



**Code of Conduct and Licensing Scheme
for dog walkers, commercial dog walkers**
Engagement and consultation process

Interim report: October 2019

Version	Date	Author	Checked by	Approved by Director
A1788 V1	23/10/2019	Jon Sheaff	Rhona Harley	Jon Sheaff
A1788 V2	31/10/2019	Jon Sheaff	Rhona Harley	Jon Sheaff

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1 Introduction

Introduction

In February 2019, the City of London Corporation (City Corporation) procured the services of Jon Sheaff and Associates to research and deliver proposals for a Codes of Conduct and Licensing Schemes for dog walkers commercial dog walkers and for commercial fitness trainers using the City Corporation's Open Spaces at Hampstead Heath, Highgate Wood and Queen's Park.

To inform the development of a new Code of Conduct and Licensing Scheme, the project brief included a requirement to carry out an engagement and consultation process with dog walkers, commercial dog walkers, fitness instructors and everyday users of Hampstead Heath, Highgate Wood and Queen's Park. The project brief sets out the following set of project requirements:

- To engage with and consult users through various means
- Following user engagement and data gathering, the production of draft strategies

- The development of final strategies (responsible behaviour policy, Code of Conduct for dog walkers, licensing scheme for commercial dog walkers and fitness instructors), presented to Hampstead Heath Management Committee by Officers for approval
- To support the embedding of the strategies into the divisional way of working
- To consider a future engagement strategy with existing and other user groups

In response, the tender submission from Jon Sheaff and Associates proposed the following deliverables:

- Briefings for the Consultative Committees/Groups for each site
- Four publicised 'pop up' events
- Two Focus Groups/Workshops
- An online and paper questionnaire

In parallel, Jon Sheaff and Associates has undertaken research into current best practice in respect of Codes of Conduct and Licensing Schemes for

1 Introduction

dog walkers, commercial dog walkers and fitness instructors.

This report documents the outcome of the consultation and engagement process. This information will be combined with research into best practice to inform the development

of new Codes of Conduct and Licensing Schemes that will be considered by the City Corporation and Consultative Committees/Groups in due course.



2 Pop-up events

Pop-up events:

- 20th July 2019: 9am to 12pm
Parliament Hill Fields Cafe
- 25th July 2019: 5pm to 8pm
East Heath Car Park

Weather: Fine, warm

A pop up tent was set up at each location and an exhibition of seven consultation boards set up (see Appendix 1).

The boards covered the following themes:

- Principles – how we all collectively care for the Heath, how it enriches our lives and the role of dogs in this context
- The City Corporation's current guidance on dogs being brought onto the Heath
- Hampstead Heath's current by-laws
- What other authorities do - the Royal Parks, Lee Valley and Wandsworth Borough Council
- How to get involved in the consultation process

Two members of staff from Jon Sheaff and Associates were present at each event and engaged members of the public in discussion around

these issues, encouraging participants to leave comments. Comments left are reproduced in full in Appendix 2.

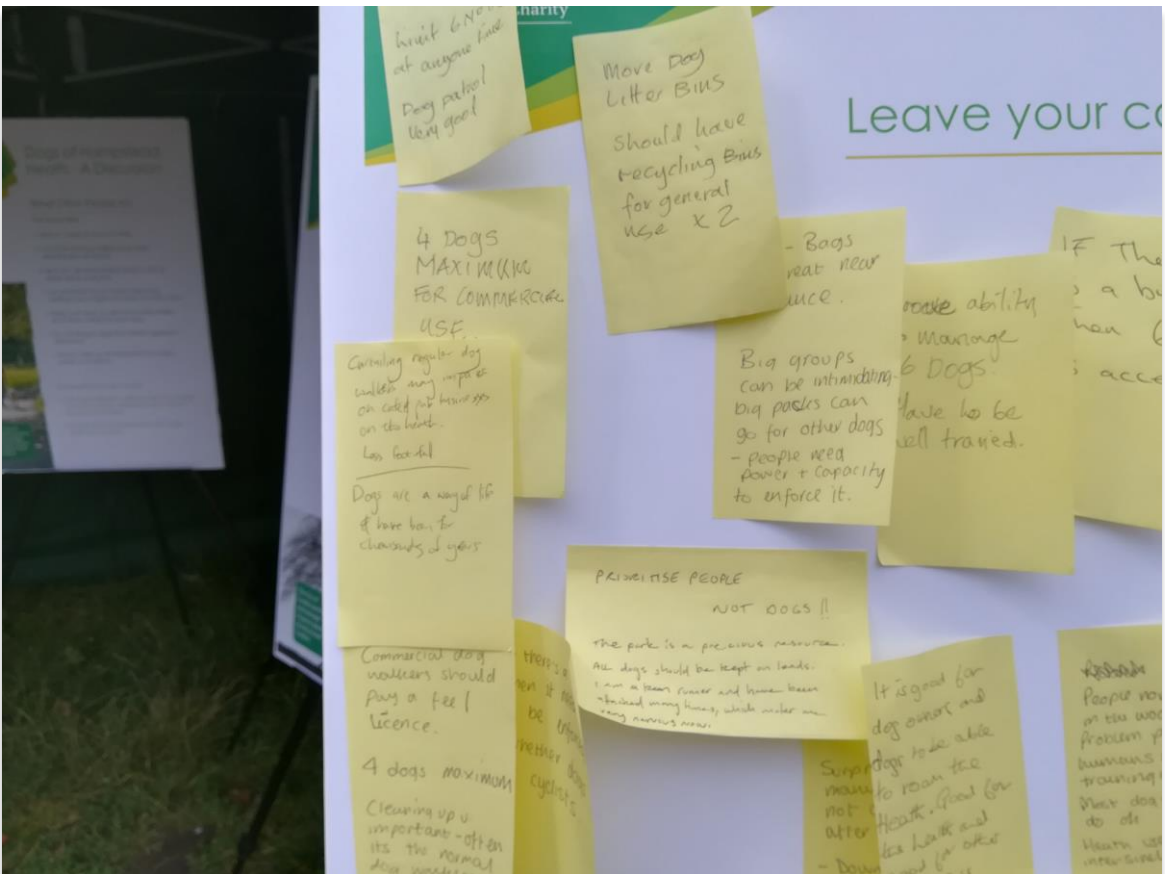
A number of significant themes emerged from these discussions:

- Licencing is considered to be a good idea.
- Opinions vary in respect of the number of dogs that can be reasonably managed by one person. Most suggested 4-6. One interviewee suggested a maximum of two dogs per person.
- Some interviewees suggested the creation of specific areas where dogs can run free and dog owners need not worry about BBQs and picnics.
- Several interviewees wanted to know how licensing would practically and effectively be enforced. It was suggested that patrolling of dog walking 'hot spots' could support effective enforcement.
- Several interviewees suggested that people walking large packs of dogs can be intimidating.

2

Pop-up events

- Many people expressed the view that a single person cannot control multiple dogs.
- Dogs off lead are considered to be intimidating for small children and present a problem for runners.
- Dog bag provision at entrances to the Heath is considered to be very good. Some dog walkers with large packs cannot always notice when a dog in their care is fouling.
- Some interviewees expressed the view that dogs on the Heath undermine the achievement of ecological objectives.
- A view was commonly expressed that dogs are part of the life of the Heath and make it a safe place to be for all users.



