

MONITORING THE QUALITY OF EXPERIENCE IN FORESTS GRIZEDALE, CUMBRIA

Forest Enterprise
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A. Background and introduction

Background

This report contains the results of a survey undertaken by NFO Transport and Tourism at Grizedale Forest Park in Cumbria.

The survey approach used was developed for use by Forest Enterprise and was piloted during February and March 2003 at sites in the New Forest and South Wales. Surveys using the same methods and questionnaires were also undertaken at Westonbirt Arboretum and Whiston Woods between August and October 2003. The results of these surveys are presented separately.

Method

A total of 336 visitors were interviewed between 25th August and 30th October during 22 days of interviewing.

Visitors who used the site at least once a month were interviewed and asked to rate both the levels of importance of different aspects of woodland and forest visits and their satisfaction with the same aspects at Grizedale. Visitors who came less often were interviewed for a shorter period before being given a questionnaire regarding their levels of satisfaction. This was completed and returned, using a reply-paid envelope. Copies of the questionnaires used are appended.

Report

This report provides the results of the survey undertaken at Grizedale Forest Park. Results of the surveys undertaken at Westonbirt Arboretum and Whiston Woods have been presented separately. More detailed comparisons of the results obtained at different sites will also be provided toward the end of 2003.

A total of 336 visitors were interviewed and 136 self completion questionnaires were returned (47% of the 291 distributed). The following section provides the survey results across the total survey sample and, where appropriate, compares the responses provided by visitors in different demographic groups and those taking part in different activities. In the sections discussing importance and satisfaction results have been tested using ANOVA (analysis of variance) techniques and only statistically significant findings are discussed in the commentary.

Answers to open ended questions have been appended.

B. Main results

Visitor profile

To determine the types of people using the woods, visitors were asked to provide some information about their age, family situation and place of residence.

Demographics

Just over half of visitors to Grizedale were male (59%). This majority was most notable amongst cyclists (71%), Young Independents (61%) and Empty Nesters (65%).

The largest proportions of visitors (38%) to Grizedale Forest Park were in the Family lifecycle group (children under 16 living in the household) while 33% were Empty Nesters (over 45 years, no children in the household) and a smaller proportion (18%) were Young Independents (under 35 years, no children in household).

Table B-1 – Age and lifecycle (%)

Base: All respondents (336)

	%
Age	
16 - 24	5
25 – 34	19
35 – 44	36
45 – 54	18
55 – 64	15
65+	7
Lifecycle	
Young Independents	18
Families	38
Empty Nesters	33
Other	11

About a quarter (24%) of all visitors were aged between 16 and 34, 36% were aged between 35 and 44 and the remaining 40% were aged 45 or over.

It is useful to compare the age and lifecycle profiles of different types of visitors. Compared to the overall profile, a larger proportion of the visitors who took part in cycling were in either the Young Independent (26%) or Family (47%) lifecycle groups while fewer were Empty Nesters (14%).

By comparison, visitors in who took part in nature studies or walking were more likely to be in the Empty Nester lifecycle (38% and 40% respectively).

In terms of social class, as the table below illustrates, around a third of visitors (32%) were in the AB social classes (higher and intermediate managerial, administrative or professional) while a further 44% were C1s (supervisory or clerical, junior managerial, administrative or professional). Smaller proportions were in the C2 and DE classes.

By comparison, in the UK population as a whole 43% of people are ABC1s while larger proportions are C2DEs.

Table B-2 – Social class (%)

Base: All responses (336)

	Visitors	UK Population
AB – ‘upper middle class’ – higher/ intermediate managerial, administrative or professional	32	17
C1 – ‘lower middle class’ – supervisory or clerical, junior managerial, administrative or professional	44	26
C2 – ‘skilled working class’ – skilled manual workers	19	25
DE – ‘working class’ and unemployed – semi and unskilled manual workers, state pensioners, unemployed	6	32

Visitors most likely to be in the AB or C1 social classes included those in the Young Independent lifecycle group (85%) and female visitors (81%). Conversely, a larger proportion of Empty Nesters were C2s or DEs (32%).

Origin

As the table below illustrates, just under a third (30%) of visitors to Grizedale Forest Park lived in the North West (Lancashire, Manchester, Merseyside, Cheshire). A total of 14% lived in Cumbria with specific places mentioned including Barrow-in-Furness (3%), Ulverston (3%) and Kendal (2%).

