City of London

City Gardens Customer Survey 2012

January 2013

Ask for Research Limited
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Introduction

The City of London Corporation benefits City residents, businesses, visitors and workers in the Square Mile through providing a diverse range of local authority services. The objective of the Corporation is to make a cleaner, safer and more attractive place to live, work or run a business. The range of services, which focuses on; business, leisure and heritage, urban regeneration and the living environment incorporates:

- Development and planning
- Highways and transport
- Health and safety
- Law and order
- Residents and housing
- Education
- Social Services
- Food and retail markets.

The City Gardens Section is a specific focus of the City of London Corporation's services. Following the destruction of the area in the Second World War, the Corporation of London decided to build new gardens in the area as well as offices. As a result, there has been a significant increase in the number of gardens and landscaped areas in the City.

Whilst space within the City has always been at a premium, it has a considerable number of secret gardens, disused burial grounds and churchyards with an abundance of trees, shrubs and bedding plants, and with landscaped areas ranging from small secluded corners to broad expanses of public garden.

Whilst the City houses in the region of 9,000 residents, this number swells to a population in the region of 37,000 during the day. The open spaces therefore provide an important service to allow people to escape from the busy City life and appreciate the natural surroundings of the City.

The objective of the survey is:
"To provide the basis for a review of the services provided by the City Gardens Section to inform future management options, and through this, the development of a City Open Space Development Plan and appropriate policies. The results may also be used in support of existing City Gardens operations".

The survey population was defined as users and non-users of the City's garden facilities. The population included City workers, residents and visitors during November/December 2011. A previous survey had been conducted during the summertime of late August/early September. This survey therefore allowed for the comparison of findings by summer and winter visitors to the City of London.

Dates, times and locations for interviews were planned over a range of timeslots to ensure inclusion of; residents, workers and visitors.

The interviews were conducted face-to-face at key pedestrian routes throughout the City with the aim of completing 1000 interviews. In total, 1015 interviews were completed.

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Table 1: Distribution of interviews by location

Place of interview	Number of interviews
Bank Junction	142
St. Paul's/Carter Lane	153
Bunhill Fields	119
Petticoat Square	48
The Barbican	226
St. Andrew's Churchyard	113
Tower Hill Gardens	136
Other	78
Total	**1015**

The time of year for interviewing and weather conditions meant that interviewers had to be moved around to avoid park closures (due to heavy rain) and to move to locations with sufficient footfall to secure interviews. The dark weather and lack of lighting meant that with the exception of Bank Junction (where some lighting was available), all interview schedules were conducted 10am-4pm.

A range of languages was used by the interviewers to provide options for the interview to be conducted in a language other than English or to arrange to conduct the interview by telephone in the preferred language of the customer.

Interviewers had an ID card and a letter of authority from City of London to assure customers of the validity of the research; they were fully briefed and trained to MRS standards. The interviewing activity was conducted by QA Research.

The range of error provided on a 50% response with a 95% confidence level is +/-3.1% based on a sample of 1000 completed interviews. A pilot survey was undertaken to ensure the proposed methodology worked effectively prior to embarking on the full survey.

The data gathered from the interviews was set up and input onto SPSS (Statistical Package for the Social Sciences). A back check of survey data was undertaken to assure the quality and validity of the data and visual and logic checks were also carried out.

All frequency data has been rounded to the nearest one decimal place of a percentage point. Combined percentages have been calculated on summing the absolute data and then calculating the percentages to one decimal place. As such, totals may not always appear to sum.

Mean ratings have been calculated on percentage responses to one decimal place.

The following cross-tabulations have been undertaken to provide a detailed analysis of the data:
- Gender
- Age
- Ethnicity
- Frequency of visit to open spaces
- Place of residence
- 2009 City Gardens Customer Survey (summer based).

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Testing for significant differences has been undertaken for key findings at 95%. Whilst significant differences may not be apparent based on the sample bases for the survey, it cannot be assumed that significant differences would not be apparent if using the same calculations based on larger sample sizes.

Significant differences have been tested on the whole percentage responses (or to 1 decimal place where the response is under 0.5%) as follows (based on the number of profiles within each category):

- Males compared to females
- Ages compared to the total sample
- Customers of a White British ethnicity compared to customers of an Other ethnicity
- Place of residence compared to the total sample
- Frequency of visit compared to the total sample
- Reason for visit compared to the total sample
- 2012 customers compared to 2009 customers.

In graphs, "0%" represents a response of less than 0.5% and " " represents a zero response. In charts, any response below 0.5% has been provided to one decimal place for completeness and 0% represents a zero response.

"Customers" throughout the report refer to the total relevant sample of visitors and/or non-visitors to the City Of London's parks, gardens and churchyards.

Whilst care has been taken in all aspects of the production of this data and the report, we cannot be held responsible for any errors or omissions nor for any actions or decisions or the impact of such which are taken as a result of any area of this report, its recommendations or its supporting data. The implications section is based solely on our own interpretation of the data.

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Implications

1. What influences and what is the influence of the profile of customers?

The sample provides a good representation for analysis

- The overall profile of customers has provided significant data for analysis. This has included good representation by; gender, age, ethnicity, place of residence and purpose of visit.

Customer profile does influence frequency of visit

- Illustrating a difference between gender and likely use, those who never use the open spaces are more likely to be male.
- Illustrating perhaps the opportunity for more time and/or the fact that older customers are more likely to be residents, is that customers who visit open spaces more frequently are those aged 75+ years old.
- Perhaps illustrating their higher likelihood of living in London or the UK, customers who visit more frequently are more likely to be of a White British ethnicity; whilst perhaps reflecting their higher likelihood of living abroad, customers who visit once or never are more likely to be of an Other ethnicity.

Customer profile does influence reason for visit

- Reflecting a gender difference in reason for visit, workers are more likely to be male whilst residents are more likely to be female.
- As would be expected, workers are less likely to be aged under 25 years old and less likely to be aged 65+ years old, whilst they are those more likely to be aged 35-44 years old. Continuing an age profile for reason for visit, visitors are those more likely to be aged 65+ years old and residents are those more likely to be aged 75+ years old.
- Reflecting a difference in purpose of visit and ethnicity, workers are those more likely to be of a White British ethnicity, with visitors more likely to be of an Other ethnicity. London and UK residents are those more likely to be working, with those living abroad those most likely to be visiting.
- Customers who visit most often are more likely to be workers and residents, with workers also those more likely to visit less than weekly. Interestingly however, workers are also more likely to never visit, illustrating a difference of behaviour within this sub group of those who visit frequently and those who never visit.
- As would be expected, those who visit once are more likely to be visitors, supporting their purpose for being in the City of London.

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Customer profile is influenced by place of residence

- Customers living abroad are more likely to be female than male, whilst there is no such distinction regarding living in the UK or in London. Those living in London are more likely to be aged 75+ years old which also reflects the older profile of City of London residents.

- Customers living in London and the UK are more likely to be of a White British ethnicity and those living abroad are more likely to be of an Other ethnicity.

- 45+ year olds are less likely to be living in London and are more likely to be living in the UK than younger customers.

- Customers who visit frequently are more likely to live in London, whilst those who visit open spaces once are more likely to live abroad. Those who visit more than once but less than weekly are more likely to live in the UK. Customers who never visit are more likely to live in the UK and are less likely to live abroad.

2. What influences and what influence is the profile of visits?

How frequently do customers visit open spaces?

- Indicating a healthy level of use of open spaces, just over 85% of customers have used any of the open spaces in the City of London. Just over one third use the open spaces at least weekly, illustrating the concentration of use.

- As may be expected, the frequency of use is lower when compared to the summer survey. The likelihood of any use however is exactly the same, indicating that whilst the frequency may be less, the open spaces are still used by a similar proportion of customers in the winter as in the summer.

- As identified in the profile analysis, females are more likely to use the open spaces than males. Reflecting a difference in ethnicity, and perhaps reflecting the more likely purpose of visit, customers of a White British ethnicity are more likely to use the open spaces than those of an Other ethnicity.

- It is London residents and residents from abroad who are more likely to use open spaces, with UK residents being those less likely to do so.

- Visitors and residents are those more likely to use the open spaces, with workers those less likely.

Which open spaces are used?

- The open spaces used by customers will to some extent be influenced by the interview locations, which were selected to target visitors to the City of London.

- Comparing the interview locations by likelihood of visit however provides insight into the open spaces of most use in the City of London. Whilst 15% of interviews were conducted in St. Paul's/Carter Lane, over half of customers state they visit St. Paul's Churchyard, the open space most frequently mentioned by customers.

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- This is followed by the Barbican, which whilst accounting as the interview location for just over one fifth of interviews was identified by nearly half of customers as an open space they use.

- Another open space, whose popularity is strong, is Tower Hill Gardens. Whilst just over one tenth of interviews were conducted in Tower Hill Gardens, just over two fifths of customers identified this as an open space which they visit.

- Focusing on the three open spaces of most use, it is perhaps not surprising that visitors resident abroad are those more likely to be visiting St. Paul's Churchyard. Reflecting this popularity with residents from abroad is the frequency with which St. Paul's Churchyard is visited, with customers who visit only once being those more likely to visit this open space. Visitors and residents are more likely to visit with workers less likely to do so.

- London residents and those of a White British ethnicity are those more likely to visit the Barbican. Residents within the City of London are also those more likely to visit, with customers having a visit as their reason for being in the City of London those less likely to visit the Barbican.

- Under 25 year olds and 45+ year olds are those less likely to visit Tower Hill Gardens, which is more likely to be visited by residents from abroad and less likely to be visited by London residents. Reflecting their popularity with residents from abroad, customers who visit only once are those more likely to visit Tower Hill Gardens. Visitors are more likely to visit Tower Hill Gardens with workers less likely.

3. What are the uses of and views on open spaces?

What is the main open space used?

- Whilst the largest proportion of customers use St. Paul's Churchyard, the Barbican is the one open space used most often, followed by St. Paul's Churchyard. Whilst being used by just over two fifths of customers, Tower Hill Gardens is the open space most used by just over one tenth of customers.

- This frequency of use could be influenced by the type of visitor. With City residents those more likely to use the Barbican, residents from abroad those more likely to use St. Paul's Churchyard and UK residents those more likely to use Tower Hill Gardens, it is possible that this will reflect the level of their overall use.

When are the popular times to visit?

- Considering the times of visit as well as the frequency of visit can help to plan services and support to meet customer need. Weekdays are by far more popular than weekends. Weekday lunchtimes are the single most popular time, accounting for just over two fifths of customers, and indicating a significant demand on resources at this time.

- Further emphasising the demand on services at this time is that customers who visit most frequently, at least weekly, are those more likely to use the open spaces at weekday lunchtimes. Illustrating the service which the open spaces provide for workers, is that it is the workers who are those more likely to use the open spaces weekday lunchtimes.

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How long do people spend in the open spaces?

- It is possible that the time of year could be a factor influencing the length of time spent in open spaces. This could be reflected in that winter customers are more likely to be spending under 30 minutes in the open spaces than summer customers. In fact, nearly three fifths of winter customers spend under 30 minutes in the open spaces. Perhaps reflecting their purpose of visit, workers are those more likely to spend under 30 minutes whilst residents are those more likely to spend 1 hour plus in the open spaces.

What are the open spaces used for?

- Relaxation or passive recreation is the main purpose for visit and is also the single main purpose for visiting open spaces, illustrating the service provided in meeting this need amongst customers. Passing through is both the second main purpose for visiting and also the second main single purpose for visiting open spaces.

- Illustrating the wide range of uses made of the open spaces by residents is the fact that residents are those more likely to use the open spaces for all activities.

- Again possibly reflecting the time of year is the reasons for visiting the open spaces, with winter customers are more likely to be passing through. Interestingly, customers in the winter are as likely to be visiting open spaces for relaxation or passive recreation as they are in the summer, illustrating resilience to the weather for this purpose.

- As may be expected, winter visitors are less likely to be dog walking or having contact with nature. They are however more likely to be; partaking in active sport, attending events and meeting friends.

What are the barriers to using open spaces?

- Addressing the barriers to using open spaces can provide insight to developing services to encourage take up amongst non-users. A difficult barrier to address however is a lack of time, which is the main reason provided for not using the open spaces. Encouraging this as a positive use of time would rely on effective communications to encourage their take up. As may be expected, workers are those more likely to state a lack of time, with visitors providing the main reason as not living in the area.

What are the levels of satisfaction with open spaces?

- Asking customers for their opinions on levels of service provision illustrates those areas where performance is perceived as positive and can be maintained, and those areas where improvements could help to increase customer satisfaction.

- Increasing levels of customer satisfaction can positively impact the frequency and type of use of open spaces and can also encourage new users through positive communication and feedback from those who visit the open spaces.

- Customers were invited to rank a range of service levels relating to the parks gardens and churchyards on a scale of 1-5, where 1 = very poor and 5 = very good. Six of the eight service areas received a mean rating of 4 or higher (at least good). Receiving these ratings are; accessibility of gardens, removal of dog fouling and pigeon mess, general standard of maintenance, overall level of cleanliness, litter clearance and attitude of staff.

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- Whilst still positive, the availability of useful information achieved a mean rating of 3.5, indicating some potential to address this provision.

- Just under the midway rating of 3.0, is the quality of play and sports facilities, which achieved a mean rating of 2.9.

- Perhaps reflecting the time of year is some indication of some decrease in satisfaction with all relevant service areas with the exception of the removal of dog fouling and pigeon mess, which could be seen as being less of an issue in the winter months. It could be expected perhaps that satisfaction with open spaces could be lower in the winter when such considerations as; fallen leaves, poor weather, darkness, lack of colour and open space inaccessibility are likely to be more apparent.

How safe do customers feel in open spaces?

- Whilst the winter time could be having an adverse effect on customer satisfaction, there has been an increase in the feeling of safety compared to the summer survey. Considering the darker days and poor weather, an increase in this factor could be viewed as a significant positive.

- Illustrating potential areas to address in considering those less likely to strongly agree with feeling safe are that; females, residents from abroad, those who visit less often and visitors are those less likely to strongly agree with feeling safe.

What improvements could be made to the open spaces?

- Identifying ways in which the opens spaces could be improved based on the perceptions of customers can help to increase the take up and satisfaction of current visitors and potentially encourage use amongst non-visitors.

- Customers were asked to rate their agreement with improvements which could be made to the open spaces on a scale of 1-4, where 1 = strongly disagree and 4 = strongly agree.

- Taking a rating of 3.0 or above as being indicative of a stronger level of agreement are seven of the potential areas for improvement; more open spaces, more nature attracting plants, more lawn areas, more trees, more wildlife, more natural play and more staff presence. This indicates a level of satisfaction with current provision in the extent that “more” is required.

- Whilst below the rating of “3”, positive ratings have also been provided for; more sports facilities, more hard landscaping and more children’s play equipment.

- Whilst the ratings are positive, some consideration could be introduced by the proportion of customers who are more likely to strongly agree or who are more likely to strongly disagree.

- Over half of customers strongly agree that improvements would include; more open spaces, more nature attracting plants, more lawn areas and more trees, indicating the demand for further open spaces and supporting greenery.

- Over one tenth of customers strongly disagree that improvements would include more children’s play equipment and more sports facilities, indicating those areas where customers feel less strongly that improvement is needed.

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4. Future involvement

What is the level of interest in a green gym?

- Illustrating the potential interest in the development of a green gym in the open spaces, is that 14% of all customers state it is something they would be interested in.

- When considering the profile of customers, it is perhaps not surprising that those more likely to be interested are; aged under 45 years old, live in London, visit open spaces at least weekly and are a City of London resident.

What is the level of interest in volunteering?

- Just over one tenth of customers would be interested in volunteering in the City Gardens, illustrating the potential level of support for helping out in the City of London's open spaces.

- Information on how customers can volunteer would be more effectively targeted at; 25-44 year olds, those resident in London, those who visit the open spaces at least weekly and those who are resident in the City of London.

What is the level of interest in a City Gardens Section newsletter?

- Just over one tenth of customers would be interested in receiving a bi-monthly newsletter about news and events in the garden. Such a newsletter is more popular amongst; males, London residents, those who visit the open spaces at least weekly and residents in the City of London.

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Executive summary

1. Profile of customers

Gender of customers

- Half of customers are male (50%) and half of customers are female (50%).

Age of customers

- Nearly two thirds of customers (65%) are aged under 45 years old, with 12% aged under 25 years old, 29% aged 25-34 years old and 24% aged 35-44 years old. Just over one third of customers (35%) are aged 45+ years old, with 17% aged 45-54 years old, 14% aged 55-64 years old and 4% aged 65+ years old.

Ethnicity of customers

- Just over half of customers (55%) are of a White British ethnicity, significantly the single main ethnicity of customers. In total, nearly three quarters of customers (73%) are of White ethnicity.

- Less than one tenth of customers are of the ethnic groups represented by the next largest proportion of customers; Black ethnicity (8%) and Asian ethnicity (7%).

Whether customers have a disability

- Just 3% of customers consider themselves to have a disability. 92% of customers consider themselves not to have a disability and 5% preferred not to state.

Place of residence

- Nearly three fifths of customers (59%) live in London, with just over one fifth of customers (22%) living elsewhere in the UK. Virtually one fifth of customers (19%) live abroad.

Main purpose of visit to the City of London

- The main reason for visiting the City of London was to work, with half of customers (50%) stating work. Virtually two fifths of customers (39%) were in the City of London to visit and one tenth (10%) were residents.

2. Profile of visits to parks, gardens and churchyards

Frequency of use

- Nearly nine tenths of customers (86%) use or walk through the parks, gardens and churchyards in the City of London (including Bunhill Fields Burial Ground). Just over one tenth of customers (14%) never use or walk through the parks, gardens or churchyards.

- Over one third of customers (36%) use the parks, gardens and churchyards on at least a weekly basis. Just under one third of customers (29%) use the parks, gardens and churchyards less than weekly.

- Just over one fifth of customers (21%) state they have only used the parks, gardens and churchyards on one occasion or that this is their only visit.

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Parks, gardens or churchyards visited

- The three areas visited by the largest proportion of visitors to City of London's parks, gardens or open spaces are; St. Paul's Churchyard (54%), The Barbican (46%) and Tower Hill Gardens (41%).
- Nearly one quarter of visitors visit Finsbury Circus (23%) and just under one fifth of visitors (18%) visit Bunhill Fields.
- Just over one tenth of visitors visit St. Andrew's Churchyard, Holborn (13%) and Petticoat Square (12%), with one tenth (10%) visiting Carter Lane. All of the other parks, gardens or churchyards are visited by less than one tenth of visitors.

Park, garden or churchyard most visited

- The two parks, gardens or churchyards which are most visited in the City of London are the Barbican (30%) and St. Paul's Churchyard (25%).
- Over one tenth of visitors (14%) visit Tower Hill Gardens. Less than one tenth of visitors most visit Bunhill Fields (9%) or St. Andrew's Churchyard, Holborn (7%). All other parks, gardens or churchyards are most visited by less than 5% of visitors.

Main time of visit

- Significantly the main time of visiting parks, gardens or churchyards in the City of London is weekday lunchtimes, with just over two fifths of visitors (42%) specifying this as the main time of their visit.
- The proportions of visitors who specify weekday mornings (15%) and weekday afternoons (14%) are very similar. 7% visit weekday evenings.
- Nearly one tenth of visitors (8%) specify commuting to and from work as the main time they visit parks, gardens or churchyards in the City of London. Nearly one tenth of visitors (9%) specify weekend afternoons, with 3% stating weekend lunchtimes, 3% weekend mornings and 1% weekend evenings.
- In fact nearly nine tenths of visitors (85%) specify a weekday time (including commuting) over a weekend time (15%) as the main time for their visit.

Average length of visit to parks, gardens and churchyards

- Nearly three fifths of visitors (58%) on average spend under 30 minutes in the parks, gardens and churchyards in the City of London, with just over one quarter (26%) spending under 15 minutes and nearly one third (32%) spending between 15 minutes and up to 30 minutes.
- Just over two fifths of visitors (42%) spend at least 30 minutes in the City of London's parks, gardens and churchyards on average, with 27% spending between 30 minutes and under 1 hour, 10% spending 1 hour and up to 2 hours and 5% spending on average 2 hours plus.

Reasons for visiting parks, gardens and churchyards

- Relaxation is the main reason for visiting parks, gardens and churchyards in the City of London, with nearly three quarters of visitors (72%) stating this purpose.
- The second main reason for visiting is just passing through, with this purpose stated by half of visitors (50%). Just over one third of visitors (35%) state meeting friends as a purpose of their visits to parks, gardens and churchyards in the City of London.

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- Just under one tenth of visitors identified attending events (9%) and play, active recreation or sport (9%) as a purpose of their visits. 6% of visitors identify contact with nature and 2% identify dog walking.

Main reason for visiting parks, gardens and churchyards

- The single main reason for visiting parks, gardens or churchyards in the City of London is for relaxation, with this the main reason for visiting stated by virtually half of visitors (49%).

- Just over one quarter of visitors (28%) state their main purpose of visit to be passing through. Just over one tenth of visitors (12%) state meeting friends as the main purpose of their visit.

Reasons for not visiting parks, gardens or churchyards

- The main reason for non-visitors not visiting the parks, gardens or churchyards in the City of London is that they do not have the time to do so, identified by just over half (53%) of non-visitors.

- Nearly two fifths of non-visitors (38%) state not passing by or the parks, gardens or churchyards not being close to where they live or work as a reason for not visiting. Just over a further quarter of non-visitors (27%) state not living in the area as being a reason for not visiting.

- Just under one tenth of visitors each state that not wanting to visit (9%) and not knowing where the parks, gardens or churchyards are (9%) are reasons for not visiting them. Just 3% of non-visitors state the anti-social behaviour of others as a reason for never using the parks, gardens or churchyards.

3. Satisfaction with parks, gardens and churchyards

Overall views on accessibility of gardens

- Nearly nine tenths of visitors (88%) provide a positive rating of good or very good, 11% provide a fair rating and just 1% provide a negative rating of poor or very poor, providing an overall mean rating of 4.4.

Overall views on general standard of maintenance

- Virtually four fifths of customers (79%) provide a positive rating of good or very good relating to their overall view on general standard of maintenance, 20% provide a rating of fair and just 1% provide a negative rating of poor or very poor. The overall mean rating is 4.3.

Overall views on cleanliness

- Over three quarters of customers (78%) provide a positive rating of good or very good with regard to the overall cleanliness of open spaces, 21% provide a rating of fair and 2% provide a rating of poor (nobody provided a rating of very poor). The overall mean rating provided is 4.1.

Overall views on litter clearance

- Nearly four fifths (79%) of customers provide a positive rating of good or very good relating to their overall views on litter clearance, with 19% providing a rating of fair and 3% providing a negative rating of poor or very poor. The overall mean rating is 4.1.

Overall views on removal of dog fouling and pigeon mess

- Four fifths of customers (80%) provide a positive rating of good or very good, 17% provide a fair rating and 3% provide a negative rating of poor or very poor with regard to the removal of dog fouling and pigeon mess, providing an overall mean rating of 4.3.

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Overall views on attitude of staff in the gardens

- Over seven tenths of customers (72%) provide a positive rating of good or very good regarding the attitude of staff in the gardens, 24% provide a fair rating and 4% provide a negative rating of poor (no customers provide a rating of very poor). The overall mean rating provided is 4.0.

Overall views on availability of useful information

- Just over half of customers (54%) provide a positive rating of good or very good relating to the availability of useful information, 29% provide a fair rating and nearly one fifth (17%) provide a negative rating of poor or very poor. The overall mean rating provided is 3.5.

Overall views on quality of play and sports facilities

- Just over one third of customers (35%) provide a positive rating of good or very good regarding the overall quality of play and sports facilities, with 25% providing a fair rating and two fifths of customers (40%) providing a negative rating of poor or very poor. The overall mean rating provided is 2.9.

Feeling of safety

- Visitors were asked to what extent they agree with the statement; "I always feel safe in the parks and gardens in the City". Virtually all visitors (98%) agree or strongly agree with this statement, with 33% agreeing and 65% strongly agreeing. Just 2% of visitors disagree and none of the visitors strongly disagree. The overall mean rating on a scale of 1-4, where 1 = strongly disagree and 4 = strongly agree is 3.6.

4. Improvements to parks, gardens and churchyards

There should be more open spaces in the City

- Virtually nine tenths of customers (88%) agree to some extent with the statement that there should be more open spaces in the City, with 59% agreeing strongly and 30% agreeing. Just over one tenth of customers (12%) disagree with this statement to some extent. The overall mean rating provided is 3.4.

There should be more nature attracting plants in the City

- Just over nine tenths of customers (91%) agree to some extent with the statement that there should be more nature attracting plants in the City, with 54% agreeing strongly and 37% agreeing. Less than one tenth of customers (9%) disagree with the statement to some extent. The overall mean rating provided is 3.4.

There should be more trees in the City

- Virtually nine tenths of customers (88%) agree to some extent with the statement that there should be more trees in the City, with 52% agreeing strongly and 36% agreeing. Just over one tenth of customers (12%) disagree with this statement to some extent. The overall mean rating is 3.4.

There should be more hard standing landscaping within our green spaces

- Just over two thirds of customers (67%) agree with some extent with the statement that there should be more hard standing landscaping within our green spaces, with 33% agreeing strongly and 35% agreeing. One third of customers (33%) disagree with this statement to some extent, with 10% strongly disagreeing and 23% disagreeing. The overall mean rating is 2.9.

There should be more staff presence in the gardens in the City

- Nearly three quarters of customers (73%) agree to some extent with the statement that there should be more staff presence in the gardens in the City, with 39% strongly agreeing and 35% agreeing. Just over one quarter of customers (27%) disagree with this statement to some extent, with 6% disagreeing strongly and 21% disagreeing. The overall mean rating is 3.1.

There should be more focus on encouraging wildlife in the City

- 85% of customers agree to some extent with the statement that there should be more focus on encouraging wildlife in the City, with 46% strongly agreeing and 39% agreeing. 15% of customers disagree with the statement to some extent, with 2% strongly disagreeing and 13% agreeing. The overall mean rating provided is 3.3.

There should be more lawn areas for sitting in the City Gardens

- Just over nine tenths of customers (91%) agree with some extent to the statement that there should be more lawn areas for sitting in the City Gardens, with 52% strongly agreeing and 39% agreeing. Just under one tenth of customers (9%) disagree with the statement to some extent. The overall mean rating is 3.4.

There should be more opportunities to learn about "natural play"

- Over four fifths of customers (84%) agree to some extent with the statement that there should be more opportunities to learn about "natural play", with 44% agreeing strongly and 40% agreeing. 16% of customers disagree with this statement to some extent, with 4% disagreeing strongly and 12% disagreeing. The overall mean rating provided is 3.2.

There should be more children's play equipment

- Just over three fifths of customers (61%) agree to some extent with the statement that there should be more children's play equipment, with 34% agreeing strongly and 27% agreeing. Nearly two fifths of customers (39%) disagree with this statement to some extent, with 17% strongly disagreeing and 22% disagreeing. The overall mean rating provided is 2.8.

There should be more sports facilities for children and adults

- Nearly two thirds of customers (64%) agree to some extent with the statement that there should be more sports facilities for children and adults, with 37% agreeing strongly and 28% agreeing. Over one third of customers (36%) disagree with this statement to some extent, with 16% disagreeing strongly and 19% disagreeing. The overall mean rating is 2.9.

