

Diamond Jubilee Gardens, Twickenham Riverside: summary of user survey May 2017

Interviews conducted over 5 days (Friday 12th May - Tuesday 16th), covering periods between 9am and 5pm, to total c. 22 hours, with 1-2 interviewers present across the 22 hours.

Interview team: Adrienne, Anne, Celia, Ella, Jeremy, Sue

[If asked, Trustees/volunteers did not identify themselves as such (so as not to influence answers) but rather stated they were gathering information to help the Trust/Council understand more fully how the Gardens were being used.]

Weather: combination of cloudy, light rain and sunny spells.

No of questionnaires completed: 74 (several with multiple interviewees)

As well as questions regarding **age** (50% 35-44, ex petanque players), **gender** (60% female), **postcode** (65% TW1/TW2), **typical frequency/duration of visit** (1-2/wk, 30-60mins), users were also asked the following:

What parts of the Gardens do you use?

Of those parts of the Gardens that you mention, is there any one aspect that is more your reason for visiting than the others?

Is there anything you would like to see in the Gardens that isn't here?

Is there anything that is currently here on the Gardens that could be improved?

How would you describe the Gardens to a friend who had never visited and you were inviting to join you at the Gardens?

Are you combining your visit to the Gardens with doing anything else today in Twickenham?

Are there any other thoughts you would like to share with us about Diamond Jubilee Gardens?

Certain themes emerged:

1. The **cafe** and the **toilet facilities** are highly valued. However, more seating in shady areas of the Gardens or the provision of more shade was mentioned.
2. The **proximity** to the high st and the wider riverside (i.e. combining a visit with other activities/open spaces in the area) brings visitors.
3. The **playground** is a big draw - with several requests for swings.
4. The **sandpit** is also popular (users commented that Champion's Wharf nearby can get very busy/sunny). However, there is concern about its upkeep.
5. The **large paved area** is valued as an open space for small children to ride bikes and scooters:

'good for running' 'great for frisbee, ball games and scootering' 'great for family events' 'nice that kids can do their own thing and it's not all laid on for them' 'my children spent an hour yesterday just running around the grass and climbing on the borders and finding sticks' 'we use bikes and scooters on the paved areas' 'it's flat so it's great when your child is learning to walk' 'it's great for scootering' 'i like the open space for ball games and scootering' 'it's a great space for my 5 year old' 'we bring bikes and scooters' 'it's really good for older ones' 'we use the paved area for scooters, bikes and football' 'she likes climbing along the wall along the edges of the park' 'it's the best paved area in local parks for chalking on' Frisbee, ballgames, cycling

However, the **grassed area** is not used:

'the lines in garden are dangerous, that's why we don't go on the grass' 'the tiled bits in the grassy areas are a trip factor, i have tripped on them' 'the concrete lines are really dangerous and can give the kids a really nasty knock on the head'

6. The **'safe'** nature of the Gardens, with users often using the word **'enclosed'**, was mentioned in responses to several different questions:

'It's a nice enclosed space, so they can't run off'

'The 9 year olds can play safely in the larger park, it's enclosed, while the little ones are in the playground.'

'Safe for kids - they can't get out'

'This park is self-contained. I don't worry about the kids not being safe'

'I like gated aspect [referring to Gardens as a whole] so children can't get out by themselves'

'It feels secure as it is all enclosed'

'The areas are enclosed and i can see my children'

'The enclosed spaces are a high priority'

There is definite affection for and appreciation of the Gardens, and Twickenham riverside as a whole, with the Gardens having established themselves in the routines of many TW1 and TW2 residents.

There is room for improvement in certain areas, but there are many things that are working for our visitors and are a positive driver to their use of the space, and these need to be carefully considered in the context of the proposed development plans.