Table B-3 – Area of residence (%)

Base: All respondents (336)

	%
Cumbria	16
<i>Barrow-in-Furness</i>	3
<i>Ulverston</i>	3
<i>Kendal</i>	2
<i>Penrith</i>	1
<i>Grizedale</i>	1
<i>Bowness in Winden</i>	<1
<i>Highweay</i>	<1
<i>Satterthwaite</i>	<1
North West (Lancashire, Manchester, Liverpool)	30
Yorkshire	15
South East	10
East Midlands	8
West Midlands	5
South West	4
Northumbria	4
Scotland	2
Wales	1
East Anglia	1
England unspecified	1
Europe	1
Other international	1
Greater London	1

While a larger proportion of visitors on short trips of under 3 hours lived in Cumbria (46%), visitors on longer day trips were more likely to live in the North West (57%). About a quarter

of holiday visitors lived in the North West (23%), 21% lived in Yorkshire and 14% lived in the South East of England.

Trip profile

Visitors were also asked a number of questions about their current visit to Grizedale Forest Park in terms of the length of time spent away from home, time spent in the wood and activities undertaken.

Type of visit

Just under two-thirds of visitors were on holiday (63%) while the remainder were either on a short trip from home of less than 3 hours (21%) or on a longer day trip (16%).

Table B-4 – Type of visit (%)

Base: All respondents (336)

	%
On a short trip of less than 3 hours from home	21
On a day out for more than 3 hours from home	16
On holiday away from home	63

Visitors most likely to be on a short trip of less than 3 hours duration included those who came to the site at least once a month (67% on short trip) and dog walkers (35%). On the other hand, visitors who took part in walking or bird watching were more likely to be on holiday (73% and 78% respectively).

Frequency of visits

Over two-thirds of all visitors had been to Grizedale Forest Park before (69%). Visitors in the Empty Nester lifecycle group, those on short trips from home and dog walkers were most likely to be on repeat visits (74%, 85% and 78% respectively). Visitors aged between 16 and 24 were more likely than others to be on their first visit (47%).

In terms of frequency of visits, most users visited the site fairly infrequently with the majority on their first visit or visiting less than once a month (86%) while only 3% visited once a week or more. This level of use reflects the high proportion of visitors on holiday rather than on short day trips.

Table B-5 – Frequency of visits to forest (%)

Base: All respondents (336)

	%
Every day	1
4 to 6 times per week	<1
1 to 3 times a week	2
1 to 3 times a month	10
4 to 6 times a year	9
1 to 3 times a year	28
Less often	18
First ever visit	31

The most frequent visitors were the dog walkers, 8% of whom visited every day.

Length of visits

Visitors spent an average of 3 hours in Grizedale Forest Park. The largest proportions of visitors stayed on the site for between 2 and 3 (28%) or 3 and 5 hours (42%). Only 4% stayed for less than 1 hour.

Table B-6 – Length of visit (%)

Base: All respondents (336)

	%
Up to 15 minutes	-
15 – 30 minutes	1
30 minutes – 1 hour	3
1 hour – 2 hours	19
2 hours – 3 hours	28
3 hours – 5 hours	42
More than 5 hours	5
<i>Average</i>	<i>3 hours</i>
- No responses	

The average length of time spent varied between some of the different user groups with dog walkers typically spending less than 2 hours in the forest (av. 1 hour 48 minutes) while visitors on day trips typically spend 3 and a half hours.

The amount of time spent on site amongst most of the other activity and demographic groups was fairly similar to the overall average of 3 hours.

Activities undertaken

When asked what they did during their visit, the most frequently mentioned activity was walking either with (15%) or without (61%) a dog. Around a third of visitors looked at the sculptures in the forest (34%) a quarter cycled on waymarked tracks (23%) and 18% had a picnic. Other activities undertaken by at least a tenth of visitors included photography (15%) and bird watching (10%).

Table B-7 – Activities undertaken during visit to forest (%)

Base: All respondents (336)

	%
Walking without a dog	61
Looking at sculptures in the forest	34
Cycling on waymarked tracks	23
Picnic	18
Photography	15
Dog walking	15
Bird watching	10
Using the 'go-ape' high ropes course	9
Hill walking/ rambling	6
Cycling off waymarked tracks	4
Seeing something else (e.g. an ancient tree)	4
Nature/ natural history visit	4

It is useful to compare levels of participation in the main activities amongst different user groups:

- *Walking without a dog (61% overall)* – visitors most likely to undertake this activity included Empty Nesters (75%), females (72%) and those on holiday (71%). There was also a correlation between participation in nature studies and walking, with three-quarters of those who watched nature also taking walks (77%).
- *Looking at sculptures in the forest (34% overall)* – a larger proportion of females (44%), visitors who took part in walking (41%) and Empty Nesters (40%) took part in this activity. Furthermore, nearly all of the visitors who took part in nature studies also looked at sculptures (93%).