Ways in which parks, gardens, churchyards and roadside planters in the City could be improved

- Customers were asked for the ways in which they think parks, gardens, churchyards and roadside planters in the City could be improved. In grouping the responses, they fell quite evenly into the following nine categories, which each accounts for around one tenth of responses:
  - More of them/more open space/more space
  - More attractive/more colour
  - More plants/flowers/trees/shrubs
  - More publicity/promotion/advertising/signs/information
  - Safety related/more staff/lighting
  - More seating/shelters/places for lunch
  - Cleaner/tidier/better kept/better maintained/tidy leaves
  - More to do/more activities
  - More facilities/play things.

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5. Involvement with parks, gardens and churchyards

Interest in a green gym

- Just over one tenth of customers (14%) would be interested in attending a green gym session held in one of the City's open spaces that helps people to keep fit and healthy whilst improving the environment. 87% of customers would not be interested in attending a green gym.

Interest in volunteering

- Just over one tenth of customers (11%) would be interested in volunteering in the City Gardens. 89% of customers would not be interested in volunteering.

Interest in receiving the City Gardens Section newsletter

- Just over one tenth of customers (11%) would be interested in receiving a bi-monthly newsletter about news and events in the gardens.

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Main report

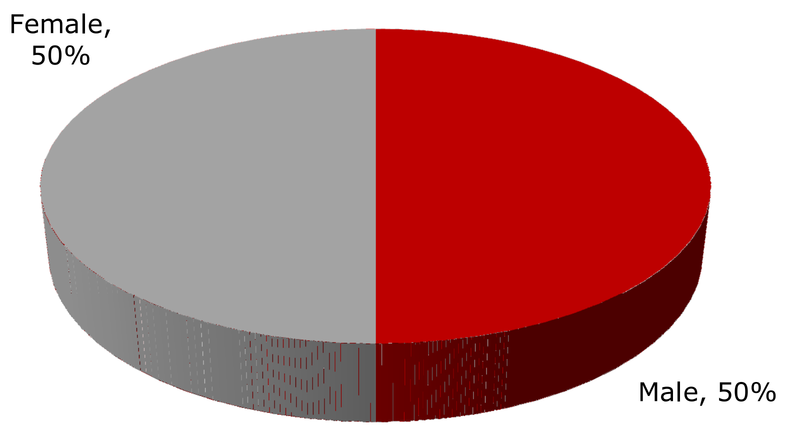
Section 1. Profile of customers

1. Gender of customers

Half of customers are male (50%) and half of customers are female (50%).

- *Residents from abroad are those more likely to be female and less likely to be male.*
- *Customers who visit less than once a week are those more likely to be female and those less likely to be male. Customers who never visit are those more likely to be male and those less likely to be female.*
- *Workers are those more likely to be male and those less likely to be female. Residents are those more likely to be female and less likely to be male.*
- *2012 customers are more likely to be female and less likely to be male than 2009 customers.*

Chart 1: Gender of customers



Sample base = 1005, all customers where responded, single response

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Table 1: Gender of customer

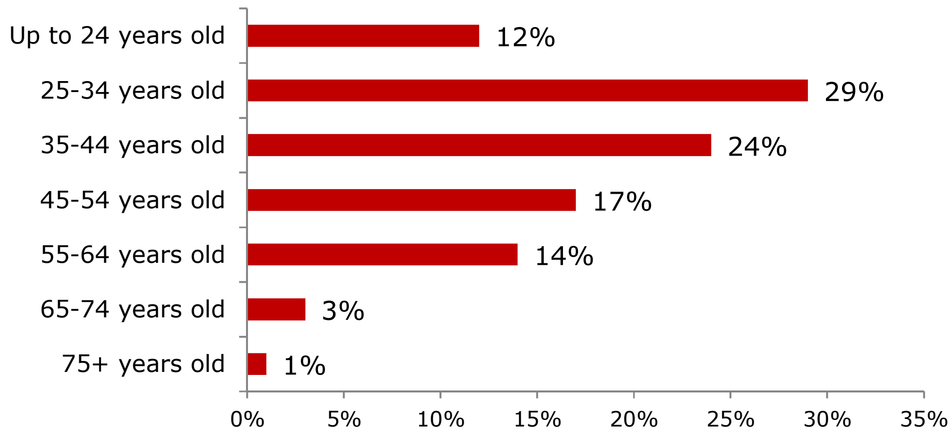
Gender	Profile of customer									
	Gender		**Age**			**Ethnicity**		**Residence**		
	Male	Female	Under 25	25-44	45+	White British	Other	London	UK	Abroad
Sample base	(499)	(506)	(115)	(505)	(336)	(552)	(427)	(595)	(223)	(187)
Male	**100%**	**0%**	42%	50%	54%	49%	53%	51%	52%	**43%**
Female	**0%**	**100%**	58%	50%	46%	51%	47%	49%	48%	**57%**

Gender	Profile of customer								
	Frequency of visit				**Reason for visit**			**Year Total**	
	Weekly plus	Less	Once	Never	Work	Visit	Resid-ent	2009	2012
Sample base	(359)	(292)	(216)	(138)	(503)	(388)	(103)	(1057)	(1005)
Male	52%	**45%**	45%	**60%**	**56%**	47%	**35%**	**58%**	**50%**
Female	48%	**56%**	55%	**40%**	**45%**	53%	**65%**	**42%**	**50%**

Sample base = as detailed, all customers who provided a response, single response

2. Age of customers

Chart 2: Age of customers



Sample base = 964, all customers who provided a response, single response

Nearly two thirds of customers (65%) are aged under 45 years old, with 12% aged under 25 years old, 29% aged 25-34 years old and 24% aged 35-44 years old. Just over one third of customers (35%) are aged 45+ years old, with 17% aged 45-54 years old, 14% aged 55-64 years old and 4% aged 65+ years old.

- *Customers of an Other ethnicity are more likely to be aged 25-34 years old than customers of White British ethnicity. Customers of a White British ethnicity are more likely to be aged 55-64 years old and 75+ years old.*

- *UK residents are those more likely to be aged 45-54 years old and 55-64 years old. London residents are those less likely to be 55-64 years old and more likely to be 75+ years old.*

- *Customers who visit at least weekly and weekly or less are more likely to be those aged 75+ years old, with customers who never visit being those more likely to be 55-64 years old.*

- *Workers are those less likely to be aged up to 24 years old, those more likely to be aged 35-44 years old and those less likely to be aged 65-74 years old and 75+ years old. Visitors are those more likely to be aged 65-74 years old and 75+ years old. Residents are those more likely to be aged 75+ years old.*

- *2012 customers are less likely to be aged up to 24 years old and 25-34 years old than 2009 customers; they are more likely to be aged 55-64 years old than 2009 customers.*

Table 2: Age of customers

Age	Profile of customer									
	Gender		Age			Ethnicity		Residence		
	Male	Female	Under 25	25-44	45+	White British	Other	London	UK	Abroad
Sample base	(481)	(475)	(115)	(510)	(339)	(525)	(421)	(568)	(220)	(176)
Up to 24 years old	10%	14%	**100%**	**0%**	**0%**	12%	12%	13%	10%	11%
25-34 years old	30%	28%	**0%**	**55%**	**0%**	**24%**	**35%**	30%	24%	32%
35-44 years old	23%	26%	**0%**	**46%**	**0%**	24%	23%	25%	21%	24%
45-54 years old	19%	16%	**0%**	**0%**	**49%**	19%	16%	16%	**22%**	14%
55-64 years old	15%	12%	**0%**	**0%**	**39%**	**16%**	**11%**	**11%**	**19%**	15%
65-74 years old	3%	3%	**0%**	**0%**	**9%**	3%	3%	3%	4%	3%
75+ years old	1%	1%	0%	**0%**	**3%**	**2%**	**0.2%**	**2%**	1%	0%

Age	Profile of customer								
	Frequency of visit				Reason for visit			Year Total	
	Weekly plus	Less	Once	Never	Work	Visit	Resid-ent	2009	2012
Sample base	(338)	(288)	(200)	(138)	(495)	(374)	(84)	(1041)	(964)
Up to 24 years old	12%	11%	13%	12%	**10%**	13%	18%	**16%**	**12%**
25-34 years old	28%	30%	31%	25%	31%	28%	23%	**34%**	**29%**
35-44 years old	25%	26%	22%	20%	**27%**	22%	20%	24%	24%
45-54 years old	17%	17%	16%	20%	18%	15%	17%	16%	17%
55-64 years old	12%	12%	15%	**20%**	14%	14%	13%	**7%**	**14%**
65-74 years old	3%	2%	4%	3%	**1%**	**5%**	6%	*	3%
75+ years old	**2%**	**2%**	0%	0%	**0%**	**2%**	**4%**	*	1%

Sample base = as detailed, all customers who provided a response, single response
**-combined in 2009 data 65+ years old = 3%, 2023 data 65+ years old = 4%*

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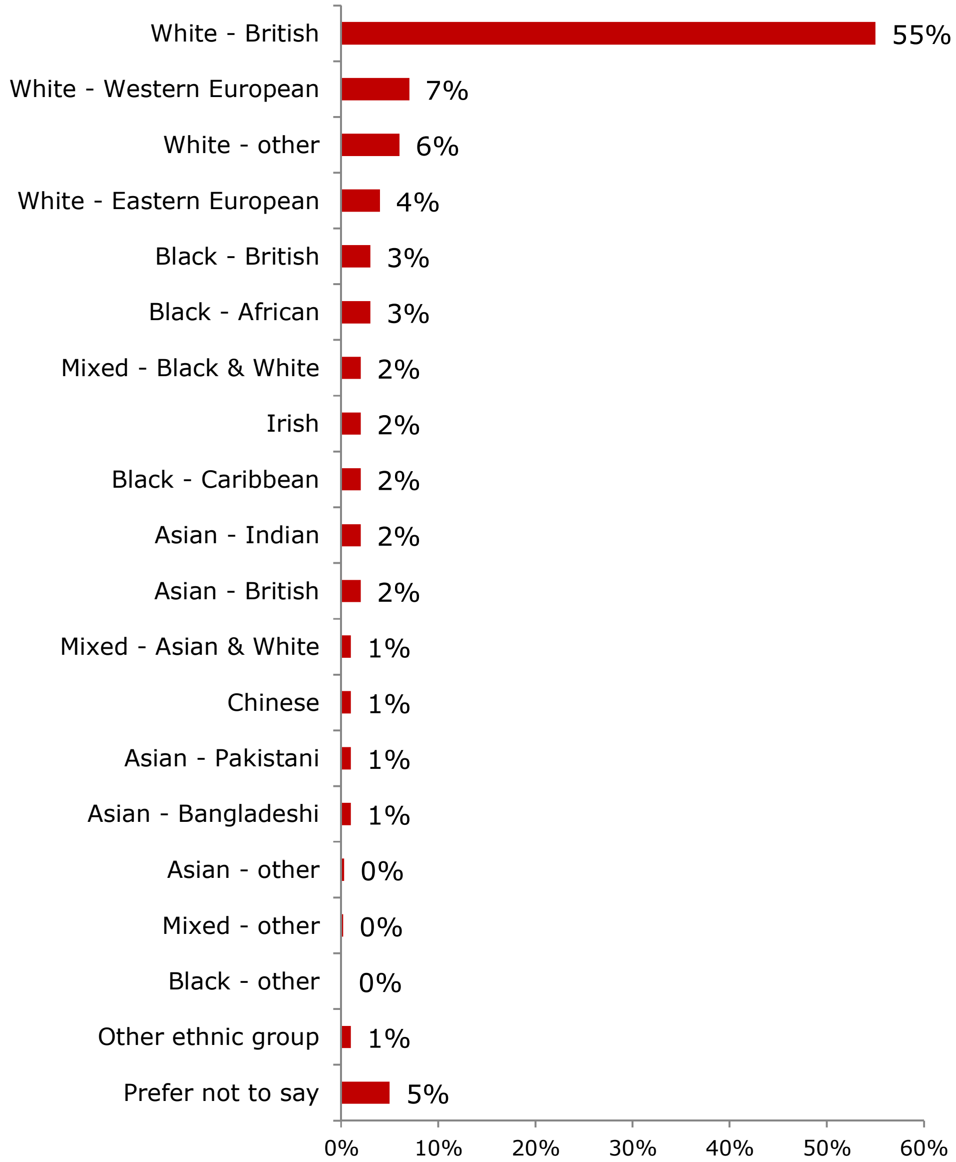
3. Ethnicity of customers

Chart 3: Ethnicity of customers



Sample base = 1013, all customers where response provided, single response

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Other ethnicities include:

- American X29
- Australian X13
- Canadian X6
- New Zealander X4
- Pilipino X4
- South African X2
- Arab
- Argentinian
- Brazilian
- Egyptian
- Iranian
- Japanese
- Malaysian
- Norwegian
- South American
- Swedish
- Turkish
- White & Chinese.

Just over half of customers (55%) are of a White British ethnicity, significantly the single main ethnicity of customers. In total, nearly three quarters of customers (73%) are of a White ethnicity.

Less than one tenth of customers are of the ethnic groups represented by the next largest proportion of customers; Black ethnicity (8%) and Asian ethnicity (7%).

- *Customers aged 25-44 years old are those more likely to be of an Other ethnicity and those less likely to be of a White British ethnicity.*

- *London and UK residents are those more likely to be of a White British ethnicity and residents from abroad are those more likely to be of an Other ethnicity.*

- *Customers who visit at least weekly or less than weekly are those more likely to be of a White British ethnicity and customers who visit once or never are those more likely to be of an Other ethnicity.*

- *Workers are those who are more likely to be of a White British ethnicity and visitors are those who are more likely to be of an Other ethnicity.*

- *2012 customers are more likely to be of a White British ethnicity than 2009 customers, with 2009 customers more likely to be of an Other ethnicity.*

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Table 3: Ethnicity of customers

Ethnicity	Profile of customer									
	Gender		Age			Ethnicity		Residence		
	Male	Female	Under 25	25-44	45+	White British	Other	London	UK	Abroad
Sample base	(499)	(504)	(113)	(498)	(335)	(556)	(457)	(587)	(225)	(175)
White – British	54%	59%	57%	**51%**	62%	**100%**	**0%**	**61%**	**71%**	**22%**
Other ethnicity	46%	42%	43%	**49%**	38%	**0%**	**100%**	**39%**	**29%**	**78%**

Ethnicity	Profile of customer								
	Frequency of visit				Reason for visit			Year Total	
	Weekly plus	Less	Once	Never	Work	Visit	Resident	2009	2012
Sample base	(352)	(294)	(203)	(138)	(499)	(378)	(99)	(1035)	(962)
White – British	**65%**	**64%**	**38%**	**45%**	**62%**	**46%**	66%	**49%**	**58%**
Other ethnicity	**36%**	**36%**	**62%**	**55%**	**38%**	**54%**	34%	**51%**	**42%**

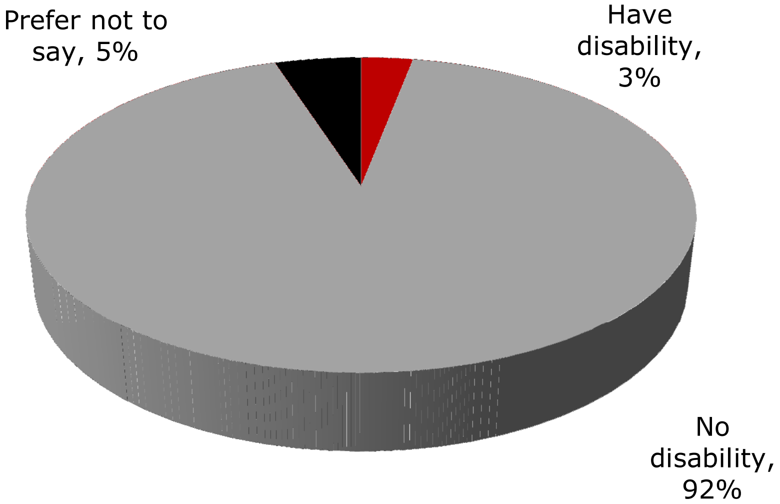
Sample base = as detailed, all customers who provided a response, single response

4. Whether customers have a disability

Just 3% of customers consider themselves to have a disability. 92% of customers consider themselves not to have a disability and 5% preferred not to state.

- *Customers aged 25-44 years old are those less likely to have a disability, with customers aged 45+ years old those more likely to have a disability.*
- *Residents are those more likely to have a disability.*

Chart 4: Whether customer considers they have a disability



Sample base = 1012, all customers who provided a response, single response

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Table 4: Whether customers have a disability

Disability	Profile of customer									
	Gender		Age			Ethnicity		Residence		
	Male	Female	Under 25	25-44	45+	White British	Other	London	UK	Abroad
Sample base	(499)	(505)	(115)	(510)	(339)	(556)	(431)	(598)	(225)	(189)
Disability	3%	3%	1%	**1%**	**7%**	3%	4%	3%	4%	2%
No disability	93%	91%	99%	96%	89%	92%	92%	91%	93%	92%
Prefer not to say	4%	6%	0%	3%	4%	5%	4%	6%	3%	6%

Disability	Profile of customer								
	Frequency of visit				Reason for visit			Year Total	
	Weekly plus	Less	Once	Never	Work	Visit	Resid-ent	2009	2012
Sample base	(361)	(296)	(216)	(139)	(504)	(393)	(104)	()	(1012)
Disability	3%	4%	2%	3%	2%	4%	**7%**	NA	3%
No disability	91%	92%	92%	94%	95%	91%	79%	NA	92%
Prefer not to say	6%	4%	7%	3%	4%	5%	14%	NA	5%

Sample base = as detailed, all customers who provided a response, single response

5. Place of residence

Nearly three fifths of customers (59%) live in London, with just over one fifth of customers (22%) living elsewhere in the UK. Virtually one fifth of customers (19%) live abroad.

- *Females are more likely to live abroad than males.*
- *Customers aged 45+ years old are those more likely to live in London and live in the UK, with customers aged 25-44 years old those less likely to live in the UK.*
- *Customers of a White British ethnicity are more likely to live in London and live in the UK than customers of an Other ethnicity, with customers of an Other ethnicity more likely to live abroad.*
- *Customers who visit at least weekly are those more likely to live in London and those less likely to live in the UK or abroad. Customers who visit less than weekly are those more likely to live in London and the UK and those less likely to live abroad. Customers who visit once are those less likely to live in London and the UK and those more likely to live abroad. Customers who never visit are those more likely to live in the UK and those less likely to live abroad.*
- *Workers are those more likely to live in London and the UK and those less likely to live abroad. Visitors are those less likely to live in London and those more likely to live abroad,*
- *2012 customers are less likely to live in London than 2009 customers and are more likely to live in the UK.*

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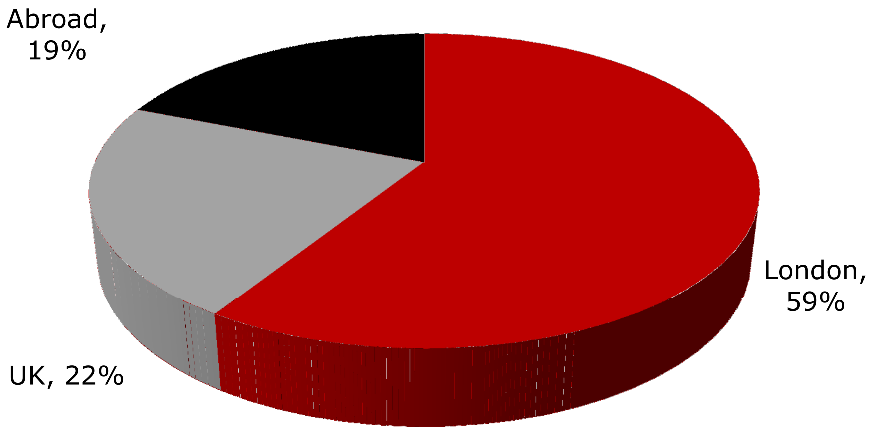
Chart 5: Place of residence



Sample base = 1015, all customers, single response

Table 5: Place of residence

Place of residence	Profile of customer									
	Gender		Age			Ethnicity		Residence		
	Male	Female	Under 25	25-44	45+	White British	Other	London	UK	Abroad
Sample base	(499)	(506)	(115)	(510)	(339)	(556)	(431)	(598)	(226)	(191)
London	61%	58%	64%	61%	**54%**	**64%**	**53%**	**100%**	**0%**	**0%**
UK	23%	21%	19%	**19%**	**29%**	**29%**	**15%**	**0%**	**100%**	**0%**
Abroad	**16%**	**21%**	17%	19%	17%	**7%**	**32%**	**0%**	**0%**	**100%**

Place of residence	Profile of customer								
	Frequency of visit				Reason for visit			Year Total	
	Weekly plus	Less	Once	Never	Work	Visit	Resid-ent	2009	2012
Sample base	(361)	(297)	(217)	(140)	(505)	(395)	(104)	(1059)	(1015)
London	**86%**	**65%**	**8%**	53%	**74%**	**27%**	**100%**	**65%**	**59%**
UK	**14%**	**30%**	**16%**	**37%**	**25%**	25%	**0%**	**17%**	**22%**
Abroad	**0%**	**4%**	**76%**	**10%**	**1%**	**47%**	**0%**	18%	19%

Sample base = as detailed, all customers who provided a response, single response

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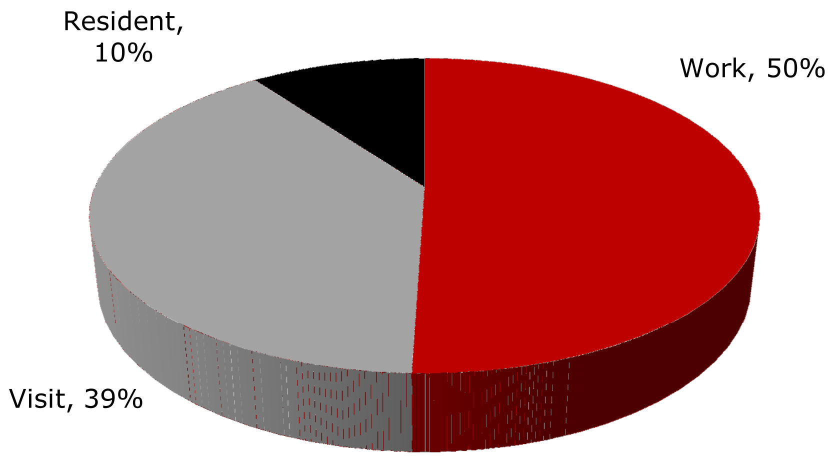
6. Main purpose of visit to the City of London

The main reason for visiting the City of London was to work, with half of customers (50%) stating work. Virtually two fifths of customers (39%) were in the City of London to visit and one tenth (10%) were residents.

- *Males are more likely than females to be working and females are more likely than males to be residents.*
- *Customers aged 25-44 years old are those more likely to be working and those less likely to be a resident.*
- *Customers of a White British ethnicity are more likely to be working and more likely to be a resident, with customers of an Other ethnicity being more likely to be visiting.*
- *London residents are those more likely to be working and a resident and those less likely to be visiting. UK residents are those more likely to be working. Residents from abroad are those more likely to be visiting and those less likely to be working.*
- *Customers who visit at least weekly, less often and never are those more likely to be working. Those who visit only once are those less likely to be working.*
- *Customers who visit only once are those more likely to be visiting, with those who visit at last weekly and never those less likely to be visiting.*
- *Customers who visit at least weekly are those more likely to be residents, with those who visit less often, once or never being those less likely to be residents.*
- *2012 customers are those more likely to be visitors and 2009 customers are those more likely to be residents.*

Chart 6: Main purpose of visit to the City of London



Sample base = 1004, all customers where response provided, single response

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Table 6: Main purpose of visit to the City of London

Purpose of visit	Profile of customer									
	Gender		Age			Ethnicity		Residence		
	Male	Female	Under 25	25-44	45+	White British	Other	London	UK	Abroad
Sample base	(496)	(498)	(114)	(505)	(334)	(548)	(428)	(587)	(226)	(191)
Work	**56%**	**45%**	43%	**56%**	49%	**57%**	**44%**	**64%**	**56%**	**2%**
Visit	37%	42%	44%	37%	41%	**32%**	**48%**	**18%**	44%	**98%**
Resident	**7%**	**14%**	13%	**7%**	10%	**12%**	**8%**	**18%**	**0%**	**0%**

Purpose of visit	Profile of customer								
	Frequency of visit				Reason for visit			Year Total	
	Weekly plus	Less	Once	Never	Work	Visit	Resid-ent	2009	2012
Sample base	(357)	(290)	(217)	(140)	(505)	(395)	(104)	(1059)	(1015)
Work	**66%**	**55%**	**7%**	**69%**	**100%**	**0%**	**0%**	48%	50%
Visit	**10%**	41%	**93%**	**28%**	**0%**	**100%**	**0%**	**32%**	**39%**
Resident	**24%**	**5%**	**0%**	**3%**	**0%**	**0%**	**100%**	**20%**	**10%**

Sample base = as detailed, all customers who provided a response, single response

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Section 2. Profile of visits to parks, gardens and churchyards

1. Frequency of use

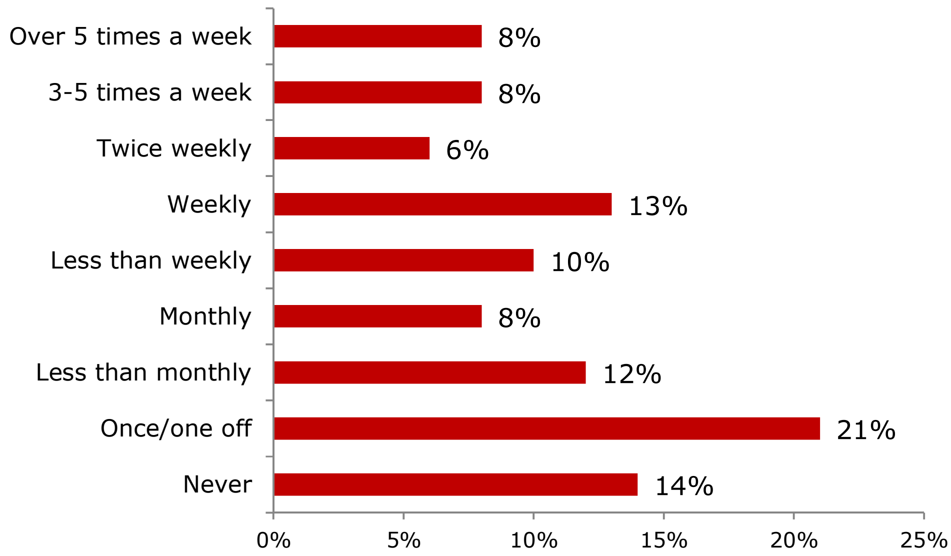
Nearly nine tenths of customers (86%) use or walk through the parks, gardens and churchyards in the City of London (including Bunhill Fields Burial Ground). Just over one tenth of customers (14%) never use or walk through the parks, gardens or churchyards.

Over one third of customers (36%) use the parks, gardens and churchyards on at least a weekly basis.

Just under one third of customers (29%) use the parks, gardens and churchyards less than weekly.

Just over one fifth of customers (21%) state they have only used the parks, gardens and churchyards on one occasion or that this is their only visit.

