceful that is has not been fixed.</li> <li>Improve the playground. It is looking quite tired compared to a few years ago. Often broken equipment.*</li> <li>A project to renovate the park - new trees, landscaping beds, upkeep of the pond maintained.</li> </ul> <p>(*Note: The comment relate to Poole Road Park and not Ewell Court Park; however, the feedback received will be taken on board)</p>
Dog control/fouling/ Litter	<ul style="list-style-type: none"> <li>There are too many dogs off leads around the pond area. Many dogs getting into fights with other dogs and as they aren't on leads they aren't being controlled by their owners.</li> <li>More restrictions on dogs on leads.</li> <li>Less dog fouling.</li> <li>More dog litter bins.</li> </ul>
Tea rooms/Café open for longer	<ul style="list-style-type: none"> <li>Tea rooms open longer and made bigger as sometimes difficult to get seated.</li> <li>Tea rooms open throughout the year.</li> <li>Extended cafe opening times.</li> <li>Cafe open on Mondays and longer in summer.</li> </ul>
Benches/ Seating/ Picnic tables	<ul style="list-style-type: none"> <li>Facilities to sit down/relax at various points in the park.</li> <li>It would be great if there were picnic benches to encourage families to visit more often.</li> <li>More picnic/seating areas.</li> <li>Picnic tables and benches would be a welcome addition.</li> </ul>
None/ No	<ul style="list-style-type: none"> <li>No not really.</li> <li>Not offhand.</li> <li>No.</li> </ul>
Park rangers/ Security/ Anti-social behaviour	<ul style="list-style-type: none"> <li>More police patrols as lots of antisocial behaviour, especially early evening.</li> <li>Stop antisocial behaviour of teens riding through on mopeds almost every night.</li> <li>Regular park rangers.</li> </ul>
Limited parking	<ul style="list-style-type: none"> <li>More disabled parking spaces.</li> <li>More parking.</li> <li>Car parking could be better.</li> </ul>
Information & signage	<ul style="list-style-type: none"> <li>Information and signage poor. More about trees/plants/house, etc.</li> <li>More information on the wildlife.</li> <li>It would be useful for site maps to be present at each park entrance to help get your bearings.</li> </ul>
Flowerbed/ shrubbery/ wildlife	<ul style="list-style-type: none"> <li>More seasonal planting.</li> <li>Improved flowers and shrubs.</li> <li>More interesting/varied planting in the railed-off watercourse area.</li> <li>More flower displays to encourage bees and other insects which would encourage more wildlife. Maybe a wild garden area with wild flowers.</li> </ul>
Uncategorised response	<ul style="list-style-type: none"> <li>More sun!</li> <li>Having more time myself!</li> <li>Less expensive hire charges for Ewell Court House.</li> </ul>
Improved lighting	<ul style="list-style-type: none"> <li>Better lighting.</li> <li>Lighting for safety.</li> <li>Night time lighting is poor, especially down the 2 allotment paths.</li> </ul>



# Conclusion

The results of the survey show that people visit the park on a regular basis - over half the number of respondents (55%, n=263/481) visit the park multiple times weekly, with 22% (n=104/481) visiting daily.

Three quarters of respondents travel to the park on foot (75%, n=440/587), which would suggest they live nearby or in close proximity to the park.

Overall, the most frequent reason for visiting the park was 'Go for a walk' (12%, n=266/2,231). This was followed by 'Visiting Ewell Court Tearooms' (10%, n=234/2,231). Looking at the age profile, most respondents between 35-44yrs use the park for a 'Children/family outing' (13%, n=44/340) whilst respondents between 55-64yrs said they use the park to 'Go for walk' and 'Visiting Ewell Court Tearooms' (Tie: 12%, n=42/351).

The top three positively rated aspects were the park's 'Tree cover' (91%, n=409/448), 'Accessibility' (89%, n=393/440) and 'Grass areas' (88%, n=406/461). The top three negatively rated aspects were 'Toilets' [lack of] (81%, n=268/329), 'Play facilities for under/over 12's' (12%, n=60/329) and 'General maintenance & improvements' (15%, n=51/329). Overall, 85% (n=392/459) of respondents rated 'the park in general' positively, 13% (n=61/459) rated the grounds fair and 1% (n=5/459) rated the grounds negatively.

When asking respondents to provide reasons for scoring any aspect of the park 'poor' or 'very poor', a number of respondents cited the lack of toilet facilities - with some people saying they have to leave early because of this.

The most popular suggestion to encourage people to use the park more often or to stay for longer was the need for toilet facilities (22%, n=85/380). This was followed by 'Play area improvements & activities' (17%, n=65/380) and respondents citing they were 'Happy with the park' (9%, n=36/380).

As a result of the survey, of the 60 who ticked that they were interested in volunteering, 53 kindly provided their names and contact information for volunteering activities. This information will be passed onto the management team for future volunteering opportunities.

Overall, visitor responses were very positive with a few developmental areas identified.