3 Focus group/workshop 1

A focus group/workshop was held at the offices of the City Corporation at Parliament Hill Fields between 6.30pm and 8pm on 1st August.

There were 11 attendees and the group included dog owners, commercial dog walkers and non-dog owners. The purpose of the workshop was to consider issues affecting how dog owners and commercial dog walkers use the Heath. Consideration was given to how dogs owners and commercial dog walkers impacted on other users of the Heath.

An initial presentation by Jon Sheaff and Associates introduced the project and described the current guidelines issued by the City Corporation in respect of the use of open space by dogs and their owners. A precis of the Codes of Conduct that have been adopted by managers of similar portfolios of public spaces (the Royal Parks and Lee Valley) was also presented.

Attendees were then divided into two groups, with each group including commercial and non-commercial dog walkers and everyday users of the Heath. The objective was to ask group members to consider the viewpoint

of others so that a rounded and balanced position could be developed that reflected a broad spectrum of views.

The two groups were asked to consider two questions:

- 1) What is your experience of dogs on Hampstead Heath? What's good? What's bad?
- 2) Are the current rules fit for purpose? If they need to change, how should they change? Should there be a distinction between commercial dog walkers and non-commercial dog walkers in respect of how these rules are applied?

A full set of responses is included in Appendix 3 of this report.

The following broad themes emerged from the workshop.

Q1 – general experience of dogs:

- the Heath offers plenty of space if used well. It is a great resource offering positive physical and mental health outcomes for city dogs and their owners. Good dog walkers/owners want to care for the Heath.

3 Focus group/workshop 1

- there seems to have been a proliferation of commercial dog walkers recently, with greater numbers during the summer. Some dog owners do not train their dogs properly. Some commercial dog walkers do not seem to be able to control animals in their care.

- the number of dogs on the Heath is now acting as a disincentive to some general users making visits to the open space. Dogs can be intimidating to some users (especially children).

- Uncontrolled dogs are having a negative effect on wildlife.

Q2 – are the current rules fit for purpose?

- the current rules are generally satisfactory but the issue is a lack of enforcement

- commercial dog walkers should not be allowed to congregate with other commercial dog walkers as this brings many animals together in the same place at the same time.

- dogs can be left in vehicles (which is an animal welfare issue). The imposition of a ceiling on the number of dogs permitted at any one time would proliferate this problem.

- a new Code of Conduct should be adopted. This should not distinguish between individual dog owners and commercial dog walkers.

- the adoption of a new Code of Conduct should be accompanied by an education and information campaign.



4 On-line questionnaire

An on-line questionnaire was developed to gather views on issues around dogs and dog walking on Hampstead Heath, Highgate Wood and Queen's Park. The survey was opened for a period of 8 weeks (22nd July to 15th September).

The survey link was publicised by the City Corporation in the following ways:

- By creating social media feeds (Twitter, Facebook and Instagram)
- By developing City Corporation website content
- By putting up posters in 'high traffic' areas such as the Parliament Hill café and at Kenwood House

The questionnaire contained 17 questions, 11 of which were specifically addressing issues relating to dogs and dog walking. A further 6 questions were in respect of general demographic information.

Questions relating specifically to dog issues were structured so questions relating solely to people with dogs and commercial dog walkers were given a different pathway to general questions about issues relating to dogs on the Heath and other spaces.

Two questions invited specific comments from people completing the survey.

A full copy of the on-line survey questions appears as Appendix 4. The survey had 1,346 'hits' over the specified period. 956 of the 'hits' delivered completed surveys (71% of the total). 390 'hits' delivered partially completed surveys (29%). 91% of respondents were local residents. In the context of a typical outcome for surveys of park-related issues, this 'hit' rate represents a significant sample.

The full results of the survey appear as Appendix 5. The headlines of the survey process are as follows:

- The percentage of respondents who brought dogs onto the open space sites in question was highest for Hampstead Heath (58%) and lowest for Queen's Park (17%).
- The preponderance of people (92%) completing the survey were not commercial dog walkers
- There were high levels of support for the following propositions:
 - People should clean up after their dogs (97% strongly agree)

4 On-line questionnaire

- People walking multiple dogs should have them properly under control (83% strongly agree)
- people walking dogs need to have access to bins for waste (81% strongly agree)
- Exercise is crucial to a dog's physical and mental wellbeing (77% strongly agree)
- the City of London's open spaces are for everyone (74% strongly agree)
- all dog walkers should adhere to a Code of Conduct (70% strongly agree)

A number of propositions stimulated low levels of support:

- There should be areas where dogs can run free and areas where they are kept on lead (38% strongly agree)
- Some people find dogs intimidating (40% strongly agree)

Respondents were invited to make specific comments about commercial dog walking on Hampstead Heath in Highgate Wood and Queen's Park.

As might be expected from such a large sample, a broad spectrum of comments was received. But analysis of responses has revealed a number of over-arching themes.

1) Many respondents were content with the use of the City Corporation's sites by dog and dog walkers, irrespective of whether they were private owners or commercial dog walkers. This group did not see the need for any change to the current status quo in terms of patterns of use or approaches to regulation and enforcement.

A minority within this group was categorically opposed to any change in the regulatory environment.

2) A significant number of respondents advocated a restriction on the number of dogs being brought onto City Corporation sites at any one time. There was no consensus around the maximum number of dogs that would be permitted with most proposals ranging from 2 to 6. The most popular figure was 4.

A minority of respondents suggested that dog walkers should be banned altogether.

4 On-line questionnaire

3) A significant number of respondents suggested that dogs needed to be kept under control. Many commented that it was difficult to control individual dogs when part of a larger group.

Several respondents commented on some users of the City Corporation's sites being intimidated by dogs. This was a particular issue for parents with young children and people with mobility issues.

4) The need for dog owners and walkers to clear up dog faeces was a consistent thread. Many respondents suggested that dog walkers controlling large numbers of animals would not be able to pick up after all of them.

5) A relatively small number of respondents commented on the impact of dogs on wildlife and bio-diversity, with some suggesting that dogs should be excluded from some areas of the City Corporation's sites with particular ecological sensitivity

5 Summary of findings

The engagement and consultation exercise revealed a number of key themes which will enable the City Corporation to develop strategies to support their management of the Hampstead Heath, Highgate Wood and Queen's Park.

City Corporation's open spaces within the Hampstead Heath Division are for everyone.

The value of the open spaces are recognised for their health and wellbeing outcomes for those walking their dogs.

Dog walkers should clean up after their dogs.

Dogs should be under proper control.

Dog walkers should have access to bins for disposal of waste.

All dog walkers should adhere to a Code of Conduct.

6 Conclusions and recommendations

The majority of consultees strongly agreed that people walking dogs should have them under proper control. It is recommended that the City Corporation take into consideration the number of dogs one person has under their control enabling dog walkers to effectively control their dog(s). This figure can be benchmarked against other local authorities.

Most respondents agree that the provision of dog bins by the City Corporation supports the effective management of dog faeces and that this practice should continue. This will enable dog walkers to dispose of dog faeces (waste) responsibly.

It is strongly agreed that a Code of Conduct if adopted, should be adhered to. The City Corporation should consider the appropriate level of engagement and education following the introduction of any code of conduct.