Chart 1: Frequency of use of parks, gardens and churchyards in the City of London



Sample base = 1015, all customers, single response

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- *Females are more likely than males to use the open spaces monthly and males are more likely than females to never use the open spaces.*
- *Customers aged 25—44 years old are those more likely to use the open spaces monthly.*
- *Customers of a White British ethnicity are more likely to use the open spaces weekly and monthly, with customers of an Other ethnicity more likely to use them once or to never use them.*
- *London residents are those more likely to use the open spaces for all frequencies with the exception of only once or never. They are those less likely to use the open spaces either once or never.*
- *UK residents are those less likely to use the open spaces more than 5 times per week, weekly and on only one occasion. They are those more likely to use the open spaces less than monthly or never.*
- *Residents from abroad are those less likely to use any of the frequencies of visit with the exception of a one off visit where they are those more likely to do so. Residents from abroad are those less likely to say they never visit the open spaces.*
- *Workers are those more likely to use the open spaces for all occasions between 3-5 times per week and monthly. They are those less likely to use the open spaces monthly or only once. They are however also those more likely to never use the open spaces.*
- *Visitors are those less likely to use the open spaces for all frequencies from more than 5 times per week to less than weekly but more than monthly. They are those more likely to use the open spaces less than monthly and to use them once. They are those less likely to never use the open spaces.*
- *Residents are those more likely to use the open spaces for all frequencies from more than 5 times per week to weekly. They are those less likely to use the open spaces monthly or less than monthly. They are also those who are less likely to use the open spaces once or to never use them.*
- *2012 customers are less likely to use the open spaces for all frequencies from more than 5 times per week to less than weekly more than monthly. They are more likely than customers in 2009 to use the open spaces less than monthly or once.*

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Table 1: Frequency of use of parks, gardens and churchyards in the City of London

Frequency of use	Profile of customer									
	Gender		Age			Ethnicity		Residence		
	Male	Female	Under 25	25-44	45+	White British	Other	London	UK	Abroad
Sample base	(499)	(506)	(115)	(510)	(339)	(556)	(431)	(598)	(226)	(191)
Over 5 times per week	8%	8%	9%	7%	9%	8%	8%	**13%**	**2%**	**0%**
3-5 times per week	9%	7%	6%	9%	7%	9%	7%	**11%**	6%	**0%**
Twice weekly	8%	5%	7%	6%	6%	8%	5%	**9%**	4%	**0%**
Weekly	13%	14%	14%	13%	14%	**16%**	**10%**	**19%**	**9%**	**0%**
Less weekly more monthly	9%	10%	7%	11%	9%	11%	8%	**12%**	9%	**1%**
Monthly	**6%**	**10%**	5%	**10%**	7%	**10%**	**6%**	**11%**	8%	**1%**
Less than monthly	10%	12%	17%	11%	12%	13%	10%	**10%**	**22%**	**5%**
Once/one off	20%	23%	22%	21%	20%	**14%**	**29%**	**3%**	**16%**	**86%**
Never	**17%**	**11%**	14%	12%	17%	**11%**	**18%**	**12%**	**23%**	**7%**

Frequency of use	Profile of customer								
	Frequency of visit				Reason for visit			Year Total	
	Weekly plus	Less	Once	Never	Work	Visit	Resid-ent	2009	2012
Sample base	(361)	(297)	(217)	(140)	(505)	(395)	(104)	(1056)	(1015)
Over 5 times per week	**23%**	**0%**	**0%**	**0%**	9%	**2%**	**32%**	*	**8%**
3-5 times per week	**22%**	**0%**	**0%**	**0%**	**12%**	**2%**	**13%**	*	**8%**
Twice weekly	**18%**	**0%**	**0%**	**0%**	**8%**	**1%**	**16%**	**14%**	**6%**
Weekly	**37%**	**0%**	**0%**	**0%**	**18%**	**5%**	**23%**	**9%**	**13%**
Less weekly more monthly	**0%**	**32%**	**0%**	**0%**	**12%**	**6%**	8%	**6%**	**10%**
Monthly	**0%**	**28%**	**0%**	**0%**	**11%**	7%	**1%**	7%	8%
Less than monthly	**0%**	**40%**	**0%**	**0%**	**9%**	**17%**	**4%**	**7%**	**12%**
Once/one off	**0%**	**0%**	**100%**	**0%**	**3%**	**51%**	**0%**	**16%**	**21%**
Never	**0%**	**0%**	**0%**	**100%**	**19%**	**10%**	**4%**	14%	14%

Sample base = as detailed, all customers who provided a response, single response
**2009 combined data = 27%, 2012 combined data = 16%*

2. Parks, gardens or churchyards visited

The three areas visited by the largest proportion of visitors to City of London's parks, gardens or open spaces are; St. Paul's Churchyard (54%), The Barbican (46%) and Tower Hill Gardens (41%).

Nearly one quarter of visitors visit Finsbury Circus (23%) and just under one fifth of visitors (18%) visit Bunhill Fields.

Just over one tenth of visitors visit St. Andrew's Churchyard, Holborn (13%) and Petticoat Square (12%), with one tenth (10%) visiting Carter Lane.

All of the other parks, gardens or churchyards are visited by less than one tenth of visitors.

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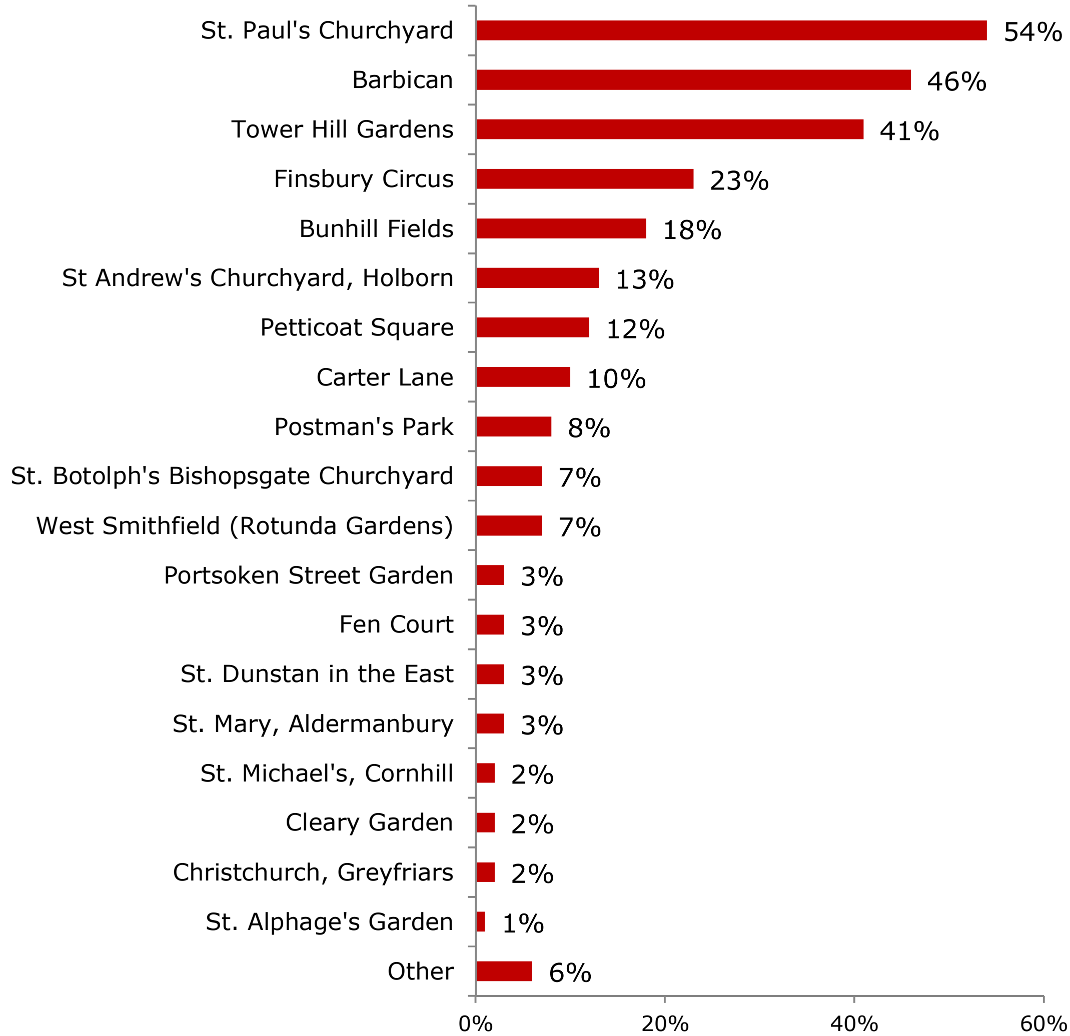
Chart 2: **Parks, gardens or churchyards usually visited**



Sample base = 875, customers who visit and provided a response, multiple response
Other includes: Devonshire Square, Little Britain, Middlesex Street x18, Spitalfields x33, Parkhouse Walk, St. Brides

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- *Males are more likely to visit Carter Lane than females. Females are more likely to visit another open space.*
- *Under 25 year olds are those less likely to visit St. Botolph's, Tower Hill Gardens and Bunhill Fields.*
- *25-44 year olds are those less likely to visit; Christchurch, Greyfriars, Carter Lane, Postman's Park, Cleary Garden, St. Michael's Cornhill, Finsbury Circus, Fen Court and Portsoken Street Garden.*
- *45+ year olds are those more likely to visit Christchurch, Greyfriars and Bunhill Fields and those less likely to visit Tower Hill Gardens.*
- *Customers of a White British ethnicity are more likely to visit the Barbican and Portsoken Street Garden, with customers of an Other ethnicity more likely to visit St. Michael's Cornhill.*
- *London residents are those more likely to visit; Carter Lane, Postman's Park, the Barbican, St. Mary Aldermanbury, Finsbury Circus, St. Dunstan in the East, St. Botolph's, Petticoat Square and other open spaces, and they are those less likely to visit Tower Hill Gardens.*
- *UK residents are those more likely to visit St. Andrew's Churchyard. They are those less likely to visit; St. Paul's Churchyard, Carter Lane, Postman's Park, the Barbican, St. Michael's Cornhill, Finsbury Circus, St. Botolph's, Fen Court, Petticoat Square and Bunhill Fields.*
- *Residents from abroad are those more likely to visit St. Paul's Churchyard, Christchurch, Greyfriars and Tower Hill Gardens. They are those less likely to visit St. Andrew's Churchyard or Carter Lane.*
- *Customers who visit at least weekly are those more likely to visit; St. Andrew's Churchyard, Carter Lane, Postman's Park, St. Alphage's Garden, Finsbury Circus, St. Dunstan in the East, St. Botolph's, Petticoat Square and Portsoken Street Gardens. They are those less likely to visit Tower Hill Gardens.*
- *Customers who visit less than weekly are those less likely to visit; St. Paul's Churchyard, Postman's Park, Cleary Garden, St. Mary, Aldermanbury, St. Alphage's Garden, Finsbury Circus, St. Botolph's, Fen Court, Portsoken Street Garden and Bunhill Fields. They are those more likely to have visited other open spaces.*
- *Customers who visit only once are those more likely to visit; St. Paul's Churchyard and Tower Hill Gardens. They are those less likely to visit; St. Andrew's Churchyard, Christchurch, Greyfriars, Carter Lane, Postman's Park, Finsbury Circus and other open spaces.*
- *Workers are those more likely to visit; St. Andrew's Churchyard. They are those less likely to visit; St. Paul's Churchyard, Cleary Garden, St. Alphage's Garden, St. Michael's Cornhill, St. Botolph's, Fen Court, Petticoat Square, Tower Hill Gardens, Bunhill Fields and other open spaces.*
- *Visitors are those more likely to visit; St. Paul's Churchyard and Tower Hill Gardens as well as other open spaces. They are those less likely to visit; St. Andrew's Churchyard, Postman's Park, the Barbican and Finsbury Circus.*

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- *Residents are those more likely to visit; St. Paul's Churchyard, Carter Lane, Postman's Park, the Barbican, Cleary Garden, St. Alphage's Garden, Finsbury Circus, St. Dunstan in the East, St. Botolph's, Fen Court, Petticoat Square, Portsoken Street Garden and Bunhill Fields.*

- *2012 customers are more likely to visit; St. Andrew's Churchyard, St. Paul's Churchyard, the Barbican, Tower Hill Gardens and Portsoken Street Garden. 2009 customers are more likely to visit; West Smithfield, Christchurch, Greyfriars, Carter Lane, St. Michael's Cornhill and Petticoat Square.*

Table 2: Parks, gardens or churchyards usually visited

Places visited	**Profile of customer**									
	Gender		**Age**			**Ethnicity**		**Residence**		
	Male	Female	Under 25	25-44	45+	White British	Other	London	UK	Abroad
Sample base	(416)	(451)	(99)	(447)	(280)	(494)	(355)	(524)	(174)	(177)
St. Andrew's Churchyard	14%	11%	12%	12%	16%	12%	13%	12%	**18%**	**7%**
West Smithfield	8%	7%	5%	7%	9%	8%	7%	8%	5%	9%
Christchurch, Greyfriars	3%	2%	1%	**1%**	**4%**	3%	2%	2%	3%	**4%**
St. Paul's Churchyard	53%	55%	49%	52%	53%	53%	54%	52%	**46%**	**69%**
Carter Lane	**13%**	**8%**	8%	**7%**	12%	12%	8%	**14%**	**3%**	**6%**
Postman's Park	9%	7%	4%	**6%**	10%	8%	7%	**10%**	**3%**	5%
Barbican	46%	47%	37%	44%	46%	**50%**	**40%**	**51%**	**39%**	41%
Cleary Garden	2%	1%	1%	**0.2%**	3%	2%	1%	2%	1%	1%
St. Mary, Aldermanbury	3%	2%	2%	3%	3%	2%	3%	**4%**	1%	3%
St. Alphage's Garden	1%	1%	0%	1%	1%	1%	1%	1%	0%	1%
St. Michael's Cornhill	1%	2%	1%	**1%**	2%	**1%**	**3%**	2%	**0%**	1%
Finsbury Circus	25%	21%	19%	**20%**	24%	24%	19%	**28%**	**9%**	19%
St. Dunstan in the East	4%	2%	2%	3%	4%	3%	3%	**4%**	2%	3%
St. Botoloph's	8%	7%	**2%**	6%	8%	6%	8%	**9%**	**2%**	7%
Fen Court	2%	3%	3%	**1%**	3%	3%	3%	3%	**0%**	5%
Petticoat Square	13%	12%	10%	11%	12%	11%	12%	**14%**	**6%**	15%
Tower Hill Gardens	41%	41%	**30%**	42%	**36%**	43%	37%	**38%**	36%	**54%**
Portsoken Street Garden	3%	3%	2%	**1%**	4%	**3%**	**1%**	3%	1%	3%
Bunhill Fields	18%	18%	**9%**	17%	**23%**	17%	18%	19%	**10%**	22%
Other	**4%**	**8%**	8%	7%	5%	6%	8%	**7%**	6%	5%

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Table 2: Parks, gardens or churchyards usually visited (continued)

Places visited	Profile of customer							
	Frequency of visit			Reason for visit			Year Total	
	Weekly plus	Less	Once	Work	Visit	Resid-ent	2009	2012
Sample base	(361)	(297)	(217)	(408)	(356)	(100)	(912)	(875)
St. Andrew's Churchyard	**17%**	10%	**8%**	**16%**	**9%**	10%	**6%**	**13%**
West Smithfield	9%	6%	7%	6%	9%	8%	**14%**	**7%**
Christchurch, Greyfriars	3%	1%	**4%**	2%	3%	2%	**4%**	**2%**
St. Paul's Churchyard	53%	**47%**	**65%**	**47%**	**60%**	**66%**	**43%**	**54%**
Carter Lane	**14%**	8%	**6%**	9%	8%	**24%**	**18%**	**10%**
Postman's Park	**12%**	**5%**	**4%**	7%	**5%**	**21%**	**4%**	**8%**
Barbican	49%	47%	41%	45%	**41%**	**74%**	**24%**	**46%**
Cleary Garden	3%	**0.3%**	1%	**1%**	1%	**5%**	1%	2%
St. Mary, Aldermanbury	4%	**1%**	3%	2%	3%	5%	3%	3%
St. Alphage's Garden	**2%**	**0%**	1%	**0.2%**	1%	**3%**	1%	1%
St. Michael's Cornhill	3%	1%	1%	**1%**	2%	3%	**10%**	**2%**
Finsbury Circus	**31%**	**17%**	**17%**	21%	**17%**	**48%**	**46%**	**23%**
St. Dunstan in the East	**5%**	2%	3%	3%	3%	**10%**	2%	3%
St. Botoloph's	**11%**	**3%**	7%	**5%**	6%	**19%**	7%	7%
Fen Court	4%	**1%**	4%	**1%**	3%	**9%**	4%	3%
Petticoat Square	**15%**	9%	12%	**7%**	12%	**34%**	**18%**	**12%**
Tower Hill Gardens	**37%**	37%	**52%**	**34%**	**46%**	50%	**18%**	**41%**
Portsoken Street Garden	**5%**	**1%**	2%	2%	2%	**10%**	**1%**	**3%**
Bunhill Fields	21%	**13%**	18%	**14%**	17%	**34%**	16%	18%
Other	7%	**9%**	**2%**	**2%**	**11%**	9%	*	6%

Sample base = as detailed, customers who visit and provided a response, multiple response
**=Not reported*

3. Park, garden or churchyard most visited

The two parks, gardens or churchyards which are most visited in the City of London are the Barbican (30%) and St. Paul's Churchyard (25%).

Over one tenth of visitors (14%) visit Tower Hill Gardens. Less than one tenth of visitors most visit Bunhill Fields (9%) or St. Andrew's Churchyard, Holborn (7%).

All other parks, gardens or churchyards are most visited by less than 5% of visitors.

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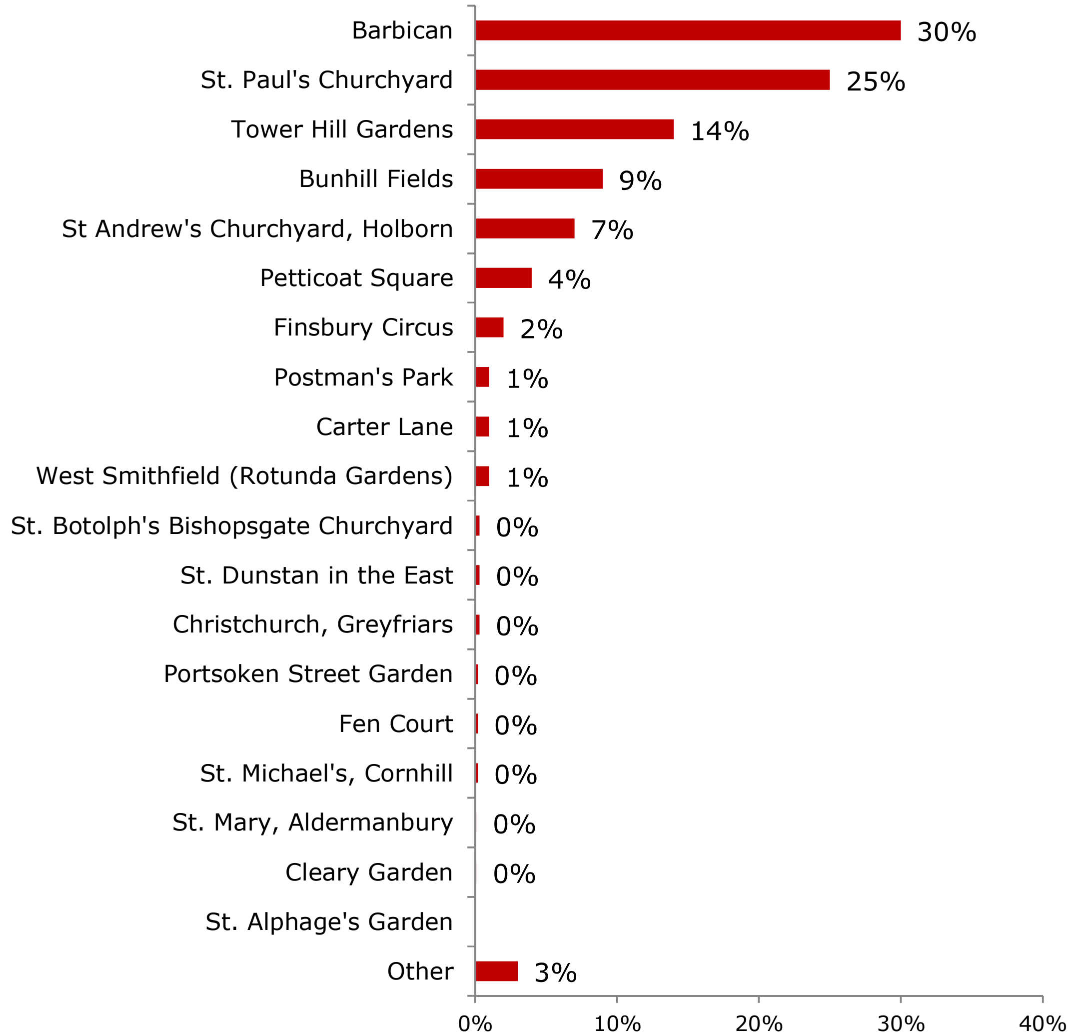
Chart 3: Park, garden or churchyard most visited



Sample base = 863, all visitors who provided a response, single response
Other includes: Middlesex Street x 10, Spitalfields x16, St Brides

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- *Males are more likely to most visit Carter Lane, St. Michael's Cornhill, St. Dunstan in the East and Portsoken Street Garden, than females.*
- *Under 25 year olds are those more likely to most visit Fen Court and those less likely to most visit the Barbican.*
- *25-44 year olds are those more likely to most visit; the Barbican, Finsbury Circus and St. Dunstan in the East.*
- *45+ year olds are those more likely to most visit West Smithfield and Carter Lane.*
- *Customers of a White British ethnicity are more likely to most visit Christchurch, Greyfriars and the Barbican than customers of an Other ethnicity. Customers of an Other ethnicity are more likely to most visit another open space.*
- *London residents are those more likely to most visit; West Smithfield, the Barbican, Finsbury Circus, St. Dunstan in the East and St. Botolph's. They are those less likely to most visit St. Paul's Churchyard.*
- *UK residents are those more likely to most visit Tower Hill Gardens and those less likely to most visit the Barbican.*
- *Residents from abroad are those more likely to most visit St. Paul's Churchyard and St. Michael's Cornhill.*
- *Customers who visit at least weekly are those more likely to most visit St. Andrew's Churchyard, St. Dunstan in the East and St. Botolph's. They are those less likely to most visit St. Paul's Churchyard.*
- *Customers who visit less than weekly are those more likely to most visit; West Smithfield, Christchurch, Greyfriars and another open space and they are those less likely to most visit St. Andrew's Churchyard.*
- *Customers who visit only once are those more likely to most visit St. Paul's Churchyard, Christchurch, Greyfriars and St. Michael's Cornhill.*
- *Workers are those more likely to most visit St. Andrew's Churchyard, Finsbury Circus, St. Dunstan in the East and Portsoken Street Garden. They are those less likely to most visit another open space.*
- *Visitors are those more likely to most visit; West Smithfield, Christchurch, Greyfriars, St. Paul's Churchyard, Carter Lane and another open space. They are those less likely to most visit St. Andrew's Churchyard and the Barbican.*
- *Residents are those more likely to most visit the Barbican and St. Botolph's and are those less likely to most visit St. Andrew's Churchyard, St, Paul's Churchyard or Tower Hill Gardens.*

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- *2012 customers are more likely to most visit; St. Andrew's Churchyard, St. Paul's Churchyard, the Barbican and Tower Hill Gardens than 2009 customers. 2009 customers are more likely to most visit; West Smithfield, Carter Lane, St. Michael's Cornhill, Finsbury Circus, Petticoat Square and Bunhill Fields.*

Table 3: Park, garden or churchyard most visited

Place most visited	Profile of customer									
	Gender		Age			Ethnicity		Residence		
	Male	Female	Under 25	25-44	45+	White British	Other	London	UK	Abroad
Sample base	(410)	(446)	(97)	(446)	(273)	(486)	(352)	(517)	(171)	(175)
St. Andrew's Churchyard	9%	6%	9%	7%	9%	8%	7%	8%	9%	5%
West Smithfield	1%	2%	1%	1%	**2%**	1%	2%	**2%**	1%	1%
Christchurch, Greyfriars	0%	0.4%	1%	0.4%	0%	**1%**	**0%**	0.2%	1%	0%
St. Paul's Churchyard	23%	27%	32%	25%	24%	23%	29%	**21%**	29%	**34%**
Carter Lane	**2%**	**0.4%**	0%	1%	**2%**	1%	1%	1%	2%	2%
Postman's Park	1%	1%	0%	1%	1%	1%	1%	1%	0%	1%
Barbican	29%	31%	**21%**	**27%**	31%	**34%**	**24%**	**34%**	**22%**	26%
Cleary Garden	0%	0.2%	0%	0%	0.4%	0.2%	0%	0.2%	0%	0%
St. Mary, Aldermanbury	0.2%	0%	0%	0.2%	0%	0%	0.3%	0.2%	0%	0%
St. Alphage's Garden	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
St. Michael's Cornhill	**1%**	**0%**	0%	0.2%	0.4%	0.2%	0.3%	0.2%	0%	**1%**
Finsbury Circus	3%	2%	3%	**3%**	2%	2%	3%	**3%**	2%	1%
St. Dunstan in the East	**1%**	**0%**	0%	**1%**	0%	0.2%	1%	**1%**	0%	0%
St. Botoloph's	1%	0.2%	0%	0.4%	0.4%	0.4%	0.3%	**1%**	0%	0%
Fen Court	0.2%	0.2%	**2%**	0%	0%	0%	1%	0%	0%	0%
Petticoat Square	4%	4%	5%	5%	3%	3%	5%	4%	4%	3%
Tower Hill Gardens	15%	13%	18%	16%	13%	16%	12%	13%	**19%**	13%
Portsoken Street Garden	**1%**	**0%**	0%	0.2%	0.4%	0.4%	0%	0.4%	0%	0%
Bunhill Fields	8%	9%	5%	9%	11%	8%	10%	8%	8%	11%
Other	2%	4%	3%	4%	2%	**2%**	**5%**	3%	4%	4%

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Table 3: Park, garden or churchyard most visited (continued)

Place most visited	Profile of customer							
	Frequency of visit			**Reason for visit**			**Year Total**	
	Weekly plus	Less	Once	Work	Visit	Resid-ent	2009	2012
Sample base	(358)	(294)	(211)	(406)	(347)	(99)	(904)	(863)
St. Andrew's Churchyard	**11%**	**4%**	6%	**12%**	**4%**	**1%**	**0.3%**	**7%**
West Smithfield	1%	**2%**	1%	1%	**2%**	0%	**8%**	**1%**
Christchurch, Greyfriars	0%	**1%**	**1%**	0.2%	**1%**	0%	0.4%	0.3%
St. Paul's Churchyard	**20%**	26%	**33%**	23%	**31%**	**13%**	**19%**	**25%**
Carter Lane	1%	1%	2%	1%	**2%**	0%	**6%**	**1%**
Postman's Park	1%	1%	1%	1%	1%	1%	1%	1%
Barbican	32%	30%	28%	30%	**24%**	**56%**	**4%**	**30%**
Cleary Garden	0.3%	0%	0%	0%	0.3%	0%	0.2%	0.1%
St. Mary, Aldermanbury	0%	0.3%	0%	0%	0.3%	0%	0.1%	0.1%
St. Alphage's Garden	0%	0%	0%	0%	0%	0%	0.2%	0%
St. Michael's Cornhill	0%	0.3%	**1%**	0.2%	0.3%	0%	**6%**	**0.2%**
Finsbury Circus	3%	2%	1%	**3%**	1%	2%	**26%**	**2%**
St. Dunstan in the East	**1%**	0%	0%	**1%**	0%	0%	0.2%	0.3%
St. Botoloph's	**1%**	0.3%	0%	0.2%	0%	**2%**	1%	0.3%
Fen Court	0.3%	0.3%	0%	0.2%	0%	1%	0.2%	0.2%
Petticoat Square	4%	4%	3%	4%	3%	6%	**11%**	**4%**
Tower Hill Gardens	14%	14%	15%	16%	14%	**5%**	**3%**	**14%**
Portsoken Street Garden	0.3%	0.3%	0%	**1%**	0%	0%	0.2%	0.2%
Bunhill Fields	8%	9%	10%	7%	10%	9%	**12%**	**9%**
Other	3%	**5%**	1%	**1%**	**6%**	4%	*	3%

Sample base = as detailed, customers who visit and provided a response, single response
**=not recorded*

4. Main time of visit

Significantly the main time of visiting parks, gardens or churchyards in the City of London is weekday lunchtimes, with just over two fifths of visitors (42%) specifying this as the main time of their visit.