- *Cycling on waymarked trails (23% overall)* – visitors most likely to participate in this activity included frequent visitors (40%), Young Independents (34%), those on day trips of more than 3 hours duration (32%) and males (27%).
- *Picnic (18% overall)* –female visitors (25%), day trippers (23%) and visitors in the Family lifecycle (22%) were more likely to have a picnic during their visit.
- *Dog walking (15% overall)* – frequent visitors (29%), visitors on a short trip from home (24%) and those aged between 45 and 54 (20%) were most likely to take part in this activity.

Cycling

Some 30% of the visitors who took part in cycling during their visit to the forest expected to hire bicycles at Grizedale Forest Park (7% of all visitors).

Respondent who were cycling were also asked to specify if they had visited any of a list of forests during 2003. As the table illustrates, the most frequently visited forests included a number in the North West of England (Little Langdale, Claiffe, Elterwater, Hodge Close), some in Wales (Croed Y Brenin) and some in Scotland (Glentress, Fort William). Some 29% had been to a least one other forest to cycle that year.

Table B-8 – Other forests cycled at (%)

Base: Respondents who are cycling at Grizedale (77)

	%
Little Langdale	13
Claiffe	10
Coed Y Brenin	9
Elterwater	8
Hodge Close	8
Loughrigg Terrace	6
High Street	5
Hamsterley Forest	5
Garbon Pass	4
Whinlater Forest	3
Gwydyr (Marin Trail)	1
Glentress/ Innerleithen	1
Peak District	1
Keswick	1
Stocks Reservoir	1
Hardcastle Crags	1
Llanddwryn Beach	1
Delamere	1
Westwater Area	1
Fort William	1
None of these	61

Importance of different aspects of visit

To identify the drivers of quality, it was useful to ask visitors to rate how important different aspects were in their decision to visit the site. Visitors could rate each of a list of aspects as 'very important' (+2), 'quite important' (+1), 'neither important nor unimportant' (0), 'not very important' (-1) or 'not at all important' (-2). Scores were then applied to responses, allowing averages to be obtained across the whole sample - the higher the average score, the more important the aspect is across the sample as a whole.

In the table below an overall 'average' of all of the mean scores has been included in the ranking. Any aspect above this level can be considered as being most important to the site across all visitors while the other aspects may be of less importance overall or only important to certain groups of visitors.

Table B-9 – Importance of different aspects in decision to visit (mean score)

Base: All respondents (336)

	Importance score
<i>Being able to enjoy scenery and views</i>	1.81
<i>Feeling happy to leave your car in the car park</i>	1.65
<i>Being able to enjoy the wildlife</i>	1.60
<i>Being able to spend time with family and friends</i>	1.51
<i>Being able to get fit and healthy</i>	1.44
<i>Clean toilets</i>	1.41
<i>Feeling safe in the forest</i>	1.37
<i>Value for money of your whole trip or day out</i>	1.36
<i>Clear signposting on footpaths</i>	1.34
<i>Solitude, peace and quiet</i>	1.34
<i>Enough car parking</i>	1.32
<i>Choice of paths for walking</i>	1.31
<i>Leaflets and information about the place you are visiting</i>	0.98
OVERALL AVERAGE	0.89
Sculpture	0.80
Choice of trails for other activities (e.g. cycling)	0.73
A café	0.53
Availability of staff at the site (e.g. rangers)	0.24
Children's play equipment	0.20
A shop	0.03
Baby changing facilities	-0.33
The 'go-ape' high rope course	-0.53
Availability of cycle hire on-site	-0.54

This analysis suggests that the priorities amongst the majority of visitors to Grizedale Forest Park included 'Being able to enjoy scenery and views', 'Feeling happy to leave you car in

the car park', 'Being able to enjoy wildlife' and 'Being able to spend time with family and friends'.

On the other hand, facilities of less importance overall or only of importance to specific groups of visitors included the baby changing facilities (-0.33), the 'go-ape' high rope course (-0.53) and cycle hire (-0.54).