There was little support for dog only designated areas within the open spaces under the City Corporation's control.

The City Corporation should consider educational opportunities for dog walkers, focusing on issues such as walker / dog training needs, helping to reduce the misconception of intimidating breeds with dog walkers managing their dog's environment to keep people.

The City Corporation, working with their Ecologist, should give consideration to areas where dogs may impact on the wildlife and biodiversity. On occasion, it may be appropriate and justifiable to exclude dogs from entering certain areas of the Heath.

7 Next Steps

The recommended next steps in the process are as follows:

- Taking into consideration the comments and feedback from the users of the open spaces, develop final strategies (responsible behaviour, code of conduct for dog walkers, licensing scheme for commercial dog walkers and fitness instructors.)
- Consult further with focus group/workshop on dog code of conduct/licence.
- Formalise a workshop for discussion about fitness instructors Code of Conduct/ licence.
- Adopt a new code of conduct for dog walkers
- Adopt a new Code of Conduct for fitness instructors
- Adopt a licensing scheme for commercial dog walkers and fitness instructors
- Develop an engagement and education programme



A1 Appendices

Pop-up consultation boards



Hampstead Heath
Registered Charity

Dogs of Hampstead Heath - A Discussion

Principles

- Together, we protect and conserve the Heath
- The Heath enriches our lives – the Heath is good for physical and mental health. Dogs are also good for physical and mental health
- The Heath is inclusive and welcoming – the Heath welcomes people with dogs and people without dogs
- We all care for the Heath – people who use the Heath to provide a service should make a contribution to the cost of sustaining the Heath



The City of London protects and manages 14 green spaces in and around London.



Hampstead Heath
Registered Charity


Dogs of Hampstead Heath - A Discussion

City of London's Current Guidance

- Clean up after your dog
- Keep your dog under control and be prepared to put it on a lead if necessary
- Follow rules on Hampstead Heath notices
- Be considerate of other people and be aware that some people find dogs intimidating
- Do not walk more than six dogs at once



The City of London protects and manages 14 green spaces in and around London.



Hampstead Heath
Registered Charity

Dogs of Hampstead Heath - A Discussion

Hampstead Heath Byelaws

- Keep your dog under proper control and effectively restrained from injuring or disturbing other people and animals
- Keep your dog from running on flower beds or injuring trees, shrubs or plants
- Keep your dog from entering any lake, river or pond with a notice or sign which prohibits dogs
- Keep your dog on a lead and muzzled in an area where signs state you must do so
- Do not train or race any dogs



The City of London protects and manages 14 green spaces in and around London.



Hampstead Heath
Registered Charity

Dogs of Hampstead Heath - A Discussion

What Other People Do

The Royal Parks:

- Max of 4 dogs at any one time
- Commercial Dog Walkers must carry identification armband
- Must not use areas where there is a risk of areas being over-used
- Not permitted to use areas where dog walking has a negative impact on other users
- Dogs must wear a collar and a dog walker must have a lead for each dog
- Do not bring in dogs that exhibit aggressive behaviour
- Always clear up all dog waste from dogs under your control

Wandsworth Borough Council

- A license required if walking more than 4 dogs at a time (number defined for each site by Dog Control Orders)
- Always clear up all dog waste from dogs under your control



The City of London protects and manages 14 green spaces in and around London.

A1 Appendices

Pop-up consultation boards



A2 Appendices

Pop-up event comments boards

Thousands of dog owners on the heath every day 10 years and the Council discussed putting dogs on leads in Camden and it was turned down
More aggressive dogs after xxx? Dog users have left. Limit 6no. dogs at any one time. Dog patrols are good.
Move dog litter bins. Should have recycling bins for general use x 2
Too many dogs. Should be regulated. Restrict to certain hours off lead. Have an area just for dogs (person, likes dogs).
Restrict to 2 dogs at most. Dog compound area. No commercial dog walkers. Pollution issues to ponds. Leaching into ponds.
4 dogs maximum as a rule would be good. Licencing would be good.
Restricting pack size.
Fabulous the way it is!
4 dogs maximum for commercial use.
Really good the park can be used for dogs. Shame to lose what we have.
Dog bags - great near entrance. Big groups can be intimidating, big packs can go for other dogs, people need power and capacity to enforce it (licencing).
Provide ability to manage 6 dogs. Have to be well trained.
If there is a bylaw then 6 is acceptable.
Dogs off lead are a problem for runners. Know someone who has been bitten / run into when running. Don't see dogs till they hit you. Issue with some occasional dog walkers letting dogs run free. How can you control large packs of dogs? Dog training if off lead.
No dogs. It is not sustainable or ecologically sound to maintain and support an animal with no effective purpose. P.S companionship is not a purpose. Go hang around with other people.
People should pick up the dog mess. Today we came across some and often we have told dog owners who did not pay attention that their dog was pooing. Areas where dogs swim and shake themselves afterwards should be far from the pavement.
Curtailling regular dog walkers may impact on xxx pub business on the Heath. Less footfall. Dogs are a way of life and have been for thousands of years.
Prioritise people not dogs! The park is a precious resource. All dogs should be kept on leads. I am a team runner and have been attacked many times, which makes me very nervous now.
It is good for dog owners and dogs roam the Heath. Good for the Heath and good for other Heath users because the number of dog walkers keeps the Heath safe.
People now BBQ in the woods. Problem with peat soil - humans need more training! Most dog walkers do ok. Heath used more insensitively.
We love seeing different and happy dogs running freely on the Heath. The dog users we've met have been fine.
Please follow through better controls.
Surprised how many people are not cleaning up after their dogs. The green area down by the pond is very bad.
Dog walkers with 4/5/6 do not always notice to pick up poo.
Licensing would be a good idea. Most of the time ok but occasionally see a dog out of control and feel powerless.
Specific areas for dogs and dog-free areas. A place/ field in the summer where dogs can be let off the lead. Agree to limit dog numbers but how do you control them.
Fenced off dog area would be good. Particularly in the summer when people are picnicking.
To many dogs, some uncontrollable
Conflict cyclists and dog walkers. Please make cycle paths clearer say with a blue line. Lack of dog bins at King's Wood Area.
Bring in more cycle lanes
Hardly any bins at the woods. Design is confusing!
Great the Heath is available for <u>everyone</u> , whether you have a dog or not
Good to have a few enclosed areas with picnic tables - safe picnic areas.
Some people are fearful.
More semi-wild areas - keep some mystery / wildness of the Heath. Budaper Mound should be more of a picnic area.
Some people are culturally scared of dogs and fear passes onto their children. Therefore dog-free picnic areas would be good.
Need more dog bins to encourage people to clean up after their dog. Would like a dog area for dogs to share - in a designated area to have fun. Most people are respectful of the Heath. Commercial dog walkers sometimes miss cleaning up after one of the dogs.

A3 Appendices

Workshop 1 discussion responses

1. Avoids the Heath because of large number of dogs on the heath.
2. Runs business on Heath
3. Concerns about dogs being out of control
4. Increasing numbers of dogwalkers
5. More disturbance of wildlife.
6. Dog disturbances are not necessarily caused by pro dog walkers
7. Problems w/ inexperienced dog walkers
8. Danger to wetlands, ponds, dogs in water, reduced # of birds
9. Professional dog walkers want to contribute to looking after the heath
10. Dogs knocked over a child - Intimidation
11. Owners don't train dogs properly
12. The Heath represents an amazing access for dog owners, dog walkers
13. Exposure to natural spaces brings positive emotional/physical health to City Dogs.