The proportions of visitors who specify weekday mornings (15%) and weekday afternoons (14%) are very similar. 7% visit weekday evenings.

Nearly one tenth of visitors (8%) specify commuting to and from work as the main time they visit parks, gardens or churchyards in the City of London.

Nearly one tenth of visitors (9%) specify weekend afternoons, with 3% stating weekend lunchtimes, 3% weekend mornings and 1% weekend evenings.

In fact nearly nine tenths of visitors (85%) specify a weekday time (including commuting) over a weekend time (15%) as the main time for their visit.

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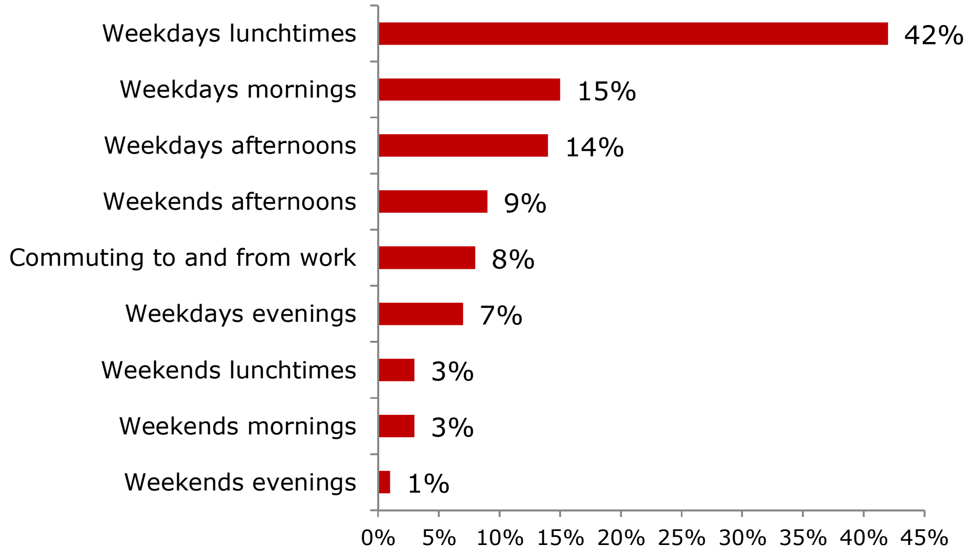
Chart 4: Main time of visit to parks, gardens or churchyards



Sample base = 875, all visitors who provided a response, single response

- *25-44 year olds are those less likely to visit weekday afternoons and weekend evenings. 45+ year olds are those more likely to visit weekday afternoons and are less likely to visit in weekday evenings and weekend afternoons.*
- *Customers of a White British ethnicity are more likely to visit weekday lunchtimes than those of an Other ethnicity. Customers of an Other ethnicity are more likely to visit; weekday mornings, weekday afternoons and weekend afternoons.*
- *London residents are those more likely to visit; weekday lunchtimes, weekday evenings and commuting to and from work. They are those less likely to visit; weekday afternoons, weekend lunchtimes, weekend afternoons and weekend evenings.*
- *Residents from abroad are those more likely to visit; weekday mornings, weekday afternoons and weekend afternoons. They are those less likely to visit; weekday lunchtimes, weekday evenings and commuting to and from work.*
- *Customers who visit at least weekly are those more likely to visit; weekday lunchtimes and commuting to and from work. They are those less likely to visit weekend afternoons. Customers who visit less than weekly are those more likely to visit weekend afternoons and those less likely to visit weekday mornings.*
- *Customers who visit only once are those more likely to visit; weekday mornings, weekday afternoons, weekend lunchtimes and weekend afternoons. They are those less likely to visit; weekday lunchtimes, weekday evenings and commuting to and from work.*
- *Workers are those more likely to visit; weekday lunchtimes and commuting to and from work. They are those less likely to visit; weekday mornings, weekday afternoons, weekend mornings, weekend afternoons and weekend evenings.*

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- *Visitors are those more likely to visit; weekday mornings, weekday afternoons, weekend lunchtimes and weekend afternoons. They are those less likely to visit; weekday lunchtimes, weekday evenings and commuting to and from work.*

- *Residents are those more likely to visit weekday evenings and they are those less likely to visit weekday lunchtimes.*

- *2012 customers are more likely to visit; weekday mornings, weekday evenings and commuting to and from work than 2009 customers. 2009 customers are more likely to visit; weekend lunchtimes, weekend afternoons and weekend evenings.*

Table 4: Main time of visit to parks, gardens or churchyards

Main time of visit	Profile of customer									
	Gender		Age			Ethnicity		Residence		
	Male	Female	Under 25	25-44	45+	White British	Other	London	UK	Abroad
Sample base	(416)	(451)	(99)	(447)	(280)	(494)	(355)	(524)	(174)	(177)
Weekdays mornings	16%	15%	15%	13%	18%	**13%**	**18%**	14%	12%	**23%**
Weekdays lunchtimes	44%	40%	36%	45%	40%	**47%**	**35%**	**45%**	47%	**26%**
Weekdays afternoons	14%	15%	16%	**10%**	**17%**	**12%**	**17%**	**12%**	11%	**23%**
Weekdays evenings	7%	7%	8%	8%	**4%**	8%	5%	**9%**	5%	**3%**
Commuting to and from	8%	7%	5%	8%	9%	9%	7%	**10%**	8%	**1%**
Weekends mornings	2%	3%	1%	3%	3%	2%	3%	3%	1%	4%
Weekends lunchtimes	3%	3%	3%	3%	3%	2%	4%	**2%**	4%	5%
Weekends afternoons	7%	10%	13%	10%	**6%**	**7%**	**12%**	**6%**	10%	**15%**
Weekends evenings	0.2%	1%	2%	**0.2%**	1%	1%	1%	**0.2%**	1%	1%

Main time of visit	Profile of customer							
	Frequency of visit			Reason for visit			Year Total	
	Weekly plus	Less	Once	Work	Visit	Resid-ent	2009	2012
Sample base	(361)	(297)	(217)	(408)	(356)	(100)	(893)	(875)
Weekdays mornings	15%	**9%**	**23%**	**9%**	**22%**	17%	**4%**	**15%**
Weekdays lunchtimes	**48%**	42%	**30%**	**58%**	**28%**	**25%**	41%	42%
Weekdays afternoons	**10%**	14%	**21%**	**7%**	**20%**	14%	16%	14%
Weekdays evenings	8%	7%	**4%**	8%	**3%**	**16%**	5%	7%
Commuting to and from	**13%**	6%	**1%**	**12%**	**1%**	12%	**5%**	**8%**
Weekends mornings	2%	4%	2%	**1%**	4%	5%	4%	3%
Weekends lunchtimes	2%	3%	**5%**	2%	**5%**	1%	**11%**	**3%**
Weekends afternoons	**3%**	**14%**	**12%**	**3%**	**16%**	9%	**12%**	**9%**
Weekends evenings	0.3%	0.3%	1%	**0%**	1%	1%	**3%**	**1%**

Sample base = as detailed, customers who visit and provided a response, single response

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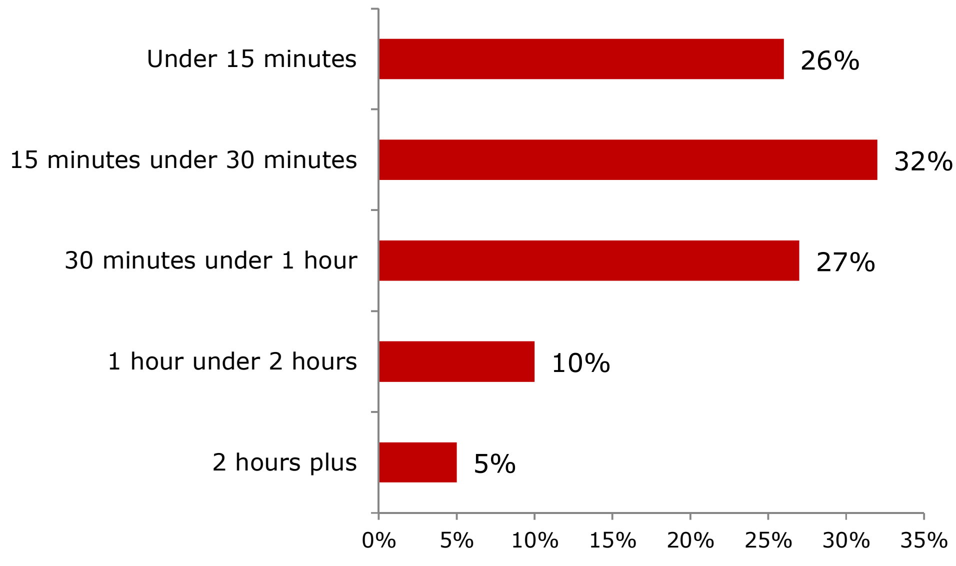
5. Average length of visit to parks, gardens and churchyards

Nearly three fifths of visitors (58%) on average spend under 30 minutes in the parks, gardens and churchyards in the City of London, with just over one quarter (26%) spending under 15 minutes and nearly one third (32%) spending between 15 minutes and up to 30 minutes.

Just over two fifths of visitors (42%) spend at least 30 minutes in the City of London's parks, gardens and churchyards on average, with 27% spending between 30 minutes and under 1 hour, 10% spending 1 hour and up to 2 hours and 5% spending on average 2 hours plus.

- *Females are more likely to spend between 1 and 2 hours visiting than are males.*
- *25-44 year olds are those less likely to spend 1-2 hours in the opens paces.*
- *UK residents are those more likely to spend under 15 minutes in the open spaces, with residents from abroad those less likely to spend under 15 minutes visiting open spaces.*
- *Workers are those more likely to spend under 15 minutes and 15-30 minutes in the open spaces. They are those less likely to spend 1-2 hours and 2 hours plus visiting open spaces.*
- *Residents are those less likely to spend 15-30 minutes and are those more likely to spend 1-2 hours and 2 hours plus in the open spaces.*
- *2012 customers are more likely to spend under 30 minutes in the open spaces than 2009 customers. 2009 customers are more likely to spend 30 minutes-1 hour, 1-2 hours and 2 hours plus visiting open spaces than are 2009 customers.*

Chart 5: Average length of visit to parks, gardens and churchyards



Sample base = 836, all visitors who provided a response, single response

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Table 5: Average length of visit to parks, gardens or churchyards

Average length of visit	Profile of customer									
	Gender		Age			Ethnicity		Residence		
	Male	Female	Under 25	25-44	45+	White British	Other	London	UK	Abroad
Sample base	(399)	(429)	(96)	(429)	(263)	(472)	(338)	(501)	(164)	(171)
Less Than 15 minutes	29%	24%	29%	27%	27%	27%	25%	27%	**33%**	**18%**
15 minutes under 30 minutes	33%	32%	30%	33%	32%	35%	29%	33%	27%	35%
30 minutes under 1 hour	28%	26%	28%	28%	27%	25%	30%	25%	29%	30%
1 hour under 2 hours	**6%**	**14%**	10%	**7%**	10%	10%	10%	11%	7%	13%
2 hours plus	5%	4%	2%	5%	4%	4%	6%	5%	4%	4%

Average length of visit	Profile of customer							
	Frequency of visit			Reason for visit			Year Total	
	Weekly plus	Less	Once	Work	Visit	Resid-ent	2009	2012
Sample base	(346)	(281)	(209)	(389)	(340)	(98)	(907)	(836)
Less Than 15 minutes	29%	24%	24%	**30%**	25%	19%	*	**26%**
15 minutes under 30 minutes	31%	31%	35%	**38%**	30%	**17%**	*	**32%**
30 minutes under 1 hour	24%	30%	27%	26%	28%	21%	**34%**	**27%**
1 hour under 2 hours	11%	10%	10%	**5%**	11%	**31%**	**29%**	**10%**
2 hours plus	5%	5%	4%	**2%**	6%	**11%**	**8%**	**5%**

Sample base = as detailed, customers who visit and provided a response, single response
*2009 = 29% under half hour, 2012 = 58%

6. Reasons for visiting parks, gardens and churchyards

Relaxation is the main reason for visiting parks, gardens and churchyards in the City of London, with nearly three quarters of visitors (72%) stating this purpose.

The second main reason for visiting is just passing through, with this purpose stated by half of visitors (50%).

Just over one third of visitors (35%) state meeting friends as a purpose of their visits to parks, gardens and churchyards in the City of London.

Just under one tenth of visitors identified attending events (9%) and play, active recreation or sport (9%) as a purpose of their visits.

6% of visitors identify contact with nature and 2% identify dog walking.

- *Females are more likely than males to visit in order to attend events and meet friends.*
- *Under 25 year olds are those less likely to attend for relaxation or passive recreation or to attend events. 25-44 year olds are those less likely to visit to play active games, for contact with nature or to attend events. 45+ year olds are those more likely to visit to dog walk.*

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- *Customers of a White British ethnicity are more likely to be passing through or dog walking, with customers of an Other ethnicity more likely to be visiting for another purpose.*

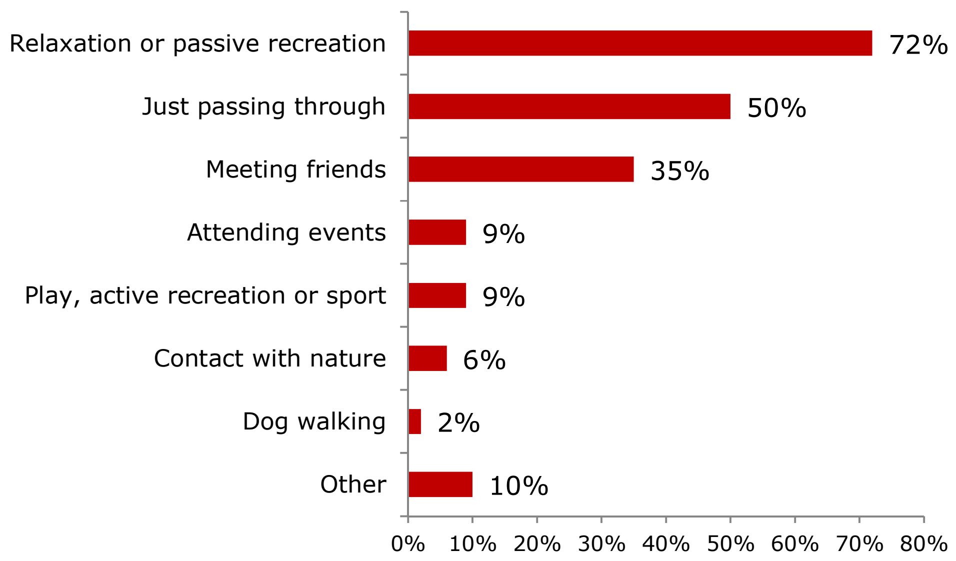
- *London residents are those more likely to be visiting in order to; dog walk, have contact with nature, attend events and meet friends. UK residents are those less likely to visit in order to; active play, pass through, dog walk, attend events or meet friends. Residents from abroad are those more likely to be visiting for another purpose.*

- *Visitors who visit at least weekly are those more likely to be; passing through, dog walking, having contact with nature and attending events. Visitors who visit less than weekly are those less likely to be; active playing, passing through, having contact with nature or attending events. Visitors who visit only once are more likely to be passing through or for another reason and are those less likely to be having contact with nature.*

- *Workers are those less likely to be; having active play, passing through, dog walking or attending events. Visitors are those less likely to be visiting for relaxation or passive recreation, having contact with nature, attending events or meeting friends. Residents are those more likely to be visiting for; relaxation or passive recreation, active play or sport, passing through, dog walking, having contact with nature, attending events and meeting friends.*

- *Customers in 2012 are more likely to be visiting for; active sport, passing through and meeting friends and attending events. They are less likely than customers in 2009 to be; dog walking or having contact with nature.*

Chart 6: Reasons for visiting parks, gardens and churchyards



Sample base = 871, all visitors who provided a response, multiple response

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Table 6: Reasons for visiting parks, gardens or churchyards

Reasons for visits	Profile of customer									
	Gender		Age			Ethnicity		Residence		
	Male	Female	Under 25	25-44	45+	White British	Other	London	UK	Abroad
Sample base	(413)	(450)	(99)	(445)	(278)	(490)	(355)	(521)	(173)	(177)
Relaxation, passive	72%	72%	**63%**	74%	68%	71%	72%	73%	67%	72%
Play, active, sport	8%	9%	7%	**7%**	9%	8%	8%	9%	**5%**	10%
Passing through	48%	52%	42%	47%	54%	**53%**	**45%**	50%	**43%**	55%
Dog walking	2%	3%	1%	2%	**4%**	**3%**	**1%**	**4%**	**0%**	1%
Contact with nature	5%	7%	4%	**4%**	8%	7%	5%	**8%**	5%	3%
Attending events	**6%**	**11%**	**3%**	**6%**	9%	9%	6%	**11%**	**5%**	7%
Meeting friends	**31%**	**40%**	35%	33%	34%	37%	31%	**39%**	**24%**	36%
Other	10%	9%	12%	9%	10%	**8%**	**13%**	9%	9%	**14%**

Reasons for visits	Profile of customer							
	Frequency of visit			Reason for visit			Year Total	
	Weekly plus	Less	Once	Work	Visit	Resid-ent	2009	2012
Sample base	(360)	(295)	(216)	(407)	(354)	(99)	(908)	(871)
Relaxation, passive	75%	70%	68%	72%	**67%**	**84%**	75%	72%
Play, active, sport	10%	**6%**	8%	**5%**	7%	**26%**	**6%**	**9%**
Passing through	**54%**	**42%**	**56%**	**46%**	50%	**71%**	**36%**	**50%**
Dog walking	**4%**	1%	1%	**0%**	1%	**13%**	**4%**	**2%**
Contact with nature	**11%**	**2%**	**3%**	5%	**3%**	**25%**	**27%**	**6%**
Attending events	**13%**	**5%**	6%	**5%**	**5%**	**37%**	**5%**	**9%**
Meeting friends	38%	35%	32%	36%	**29%**	**58%**	**27%**	**35%**
Other	9%	11%	**12%**	10%	11%	6%	9%	10%

Sample base = as detailed, customers who visit and provided a response, multiple response

Other includes:

- Asking advice
- Eating, drinking, shopping
- Cigarette break
- Come with children
- Cup of tea
- Drawing wildlife
- Drinks, eats, socialising
- Drop off
- Eat sandwiches
- Escorting groups
- Feed the pigeons
- Looking around x2
- Looking at historic churches
- Looking at historical places
- Looking at historical sites
- Looking at history in Britain
- Looking at the area's history
- Looking at things x2
- Looking for a grave
- Looking in London sites
- Lunch x31
- Market
- Meeting point x7
- Meetings
- Outings, plays
- Passing time
- Photos
- Restaurants nr Liverpool Street Station
- Seeing attractions nearby
- Shopping
- Sightseeing x2
- Sightseeing in London
- Socialising x3
- Studying
- To uplift spirits
- Touring
- Work x6.

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7. Main reason for visiting parks, gardens and churchyards

The single main reason for visiting parks, gardens or churchyards in the City of London is for relaxation, with this the main reason for visiting stated by virtually half of visitors (49%).

Just over one quarter of visitors (28%) state their main purpose of visit to be passing through.

Just over one tenth of visitors (12%) state meeting friends as the main purpose of their visit.

- *Under 25 year olds are those more likely to have active play or sport as the main reason for visiting. 25-44 year olds are those less likely to have active play or sport as the main reason for visiting. 45+ year olds are those more likely to have; dog walking, contact with nature and attending events as their main reason.*

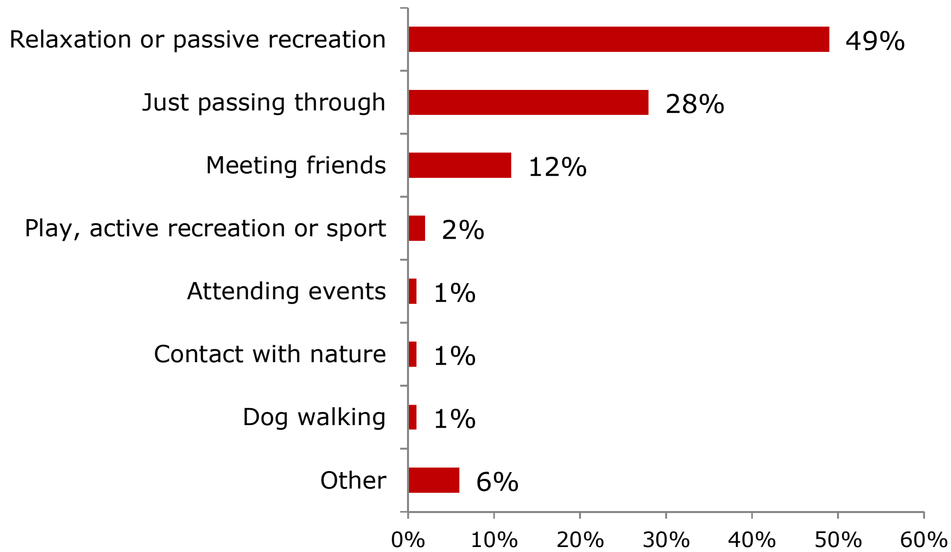
- *Customers of a White British ethnicity are more likely to be visiting friends as their main reason with customers of an Other ethnicity more likely to be visiting for another reason.*

- *Customers who visit at least weekly are those more likely to have dog walking or contact with nature as their main purpose. Customers who visit less often are those more likely to have meeting friends and those less likely to have dog walking as their main reason for visit.*

- *Workers are those more likely to be meeting friends as their main purpose and they are those less likely to have; active play or sport, contact with nature or dog walking as their main purpose of visit. Residents are those more likely to have dog walking and attending events as their main purpose and those less likely to have meeting friends.*

- *2012 customers are more likely to have passing through and meeting friends as their main purpose, and they are less likely to have relaxation, passive recreation or contact with nature as their main purpose for visiting when compared with 2009 customers.*

Chart 7: Main reason for visiting parks, gardens or churchyards



Sample base = 860, all visitors who provided a response, single response

Other includes:

- Asking advice
- Cigarette break
- Come with children
- Cup of tea
- Drawing wildlife
- Eat lunch
- Eating, drinking, shopping
- Escorting groups
- Feed the pigeons
- Outings, plays
- Looking around
- Looking at historic churches
- Looking at historical places
- Looking at historical sites
- Looking at history in Britain
- Looking at the area's history
- Looking for a grave
- Looking in London sites
- Lunch x18
- Market
- Passing time
- Sightseeing in London
- Sightseeing x2
- To uplift spirits
- Touring
- Work x6.

Table 8: Main reason for visiting parks, gardens or churchyards

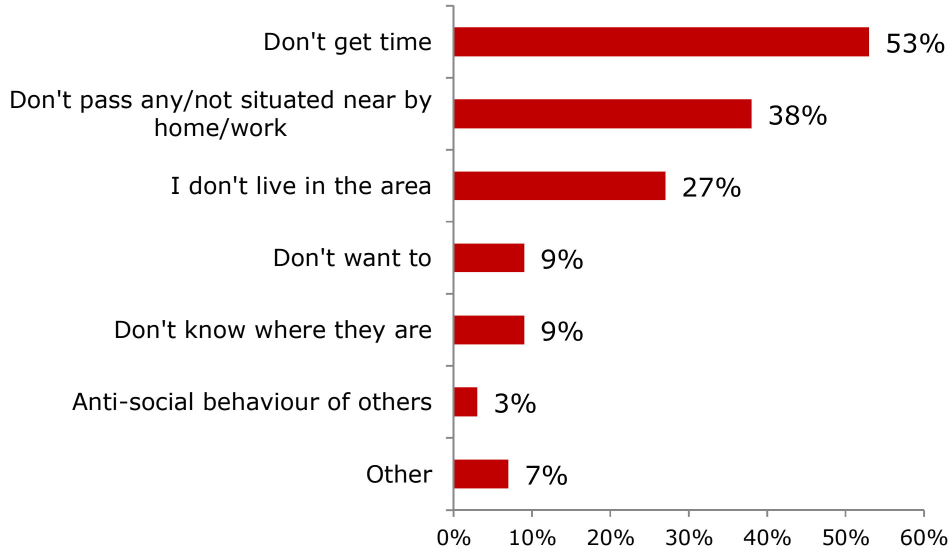
Main reason	Profile of customer									
	Gender		Age			Ethnicity		Residence		
	Male	Female	Under 25	25-44	45+	White British	Other	London	UK	Abroad
Sample base	(406)	(446)	(99)	(440)	(275)	(482)	(352)	(517)	(170)	(173)
Relaxation, passive	51%	48%	48%	49%	46%	47%	52%	50%	48%	48%
Play, active, sport	2%	2%	**5%**	**1%**	2%	2%	1%	2%	2%	1%
Passing through	28%	29%	25%	30%	31%	30%	27%	28%	32%	26%
Dog walking	1%	1%	1%	1%	**2%**	1%	1%	1%	0%	1%
Contact with nature	0.2%	1%	1%	1%	**2%**	1%	1%	1%	2%	0%
Attending events	1%	2%	1%	1%	**2%**	1%	1%	1%	1%	2%
Meeting friends	11%	13%	13%	13%	11%	**14%**	**9%**	12%	10%	14%
Other	6%	5%	6%	6%	7%	**4%**	**8%**	5%	5%	9%

	Profile of customer							
	Frequency of visit			Reason for visit			Year Total	
	Weekly plus	Less	Once	Work	Visit	Resid-ent	2009	2012
Sample base	(357)	(293)	(210)	(404)	(347)	(98)	(899)	(860)
Relaxation, passive	49%	52%	46%	51%	46%	51%	**55%**	**49%**
Play, active, sport	3%	1%	1%	**1%**	3%	3%	2%	2%
Passing through	29%	26%	31%	26%	31%	30%	**17%**	**28%**
Dog walking	**2%**	**0%**	1%	**0%**	1%	**5%**	2%	1%
Contact with nature	**2%**	0.3%	1%	**2%**	1%	0%	**9%**	**1%**
Attending events	1%	0.3%	2%	1%	1%	**4%**	0.3%	1%
Meeting friends	10%	**16%**	12%	**15%**	12%	**5%**	**7%**	**12%**
Other	5%	5%	8%	5%	7%	2%	7%	6%

Sample base = as detailed, customers who visit and provided a response, single response

9. Reasons for not visiting parks, gardens or churchyards

Chart 9: Reasons for not visiting parks, gardens or churchyards in the City of London



Sample base = 136, all customers who never visit and provided response, multiple response

Other includes:
- Don't need to
- I cycle into work
- Just started here
- Not nice weather
- Security
- There are lovely parks around my area
- Unsure
- Weather.

The main reason for non-visitors not visiting the parks, gardens or churchyards in the City of London is that they do not have the time to do so, identified by just over half (53%) of non-visitors.

Nearly two fifths of non-visitors (38%) state not passing by or the parks, gardens or churchyards not being close to where they live or work as a reason for not visiting. Just over a further quarter of non-visitors (27%) state not living in the area as being a reason for not visiting.

Just under one tenth of visitors each state that not wanting to visit (9%) and not knowing where the parks, gardens or churchyards are (9%) are reasons for not visiting them.