It is useful to compare the importance of the different facilities and elements of the site amongst different user groups. The following bullets highlight the groups *more* likely to indicate that specific aspects were of importance to them:

- *Enough car parking (1.32 overall)* – more important to visitors on short trips (1.51) and Young Independents (1.46).
- *Clear signposting on footpaths (1.34 overall)* – more important to visitors taking part in nature studies (1.48), Families (1.44) and infrequent visitors (1.37).
- *Shop (0.03 overall)* – more likely to be rated as important by visitors in C2DE social classes (0.28).
- *Café (0.53 overall)* – more important to visitors aged 55 or over (0.87) and C2DEs (0.79).
- *Clean toilets (1.41 overall)* – more important to C2DEs (1.51), holiday visitors (1.50), Families (1.49), females (1.49) and infrequent visitors (1.46).
- *Baby changing facilities (-0.33 overall)* – more important to visitors on short trips (0.45) and Young Independents (0.00).
- *Children's play equipment (0.20 overall)* – more important to visitors with children (0.95), frequent visitors (0.50) and visitors who take part in a nature studies (0.41). Less important to visitors with no children (-0.5).
- *Leaflets and information about the place you are visiting (0.98 overall)* – more important to visitors who were on holiday (1.16), nature studies (1.15), those aged 55 or over (1.15), those who take part in walking (1.09) and infrequent visitors (1.08).

- *Choice of paths for walking (1.31 overall)* – more important to those aged 55 or over (1.61), those who take part in walking (1.44), holiday visitors (1.37) and infrequent visitors (1.36).
- *Choice of trails for other activities (0.73 overall)* – more important to cyclists (1.78), Young Independents (1.10), male respondents (0.89) and day trippers (1.06).
- *Availability of staff at the site (0.24 overall)* – slightly more important to C2DEs (0.46), visitors taking part in a nature studies (0.45), infrequent visitors (0.33) and Young Independents (0.29).
- *Availability of cycle hire on-site (-0.54 overall)* – this facility was more important to visitors who hired bikes (1.57), cyclists generally (0.29), Young Independents (-0.10) and visitors on a short trip (-0.25).
- *The ‘go-ape’ high rope course (-0.53 overall)* – more important to visitors aged between 16 and 24 (0.50) and visitors with children (-0.09).
- *Sculpture (0.80 overall)* – more important to nature studies (1.38), those who take part in walking (0.95), Empty Nesters (0.93) and holiday visitors (0.92).
- *Feeling safe in the forest (1.37 overall)* – this aspect was particularly important to C2DEs (1.49), Families (1.47), female visitors (1.46), visitors on holiday (1.43) and infrequent visitors (1.41).
- *Feeling happy to leave your car park (1.65 overall)* – visitors more likely to rate this aspect as important included Young Independents (1.83), walkers (1.70) and female visitors (1.70).
- *Solitude, peace and quiet (1.34 overall)* – most important to Empty Nesters (1.63), dog walkers (1.60) and visitors who take part in bird watching (1.58).
- *Being able to spend time with family and friends (1.51 overall)* – more important to Families (1.73), dog walkers (1.67), female visitors (1.57) and ABC1s (1.53).
- *Being able to enjoy scenery and views (1.81 overall)* – more important to dog walkers (1.91) and Empty Nesters (1.89).

- *Being able to enjoy the wildlife (1.60 overall)* – more important to birdwatchers (1.94) and Empty Nesters (1.69).
- *Value for money of your whole trip or day out (1.36 overall)* – more important to dog walkers (1.52), visitors on a short trip (1.47) and Empty Nesters (1.41).
- *Being able to keep fit and healthy (1.44 overall)* – of most importance to dog walkers (1.66), Empty Nesters (1.56) and C2DEs (1.54).

These results demonstrate the varying levels of importance of different elements of the forest to different types of visitors. Overall, visitors in the Empty Nester lifecycle perceive the sculptures, solitude, scenery, wildlife and opportunities to keep fit as more important while Young Independents rated car parking, trails for activities such as cycling and bicycle hire as more important. Families rated signposting, toilets, play equipment, the 'go-ape' course, safety in the forest and being able to spend time together as most important to them.

Respondents were also asked to specify what else, if anything, had influenced their decision to visit. The most frequently provided responses were: the chance to have a day out and to get some fresh air (21%), the weather (16%) and having been before and wanting to return (16%).

Table B-10 – Other influences on decision to visit (%)

Base: All respondents (336)

	%
Just for fresh air/ day out	21
Weather	16
Been before	16
Cycling/ motor bikes	9
Exercise/ keep fit	8
Convenience/ close to home	8
The 'go-ape' course	7
Never been before	6
Recommended by friend/ family	6
To see sculptures	6
To walk the dog	4
A day out for the children	4
Saw advertisement	3
Peace and quiet	3
Children's play area	2

Some of the specific responses provided are listed below. The full verbatim comments provided to all of the open ended questions are appended.

Beautiful place to visit, peaceful and quiet.

Saw on internet, sculptures, near to holiday home.