- | +VE | -VE |
|-------------------------------------|--|
| PUT DOGS ON LEAD | LET DOGS GO AMONG CHILDREN |
| LEAD 2 ON TO POO
2 BY 2 | TALKING ON PHONE
NOT WATCHING DOGS |
| I KNOW THEIR DOGS | POO ON PITCH |
| JUMPY DOGS - KEEP ON LEAD TIL EMPTY | CONGREGATING ON PITCH |
| NOT OFF LEAD IF DUCKS | OWNERS LEAVE 900 |
| PLENTY OF SPACE IF USED WELL | SHOULD BE LEGISLATION? 1996 for animal officer |
| | PACK MENTALITY - SPOOKED |
| | WORRIES BYSTANDERS WALKERS |
| | KNOCKED OVER BY DOGS
7 PACKS TOGETHER |
| | PROBLEM WORSE IN SUMMER |
| | DON'T BLAME DOGS = OWNER |
| | DOGS LOVE WATER |
| | VEHICLES LEFT IN |
| | PICK UP ENT LONDON |

1. Dog welfare Issues - limiting #s might result in walkers leaving dogs in vans.
2. Guidelines are not enforceable
3. Possible need for Professional Code of Conduct
4. Reducing #s of dogs to less than 6 would greatly adversely affect business hugely
5. More enforcement?
6. Publicity - more signs, better signage
7. L7 Pinned at Responsible Dog Owners
8. Education & Outreach to non dog owners on how to safely be in a space w/ dogs
9. Dog free Areas - Nature Reserve
10. Specific hours of operation for Professional Dog Walkers so the public no what to expect

- Current rules are broadly okay.
But, the problem is enforcement.
- It was agreed there should be a licence
Maximum of 6 dogs per walker
- There should be a revocation of licence if "good practice" is not followed
- It was felt that dog walkers (professional) should try and avoid other dog walkers with large numbers of dogs. Perhaps this can be a new law?
- Maybe there could be an area(s) for dogs to drink - dog fountain?? low elevation
- There should not be a distinction between professional + non-professional dog walkers (on responsibility)
- Publicity Campaign to remind dog-walkers of their responsibilities around wild birds esp ducks + swans. i.e. a dog chasing birds is not a game

A4 Appendices

On-line questionnaire

Dog Survey

We want to ensure that the Heath, Highgate Wood and Queens Park are spaces that everyone can enjoy.

We are currently trying to gather as much information as possible about how dog walkers and in particular commercial dog walkers use our open spaces.

We've devised a questionnaire to gather this information. The questionnaire will be available for a period of 6 weeks, closing on August 31st. In parallel, we'll be holding a number of events both drop in and workshops to gather more views and opinions.

We really value your input. Please do take the time to complete this survey. It should take around 10 minutes of your time.

Thank you for your participation

Q.1) How often do you visit the following open spaces?*

	Day Every	ce a More	ek Once a	ght Once a	a At least	few Every	ar Once a	Never
Hampstead Heath	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Highgate Woods	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Queen's Park	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Dog Survey

Q.4) When visiting how many dogs do you bring to the following open spaces?*

Hampstead Heath:

Highgate Woods:

Queen's Park:

Q.5) Do you walk dogs for other people?*

☐ Yes

☐ No

Q.6) Are you a commercial dog walker?*

☐ Yes

☐ No

Q.7) Are you aware of the City of London's basic guidelines for dog walkers?*

☐ Yes

☐ No

Q.8) Please read the following statements in relation to dog walking on Hampstead Heath, Highgate Woods and Queens Park and tell us how strongly you agree or disagree.*

Dog Survey

Q.2) Do you walk dogs on the following open spaces?

	Yes	No
Hampstead Heath	<input type="checkbox"/>	<input type="checkbox"/>
Highgate Wood	<input type="checkbox"/>	<input type="checkbox"/>
Queen's Park	<input type="checkbox"/>	<input type="checkbox"/>

If you replied YES please go to Q.3.

If you replied NO go to Q.7

Q.3) How often do you bring dogs to the following open spaces?

	Every Day	k More than once	Once a week	Once a fortnight	th At least once a	is Once every few	Once a year	Never
Hampstead Heath	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Highgate Woods	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Queen's Park	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Dog Survey

	Strongly	Agree	Neutral	Disagree	Strongly	Don't
The City of London open spaces are for everyone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dogs support peoples physical and mental well being	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Exercise is crucial to a dog's physical and mental wellbeing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

A4 Appendices

On-line questionnaire

Dog Survey

It's important that people clean up after their dogs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Some people may find dogs intimidating	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There should be areas where dogs can run free and areas they are kept on leads	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People walking multiple dogs should properly control all of their dogs in their charge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It's important that dog walkers have access to enough bins for waste disposal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
All dog walkers should adhere to a code of conduct	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Commercial dog walkers should have a specific code of conduct	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Commercial dog walkers should be easily identifiable whilst on Hampstead Heath, Highgate Woods or Queen's Park	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q.9) Thinking about commercial dog walking on Hampstead Heath, Highgate Woods and Queen's Park what is the one thing you would really like to change?*

Q.10) Do you have any other comments or suggestions you'd like to share with us about commercial dog walking on Hampstead Heath, Highgate Woods and Queens Park.

Q.11) Are you a commercial dog walker?*

Yes

No

DEMOGRAPHICS

Please answer the following questions to help us ensure that all members of our community are being served properly.

Q.12) Are you:*

A local resident

Work locally

Visiting

Q.13) Gender:

Male

Female

Other

Q.14) Age:

5-15 years

16 - 19 years

20 - 44 years

45 - 64 years

65 years +

Prefer not to stay

Q.15) What is your ethnic group? Please choose one of the options below.

White

English /Welsh / Scottish / Northern Irish / British

Irish

Traveller

Any other White background

Mixed / Multiple Ethnic Groups

A4 Appendices

On-line questionnaire

☐ White and Black Caribbean

☐ White and Black African

☐ White and Asian

☐ Any other mixed / multiple ethnic background

Asian / Asian British

☐ Indian

☐ Pakistani

☐ Bangladeshi

☐ Chinese

☐ Any other Asian background

Black / African / Caribbean / Black British

☐ African

☐ Black British

☐ Caribbean

☐ Any other Black / African / Caribbean background

Other Ethnic Group

☐ Arab

☐ Any other ethnic group

Q.16) What is your main language?

☐ English

☐ Other - please specify:

Q.17) Do you consider yourself to have a disability?

☐ Yes

☐ No

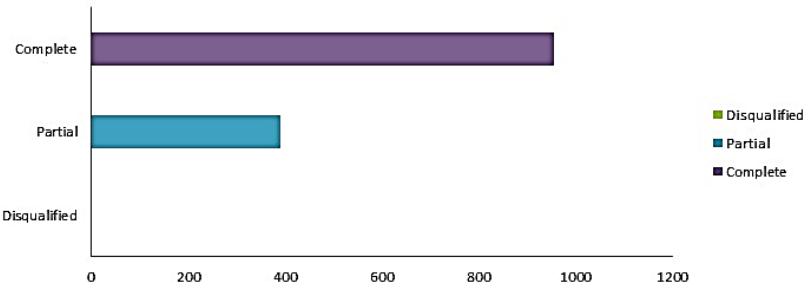
☐ Prefer not to say

Thank you again for taking the time to complete our survey. Your response is very important to us.Thank You!