Just 3% of non-visitors state the anti-social behaviour of others as a reason for never using the parks, gardens or churchyards.

- *Customers of a White British ethnicity are more likely to state they don't want to visit the open spaces as a reason, with customers of an Other ethnicity more likely to state that not living in the area as a reason.*

- *London residents are those more likely to state that they don't pass by/open spaces are not situated close to where they live or work and anti-social behaviour of others as a reason for not visiting. They are those less likely to say that they don't live in the area.*

- *Residents from abroad are those more likely to state they don't live in the area and are those less likely to state that they don't get the time or don't pass by/work or live close to open spaces.*

- *Workers are those more likely to state that they don't get time and they don't pass by/live or work close to open spaces as a reason for not visiting. They are those less likely to state not living in the area is a reason.*

- *Visitors are those more likely to state they don't live in the area as a reason. They are those less likely to state; don't get the time, don't know where they are and not passing by/not living or working close to open spaces.*

- *2012 customers are more likely to state they don't get time, don't pass by/work or live close to open spaces as a reason for not visiting them. They are less likely to state that they don't live in the area as a reason compared to 2009 customers.*

Table 9: Reasons for not visiting parks, gardens or churchyards in the City of London

Reasons for not visiting	Profile of customer									
	Gender		Age			Ethnicity		Residence		
	Male	Female	Under 25	25-44	45+	White British	Other	London	UK	Abroad
Sample base	(81)	(53)	(15)	(61)	(58)	(60)	(74)	(71)	(51)	(14)
Don't get time	52%	57%	53%	46%	62%	57%	51%	58%	57%	**14%**
Don't know where they are	9%	9%	13%	8%	9%	12%	7%	8%	12%	0%
Anti-social behaviour	3%	4%	0%	3%	2%	2%	4%	**6%**	0%	0%
Don't pass by/not close	38%	36%	40%	39%	35%	45%	31%	**48%**	31%	**7%**
Don't want to	10%	8%	7%	8%	10%	**15%**	**4%**	7%	14%	0%
Don't live in this area	26%	28%	13%	33%	26%	**17%**	**35%**	**18%**	26%	**79%**
Other	6%	8%	0%	10%	5%	5%	8%	9%	4%	7%

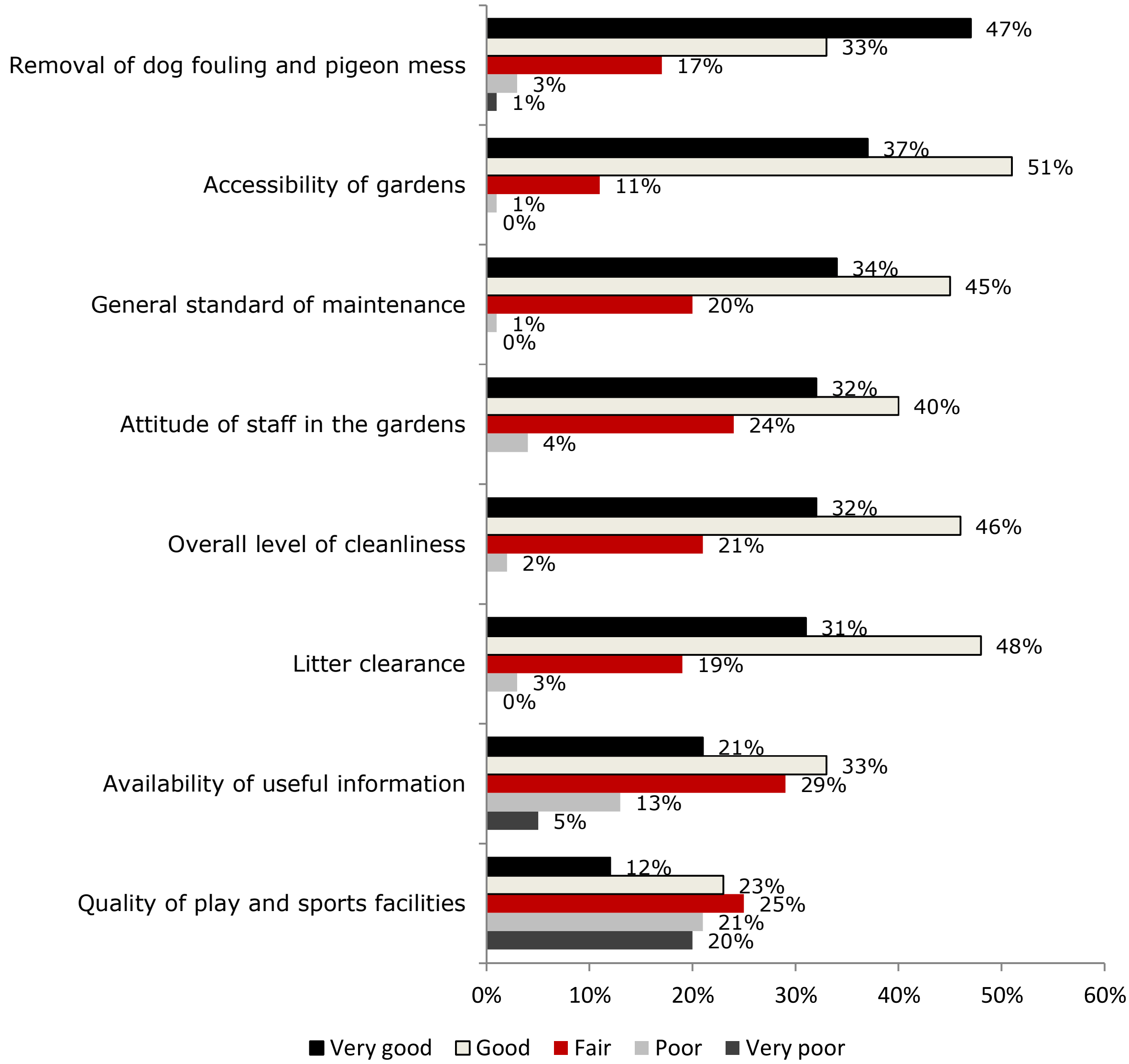
Reasons for not visiting	Profile of customer				
	Reason for visit			Year Total	
	Work	Visit	Resid-ent	2009	2012
Sample base	(95)	(37)	(4)	(146)	(136)
Don't get time	**64%**	**24%**	*	**30%**	**53%**
Don't know where they are	10%	**5%**	*	11%	9%
Anti-social behaviour	2%	0%	*	1%	3%
Don't pass by/not close	**47%**	**16%**	*	**13%**	**38%**
Don't want to	11%	3%	*	8%	9%
Don't live in this area	**16%**	**60%**	*	**47%**	**27%**
Other	6%	8%	*	**1%**	**7%**

Sample base = as detailed, customers who visit and provided a response, multiple response
**-Sample base too low for analysis*

Section 3. Satisfaction with parks, gardens and churchyards

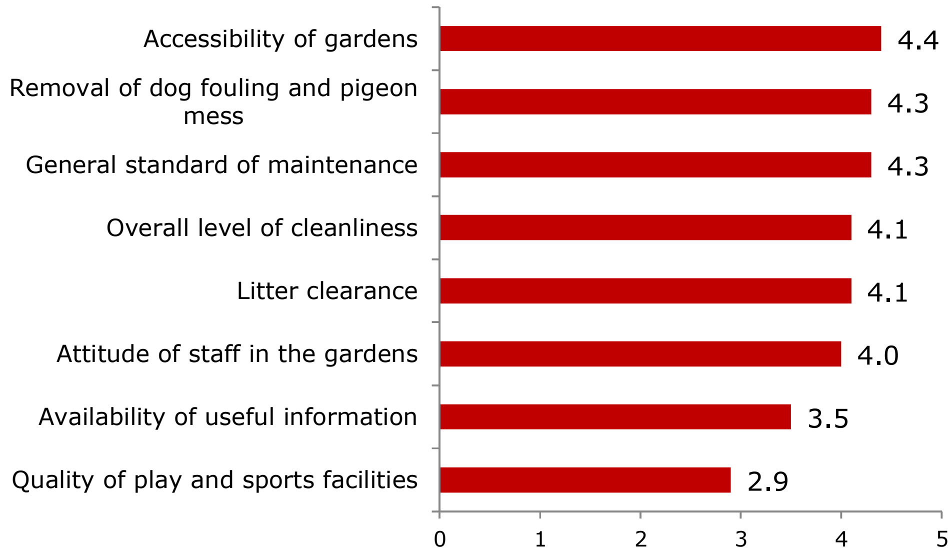
1. Overall findings

Chart 1.1 Ratings provided for levels of satisfaction with parks, gardens and churchyards



Sample bases = all visitors who could provide a response, single response for each aspect rated
Accessibility of gardens = 857
General standard of maintenance = 864
Overall level of cleanliness = 866
Litter clearance = 856
Removal of dog fouling and pigeon mess = 800
Attitude of staff in the gardens = 431
Availability of useful information = 693
Quality of play and sports facilities = 384

Chart 1.2: Mean ratings provided for level of satisfaction with parks, gardens and churchyards



Sample bases = all visitors who could provide a response, single response for each aspect rated
Mean ratings calculated on a scale of 1-5, where 1 = very poor and 5 = very good
Accessibility of gardens = 857
General standard of maintenance = 864
Overall level of cleanliness = 866
Litter clearance = 856
Removal of dog fouling and pigeon mess = 800
Attitude of staff in the gardens = 431
Availability of useful information = 693
Quality of play and sports facilities = 384

2. Overall views on accessibility of gardens

Nearly nine tenths of visitors (88%) provide a positive rating of good or very good, 11% provide a fair rating and just 1% provide a negative rating of poor or very poor, providing an overall mean rating of 4.4.

- *Under 25 year olds are those more likely to provide a poor rating.*
- *Customers of an Other ethnicity are more likely to provide a fair rating than customers of a White British ethnicity.*
- *London residents are those more likely to provide a very good rating and those less likely to provide a fair rating.*
- *UK residents are those more likely to provide a very poor rating.*
- *Residents from abroad are those more likely to provide a fair rating and those less likely to provide a very good rating.*
- *Customers who visit at least weekly are those less likely to provide a good rating but are those more likely to provide a very good rating. Customers who visit less often are those less likely to provide a fair rating. Customer who visit once are those more likely to rate fair and those less likely to rate very good.*
- *Workers are those more likely to provide a very good rating and those less likely to provide a fair rating. Visitors are those less likely to provide a very good rating. Residents are those more likely to provide a poor rating and are those less likely to provide a good rating.*
- *2012 customers are more likely to provide a poor and a fair rating and are less likely to provide a very good rating when compared with 2009 customers.*

Table 2: Overall views on accessibility of gardens

Accessibility	Profile of customer									
	Gender		Age			Ethnicity		Residence		
	Male	Female	Under 25	25-44	45+	White British	Other	London	UK	Abroad
Sample base	(407)	(442)	(97)	(435)	(276)	(486)	(345)	(517)	(168)	(172)
Very poor	0.2%	0%	0%	0.2%	0%	0.2%	0%	0%	**1%**	0%
Poor	1%	1%	**3%**	1%	0.4%	1%	1%	1%	1%	0%
Fair	9%	12%	11%	11%	9%	**6%**	**16%**	**9%**	7%	**20%**
Good	51%	52%	51%	52%	51%	54%	48%	49%	54%	54%
Very good	40%	35%	35%	36%	40%	39%	35%	**41%**	38%	**26%**

Accessibility	Profile of customer							
	Frequency of visit			Reason for visit			Year Total	
	Weekly plus	Less	Once	Work	Visit	Resid-ent	2009	2012
Sample base	(356)	(294)	(207)	(403)	(345)	(98)	(906)	(857)
Very poor	0%	0.3%	0%	0.2%	0%	0%	0%	0.1%
Poor	1%	1%	1%	1%	1%	**4%**	**0.1%**	**1%**
Fair	9%	**8%**	**17%**	**7%**	13%	14%	**3%**	**11%**
Good	**46%**	55%	55%	51%	55%	**39%**	49%	51%
Very good	**44%**	35%	**27%**	**41%**	**31%**	43%	**48%**	**37%**

Sample base = as detailed, customers who visit and provided a response, single response

3. Overall views on general standard of maintenance

Virtually four fifths of customers (79%) provide a positive rating of good or very good relating to their overall view on the general standard of maintenance, 20% provide a rating of fair and just 1% provide a negative rating of poor or very poor. The overall mean rating is 4.3.

- *Under 25 year olds are those less likely to provide a rating of very good. 45+ year olds are those less likely to provide a poor rating and a good rating and are those more likely to provide a very good rating.*
- *Customers of an Other ethnicity are more likely to provide a fair rating than those of a White British ethnicity.*
- *London residents are those less likely to provide a rating of poor or fair and are those more likely to provide a rating of very good.UK residents are those less likely to provide a rating of good. Residents from abroad are those more likely to provide a rating of fair and less likely to provide a rating of very good.*
- *Customers who visit at least weekly are those less likely to provide a rating of poor or fair and are those more likely to provide a rating of very good. Those who visit only once are those more likely to provide a rating of fair and less likely to provide a rating of very good.*
- *Workers are those less likely to provide a rating of poor or fair and are those more likely to provide a rating of very good.*
- *Visitors are those more likely to provide a rating of poor and are those less likely to provide a rating of very good.*
- *2012 customers are more likely to provide a rating of fair and are less likely to provide a rating of good or very good.*

Table 3: Overall views on general standard of maintenance

General standard	Profile of customer									
	Gender		Age			Ethnicity		Residence		
	Male	Female	Under 25	25-44	45+	White British	Other	London	UK	Abroad
Sample base	(414)	(442)	(98)	(439)	(278)	(488)	(350)	(521)	(170)	(173)
Very poor	0%	0.2%	0%	0.2%	0%	0.2%	0%	0.2%	0%	0%
Poor	1%	1%	0%	1%	**0%**	1%	1%	**0.2%**	1%	2%
Fair	18%	21%	26%	19%	20%	**16%**	**25%**	**16%**	23%	**27%**
Good	46%	44%	53%	46%	**39%**	46%	43%	47%	**37%**	49%
Very good	36%	34%	**21%**	33%	**41%**	37%	31%	**37%**	39%	**23%**

General standard	Profile of customer							
	Frequency of visit			Reason for visit			Year Total	
	Weekly plus	Less	Once	Work	Visit	Resid-ent	2009	2012
Sample base	(359)	(294)	(211)	(406)	(349)	(98)	(904)	(864)
Very poor	0%	0.3%	0%	0.2%	0%	0%	0%	0.1%
Poor	**0%**	1%	2%	**0.2%**	**2%**	0%	1%	1%
Fair	**14%**	21%	**27%**	**16%**	23%	21%	**3%**	**20%**
Good	43%	47%	46%	45%	46%	43%	**51%**	**45%**
Very good	**44%**	30%	**25%**	**38%**	**30%**	36%	**46%**	**34%**

Sample base = as detailed, customers who visit and provided a response, single response

4. Overall views on cleanliness

Over three quarters of customers (78%) provide a positive rating of good or very good with regard to the overall cleanliness of open spaces, 21% provide a rating of fair and 2% provide a rating of poor (nobody provided a rating of very poor). The overall mean rating provided is 4.1.

- *Those aged 45+ are those less likely to provide a poor rating and those more likely to provide a very good rating.*
- *Customers of an Other ethnicity are more likely to provide a fair rating.*
- *Residents from abroad are those more likely to provide a fair rating and those less likely to provide a very good rating.*
- *Customers who visit at least weekly are those less likely to provide a fair or good rating and are those more likely to provide a very good rating. Customers who visit less often are those more likely to provide a good rating and are those less likely to provide a very good rating. Customers who visit only once are those more likely to provide a fair rating.*
- *Workers are those less likely to provide a poor or a fair rating.*
- *2012 customers are more likely to provide a rating of poor or fair and are less likely to provide a rating of good compared to 2009 customers.*

Table 4: Overall views on overall cleanliness

Overall cleanliness	Profile of customer									
	Gender		Age			Ethnicity		Residence		
	Male	Female	Under 25	25-44	45+	White British	Other	London	UK	Abroad
Sample base	(413)	(445)	(98)	(441)	(278)	(491)	(349)	(523)	(171)	(172)
Very poor	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Poor	1%	2%	1%	2%	**0.4%**	1%	2%	2%	1%	2%
Fair	20%	22%	25%	22%	18%	**19%**	**25%**	20%	17%	**27%**
Good	47%	45%	51%	45%	45%	47%	44%	45%	49%	47%
Very good	33%	31%	24%	30%	**37%**	33%	29%	33%	34%	**24%**

Overall cleanliness	Profile of customer							
	Frequency of visit			Reason for visit			Year Total	
	Weekly plus	Less	Once	Work	Visit	Resid-ent	2009	2012
Sample base	(359)	(297)	(210)	(406)	(349)	(100)	(906)	(866)
Very poor	0%	0%	0%	0%	0%	0%	0.2%	0%
Poor	2%	1%	1%	**1%**	1%	4%	**0.3%**	**2%**
Fair	**17%**	21%	**27%**	**17%**	24%	20%	**6%**	**21%**
Good	**42%**	**53%**	45%	49%	46%	41%	**57%**	**46%**
Very good	**40%**	**25%**	27%	33%	29%	35%	36%	32%

Sample base = as detailed, customers who visit and provided a response, single response

5. Overall views on litter clearance

Nearly four fifths (79%) of customers provide a positive rating of good or very good relating to their overall views on litter clearance, with 19% providing a rating of fair and 3% providing a negative rating of poor or very poor. The overall mean rating is 4.1.

- *Customers aged under 25 years are those more likely to provide a rating of very poor. 45+ year olds are those less likely to provide a poor rating.*
- *UK residents are those more likely to provide a good rating.*
- *Customers who visit at least weekly are those less likely to provide a fair rating and are those more likely to provide a very good rating. Customers who visit less often are those less likely to provide a very good rating.*
- *Residents are those more likely to provide a very poor rating.*
- *Customers in 2012 are more likely to provide a poor or fair rating and are less likely or provide a good rating.*

Table 5: Overall views on litter clearance

Litter clearance	Profile of customer									
	Gender		Age			Ethnicity		Residence		
	Male	Female	Under 25	25-44	45+	White British	Other	London	UK	Abroad
Sample base	(411)	(437)	(96)	(437)	(274)	(485)	(345)	(519)	(169)	(168)
Very poor	0.2%	0%	**1%**	0%	0%	0%	0.3%	0.2%	0%	0%
Poor	2%	3%	3%	3%	**1%**	2%	3%	3%	2%	1%
Fair	18%	19%	20%	19%	18%	17%	21%	18%	14%	24%
Good	46%	49%	53%	47%	47%	49%	47%	46%	**55%**	46%
Very good	34%	29%	23%	31%	35%	33%	29%	33%	30%	29%

Litter clearance	Profile of customer							
	Frequency of visit			Reason for visit			Year Total	
	Weekly plus	Less	Once	Work	Visit	Resid-ent	2009	2012
Sample base	(358)	(293)	(205)	(403)	(345)	(97)	(902)	(856)
Very poor	0%	0.3%	0%	0%	0%	**1%**	0.3%	0.1%
Poor	3%	3%	2%	3%	2%	5%	**1%**	**3%**
Fair	**14%**	22%	21%	17%	21%	14%	**10%**	**19%**
Good	46%	49%	48%	49%	47%	44%	**57%**	**48%**
Very good	**37%**	**25%**	29%	32%	30%	35%	32%	31%

Sample base = as detailed, customers who visit and provided a response, single response

6. Overall views on removal of dog fouling and pigeon mess

Four fifths of customers (80%) provide a positive rating of good or very good, 17% provide a fair rating and 3% provide a negative rating of poor or very poor with regard to the removal of dog fouling and pigeon mess, providing an overall mean rating of 4.3.

- *Under 25 year olds are those less likely to provide a very good rating..*
- *Customers of an Other ethnicity are more likely to provide a fair rating and customers of a White British ethnicity are more likely to provide a very good rating.*
- *Those who visit less often are those more likely to provide a fair rating and less likely to provide a very good rating.*
- *Residents are those more likely to provide a very good rating and those less likely to provide a good rating.*
- *2012 customers are more likely to provide a very good rating and less likely to provide a good rating.*

Table 6: Overall views on removal of dog fouling and pigeon mess

Dog fouling and pigeon mess	**Profile of customer**									
	Gender		**Age**			**Ethnicity**		**Residence**		
	Male	Female	Under 25	25-44	45+	White British	Other	London	UK	Abroad
Sample base	(372)	(421)	(91)	(408)	(252)	(456)	(319)	(491)	(150)	(159)
Very poor	0.3%	1%	1%	1%	0.4%	0.4%	1%	1%	1%	0%
Poor	2%	3%	4%	2%	3%	2%	4%	3%	2%	3%
Fair	15%	19%	23%	18%	16%	**13%**	**23%**	17%	19%	13%
Good	35%	31%	40%	35%	31%	33%	32%	33%	37%	30%
Very good	48%	47%	**32%**	45%	50%	**52%**	**40%**	47%	41%	54%

Dog fouling and pigeon mess	**Profile of customer**							
	Frequency of visit			**Reason for visit**			**Year Total**	
	Weekly plus	Less	Once	Work	Visit	Resid-ent	2009	2012
Sample base	(341)	(272)	(187)	(372)	(319)	(98)	(859)	(800)
Very poor	1%	1%	0%	0.3%	0.3%	2%	0.3%	1%
Poor	2%	3%	4%	2%	3%	5%	2%	3%
Fair	14%	**21%**	16%	16%	17%	15%	15%	17%
Good	33%	35%	29%	34%	36%	**20%**	**55%**	**33%**
Very good	51%	**40%**	51%	48%	44%	**57%**	**27%**	**47%**

Sample base = as detailed, customers who visit and provided a response, single response

7. Overall views on attitude of staff in the gardens

Over seven tenths of customers (72%) provide a positive rating of good or very good regarding the attitude of staff in the gardens, 24% provide a fair rating and 4% provide a negative rating of poor (no customers provide a rating of very poor). The overall mean rating provided is 4.0.

- *Females are more likely to rate this as fair than males.*
- *25-44 year olds are those more likely to rate this as good, with 45+ years those more likely to provide a rating of very good and those less likely to provide a rating of fair.*
- *Customers of a White British ethnicity are more likely to provide a rating of poor.*
- *London residents are those more likely to provide a rating of poor, with UK residents those more likely to provide a rating of good and residents from abroad those less likely to provide a rating of poor.*
- *Customers who visit at least weekly are those more likely to provide a very good rating and those who have visited only once those less likely to provide a poor rating.*
- *Visitors are those less likely to provide a poor rating, with residents those more likely to provide a poor rating and less likely to provide a good rating.*
- *2012 customers are those more likely to provide a rating of poor or fair and are those less likely to provide a good rating.*

Table 7: Overall views on attitude of staff in the gardens

Attitude of staff	Profile of customer									
	Gender		Age			Ethnicity		Residence		
	Male	Female	Under 25	25-44	45+	White British	Other	London	UK	Abroad
Sample base	(217)	(210)	(36)	(217)	(147)	(240)	(178)	(275)	(80)	(76)
Very poor	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Poor	4%	5%	3%	3%	2%	**6%**	**2%**	**7%**	1%	**0%**
Fair	**18%**	**29%**	33%	23%	**18%**	26%	21%	23%	19%	30%
Good	44%	37%	33%	**46%**	37%	40%	42%	38%	**53%**	36%
Very good	34%	29%	31%	28%	**42%**	28%	35%	32%	28%	34%

Attitude of staff	Profile of customer							
	Frequency of visit			Reason for visit			Year Total	
	Weekly plus	Less	Once	Work	Visit	Resid-ent	2009	2012
Sample base	(202)	(143)	(86)	(198)	(154)	(69)	(709)	(431)
Very poor	0%	0%	0%	0%	0%	0%	0.4%	0%
Poor	5%	6%	**0%**	4%	**0%**	**16%**	**0.3%**	**4%**
Fair	20%	27%	28%	20%	22%	33%	**10%**	**24%**
Good	37%	42%	44%	43%	46%	**19%**	**56%**	**40%**
Very good	**38%**	26%	28%	32%	32%	32%	33%	32%

Sample base = as detailed, customers who visit and provided a response, single response

8. Overall views on availability of useful information

Just over half of customers (54%) provide a positive rating of good or very good relating to the availability of useful information, 29% provide a fair rating and nearly one fifth (17%) provide a negative rating of poor or very poor. The overall mean rating provided is 3.5.

- *Residents from abroad are those more likely to rate this as poor and those less likely to provide a good rating.*

- *Customers who visit at least weekly are those more likely to provide a very poor rating and those less likely to provide a fair rating. Customers who visit less often are those less likely to provide a very poor rating. Customers who only visit once are those more likely to provide a poor rating and those less likely to provide a good rating.*

- *2012 customers are those more likely to provide a poor and very poor rating. They are also those more likely to provide a fair rating and those less likely to provide a good rating.*

Table 8: Overall views on availability of useful information

Information	**Profile of customer**									
	Gender		**Age**			**Ethnicity**		**Residence**		
	Male	Female	Under 25	25-44	45+	White British	Other	London	UK	Abroad
Sample base	(330)	(357)	(78)	(344)	(231)	(385)	(287)	(425)	(123)	(145)
Very poor	4%	6%	4%	4%	4%	4%	5%	4%	7%	5%
Poor	11%	15%	8%	14%	10%	14%	10%	12%	8%	**21%**
Fair	26%	32%	33%	28%	30%	31%	27%	27%	31%	33%
Good	36%	30%	33%	33%	35%	31%	35%	35%	34%	**24%**
Very good	23%	18%	22%	22%	22%	19%	23%	22%	20%	17%

Information	**Profile of customer**							
	Frequency of visit			**Reason for visit**			**Year Total**	
	Weekly plus	Less	Once	Work	Visit	Resid-ent	2009	2012
Sample base	(292)	(233)	(168)	(311)	(282)	(89)	(813)	(693)
Very poor	**7%**	**1%**	5%	5%	**3%**	**10%**	**1%**	**5%**
Poor	11%	11%	**20%**	12%	13%	17%	**2%**	**13%**
Fair	**25%**	32%	32%	30%	29%	25%	**15%**	**29%**
Good	35%	35%	**26%**	33%	36%	28%	**58%**	**33%**
Very good	23%	21%	17%	21%	20%	20%	25%	21%

Sample base = as detailed, customers who visit and provided a response, single response

9. Overall views on quality of play and sports facilities

Just over one third of customers (35%) provide a positive rating of good or very good regarding the overall quality of play and sports facilities, with 25% providing a fair rating and two fifths of customers (40%) providing a negative rating of poor or very poor. The overall mean rating provided is 2.9.