Really enjoyed last visit here 8 years ago! Thought it would be enjoyable for children to explore the woods, find the sculptures.

Low level walking in case weather deteriorates, not as exposed as open fell sides/mountaintops.

Lack of traffic, able to get around without traffic problems, being able to ride in safety, also the quality of the paths and bridleways, also not too many gates.

Plenty of facilities for the children, the 'Go Ape' brought us here out of curiosity, getting children outdoors, involved.

The wife chose today. It's an interesting place & there are some good walks, hopefully we can see some wildlife.

Forest is good for dog walking feel free to let dogs loose, also good for kids have freedom, to enjoy outdoors in a safe but interesting environment.

Lovely sunshine to enjoy autumn colours without distraction from vehicles.

Favourite aspects of forest

When visitors were asked what they liked most about Grizedale Forest Park, the most frequently provided responses related to peace and quiet, tranquillity and scenery (26%) and the opportunities for walks (15%).

Table B-11 – What like most about site (%)

Base: All respondents (336)

	%
Peace/ tranquillity/ lovely scenery	26
Walking/ good walks	15
Sculptures	5
Open spaces	4
Close to home	4
Exhibitions/ festivals	2
Safe to bring children	2
Walking area for dogs	1
Children's activities	1
Don't know/ not stated	53

Other responses related to the sculptures, open spaces and convenience from home. Overall, about half of respondents could not state what they liked most (53%). Some of the specific answers provided included the following:

The cappuccino, I can keep my bike close by so it's safe when I stop at café.

Rural life in general, peace and quiet, proximity to work as outdoor pursuit instructor.

Fresh air, scenery, remoteness, downhill biking possibilities (trails).

The peace, beauty, views and the trees.

The open spaces and being able to ride for miles without meeting any traffic, the beauty of the place and surrounding area.

Since the 'Go Ape' was introduced you can spend a full day here rather than just walking.

Huge range of different walks and outdoor pursuits to suit your mood.

It is special, interesting and different from home, it is unique.

Satisfaction with different aspects of visit

Visitors were provided with a list of different elements of the site and asked to rate how satisfied they had been with each during their visit. Respondents could rate each of the list on a five point scale which included 'very satisfied' (+2), 'quite satisfied' (+1), 'neither satisfied nor dissatisfied' (0), 'not very satisfied' (-1) or 'not at all satisfied' (-2). Also, if visitors had no experience of a specific element they were asked to indicate that they did not know.

Scores were then applied to responses, allowing averages to be obtained across the whole sample - the higher the average score, the more satisfied visitors were with this aspect. This analysis suggests that, overall, visitors were most likely to be satisfied with the scenery and views, being able to spend time with family and friends and feeling safe in the forest.

Table B-12 – Satisfaction with different aspects at forest (mean score)

Base: All respondents (336)

	Satisfaction score
<i>Being able to enjoy scenery and views</i>	1.77
<i>Being able to spend time with family and friends</i>	1.76
<i>Feeling safe in the forest</i>	1.62
<i>Being able to get fit and healthy</i>	1.60
<i>Value for money of your whole trip or day out</i>	1.59
<i>Solitude, peace and quiet</i>	1.55
<i>Choice of paths for walking</i>	1.54
<i>Choice of trails for other activities (e.g. cycling)</i>	1.49
<i>Cafe</i>	1.43
<i>Being able to enjoy the wildlife</i>	1.42
<i>The 'go-ape' high rope course</i>	1.41
<i>Feeling happy to leave your car in the car park</i>	1.41
<i>Enough car parking</i>	1.32
OVERALL AVERAGE	1.32
Clear signposting on footpaths	1.30
Availability of cycle hire on-site	1.30
Sculpture	1.30
Clean toilets	1.22
Shop	1.18
Leaflets and information about the place you are visiting	1.07
Baby changing facilities	0.84
Availability of staff at the site (e.g. rangers)	0.82
Children's play equipment	-0.01

An overall 'average' of all of the mean scores has been included in the ranking. Elements below this average include the availability of staff at the site and children's play equipment.

When comparing these scores it is important to bear in mind that not all variations are statistically significant. This ranking should therefore be treated as providing an indication of what visitors are most and least satisfied with.

Visitors who stated that they were dissatisfied with any aspects of the wood were asked to indicate why. Key reasons provided and the numbers of respondents providing each comment were as follows:

- No children's play area, area removed (20)
- Expensive shop/ restaurant/ car park (7)
- Toilets need improving (4)
- Not enough signs/ no signs (4)
- Not enough facilities i.e. seating (2)
- 'Go-ape' too busy (2)
- No car park/ need more spaces (1)
- Need leaflets about trees or plants (1).