A5 Appendices

On-line questionnaire data

Response Statistics



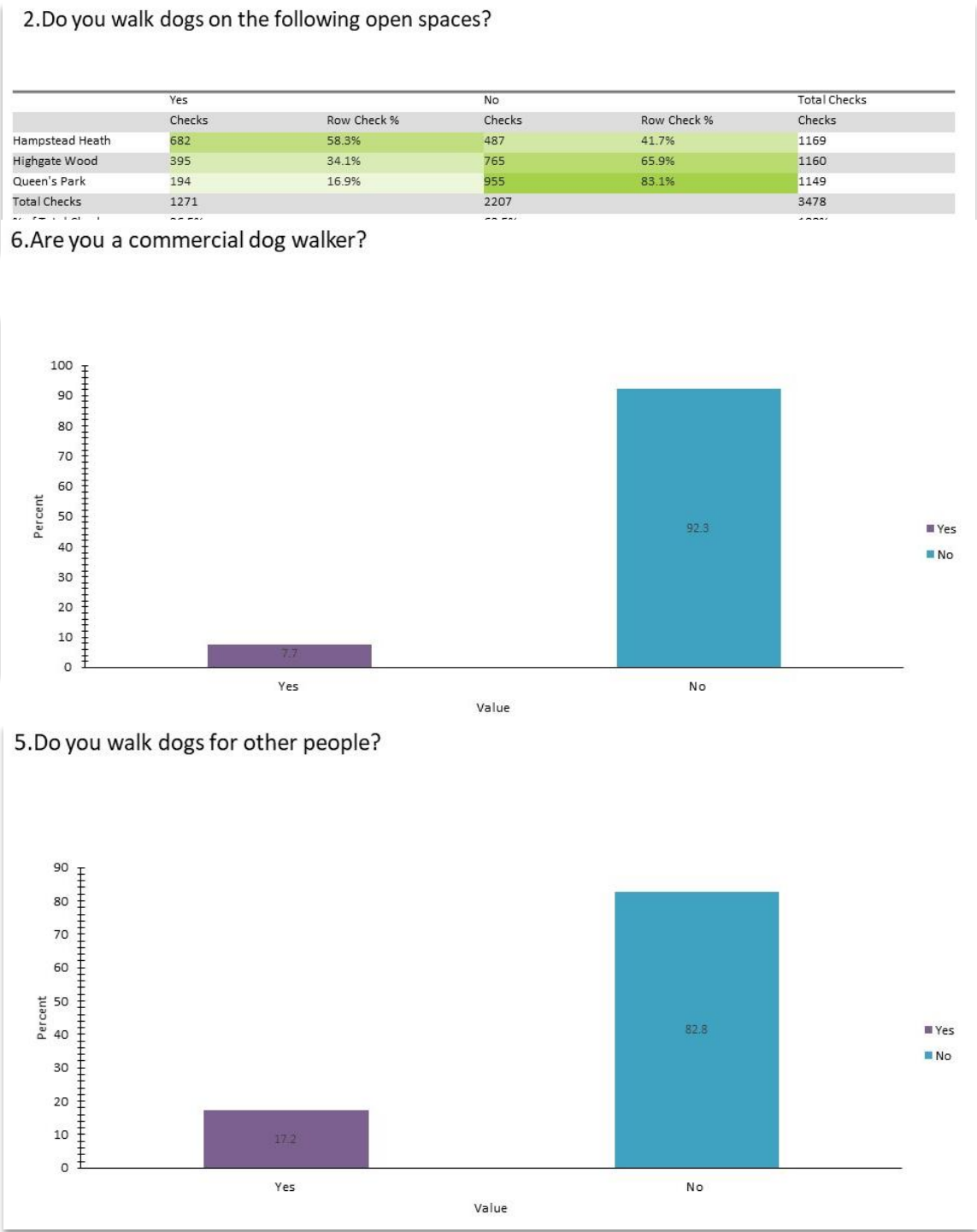
	Count	Percent
Complete	956	71
Partial	390	29
Disqualified	0	0
Totals	1,346	

1.How often do you visit the following open spaces?

	Every Day		More than once a week		Once a week		Once a fortnight		At least one a month		Every few months		Once a year		Never		Total Checks
	Checks	Row Check %	Checks	Row Check %	Checks	Row Check %	Checks	Row Check %	Checks	Row Check %	Checks	Row Check %	Checks	Row Check %	Checks	Row Check %	
Hampstead Heath	346	28.7%	405	33.6%	156	12.9%	67	5.6%	106	8.8%	92	7.6%	18	1.5%	16	1.3%	1206
Highgate Woods	40	3.4%	88	7.4%	82	6.9%	76	6.4%	118	9.9%	300	25.1%	219	18.3%	271	22.7%	1194
Queen's Park	40	3.4%	42	3.5%	40	3.4%	33	2.8%	62	5.2%	160	13.4%	158	13.2%	659	55.2%	1194
Total Checks	426		535		278		176		286		552		395		946		3594
% of Total Checks	11.9%		14.9%		7.7%		4.9%		8%		15.4%		11%		26.3%		100%

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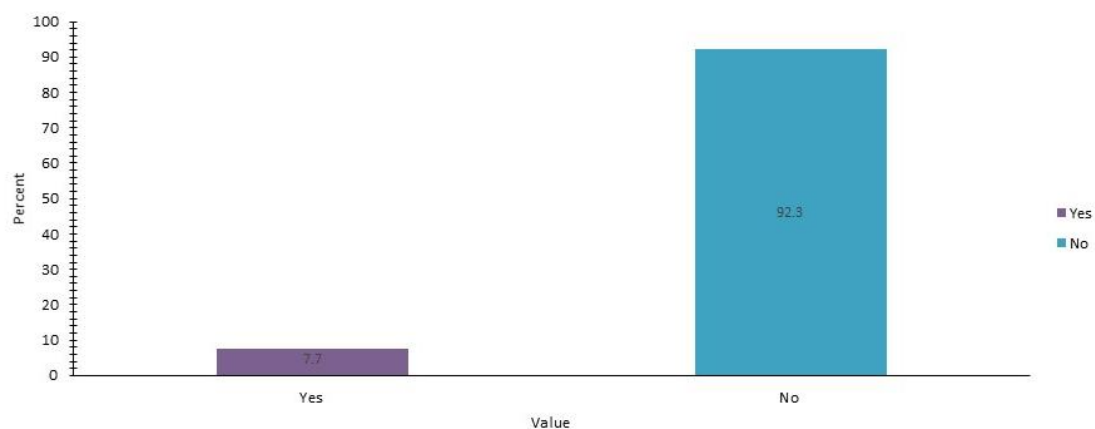
On-line questionnaire results