- *Females are more likely to provide a poor rating and less likely to provide a good rating.*
- *Under 25 year olds are those more likely to provide a fair rating.*
- *Customers of a White British ethnicity are more likely to provide a very poor rating.*
- *Customers who visit only once are those more likely to provide a very poor rating.*
- *Visitors are those more likely to provide a good rating and those less likely to provide a very poor rating. Residents are those more likely to provide a very poor rating and are those less likely to provide a fair or a good rating.*

Table 9: Overall views on quality of play and sports facilities

Play and sports	Profile of customer									
	Gender		Age			Ethnicity		Residence		
	Male	Female	Under 25	25-44	45+	White British	Other	London	UK	Abroad
Sample base	(183)	(197)	(50)	(195)	(112)	(214)	(157)	(242)	(78)	(64)
Very poor	20%	20%	16%	19%	15%	**26%**	**11%**	23%	17%	13%
Poor	**16%**	**24%**	16%	19%	25%	21%	18%	20%	17%	28%
Fair	21%	28%	**40%**	26%	22%	22%	31%	25%	26%	25%
Good	**30%**	**17%**	20%	25%	25%	22%	27%	21%	31%	22%
Very good	12%	10%	8%	12%	13%	10%	13%	12%	10%	13%

Play and sports	Profile of customer							
	Frequency of visit			Reason for visit			Year Total	
	Weekly plus	Less	Once	Work	Visit	Resid-ent	2009	2012
Sample base	(173)	(137)	(74)	(176)	(134)	(65)	()	(384)
Very poor	24%	19%	**11%**	23%	**8%**	**37%**	NA	20%
Poor	20%	17%	28%	18%	22%	28%	NA	21%
Fair	24%	26%	24%	25%	27%	**15%**	NA	25%
Good	19%	28%	26%	23%	**31%**	**11%**	NA	23%
Very good	13%	10%	11%	11%	13%	9%	NA	12%

Sample base = as detailed, customers who visit and provided a response, single response

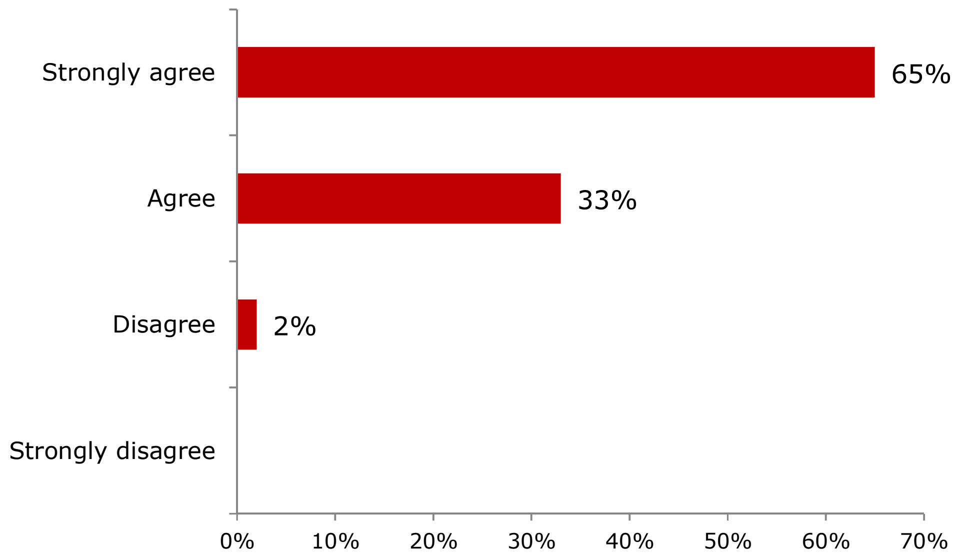
10. Feeling of safety

Visitors were asked to what extent they agree with the statement; "I always feel safe in the parks and gardens in the City".

Virtually all visitors (98%) agree or strongly agree with this statement, with 33% agreeing and 65% strongly agreeing. Just 2% of visitors disagree and none of the visitors strongly disagree. The overall mean rating on a scale of 1-4, where 1 = strongly disagree and 4 = strongly agree is 3.6.

- *Females are more likely to agree and less likely to strongly agree than males.*
- *Customers aged 45+ years old are those more likely to strongly agree.*
- *London residents are those more likely to strongly agree and less likely to agree. Residents from abroad are those more likely to agree and are those less likely to disagree or to strongly agree.*
- *Customers who visit at least weekly are those more likely to strongly agree and less likely to agree. Customers who visit less often are those less likely to strongly agree.*
- *Workers are those more likely to strongly agree with visitors those more likely to agree and less likely to strongly agree.*
- *2012 customers are more likely to strongly agree and are less likely to agree or strongly disagree than 2009 customers.*

Chart 10: Feeling of safety in parks and gardens



Sample base = 860, all visitors who provided a response, single response

Table 10.1: Feeling of safety in parks and gardens

Feeling of safety	Profile of customer									
	Gender		Age			Ethnicity		Residence		
	Male	Female	Under 25	25-44	45+	White British	Other	London	UK	Abroad
Sample base	(407)	(445)	(97)	(436)	(279)	(484)	(350)	(516)	(171)	(173)
Strongly disagree	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Disagree	1%	2%	1%	2%	2%	1%	2%	2%	1%	**0%**
Agree	**29%**	**37%**	41%	34%	29%	31%	36%	**30%**	34%	**42%**
Strongly agree	**70%**	**61%**	58%	64%	**70%**	68%	62%	**68%**	65%	**58%**

Feeling of safety	Profile of customer							
	Frequency of visit			Reason for visit			Year Total	
	Weekly plus	Less	Once	Work	Visit	Resid-ent	2009	2012
Sample base	(354)	(295)	(211)	(399)	(351)	(99)	(904)	(860)
Strongly disagree	0%	0%	0%	0%	0%	0%	**1%**	**0%**
Disagree	1%	3%	1%	2%	1%	3%	2%	2%
Agree	**27%**	37%	38%	29%	**38%**	30%	**45%**	**33%**
Strongly agree	**72%**	**60%**	62%	**70%**	**60%**	67%	**53%**	**65%**

Sample base = as detailed, customers who visit and provided a response, single response

Table 10.2: Reasons for disagreeing with statement; "I always feel safe in the parks and gardens in the city"

Reason for disagreement with statement	Agree strongly	Agree	Disagree	Disagree strongly	Total absolute
Of dogs in the parks, gardens or graveyards	0	1	5	8	14
Of being a victim of crime	7	2	3	1	13
Of being a victim of intimidation or violence	8	3	2	0	13
Of being there by myself with nobody around	10	3	1	0	14
Of being unsafe for other reasons	8	3	1	2	14

Data provided as absolutes

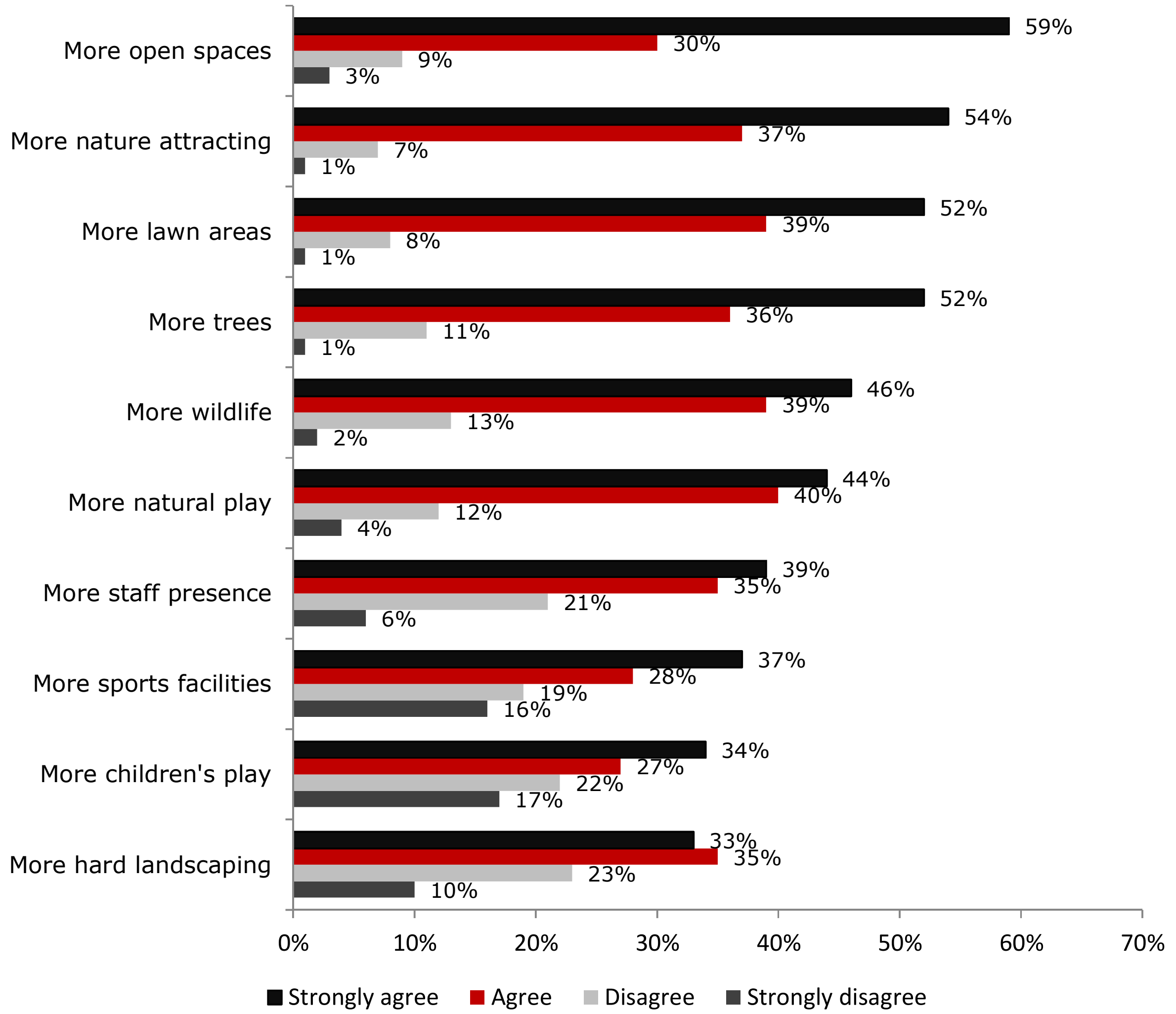
Other includes:

- Druggies
- Drunks x2
- Drunks, drug addicts
- In the dark, just the drug taking people
- Just feel unsafe because of the darkness of the parks when you walk through them at dusk
- Not enough staff or light
- Sometimes lots, well 2-3 people not very nice, think they're on drugs
- Sometimes it's too dark.

Section 4. Improvements to parks, gardens and churchyards

1. Overview

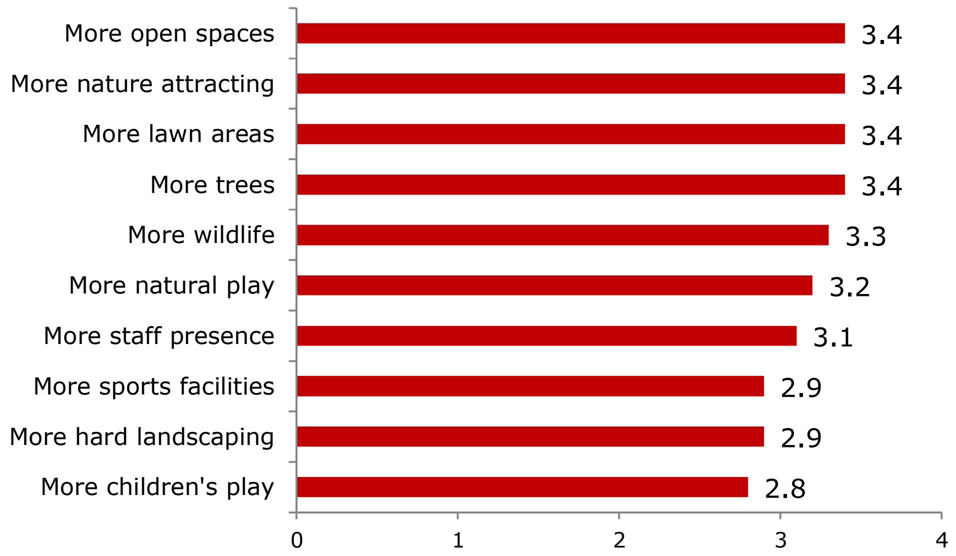
Chart 1.1: Extent of agreement with statements relating to improvements to parks, gardens and churchyards



Single response to each improvement
Sample bases:

- *More open spaces = 964*
- *More nature attracting plants = 960*
- *More trees in the City = 976*
- *More hard standing landscaping = 947*
- *More staff presence in the gardens = 865*
- *More focus on encouraging wildlife = 940*
- *More lawn areas for sitting = 983*
- *More opportunities to learn about natural play = 879*
- *More children's play equipment = 868*
- *More sports facilities for children and adults = 889*

Chart 1.2: Mean rating for level of agreement with statements relating to improvements to parks, gardens and churchyards



Single response to each improvement
Mean ratings calculated on a range of 1-4, where =disagree strongly and 4=agree strongly
Sample bases:

- *More open spaces = 964*
- *More nature attracting plants = 960*
- *More trees in the City = 976*
- *More hard standing landscaping = 947*
- *More staff presence in the gardens = 865*
- *More focus on encouraging wildlife = 940*
- *More lawn areas for sitting = 983*
- *More opportunities to learn about natural play = 879*
- *More children's play equipment = 868*
- *More sports facilities for children and adults = 889*

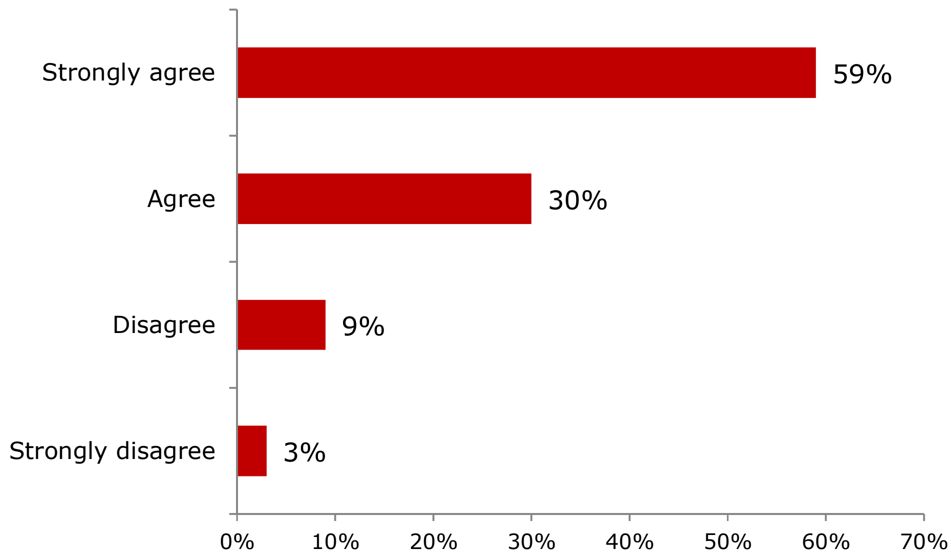
2. There should be more open spaces in the City

Virtually nine tenths of customers (88%) agree to some extent with the statement that there should be more open spaces in the City, with 59% agreeing strongly and 30% agreeing. Just over one tenth of customers (12%) disagree with this statement to some extent.

The overall mean rating provided is 3.4.

- *45+ year olds are those more likely to strongly disagree and those less likely to strongly agree.*
- *Customers of a White British ethnicity are more likely to strongly agree than customers of an Other ethnicity.*
- *London residents are those more likely to strongly agree and those less likely to agree.*
- *UK residents are those more likely to strongly disagree and those less likely to strongly agree.*
- *Residents from abroad are those less likely to disagree.*
- *Customers who visit at least weekly are those more likely to strongly agree and those less likely to agree. Those who never visit are those more likely to strongly disagree, they are those less likely to strongly agree and more likely to agree.*
- *Residents are those more likely to strongly agree and those less likely to agree.*
- *2012 customers are more likely to strongly agree and disagree and are less likely to agree than 2009 customers.*

Chart 2: Extent of agreement with statement; There should be more open spaces in the City



Sample base = 964, all customers who provided a response, single response

Table 2: Extent to which agree with statement; There should be more open space in the City

Extent agree with statement	Gender		Age			Ethnicity		Residence		
	Male	Female	Under 25	25-44	45+	White British	Other	London	UK	Abroad
Sample base	(477)	(479)	(107)	(486)	(323)	(536)	(402)	(575)	(218)	(171)
Strongly disagree	3%	3%	0%	2%	**6%**	3%	4%	3%	**5%**	2%
Disagree	10%	7%	10%	8%	10%	8%	10%	9%	11%	**5%**
Agree	29%	31%	38%	29%	30%	29%	33%	**27%**	35%	35%
Strongly agree	58%	59%	51%	61%	**54%**	**61%**	**54%**	**62%**	**50%**	59%

Extent agree with statement	Frequency of visit				Reason for visit			Year Total	
	Weekly plus	Less	Once	Never	Work	Visit	Resid-ent	2009	2012
Sample base	(351)	(285)	(202)	(126)	(488)	(367)	(98)	(1028)	(964)
Strongly disagree	3%	2%	2%	**6%**	3%	3%	4%	3%	3%
Disagree	9%	9%	7%	11%	9%	9%	6%	**6%**	**9%**
Agree	**25%**	28%	35%	**38%**	31%	32%	**13%**	**45%**	**30%**
Strongly agree	**64%**	60%	56%	**44%**	58%	56%	**77%**	**46%**	**59%**

Sample base = as detailed, all customers who provided a response, single response

3. There should be more nature attracting plants in the City

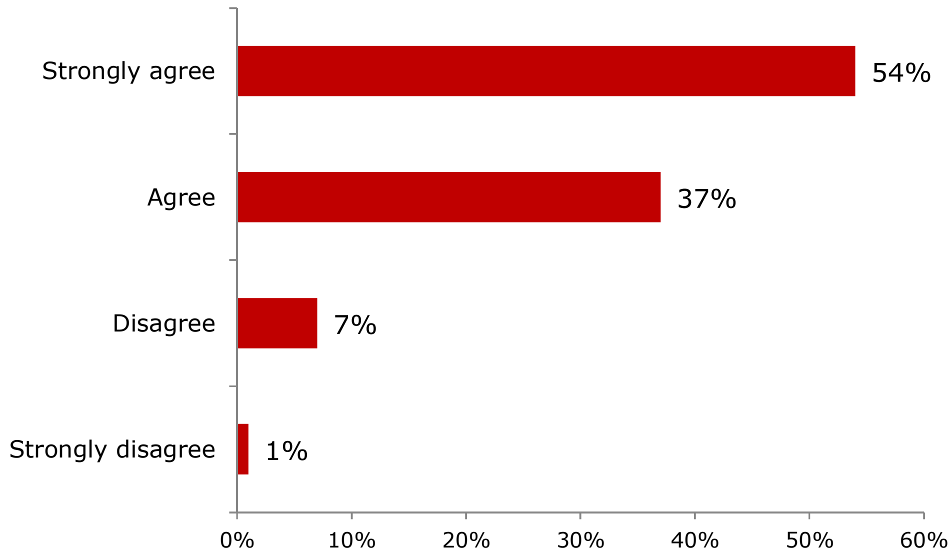
Just over nine tenths of customers (91%) agree to some extent with the statement that there should be more nature attracting plants in the City, with 54% agreeing strongly and 37% agreeing.

Less than one tenth of customers (9%) disagree with the statement to some extent.

The overall mean rating provided is 3.4.

- *Under 25 year olds are those more likely to agree and those less likely to strongly agree.*
- *45+ year olds are those more likely to strongly disagree.*
- *London residents are those more likely to strongly disagree and UK residents are those less likely to strongly agree.*
- *Customers who visit at least weekly are those more likely to strongly agree and those less likely to agree. Customers who visit less often are those more likely to agree and those less likely to strongly agree. Customers who never visit are those more likely to both strongly disagree and disagree and are those less likely to strongly agree.*
- *Workers are those more likely to both strongly disagree and disagree, with residents those more likely to both strongly agree and agree.*

Chart 3: Extent to which agree with statement; There should be more nature attracting plants in the City



Sample base = 960, all customers who provided a response, single response

Table 3: Extent to which agree with statement; There should be more nature attracting plants in the City

Extent agree with statement	Profile of customer									
	Gender		Age			Ethnicity		Residence		
	Male	Female	Under 25	25-44	45+	White British	Other	London	UK	Abroad
Sample base	(473)	(479)	(108)	(485)	(319)	(530)	(404)	(569)	(216)	(175)
Strongly disagree	1%	1%	2%	1%	**2%**	1%	2%	**2%**	1%	0%
Disagree	8%	7%	7%	7%	9%	7%	8%	7%	9%	6%
Agree	37%	37%	**46%**	37%	37%	36%	40%	35%	42%	37%
Strongly agree	54%	55%	**45%**	56%	52%	56%	51%	56%	**48%**	57%

Extent agree with statement	Profile of customer								
	Frequency of visit				Reason for visit			Year Total	
	Weekly plus	Less	Once	Never	Work	Visit	Resid-ent	2009	2012
Sample base	(350)	(281)	(202)	(127)	(484)	(369)	(97)	()	(960)
Strongly disagree	1%	1%	0%	**4%**	**2%**	1%	1%	NA	1%
Disagree	5%	6%	6%	**17%**	**9%**	6%	7%	NA	7%
Agree	**31%**	**44%**	36%	40%	39%	38%	**21%**	NA	37%
Strongly agree	**62%**	**49%**	58%	**39%**	51%	55%	**71%**	NA	54%

Sample base = as detailed, all customers who provided a response, single response

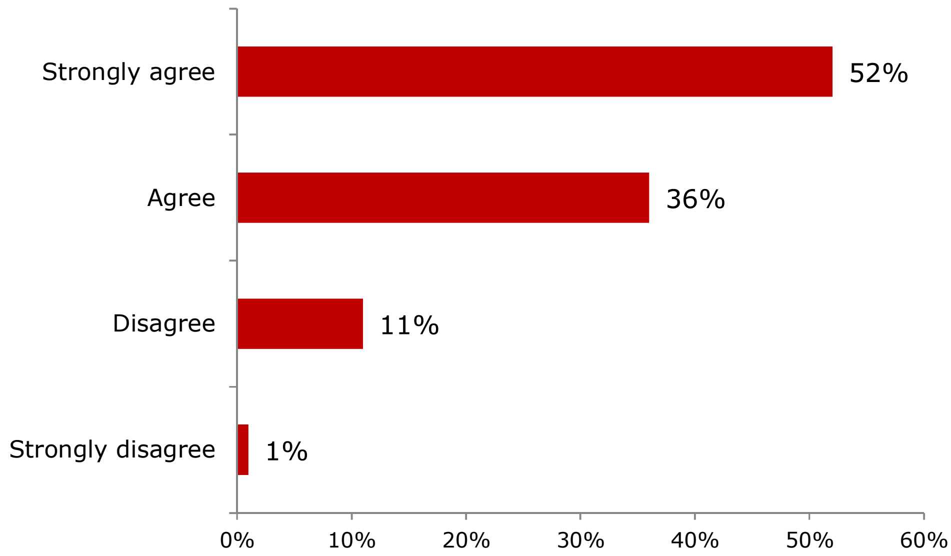
4. There should be more trees in the City

Virtually nine tenths of customers (88%) agree to some extent with the statement that there should be more trees in the City, with 52% agreeing strongly and 36% agreeing. Just over one tenth of customers (12%) disagree with this statement to some extent.

The overall mean rating is 3.4.

- *Those aged 45+ years old are those more likely to strongly disagree.*
- *UK residents are those less likely to strongly agree.*
- *Customers who visit less than weekly are those more likely to agree. Customers who never visit are those more likely to strongly disagree.*
- *Workers are those more likely to strongly disagree.*
- *2009 customers are those more likely to strongly agree and disagree and are those less likely to strongly disagree and agree.*

Chart 4: Extent to which agree with statement; There should be more trees in the City



Sample base = 976, all customers who provided a response, single response

Table 4: Extent to which agree with statement; There should be more trees in the City

Extent agree with statement	Profile of customer									
	Gender		Age			Ethnicity		Residence		
	Male	Female	Under 25	25-44	45+	White British	Other	London	UK	Abroad
Sample base	(483)	(486)	(111)	(487)	(330)	(538)	(413)	(579)	(220)	(177)
Strongly disagree	2%	1%	0%	1%	**3%**	1%	2%	1%	2%	0%
Disagree	12%	9%	12%	11%	11%	10%	12%	10%	13%	10%
Agree	35%	37%	36%	37%	36%	37%	35%	35%	40%	37%
Strongly agree	51%	53%	52%	51%	50%	51%	51%	54%	**46%**	53%

Extent agree with statement	Profile of customer								
	Frequency of visit				Reason for visit			Year Total	
	Weekly plus	Less	Once	Never	Work	Visit	Resid-ent	2009	2012
Sample base	(351)	(286)	(207)	(132)	(486)	(379)	(100)	(1020)	(976)
Strongly disagree	1%	1%	0%	**5%**	**2%**	1%	1%	**3%**	**1%**
Disagree	12%	9%	11%	11%	12%	10%	9%	**7%**	**11%**
Agree	32%	**41%**	38%	34%	36%	36%	30%	**48%**	**36%**
Strongly agree	55%	49%	51%	49%	50%	53%	60%	**42%**	**52%**

Sample base = as detailed, all customers who provided a response, single response

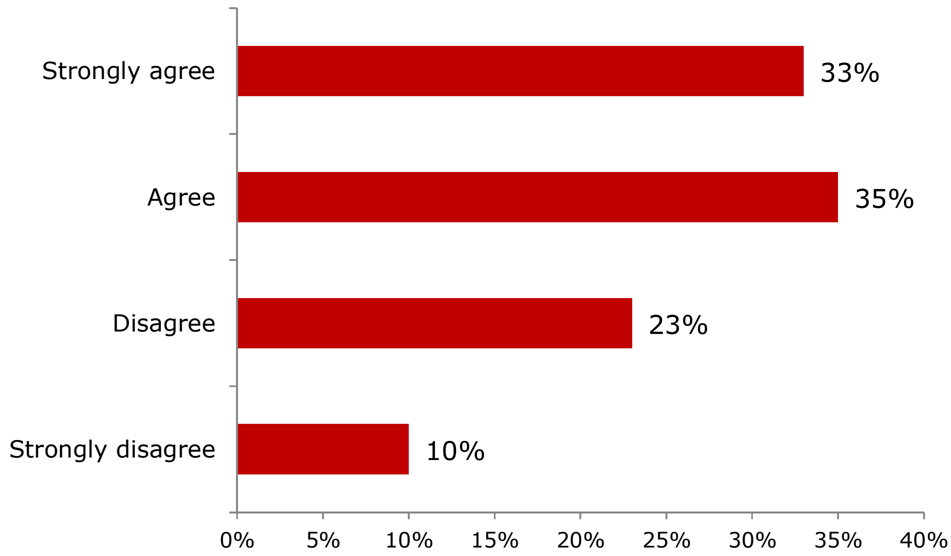
5. There should be more hard standing landscaping within our green spaces

Just over two thirds of customers (67%) agree with some extent with the statement that there should be more hard standing landscaping within our green spaces, with 33% agreeing strongly and 35% agreeing. One third of customers (33%) disagree with this statement to some extent, with 10% strongly disagreeing and 23% disagreeing.

The overall mean rating is 2.9.