Levels of satisfaction with each of the aspects included in table B-12 varied between different groups of visitors. The following bullets summarise the groups that were more likely than average to be satisfied with each of the elements that were rated:

- *Enough car parking (1.32 overall)* – Empty Nesters (1.46) and holiday visitors (1.42) were more likely to be satisfied with this aspect.
- *Clear signposting on footpaths (1.30 overall)* – holiday visitors (1.43), visitors in the Family lifecycle (1.39) and ABC1s (1.39) were more likely to be satisfied.
- *Shop (1.18 overall)* – highest satisfaction amongst Young Independents (1.38) and dog walkers (1.30).

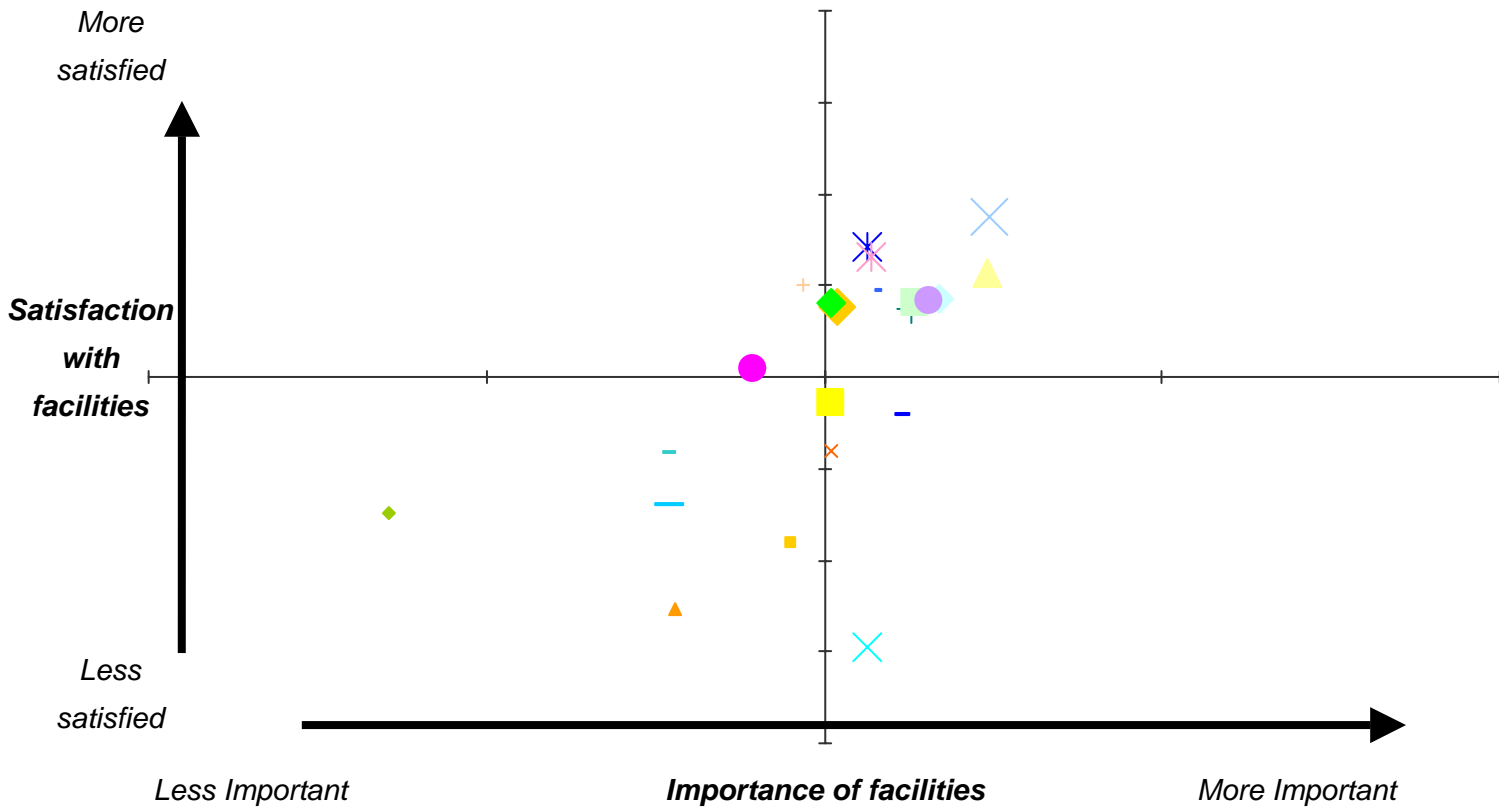
- *Café (1.43 overall)* – Empty Nesters (1.60) and female visitors (1.53) were generally more satisfied with this facility.
- *Clean toilets (1.22 overall)* – highest satisfaction with toilets was found amongst Empty Nesters (1.44) and frequent visitors (1.37).
- *Children’s play equipment (-0.01 overall)* – visitors with children provided the lowest score for this aspect (-0.33) with most of those that provided a rating stating that they were dissatisfied.
- *Leaflets and information about the place you are visiting (1.07 overall)* – visitors more likely to be satisfied with this aspect included frequent visitors (1.37) and Empty Nesters (1.21).
- *Choice of paths for walking (1.54 overall)* – higher satisfaction scores were provided by holiday visitors (1.65) and ABC1s (1.59).
- *Choice of trails for other activities (1.49 overall)* – scores for this element were highest amongst Young Independents (1.63) and cyclists who had used the waymarked routes (1.51).
- *Availability of staff at the site (0.82 overall)* – satisfaction with this element was highest amongst Empty Nesters (0.98) and C2DEs (0.91).
- *Availability of cycle hire on-site (1.30 overall)* – satisfaction with this facility was highest amongst those who hired bikes (1.56), regular visitors (1.42) and holiday visitors (1.39).
- *The ‘go-ape’ high rope course (1.41 overall)* – visitors in the Family lifecycle group were the most satisfied with this aspect (1.58).
- *Sculpture (1.30 overall)* – satisfaction with the sculptures was higher amongst holiday visitors (1.38), visitors who took part in nature studies (1.38) and ABC1s (1.34).
- *Feeling safe in the forest (1.62 overall)* – this aspect received high satisfaction scores amongst most groups, particularly frequent visitors (1.82) and female visitors (1.68).