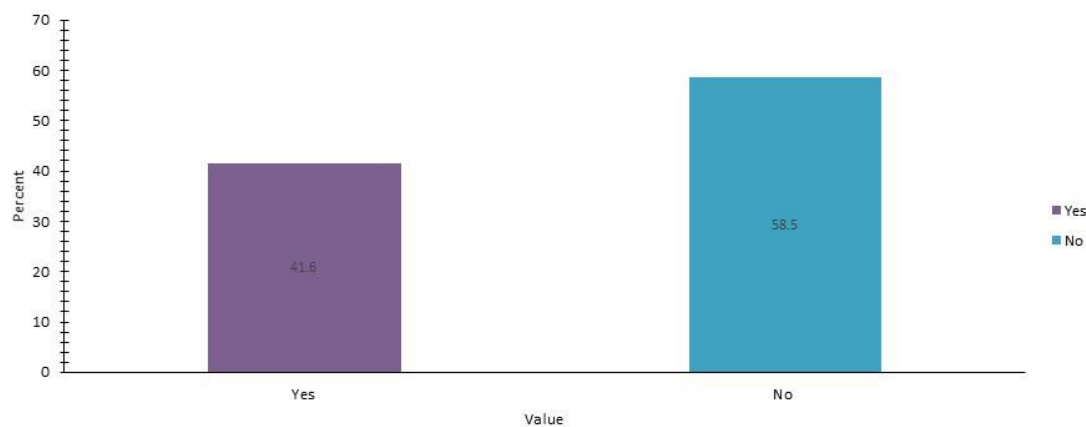
A5 Appendices

On-line questionnaire results

6.Are you a commercial dog walker?



7.Are you aware of the City of London's basic guidelines for dog walkers?



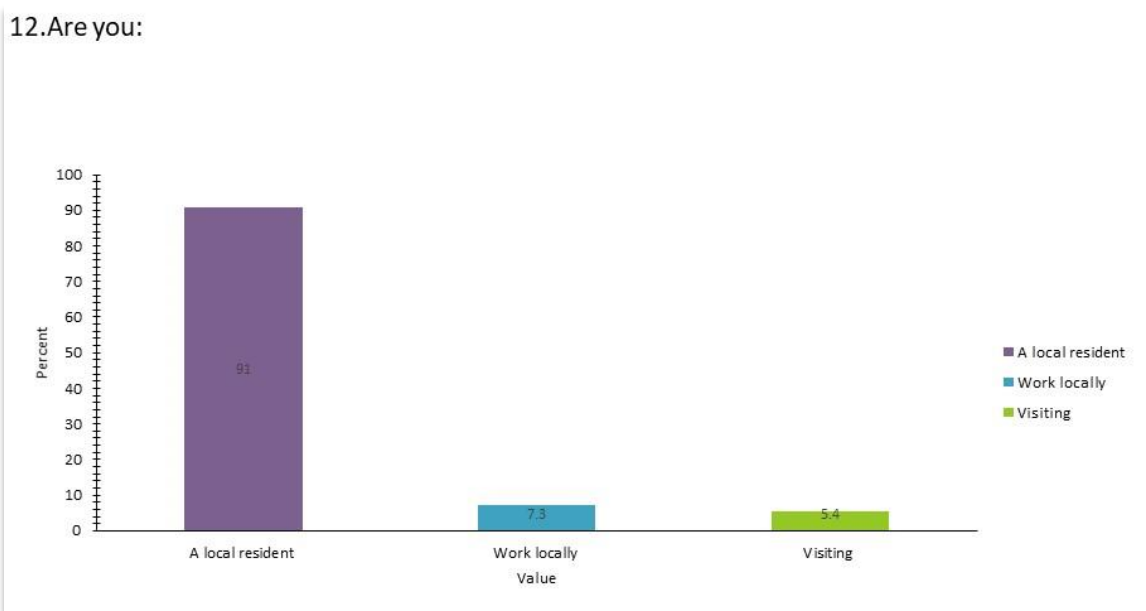
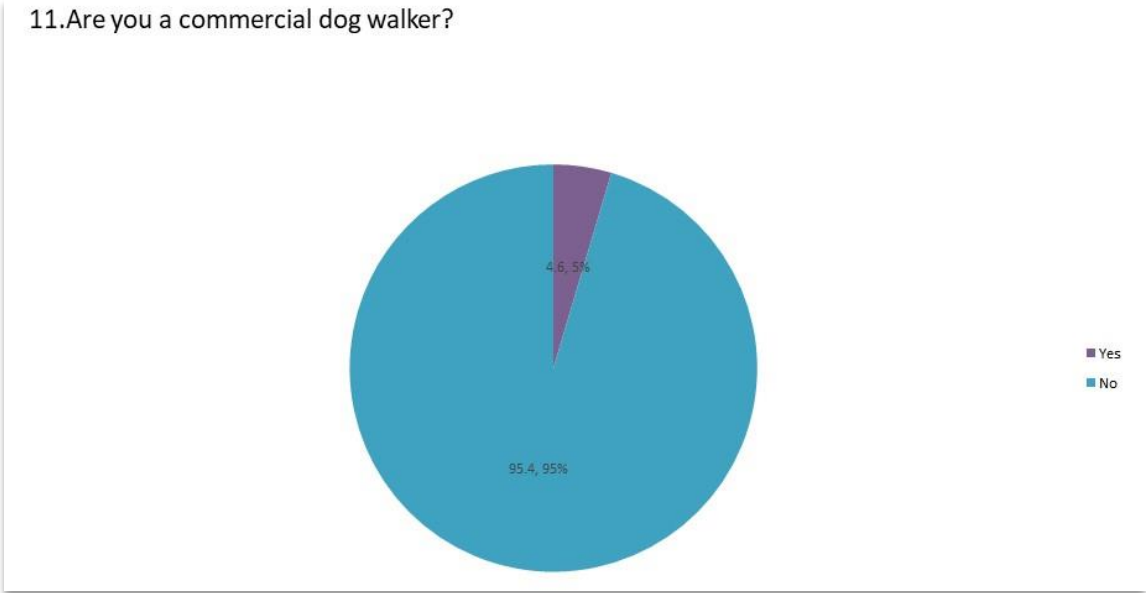
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On-line questionnaire results

	Strongly Agree		Agree		Neutral		Disagree		Strongly Disagree		Don't know		Total Checks
	Checks	Row Check %	Checks	Row Check %	Checks	Row Check %	Checks	Row Check %	Checks	Row Check %	Checks	Row Check %	
The City of London open spaces are for everyone	801	74%	223	20.6%	21	1.9%	25	2.3%	5	0.5%	8	0.7%	1083
Dogs support peoples physical and mental well being	708	65.1%	256	23.6%	89	8.2%	20	1.8%	9	0.8%	5	0.5%	1087
Exercise is crucial to a dog's physical and mental wellbeing	841	77.7%	200	18.5%	27	2.5%	6	0.6%	5	0.5%	4	0.4%	1083
It's important that people clean up after their dogs	1,049	97.1%	24	2.2%	2	0.2%	1	0.1%	1	0.1%	3	0.3%	1080
Some people may find dogs intimidating	433	39.9%	524	48.3%	105	9.7%	13	1.2%	6	0.6%	5	0.5%	1086
There should be areas where dogs can run free and areas they are kept on leads	424	38.8%	366	33.5%	142	13%	83	7.6%	72	6.6%	6	0.5%	1093
People walking multiple dogs should properly control all of their dogs in their charge	908	83.9%	156	14.4%	10	0.9%	4	0.4%	0	0%	4	0.4%	1082
It's important that dog walkers have access to enough bins for waste disposal	878	81.3%	174	16.1%	14	1.3%	6	0.6%	4	0.4%	4	0.4%	1080
All dog walkers should adhere to a code of conduct	761	70.2%	229	21.1%	70	6.5%	8	0.7%	4	0.4%	12	1.1%	1084
Commercial dog walkers should have a specific code of conduct	718	66.3%	178	16.4%	121	11.2%	37	3.4%	16	1.5%	13	1.2%	1083
Commercial dog walkers should be easily identifiable whilst on Hampstead Heath, Highgate Woods or Queen's Park	482	44.5%	208	19.2%	230	21.2%	105	9.7%	43	4%	16	1.5%	1084
Total Checks	8003		2538		831		308		165		80		11925
% of Total Checks	67.1%		21.3%		7%		2.6%		1.4%		0.7%		100%

