

**THE RESULTS OF THIS SURVEY SHOW THAT:**

- A high 98% were satisfied with their visit overall, including 62% who were very satisfied.
- More than 90% of the users were satisfied with many of the park's features and facilities including the cleanliness and attractiveness of the park; the condition of the path surfaces; the balance of recreation and wildlife, the presence of wildlife and car parking. Other features including the number of seats/benches; signage in the park; on site interpretation, facilities for the disabled, safety and security on site, the Water Sports centre, the Ranger Service and the Play Area found more than 80% of respondents satisfied.
- Users were both male and female though more likely to be female, with ages ranging from the under 16s to the over 75s, although the former were the most numerous and the latter very few. As part of the survey coincided with the school summer holidays the preponderance of young people could be expected.
- Users were drawn from the local area and a wider catchment with 59% resident within 5 miles of the park, and 41% living 5 miles or more away, of which 9% lived 20 miles or more. This shows that the Country Park is predominantly a local facility but continues to attract users from a distance.
- Over half of the respondents (57%) travelled to the park by car or minibus, 23% came on foot, 16% cycled, leaving just 3% to use a motorbike or public transport.
- Just over a third (38%) of the respondents visited once a week or more often and are described as frequent users.
- Although some differences are noted between the 2010 survey sample and this year's respondents, none are sufficiently significant to describe the park's users as different from those who used the park in 2010.
- Most visits (75%) lasted less than 2 hours; one in four stayed longer.
- Just 5% of the respondents said they had an illness, disability or infirmity that had troubled them over a period of time. No user reported any difficulty in access.
- The three main reasons given for visiting the park were to walk (50%) (including walking the dog and just walking through), feeding the birds (21%) and to use the play area (19%). Cycling, jogging, angling and water sports were recreational activities users undertook during their stay and accounted for one third of the reasons given for visiting the park (34%). Occasional users were more likely to be on a family trip (7%) which, for a few, included a picnic (1%).
- Dissatisfaction focused on just two features, the catering facilities and the toilets. Users want improved refreshments and toilets closer to the Play Area.

- All of the nine possible improvements suggested in the survey gained some support from the users, but one outstripped all of the rest, improved refreshment facilities. Logically these could be combined with a Visitor Centre described as including a café, water sports centre and educational facilities that together would make this improvement overridingly popular. If this could not be achieved, at least improved refreshment facilities would be desirable followed by more activities/facilities for children and more circular walks/walking routes.
- Almost three out of four respondents (72%) were aware of the Green Flag Park Awards and 63% were aware that Leybourne Lakes Country Park holds the award.