- *Females are more likely than males to strongly disagree.*
- *45+ year olds are those more likely to disagree.*
- *UK residents are those less likely to strongly disagree.*
- *Customers who visit less frequently than weekly are those less likely to strongly agree, with those who*
- *never visit being those more likely to strongly agree and those less likely to strongly disagree.*
- *Residents are those more likely to strongly agree.*
- *2012 customers are more likely to strongly agree and are less likely to agree than 2009 customers.*

Chart 5: Extent to which agree with statement; There should be more hard standing landscaping within our green spaces



Sample base = 947, all customers who provided a response, single response

Table 5: Extent to which agree with statement; There should be hard standing landscaping within our green spaces

Extent agree with statement	Profile of customer									
	Gender		Age			Ethnicity		Residence		
	Male	Female	Under 25	25-44	45+	White British	Other	London	UK	Abroad
Sample base	(467)	(471)	(104)	(475)	(319)	(528)	(395)	(564)	(215)	(168)
Strongly disagree	**8%**	**12%**	6%	10%	11%	11%	8%	11%	**6%**	8%
Disagree	25%	22%	21%	22%	**28%**	25%	20%	23%	27%	19%
Agree	33%	36%	40%	36%	32%	33%	37%	33%	37%	38%
Strongly agree	35%	30%	33%	32%	30%	31%	35%	33%	30%	36%

Extent agree with statement	Profile of customer								
	Frequency of visit				Reason for visit			Year Total	
	Weekly plus	Less	Once	Never	Work	Visit	Resid-ent	2009	2012
Sample base	(342)	(283)	(191)	(131)	(471)	(363)	(102)	(976)	(947)
Strongly disagree	11%	11%	8%	**5%**	9%	10%	12%	9%	10%
Disagree	22%	26%	23%	18%	23%	25%	20%	20%	23%
Agree	31%	37%	37%	36%	35%	36%	27%	**43%**	**35%**
Strongly agree	36%	**26%**	33%	**41%**	33%	30%	**42%**	**28%**	**33%**

Sample base = as detailed, all customers who provided a response, single response

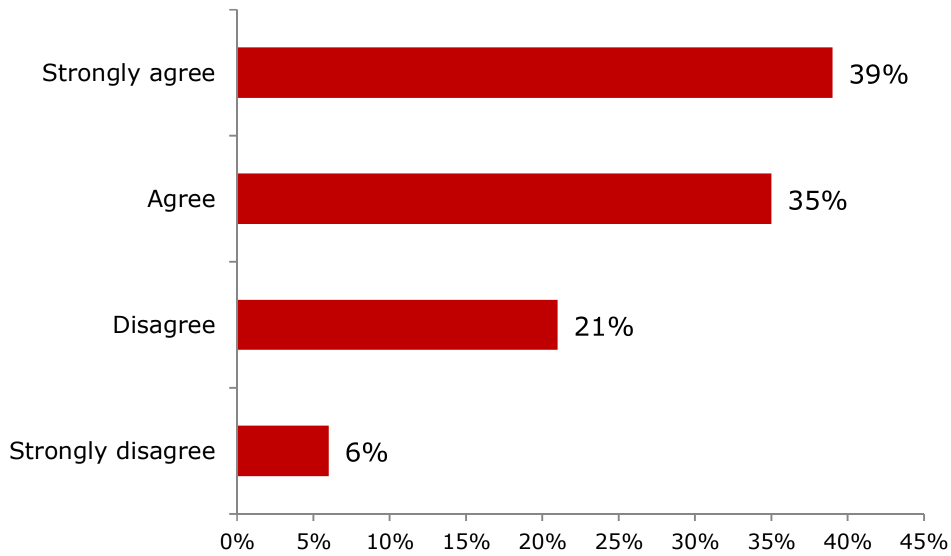
6. There should be more staff presence in the gardens in the City

Nearly three quarters of customers (73%) agree to some extent with the statement that there should be more staff presence in the gardens in the City, with 39% strongly agreeing and 35% agreeing. Just over one quarter of customers (27%) disagree with this statement to some extent, with 6% disagreeing strongly and 21% disagreeing.

The overall mean rating is 3.1.

- *Customers aged 25-44 years old are those less likely to strongly agree.*
- *London residents are those less likely to agree and residents from abroad are those less likely to disagree.*
- *Residents are those less likely to disagree.*
- *2012 customers are more likely to strongly agree and less likely to agree than 2009 customers.*

Chart 6: Extent to which agree with statement; There should be more staff presence in the gardens in the City



Sample base = 865, all customers who provided a response, single response

Table 6: Extent to which agree with statement; There should be more staff presence in the gardens in the City

Extent agree with statement	Profile of customer									
	Gender		Age			Ethnicity		Residence		
	Male	Female	Under 25	25-44	45+	White British	Other	London	UK	Abroad
Sample base	(422)	(436)	(95)	(428)	(293)	(488)	(354)	(522)	(195)	(148)
Strongly disagree	6%	6%	5%	5%	7%	6%	6%	6%	6%	4%
Disagree	23%	20%	25%	23%	20%	23%	20%	23%	23%	**14%**
Agree	36%	33%	28%	36%	34%	35%	35%	**32%**	38%	38%
Strongly agree	36%	41%	41%	**35%**	39%	37%	40%	39%	33%	44%

Extent agree with statement	Profile of customer								
	Frequency of visit				Reason for visit			Year Total	
	Weekly plus	Less	Once	Never	Work	Visit	Resid-ent	2009	2012
Sample base	(331)	(256)	(178)	(100)	(435)	(323)	(96)	(975)	(865)
Strongly disagree	7%	4%	3%	8%	6%	6%	5%	9%	6%
Disagree	23%	24%	16%	17%	23%	23%	**13%**	20%	21%
Agree	34%	32%	38%	38%	35%	34%	37%	**45%**	**35%**
Strongly agree	35%	40%	43%	37%	37%	38%	46%	**27%**	**39%**

Sample base = as detailed, all customers who provided a response, single response

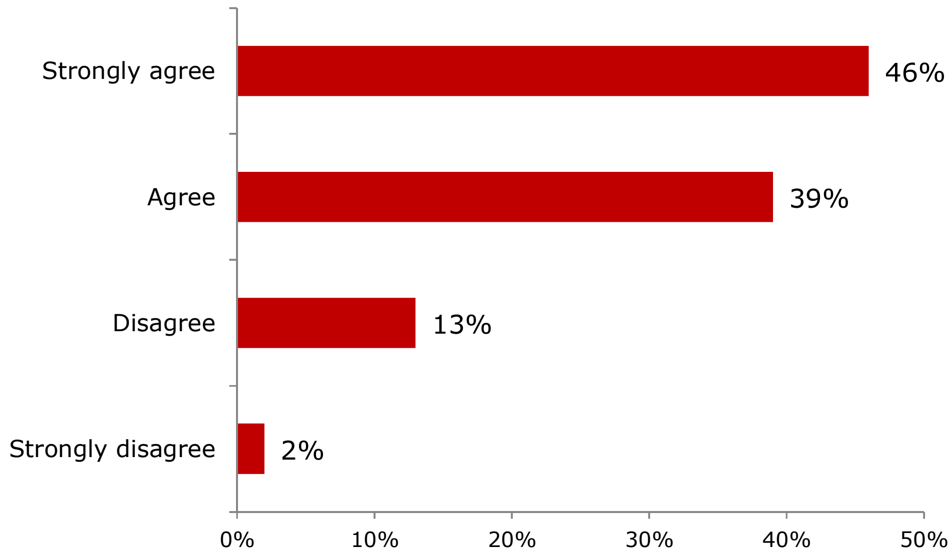
7. There should be more focus on encouraging wildlife in the City

85% of customers agree to some extent with the statement that there should be more focus on encouraging wildlife in the City, with 46% strongly agreeing and 39% agreeing. 15% of customers disagree with the statement to some extent, with 2% strongly disagreeing and 13% agreeing.

The overall mean rating provided is 3.3.

- *Males are more likely to strongly disagree than females.*
- *25-44 year olds are those less likely to strongly disagree.*
- *Customers of an Other ethnicity are more likely to strongly disagree than customers of a White British ethnicity.*
- *London residents are those less likely to agree and residents from abroad are those more likely to agree.*
- *Customers who have visited once are those less likely to disagree, and those who have never visited are those more likely to disagree.*

Chart 7: Extent to which agree with statement; There should be more focus on encouraging wildlife in the City



Sample base = 940, all customers who provided a response, single response

Table 7: Extent to which agree with statement; There should more focus on encouraging wildlife in the City

Extent agree with statement	**Profile of customer**									
	Gender		**Age**			**Ethnicity**		**Residence**		
	Male	Female	Under 25	25-44	45+	White British	Other	London	UK	Abroad
Sample base	(466)	(467)	(107)	(475)	(310)	(531)	(386)	(566)	(211)	(163)
Strongly disagree	**3%**	**1%**	3%	**1%**	3%	**1%**	**3%**	2%	1%	1%
Disagree	14%	12%	12%	13%	15%	13%	13%	13%	15%	9%
Agree	38%	40%	40%	40%	36%	38%	40%	**36%**	39%	**47%**
Strongly agree	46%	47%	45%	46%	47%	48%	44%	48%	44%	44%

Extent agree with statement	**Profile of customer**								
	Frequency of visit				**Reason for visit**			**Year Total**	
	Weekly plus	Less	Once	Never	Work	Visit	Resid-ent	2009	2012
Sample base	(348)	(277)	(194)	(121)	(480)	(349)	(100)	()	(940)
Strongly disagree	2%	1%	1%	4%	2%	1%	3%	NA	2%
Disagree	11%	15%	**7%**	**24%**	15%	11%	9%	NA	13%
Agree	39%	37%	45%	34%	38%	42%	33%	NA	39%
Strongly agree	49%	47%	47%	38%	45%	46%	55%	NA	46%

Sample base = as detailed, all customers who provided a response, single response

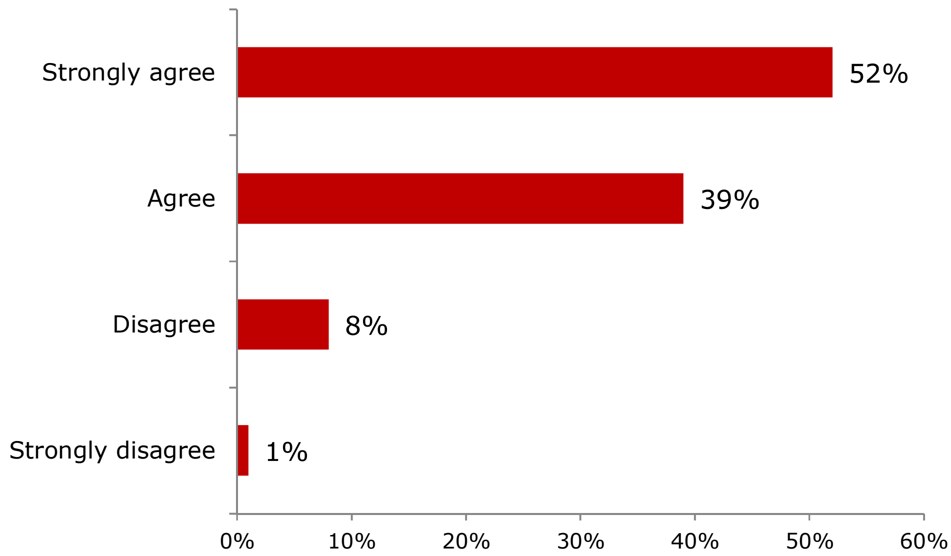
8. There should be more lawn areas for sitting in the City Gardens

Just over nine tenths of customers (91%) agree with some extent to the statement that there should be more lawn areas for sitting in the City Gardens, with 52% strongly agreeing and 39% agreeing. Just under one tenth of customers (9%) disagree with the statement to some extent.

The overall mean rating is 3.4.

- *45+ year olds are those more likely to strongly disagree.*
- *London residents are those more likely to strongly agree and those less likely to agree, while UK residents are those more likely to agree and those less likely to strongly agree. Residents from abroad are those less likely to disagree.*
- *Customers who never visit are those more likely to strongly disagree.*
- *2012 customers are more likely to strongly agree and to disagree and they are less likely to agree compared to 2009 customers.*

Chart 8: Extent to which agree with statement; There should be more lawn areas for sitting in the City Gardens



Sample base = 983, all customers who provided a response, single response

Table 8: Extent to which agree with statement; There should be more Lawn areas for sitting in the City Gardens

Extent agree with statement	Profile of customer									
	Gender		Age			Ethnicity		Residence		
	Male	Female	Under 25	25-44	45+	White British	Other	London	UK	Abroad
Sample base	(482)	(492)	(112)	(494)	(327)	(543)	(414)	(582)	(220)	(181)
Strongly disagree	2%	1%	1%	1%	**2%**	1%	1%	1%	1%	1%
Disagree	9%	7%	6%	8%	10%	9%	7%	8%	10%	**4%**
Agree	39%	39%	44%	37%	39%	38%	41%	**36%**	**46%**	41%
Strongly agree	50%	53%	49%	55%	50%	53%	51%	**55%**	**44%**	54%

Extent agree with statement	Profile of customer								
	Frequency of visit				Reason for visit			Year Total	
	Weekly plus	Less	Once	Never	Work	Visit	Resid-ent	2009	2012
Sample base	(354)	(293)	(207)	(129)	(490)	(382)	(100)	(1024)	(983)
Strongly disagree	1%	1%	0%	**3%**	1%	1%	2%	2%	1%
Disagree	8%	9%	8%	5%	8%	8%	5%	**4%**	**8%**
Agree	36%	38%	41%	45%	39%	38%	40%	**55%**	**39%**
Strongly agree	55%	52%	51%	47%	52%	52%	53%	**40%**	**52%**

Sample base = as detailed, all customers who provided a response, single response

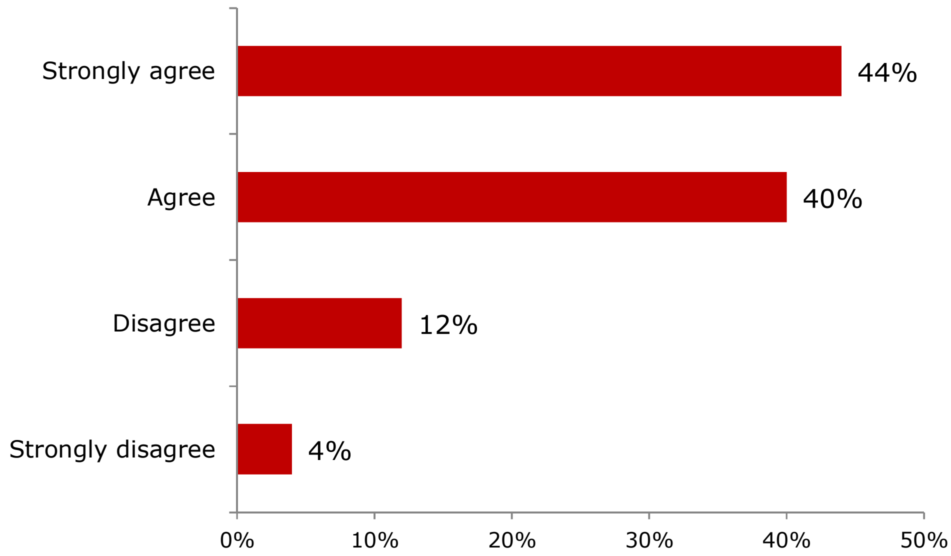
9. There should be more opportunities to learn about "natural play"

Over four fifths of customers (84%) agree to some extent with the statement that there should be more opportunities to learn about "natural play", with 44% agreeing strongly and 40% agreeing. 16% of customers disagree with this statement to some extent, with 4% disagreeing strongly and 12% disagreeing.

The overall mean rating provided is 3.2.

- *Customers from an Other ethnicity are more likely to agree, with customers from a White British ethnicity more likely to disagree.*
- *UK residents are those more likely to disagree. Residents from abroad are those more likely to strongly agree and those less likely to disagree.*
- *Customers who visit less than weekly are those more likely to agree and those less likely to agree strongly. Customers who have visited only once are those more likely to strongly agree and are those less likely to disagree. Customers who have never visited are those more likely to strongly disagree.*
- *Workers are those more likely to disagree and less likely to strongly agree. Visitors are those less likely to agree. Residents are those more likely to strongly agree and those less likely to disagree.*

Chart 9: Extent of agreement with statement; There should be more opportunities to learn about "natural play"



Sample base = 879, all customers who provided a response, single response

Table 9: Extent to which agree with statement; There should be more opportunities to learn about "natural play"

Extent agree with statement	Profile of customer									
	Gender		Age			Ethnicity		Residence		
	Male	Female	Under 25	25-44	45+	White British	Other	London	UK	Abroad
Sample base	(433)	(438)	(97)	(437)	(298)	(486)	(369)	(525)	(194)	(160)
Strongly disagree	4%	4%	2%	5%	4%	4%	4%	5%	3%	2%
Disagree	13%	10%	6%	13%	12%	**16%**	**7%**	12%	17%	**4%**
Agree	41%	39%	44%	41%	37%	**37%**	**45%**	41%	39%	40%
Strongly agree	42%	47%	47%	41%	47%	43%	44%	42%	41%	**54%**

Extent agree with statement	Profile of customer								
	Frequency of visit				Reason for visit			Year Total	
	Weekly plus	Less	Once	Never	Work	Visit	Resid-ent	2009	2012
Sample base	(318)	(264)	(180)	(117)	(440)	(335)	(93)	()	(879)
Strongly disagree	3%	5%	3%	**9%**	5%	3%	2%	NA	4%
Disagree	13%	13%	**7%**	12%	**16%**	**9%**	**3%**	NA	12%
Agree	37%	**46%**	39%	40%	40%	42%	38%	NA	40%
Strongly agree	48%	**37%**	**51%**	39%	**40%**	47%	**57%**	NA	44%

Sample base = as detailed, all customers who provided a response, single response

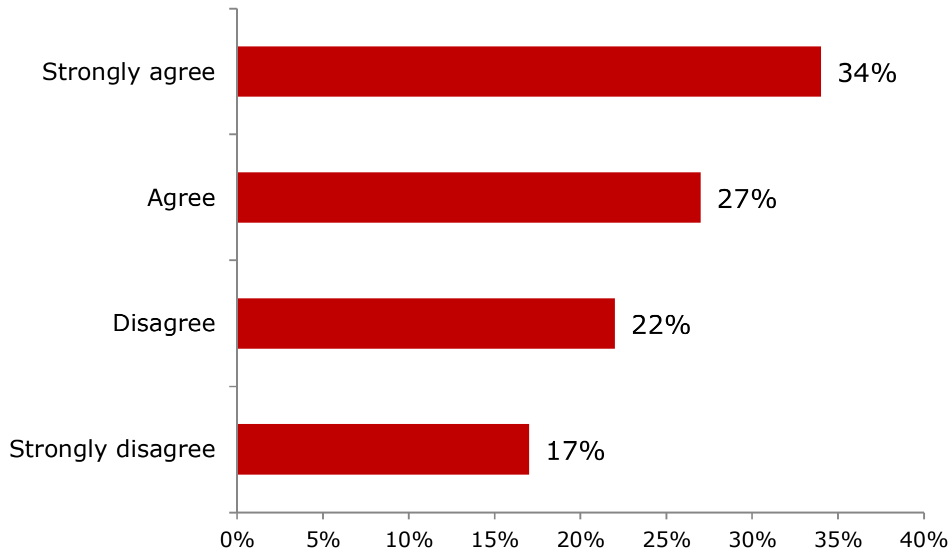
10. There should be more children's play equipment

Just over three fifths of customers (61%) agree to some extent with the statement that there should be more children's play equipment, with 34% agreeing strongly and 27% agreeing. Nearly two fifths of customers (39%) disagree with this statement to some extent, with 17% strongly disagreeing and 22% disagreeing.

The overall mean rating provided is 2.8.

- *45+ year olds are those more likely to strongly disagree and those less likely to strongly agree.*
- *Customers of a White British ethnicity are more likely to disagree than customers of an Other ethnicity.*
- *Residents from abroad are those more likely to strongly agree.*
- *Workers are those more likely to strongly disagree and disagree and are those less likely to agree.*
- *Visitors are those more likely to agree and are those less likely to strongly disagree.*

Chart 10: Extent of agreement with statement; There should be more children's play equipment



Sample base = 868, all customers who provided a response, single response

Table 10: Extent to which agree with statement; There should be more children's play equipment

Extent agree with statement	Profile of customer									
	Gender		Age			Ethnicity		Residence		
	Male	Female	Under 25	25-44	45+	White British	Other	London	UK	Abroad
Sample base	(431)	(430)	(95)	(432)	(293)	(491)	(355)	(526)	(195)	(147)
Strongly disagree	17%	17%	12%	15%	**23%**	15%	20%	19%	15%	12%
Disagree	24%	20%	20%	23%	23%	**25%**	**19%**	23%	24%	17%
Agree	28%	27%	30%	27%	28%	28%	27%	27%	28%	29%
Strongly agree	31%	36%	39%	36%	**27%**	33%	34%	32%	33%	**42%**

Extent agree with statement	Profile of customer								
	Frequency of visit				Reason for visit			Year Total	
	Weekly plus	Less	Once	Never	Work	Visit	Resid-ent	2009	2012
Sample base	(326)	(257)	(169)	(116)	(438)	(329)	(90)	()	(868)
Strongly disagree	19%	15%	12%	22%	**20%**	**11%**	22%	NA	17%
Disagree	23%	25%	20%	16%	**25%**	20%	17%	NA	22%
Agree	25%	27%	30%	30%	**24%**	**33%**	22%	NA	27%
Strongly agree	32%	34%	38%	33%	31%	37%	39%	NA	34%

Sample base = as detailed, all customers who provided a response, single response

11. There should be more sports facilities for children and adults

Nearly two thirds of customers (64%) agree to some extent with the statement that there should be more sports facilities for children and adults, with 37% agreeing strongly and 28% agreeing. Over one third of customers (36%) disagree with this statement to some extent, with 16% disagreeing strongly and 19% disagreeing.

The overall mean rating is 2.9.

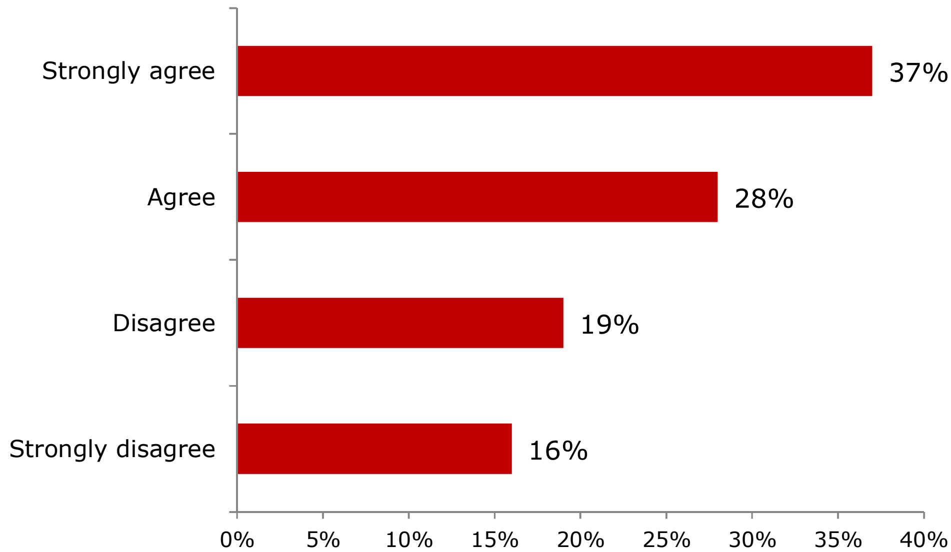
- *Under 25 year olds are those less likely to strongly disagree, as are 25-44 year olds. 45+ year olds are those more likely to strongly disagree and those less likely to strongly agree.*

- *London residents are those more likely to strongly disagree and those less likely to agree. UK residents are those more likely to agree and less likely to strongly agree. Residents from abroad are those less likely to strongly disagree.*

- *Customers visiting less often being those less likely to strongly agree. Customers who have visited once are those less likely to strongly disagree.*

- *Workers are those more likely to strongly disagree whilst visitors are those less likely to strongly disagree.*

Chart 11: Extent to which agree with statement; There should be more sports facilities for children and adults



Sample base = 889, all customers who provided a response, single response

Table 11: Extent to which agree with statement; There should be more sports facilities for children and adults

Extent agree with statement	Profile of customer									
	Gender		Age			Ethnicity		Residence		
	Male	Female	Under 25	25-44	45+	White British	Other	London	UK	Abroad
Sample base	(446)	(437)	(102)	(447)	(292)	(504)	(364)	(546)	(198)	(145)
Strongly disagree	16%	17%	**8%**	**13%**	**24%**	15%	18%	**19%**	13%	**10%**
Disagree	21%	17%	18%	20%	20%	21%	18%	20%	19%	17%
Agree	27%	29%	31%	28%	27%	29%	27%	**23%**	**37%**	31%
Strongly agree	36%	37%	43%	39%	**30%**	35%	38%	38%	**31%**	42%

Extent agree with statement	Profile of customer								
	Frequency of visit				Reason for visit			Year Total	
	Weekly plus	Less	Once	Never	Work	Visit	Resid-ent	2009	2012
Sample base	(335)	(262)	(176)	(116)	(450)	(334)	(94)	()	(889)
Strongly disagree	19%	17%	**10%**	17%	**20%**	**11%**	20%	NA	16%
Disagree	20%	21%	18%	16%	21%	18%	15%	NA	19%
Agree	25%	30%	29%	29%	26%	32%	22%	NA	28%
Strongly agree	37%	**32%**	43%	38%	34%	40%	43%	NA	37%

Sample base = as detailed, all customers who provided a response, single response

12. Ways in which parks, gardens, churchyards and roadside planters in the City could be improved

Customers were asked for the ways in which they think parks, gardens, churchyards and roadside planters in the City could be improved. The full list of responses is detailed at Annex 1.

In grouping the responses, they fell quite evenly into the following nine categories, which each accounts for around one tenth of responses (around 8% to around 13%). The other comments which together relate to around 5% of comments fall outside of these categories and are detailed in Annex 1.

The nine categories are detailed in order of frequency of mention:

- More of them/more open space/more space
- More attractive/more colour
- More plants/flowers/trees/shrubs
- More publicity/promotion/advertising/signs/information
- Safety related/more staff/lighting
- More seating/shelters/places for lunch
- Cleaner/tidier/better kept/better maintained/tidy leaves
- More to do/more activities
- More facilities/play things.

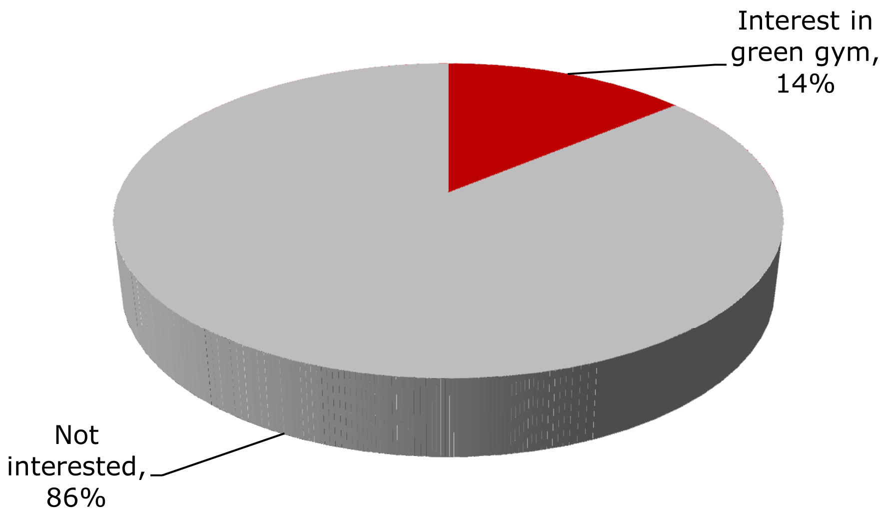
Section 5. Involvement with parks, gardens and churchyards

1. Interest in a green gym

Just over one tenth of customers (14%) would be interested in attending a green gym session held in one of the City's open spaces that helps people to keep fit and healthy whilst improving the environment. 87% of customers would not be interested in attending a green gym.