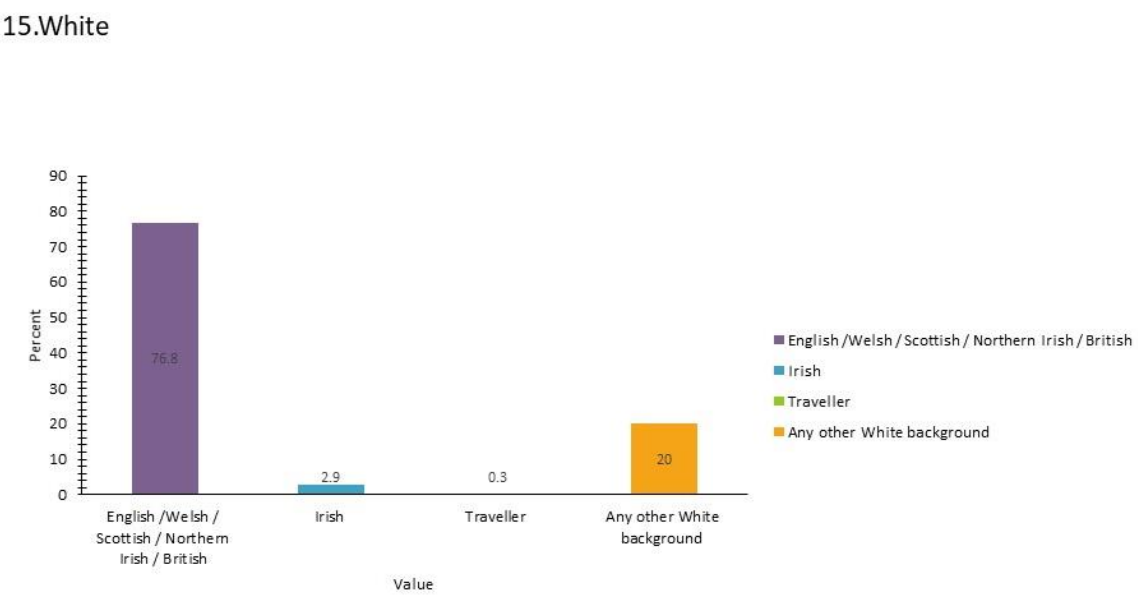
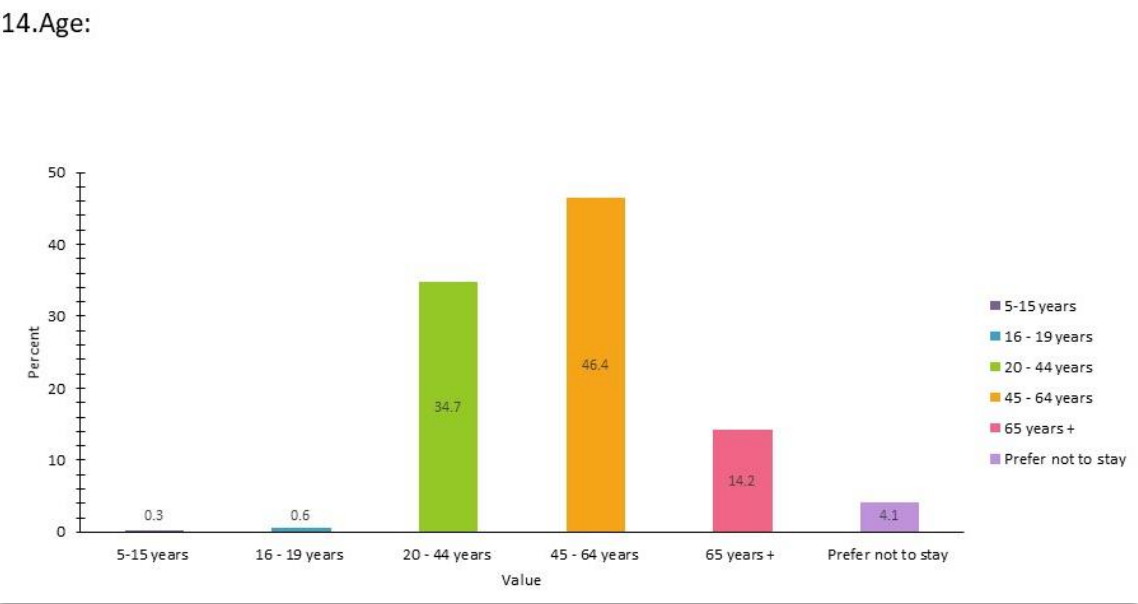
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On-line questionnaire results



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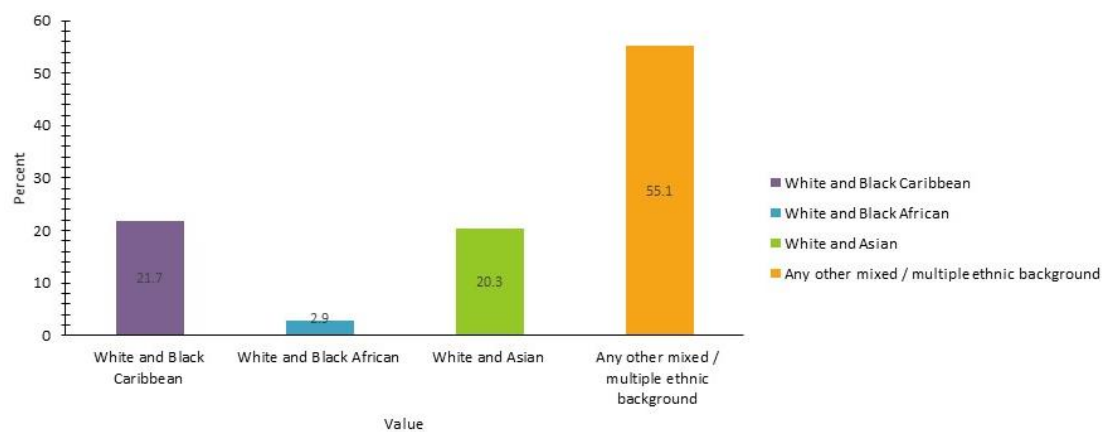
On-line questionnaire results