- *Feeling happy to leave your car in car park (1.41 overall)* – visitors more likely to be satisfied with this aspect included regular visitors (1.65) and Young Independents (1.50).
- *Solitude, peace and quiet (1.55 overall)* – the highest satisfaction scores for this aspect were provided by visitors on short trips from home (1.61), Empty Nesters (1.59) and dog walkers (1.59).
- *Being able to spend time with family and friends (1.76 overall)* – this aspect was satisfactory to most visitors, especially amongst dog walkers (1.88), the Family lifecycle (1.78) and infrequent visitors (1.78).
- *Being able to enjoy scenery and views (1.77 overall)* – this, most satisfactory aspect overall, was rated most highly by dog walkers (1.91), visitors aged 55 or over (1.82) and ABC1s (1.80).
- *Being able to enjoy the wildlife (1.42 overall)* – highest satisfaction scores were provided by visitors on short trips (1.58), dog walkers (1.56), Young Independents (1.50), female visitors (1.50) and C2DEs (1.48).
- *Value for money of your whole trip or day out (1.59 overall)* – visitors most satisfied with the value for money included day trippers (1.70), Young Independents (1.68) and ABC1s (1.63).
- *Being able to keep fit and healthy (1.60 overall)* – frequent visitors (1.78) and visitors on short trips from home (1.76) were most likely to rate this aspect highly.

These differences in levels of satisfaction demonstrate how the quality of experience can vary between user groups. Overall, Empty Nesters were more likely than younger respondents to be satisfied with many of the facilities including the amount of car parking, the solitude, café, toilets and information provision.

Families were more likely than visitors without children to state that they were satisfied with signposting on footpaths, the ‘go-ape’ course and the chance to spend time with their family but they were least satisfied with the provision of a play area.

Analysis of importance of elements of visit V satisfaction with same elements - Grizedale
 Base: All respondents (336)



- ◆ Enough car parkinf
- ✕ Go ape
- ✕ Happy to leave car
- + Choice of paths
- Availability of staff
- Solitude etc.
- ✕ Being able to enjoy scenery/ views
- Value for money
- Clean toilets
- ◆ Play equipment
- ▲ Baby changing
- ◆ Clear signposting
- Barbecue facilities
- Leaflets & info
- Choice of trails
- ◆ Feeling safe
- ▲ Spend time with family/ friends
- ✕ Being able to enjoy wildlife
- + Being able to get fit and healthy
- Café
- Shop
- ✕ Bike hire

Young Independents were more satisfied than Families or older respondents with the shop, security of the car park, trails for other activities (e.g. cycling), the wildlife to be seen and the value for money of the whole day out.