- *Under 25 year olds and 25-44 year olds are those more interested and 45+ year olds are those less interested.*
- *Customers of a White British ethnicity are more likely to not be interested than customers of an Other ethnicity.*
- *London residents are those more likely to be interested, and UK residents and residents from abroad are those less likely to be interested.*
- *Customers who visit at least weekly are those more likely to be interested, and those who have visited only once are those less likely to be interested.*
- *Visitors are those less likely to be interested and residents are those more likely to be interested.*

Chart 1: Interest in attending a green gym



Sample base = 1012, all customers who provided a response, single response

Table 1: Interest in a green gym

Interest in a green gym	Profile of customer									
	Gender		Age			Ethnicity		Residence		
	Male	Female	Under 25	25-44	45+	White British	Other	London	UK	Abroad
Sample base	(499)	(505)	(115)	(510)	(339)	(556)	(431)	(598)	(225)	(189)
Interested	14%	13%	**20%**	**17%**	**7%**	12%	16%	**21%**	**4%**	**2%**
Not interested	86%	87%	80%	83%	93%	**89%**	**84%**	79%	96%	98%

Interest in a green gym	Profile of customer								
	Frequency of visit				Reason for visit			Year Total	
	Weekly plus	Less	Once	Never	Work	Visit	Resid-ent	2009	2012
Sample base	(361)	(296)	(216)	(139)	(504)	(393)	(104)	()	(1012)
Interested	**21%**	15%	**3%**	9%	15%	**9%**	**24%**	NA	14%
Not interested	79%	86%	97%	91%	85%	91%	76%	NA	87%

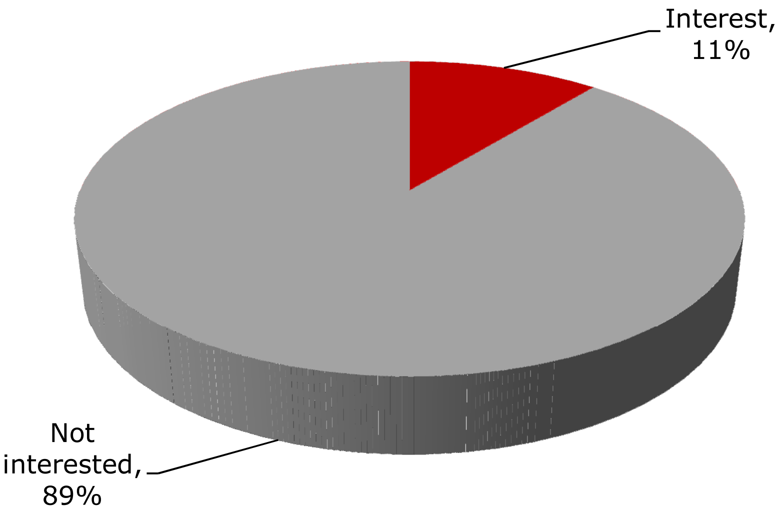
Sample base = as detailed, all customers who provided a response, single response

2. Interest in volunteering

Just over one tenth of customers (11%) would be interested in volunteering in the City Gardens. 89% of customers would not be interested in volunteering.

- *25-44 year olds are those more likely to be interested and 45+ year olds are those less likely to be interested.*
- *London residents are those more likely to be interested with UK residents and residents from abroad those less likely to be interested.*
- *Customers who visit at least weekly are those more likely to be interested, whilst those who visited once or who never visit are those less likely to be interested.*
- *Visitors are those less likely to be interested, whilst residents are those more likely to be interested.*
- *Customers in 2012 are more likely to be interested than customers in 2009.*

Chart 2: Interest in volunteering in the City Gardens



Sample base = 1012, all customers who provided a response, single response

Table 2.1: Interest in volunteering in the City Gardens

Interest in a volunteering	Profile of customer									
	Gender		Age			Ethnicity		Residence		
	Male	Female	Under 25	25-44	45+	White British	Other	London	UK	Abroad
Sample base	(499)	(505)	(115)	(510)	(339)	(556)	(431)	(598)	(225)	(189)
Interested	10%	11%	9%	**13%**	**6%**	11%	10%	**16%**	**4%**	**3%**
Not interested	90%	89%	91%	87%	94%	89%	90%	84%	96%	97%

Interest in volunteering	Profile of customer								
	Frequency of visit				Reason for visit			Year Total	
	Weekly plus	Less	Once	Never	Work	Visit	Resid-ent	2009	2012
Sample base	(361)	(296)	(216)	(139)	(504)	(393)	(104)	(1059)	(1012)
Interested	**18%**	9%	**4%**	**5%**	11%	**5%**	**32%**	**3%**	**11%**
Not interested	82%	91%	96%	95%	89%	95%	68%	97%	89%

Sample base = as detailed, all customers who provided a response, single response

Table 2.2: Preferred time for volunteering

Preferred time for volunteering	% response
Weekends afternoons	38%
Weekends mornings	36%
Weekends lunchtimes	30%
Weekdays evenings	15%
Weekdays lunchtimes	11%
Weekdays mornings	9%
Weekends evenings	9%
Weekdays afternoons	6%

Sample base = 53, all customers who are interested in volunteering and provided a response, multiple response

61% of customers who were interested in volunteering provide time/s and day/s when they would be most interested, with 39% of customers unsure.

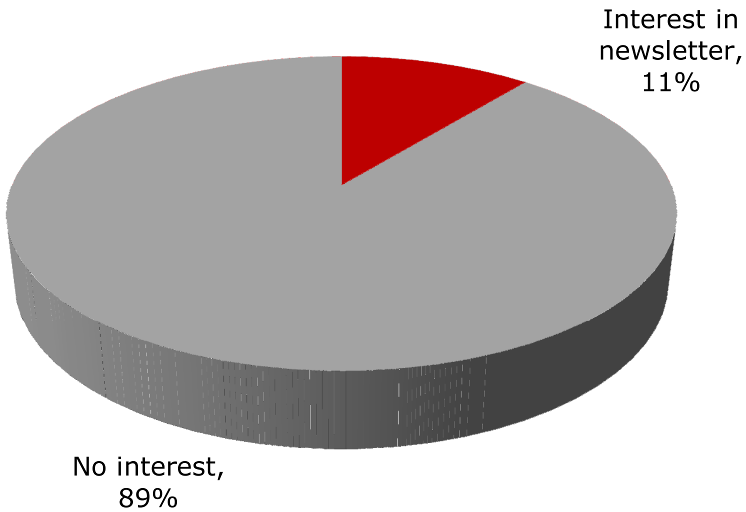
Week end afternoons, mornings and lunchtimes are the most popular times identified.

3. Interest in receiving the City Gardens Section newsletter

Just over one tenth of customers (11%) would be interested in receiving a bi-monthly newsletter about news and events in the gardens.

- *Males are more interested than females in receiving a bi-monthly newsletter.*
- *45+ year olds are those less likely to be interested.*
- *London residents are those more likely to be interested, with UK residents and residents from abroad those less likely to be interested.*
- *Customers who visit at least weekly are those more likely to be interested. Customers who have visited only once are those less likely to be interested, with those who have never visited being more likely to state they are not interested.*
- *Visitors are those less likely to be interested, and residents are those more likely to be interested in receiving a bi-monthly newsletter.*

Chart 3: Interest in receiving a bi-monthly newsletter about news and events in the gardens



Sample base = 1012, all customers who provided a response, single response

Table 3: Interest in receiving a bi-monthly newsletter about news and events in the gardens

Interest in newsletter	**Profile of customer**									
	Gender		**Age**			**Ethnicity**		**Residence**		
	Male	Female	Under 25	25-44	45+	White British	Other	London	UK	Abroad
Sample base	(499)	(505)	(115)	(510)	(339)	(556)	(431)	(598)	(225)	(189)
Interested	**13%**	**9%**	11%	12%	**8%**	12%	10%	**15%**	**7%**	**3%**
Not interested	87%	91%	89%	88%	92%	88%	90%	85%	93%	97%

Interest in newsletter	**Profile of customer**								
	Frequency of visit				**Reason for visit**			**Year Total**	
	Weekly plus	Less	Once	Never	Work	Visit	Resid-ent	2009	2012
Sample base	(361)	(296)	(216)	(139)	(504)	(393)	(104)	()	(1012)
Interested	**18%**	11%	**3%**	7%	12%	**5%**	**31%**	NA	11%
Not interested	82%	89%	97%	**94%**	89%	95%	69%	NA	89%

Sample base = as detailed, all customers who provided a response, single response

Annex 1: Ways in which the parks, gardens, churchyards and roadside planters in the City could be improved

- A bit more about the history of the parks
- A bit presumptuous for me to say (don't use them)
- A few more open spaces would be great
- Accessible
- Add more greenery
- All good, don't know
- An onsite cafe
- Appearance, should be signposts letting people know where they are, points at tube stations
- Ashtrays
- Ban alcohol
- Beautiful water features perhaps at other parks as well
- Being more parks
- Bench, pathways that aren't stony
- Better and more lighting
- Better cleaning of the seats of a weekday, a bit more maintenance
- Better colours
- Better coverings for seats in dull weather
- Better CRB checks on staff and remove contractors
- Better equipment in place, gym equipment
- Better general up keep to encourage kids in them
- Better lighting
- Better lights, leaves cleared away more often
- Better maintained
- Better maintained, checked more regularly
- Better provision needed for bad weather, covered seating perhaps
- Better public toilets
- Better quality seating
- Better seating quality
- Better seats, more of them, covered maybe parasols
- Better signage
- Better signs inside the garden
- Bigger bins, less poo on seats, more seats
- Bigger roadside planters with more flowers in them
- Bigger, cleaner, dog friendly
- Bins emptied more
- Bit more exposure
- Brighten it up, flowers
- Brighten them up
- Brighten up, more encouraging
- Brighter and more colourful please
- By the local boroughs putting more money in
- Cafes in the park
- CCTV around and more lighting during winter
- Change planters, low maintenance more natural looking, water conservation
- Change the law to give people more power so you don't get the drug takers in the gardens and parks
- Children's playground, available brochure
- Churchyards don't usually feel inviting for people as you feel if you are not a church goer you wouldn't usually be in these parts
- Clean up cigarettes on the ground
- Cleaned more often
- Clear the leaves away
- Clear up leaves/weeds, put more pretty displays in

- Cleared entrance and info signs available
- Coloured lighting
- Coloured water in fountains
- Coloured waterfall displays
- Colourful plants/flowers
- Connect them so you can get from one to another - walkway
- Could be a little bit more of everything
- Could be cleaner
- Could be told more what's going on in them in the city
- Could have swept leaves more
- Covered and more comfortable seating
- Covered benches
- Covered seats and marquees in bad weather conditions
- Covered seats would be nice
- Create something different for the people
- Did not know there are any parks or gardens here
- Difficult to say because of the space available
- Dog fouling cleaning
- Don't know, cigarette butts seem to be a big problem
- Don't let the homeless in the gardens
- Draw more attention to them, marketing them better
- Eating facilities
- Eating facilities i.e. snack bars, coin operated drink machines, chocolates etc.
- Eating places outside
- Employ staff to keep the place clean and tidy, plant more trees, landscape for attraction
- Employ trained staff to maintain the gardens, provide more seating area, take place back to nature
- Encourage more people to come in winter season as it's very pretty
- Encourage tourists, attract more, improve landscape to attract more tourists
- Encouragement to attend, more awareness, exhibitions, all of the above
- Filled all year with colour and cared for
- Fly the British flag
- Focus more on plants for more contact with nature
- Get rid of drunks and drug addicts add children’s playgrounds
- Get rid of elves
- Give them a bigger budget
- Good activities and better lighting in dull season, more rubbish bins
- Happy with churchyards and gardens. You can find a lot about English history and think of all the booklets that you can get that are very good, say that they're doing a good job
- Happy with how they are, don't really think about them
- Happy with the areas I use, can't say
- Hard to improve
- Hardstands so you can use it throughout the year and it will be dry and not wet on your feet
- Have more of them
- Have more space to go where you can sit down lunchtimes in the summer
- Having more facilities for children, more wildlife and open spaces
- Heated lamps by table would be nice
- Heated parasols/lamps, burners in winter, Xmas decorations
- How can you relax with children's amenities, need quiet not screaming kids
- I don't know because I don't see them, need green area in front of the Bank of England
- I just think there should be more facilities more parks, more play areas
- I like the idea of sports centres, Ping-Pong idea in Soho Park
- Wider variety of plants
- If it's not already looked after
- If there's unused public space if it can be landscaped and converted to gardens
- If they organise events with corporates so we can play together at a weekend
- Improve lighting
- Improve facilities available to public
- Improve facilities, disabled access etc.

- Improve grass in winter time, remove railings so people know it's here!
- Improve lighting
- Improve lighting facilities
- Improve litter bins, have more
- Improve litter facilities i.e. more bins needed
- Improve maintenance and attractive plants
- Improve on attractive things, plants, trees etc.
- Improve pavement area in some places
- Improve public footpaths
- Improve sports facilities
- Improved paved areas, more flat, put down turf or real grass pathways
- In terms of variety a wider variety of plants, more style, something out of the French book
- Increase level of maintenance, more staff, not closing gardens
- Increasing staff
- Information
- Inside events, stalls, benches
- Installing gym equipment
- Interesting features, colours on waterfalls, music
- Internet to promote and local newspapers, radio Capital/Heart etc.
- Involve people who are dedicated to do tub plants, don't grow on own, need people motivated
- It's fine as it is
- It's much improved even to a decade ago, much improved
- It's very good here I've no idea the ground at St. Paul's very good
- It all starts with the people, more about nature less about people and money
- It could have tour guides
- It is lovely but more seats in the shade are needed
- It should be larger with less fencing more open
- Just keep them open!
- Just more flowers for longer in the year
- Just more of it really if possible
- Just more of them
- Just more seats and in the winter time that heaters should be put on the tables and to let people use the parks more and to not be lonely places in winter time
- Just more street trees
- Just need more space for people
- Just to have loos in the parks more
- Just to have more seats in the park
- Just to make sure you see staff or police more walking about
- Just to see more flowers in the city
- Just would be nice to see some plants at the stations in London
- Keep it clean all the time
- Keep it clean and staff all year round
- Keep them neat and tidy
- Keep up maintenance of gardens
- Keeping on track with my "agrees"
- Kept better
- Kept tidy
- Landscaping will be better
- Larger grass areas
- Leaves blown away/swept off paths
- Leaves cleaned up, grass to be planted in muddy areas
- Less concrete
- Less drab colour tubs
- Less fencing, more inviting
- Less greenery, more colour
- Less scaffolding if possible
- Let people stroll and see nature
- Like to see more flowers, small ones in the boundaries of the gardens and parks, just to see more colour

- Like to see more seasonal colours in the planters in the gardens
- Like to see more wildlife and more wild planting in the gardens
- Litter collection, keeping it clean and tidy
- Live flowers and stuff, anything colourful, not grey
- Looked after better ,more colourful flowers, plants
- Made bigger and green
- Maintaining, making sure less drunks in parks during day
- Make it look more attractive and pretty looking, especially in winter season
- Make it more exciting
- Make it more exciting, leisure facilities
- Make it more exciting, inviting, also more rubbish bins needed
- Make it more open, more advertising of it
- Make sure the gates are open all the time so you can use the parks all the time
- Make these places more exciting for workers after a hard day, maybe music etc./entertainment
- Make them more useable
- Maybe more activity in the parks in the London area, only know the big ones
- Maybe more info as to where they are at the tube station
- Maybe more seating so people can sit down
- More about how the gardens are maintained
- More access, more benches, more playground
- More activities and entertainment needed
- More activities needed these places are for general relaxation
- More activities throughout winter months needed
- More activities to do during November/December
- More activities, entertainment
- More activities, things to do
- More activities, things to do, especially holidays
- More activities/entertainment maybe in winter
- More advertising, awareness
- More adverts about them
- More advertising
- More advertising facilities available here
- More amenities, lighting needs improving
- More and better lights, lighting needed
- More areas for children and I would like to see more natural flowers in the spring and summer times
- More areas for children to play in
- More areas for sitting and benches
- More artwork, like interesting architecture like benches
- More attractions to the make the park more pleasant
- More attractive tubs
- More attractive, more interesting
- More back to nature in the parks
- More benches
- More benches please
- More benches, more flowers, more trees
- More benches, more green generally and more space
- More bins
- More chairs, single deckchairs for summer and more rain cover for winter
- More cleaning of the park
- More colour and activities
- More colour and flowers
- More colour flower and plants
- More colour in them
- More colour needed
- More colour needed in duller times/seasons
- More colour needed, not so drab
- More colour, flowers, shrubs etc.
- More colour, not so dull please

- More coloured items, it's too drab and grey
- More colourful
- More colourful displays
- More colourful flowers
- More colourful flowers in these areas
- More colours, flower displays/beds
- More comfortable seats, padded and leaves cleared
- More conservation areas, speech areas
- More covers when it rains
- More decor perhaps, more Xmas decorations
- More dog friendly
- More eating facilities
- More eating facilities, reasonably priced
- More enclosed
- More entertainment, activities provided throughout the year
- More equipment for sports in large parks needed
- More events
- More events, promote via radio, emails etc.
- More exciting activities for parents perhaps
- More exciting activities in the parks in London
- More facilities available in winter
- More facilities for people to have the place to buy food like the cafes in the park
- More facilities for picnics and to have more seats for the lunchtime in some of the parks
- More facilities for kids and teenagers, showing them nature and how to care because people useless - more people to care about things like throwing rubbish
- More facilities required
- More facilities/activities in winter season
- More flower blooms
- More flower displays and flower beds
- More flowering plants in winter and different coloured plants
- More flowers
- More flowers and colour needed in winter
- More flowers in summer time
- More flowers more live decorations along the spikes
- More flowers on the side of roads, more in the stations
- More flowers to show the different time of year, more seasons' flowers
- More flowers, colourful ones, not all green plants, just like wild flowers
- More flowers, less stone and concrete
- More flowers, more colourful ones, not just green plants and shrubs
- More flowers, more seating
- More flowers, not so many shrubs
- More flowers/displays
- More flowers not just green plants, but I feel very safe
- More flowers throughout the year
- More focus on entertainment outside in winter and better facilities please
- More focus on sports facilities for parents with young children
- More for children
- More for children in the parks
- More games areas in the parks and then more staff in the parks' loo
- More garden projects in the area and to be told where they are
- More grass, less pavement and more flower displays
- More grass in cobbled areas, enough grey already
- More grass space, especially in the summer
- More grass, even if artificial!
- More green
- More green areas
- More green places to eat
- More green space with children's play areas and advertising you let people know they are here

- More green spaces
- More green, more play structures
- More greenery and more nature trails
- More information about when it's closed or going to reopen in winter
- More information available, more internet usage
- More information where the parks are in London
- More info and leaflets for tourists to take away
- More information about the area with which we are standing in
- More information about what's going on in the area
- More information boards
- More information, plants, trees etc.
- More interaction, engage the public, amusement
- More investment, more of them
- More inviting, more enticing
- More kids' activities
- More kids' entertainment and things to do
- More kids' playground stuff
- More kids play areas on outskirts of city of London borders
- More kids' things and better general amenities needed as well
- More landscape with plenty of green spaces
- More landscaping
- More lawn and sitting area, make it clean and safe environment for users
- More lawn areas to sit and enjoy the city
- More leaflets and information please on plants etc.
- More lighting when dark
- More lighting in the parks of a winter time to make sure that they come on once it's a bit dull
- More lighting, especially in winter
- More lighting, take away some of the railings
- More lights in them
- More literature needed
- More literature on this, i.e. to take away
- More literature, information to publicise
- More literature, publicity required, more entertainment, activities throughout the year
- More litter bins
- More litter bins needed,, more seats too
- More litter bins so rubbish can be kept down
- More little trees and more roadside planters
- More local activities published
- More local information for people interested
- More local information
- More maintenance of leaves
- More money spent on nature, more expensive shrubs
- More money, invest in flowers to make more colourful and exciting
- More natural
- More natural environmental things, nature trails, walks etc.
- More natural places not planted so uniformed straight lines, more natural like fields
- More nature attracting plants
- More nature attractions
- More of it
- More of it, I think they do a really good job, I struggle to find what could be done better
- More of them
- More of them and bigger, more green space
- More of them and more lawn areas
- More of them for our wildlife
- More of them not enough compared to West End for instance
- More of them, greener
- More open - some of the smaller parks and more seats too
- More open space x2

- More open space needed
- More open space with flowers and colours in them
- More open spaces x7
- More outside eating places
- More places to eat lunch in the winter months
- More park keepers when it's dusk and that I think the parks are good as they are now
- More parks around
- More parks that do music in summer
- More pedestrianised areas
- More people about, maybe more benches and that sort of stuff
- More people employed for directions, but I think the way it is quite good
- More people in the gardens
- More places to sit
- More places to sit and eat lunch
- More places with cover for the winter months
- More plants in the bank, more colourful flowers
- More planters, more trees in pots about the city to make it greener
- More planting of indigenous species
- More planting with wild flowers for the bees, more planting of wild flowers
- More plants
- More plants and shrubs used/planted
- More plants and open spaces
- More plants in them might help
- More plants or trees
- More plants with colourful flowers
- More plants, more colour
- More play areas for children in large parks
- More play areas for children in London, it's mainly for adults
- More play areas for children and to keep wildlife safe
- More play facilities for adults in the parks
- More promotion, focus more on running/gym
- More public events in centres/parks etc.
- More public walkways
- More publicity
- More publicity about them
- More publicity to get people coming
- More publicity, more advertising
- More publicity, radio etc.
- More quality seats, less uncomfortable
- More refreshments and toilets
- More safe in the evening
- More safety measures
- More seasonal flowering plants, more colours
- More seated areas, more shelter for poorer weather
- More seating
- More seating areas, not enough
- More seating if possible
- More seating in parks and more flower planting in spring
- More seating in the parks and gardens in summer so you don't always have to sit on the grass
- More seating space
- More seats
- More seats and more natural wild flowers in the parks
- More seats and sheltered areas, cafe or restaurant
- More seats needed
- More seats, harder grass for better wear
- More seats and chairs
- More secure against vandalism
- More security

- More shelter, covered areas
- More shelter, more toilets
- More shelters for when it rains, like over where you sit
- More sights and routes marked to follow and how long it takes you to travel it
- More signposts
- More signposts so people know where they are
- More signs
- More signs about the areas and I think more staff to be in there too
- More signs and how to get to parks
- More sitting areas
- More sitting in parks and gardens for when bad weather, like heating and covers
- More space
- More space and lots of nature such as trees
- More space for children
- More space for sport
- More sports
- More sports facilities in the parks
- More staff and volunteers to keep the place clean
- More staff around and CCTV
- More staff available
- More staff in parks
- More staff in the parks
- More staff on the parks
- More staff presence
- More staff to advice people of local parks in the city
- More staff to see in parks
- More staff, bins
- More staff, cleaners, clean up burial stones and leaves too
- More staff, more lighting
- More staff, put up taxes to pay for it!
- More sun shades, benches for busy summer periods especially when tourists come and can be very busy
- More swings etc. for young children
- More things about wildlife in the parks
- More things for children to play with
- More things for people to go to in parks, more cafes
- More things to do are needed, especially in London
- More to do for children
- More to do in winter times in the parks. Think more planting of plants should be more seasons like summer of flowering plants
- More tourist pamphlets
- More trees
- More trees and maybe more staff around
- More trees and play areas, things to do other than walking around
- More trees in pots and flowers in planters
- More trees, it's good for nature
- More trees, nature friendly plants
- More trees, pleasant and attractive area for visitors
- More tropical plants/shrubs etc.
- More turf/grass needed
- More variety of plants and flowers needed, more litter bins
- More variety of plants, colourful plants and tropical plants to liven it up
- More visible staff x2
- More water features x2
- More water fountains in the parks and dog walking areas
- More waterfalls and features
- More wildflowers in parks to make them more colourful throughout the year
- More wildlife
- More wildlife in the city

- More wildlife talks in the parks to keep the wildlife safe in all parks
- More winter shrubs and colour, too green otherwise
- More water displays
- More Xmas significant at festive times
- Move more trees to central locations
- Nature trails, more involvement/back to nature ideas
- Need more flowers in bloom around over city window boxes
- Need more of them
- Need more of them
- Need to advertise more
- Needs more bins, shelter
- Needs more colour and flowers so it's not so dull
- Nicer looking plants in the planters, more colourful
- Nicer plants
- New construction and plants etc.
- No children's activities, just relax time!
- No idea, not my job to know that type of information
- No play equipment, make it more natural looking, lots of coloured flowers
- Outside the Royal Exchange to be tended regularly
- Perhaps a bit more lighting in the evening when it's dark
- Perhaps a few more benches
- Perhaps not so grey looking
- Plant flowers according to season, focus less on wildlife
- Plant grass seed
- Plant more trees
- Planted the whole year instead of digging up perfectly good plants and throwing them away
- Prettier
- Probably keep them cleaner and spend more money on them I suppose
- Promote London parks
- Promote parks in the papers
- Protect it more
- Provision for lawn and staff to maintain well trained staff
- Publicise events or do more public things
- Publicise more, promote parks
- Publicise them
- Publicise these lovely places
- Put money into them
- Put more trees
- Railings should be painted more to keep the older parks how they used to be with more maintenance for the rails around the burial grounds
- Recycling bins should be available
- Refreshments, seating, play area
- Replant grass areas, introduce red squirrels
- Rooftop spaces, to be more innovative like NYC
- Rubbish cleared for planters
- Said it all here
- Seasonal planters
- Seating x2
- Seating, public toilets
- See more wild flowers
- Should be more spaces that you can eat your lunch and sit down more
- Shelter
- Shelter and rubbish bins
- Shelter with seats or tea room/stand, water feature
- Shelter, tables
- Sheltered areas
- Shelter when rain
- Shelter, seating

- Should be more of them in very good condition compared to other boroughs
- Should be more sitting areas
- Should have a live-in caretaker
- Signposts
- Smaller units, too big
- Some grass/turf, flower beds
- Sometimes hard to find them all, you stumble across them they need to be highlighted on streets where they are
- Sports facilities for children
- Spruce it up, make not so grey and dull looking
- Spruce up the parks make more exciting, invest more money, more nice flowers
- Staff
- Summertime extend hours, more activities to do
- Tables for eating
- Take better care of, looked after more
- Tearooms
- Tell people where they are and give maps to explain where they are
- Tell people where they are, advertise local press, notice boards
- The fact that it should be more natural in the planting of plants (like Queens Park) more flowering plants
- The green spaces and trees needed, soften the hard edges
- The only thing is it shouldn't close
- There's enough for people who work in the city
- There could be more of them with a little bit more space
- There is a lot of grey, nice if there's more green
- There should be more children's play things and somewhere to put rubbish
- There should be more open spaces and benches, as in the summer it's hard to get a seat
- They are lovely, just don't build on them!
- They should improve the wildlife in all of the parks and churchyards to keep everything safe
- Things for kids
- Think it's good to see all open spaces
- Think more flowers in the summer and just more plants
- Think more spaces for dogs, to have an area that you could let your dog off without it running round the park, an enclosed area
- Think they are good, don't think they can be improved
- To be clean and if possible more trees, open spaces to run as well and wildlife and if safe
- To be made more aware of where they are
- To be told more where the parks and gardens are
- To be told more where the parks are
- To find out more about where they're, not easy to find them
- To have more things going on in the winter months and more seats to eat lunch
- To improve and tell people where they are so you can get there
- To know where the parks and gardens in the city are
- To provide more parks
- To see more flowers on the roadside
- Up keep of gardens
- What happens to flowers when you change them? A massive waste?
- What I'm looking for is maintaining when walked over - keeping them maintained
- Winter flowers, more colour needed
- Would be nice/good to see flowers with the different times of the year. There are a lot of greens, more colour in the city would be good
- Would like to see more flowers like country flowers from Britain that are in the season at this time of year
- Xmas tree and lights
- Zero tolerance to dog fouling.

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