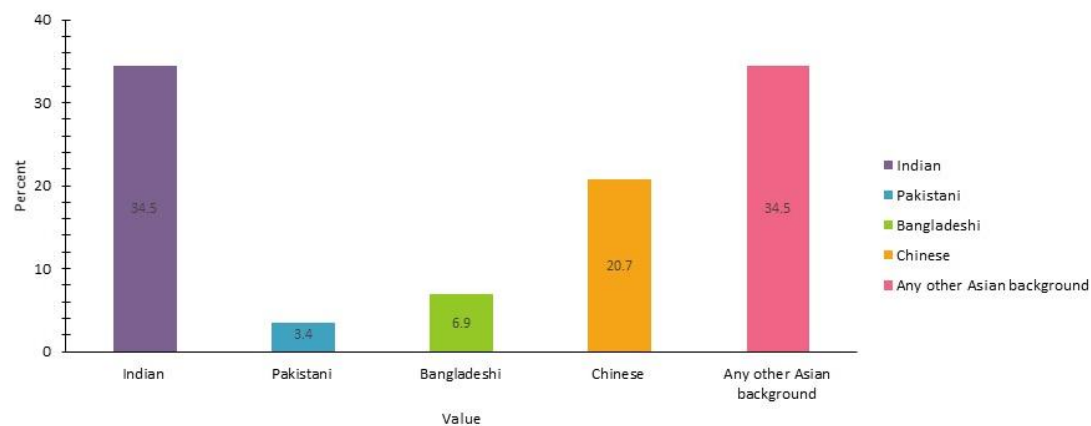
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16.Mixed / Multiple Ethnic Groups



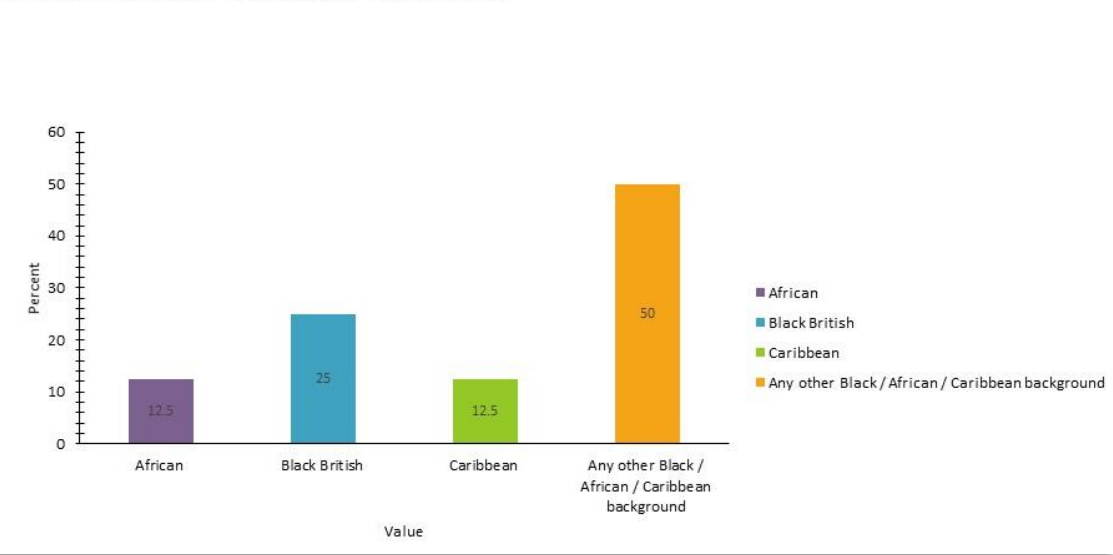
17.Asian / Asian British



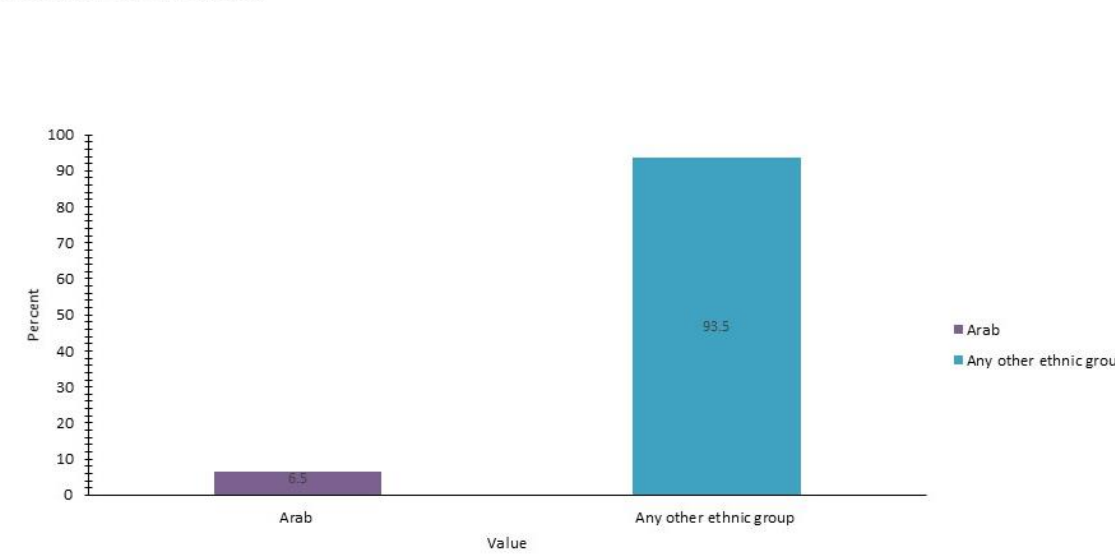
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18.Black / African / Caribbean / Black British



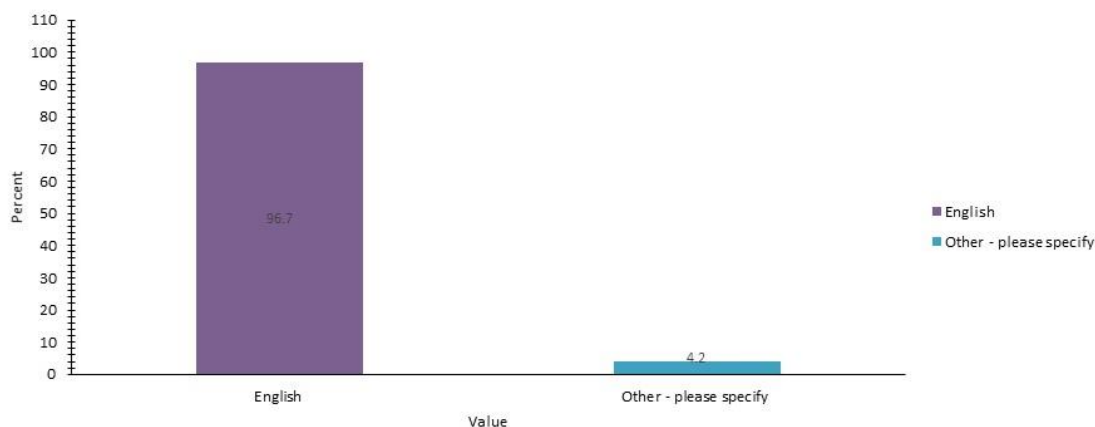
19.Other Ethnic Group



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On-line questionnaire results

20.What is your main language?



21.Do you consider yourself to have a disability?