Identification of issues

Tables B-9 and B-12 illustrated a ranking of the overall levels of importance and levels of satisfaction visitors have with different aspects of the 'visitor experience' at Grizedale Forest Park. It is useful to combine these two measures to identify the elements which are most relevant to improving quality.

The chart opposite presents each of the elements that were rated in terms of both importance and satisfaction. The centre point is where the 'average' importance crosses the 'average' satisfaction score (as in B-9 and B-12). Each of the elements are plotted in the 4 quadrants as follows:

- Top left – *More Satisfied - Less Important* – Being able to get fit and healthy, leaflets and information. Visitors are generally very satisfied with these elements although they are rated as less important on average.
- Bottom left – *Less Satisfied – Less Important* – Shop, café, staff on site, baby changing facilities, play equipment. Overall, visitors were less satisfied than average with these aspects but they are also seen as less important by most visitors. These elements might therefore be considered as lower priorities for investment.
- Top right – *More Satisfied – More Important* – Being able to enjoy scenery and views, spending time with friends, feeling safe, value for money, clear signposting, enough car parking, feeling happy to leave car in car park, wildlife and solitude. Elements in this quadrant are rated highly in terms of both importance and satisfaction. These are the site's key strengths which should be maintained.
- Bottom right – *Less Satisfied – More Important* – Choice of trails for other activities (e.g. cycling), the 'go-ape course', bicycle hire and the sculptures. Elements which are in or near this quadrant are rated as more important than 'average' but have received lower satisfaction scores. These are elements which possibly require further attention.

It is important to note that the scores presented in this chart are averages across *all visitors* during the period in which the survey took place. It should be remembered that the scores

for satisfaction and importance varied between different types of visitors so their priorities will also differ.

Other visitors

When asked which of a list of other users had been encountered during their visit, around half of visitors stated that they had seen other walkers (51%), children (47%) or cyclists (45%). Smaller proportions had seen motorbikers (17%) and horse riders (16%) or vehicles driving in the forest (14%). None of those interviewed had actually taken part in any motorsports at Grizedale.

Table B-13 – Other visitors encountered (%) and impact on enjoyment (row %)

Base: All respondents (336)

	%	Increased enjoyment a lot +2	Increased enjoyment a little +1	Made no difference 0	Decreased a little -1	Decreased a lot -2	Score
Walkers	51	4	7	39	1	-	0.24
Children	47	3	5	38	1	-	0.21
Cyclists	45	3	3	35	3	1	0.11
Motorbikers/ moto cross	17	1	1	9	4	3	-0.50
Horse riders	16	1	2	13	-	-	0.23
Vehicles driving in the forest	14	1	-	8	3	1	-0.26
None of these visitors	<1						

Respondents who had encountered each of the different user groups were asked to indicate whether or not this had increased or decreased their overall enjoyment. Mean scores were applied to results from +2 if a user group 'increased enjoyment a lot' to -2 if they 'decreased enjoyment a lot'.

As the table illustrates, while encounters with other walkers, children, cyclists or horse riders usually had no impact or were positive, encounters with motorbikers or other vehicles were more likely to be negative (7% and 4%).

A total of 12 respondents (4% of total) stated that cyclists had decreased their enjoyment. Most of these respondent were walkers (10) and male (9). Reasons for dissatisfaction included: lack of consideration for walkers (4) and ruined paths (1).

Motorbikes or motocross disrupted the enjoyment of 24 respondents (7% of total). Their impact was mentioned by visitors in a variety of user groups with reasons for dissatisfaction given as the noise created (8), ruined paths (3) and their lack of consideration for walkers (3).

15 respondents (4% of total) stated that vehicles in the forest disturbed their enjoyment. These respondents stated that vehicles in the forest had ruined paths (2), drivers had a lack of consideration for walkers (1) and that the vehicles created noise pollution (1).

Disturbances to visit

Respondents were also presented with a list of potential negative disruptions and asked what impact, if any, each had on their visit. As the table below illustrates, the majority of respondents indicated that each of the potential impacts either 'didn't reduce their enjoyment' or that they did not know (suggesting the impact had not been encountered).

However, the disruptions most likely to have had any negative effect were dogs and dog dirt (decreased the enjoyment of 9% of visitors), noise from other users (8%) and litter or fly tipping (7%).

Table B-14 –Impact of potential issues on enjoyment (row %)

Base: All respondents (336)

	Didn't reduce enjoyment 0	Decreased a little 1	Decreased a lot 2	Don't know	Score
Dogs and dog dirt	33	6	3	57	0.30
Noise from other users or motorised sports	33	6	2	59	0.25
Litter or fly tipping	33	4	3	59	0.26
Vandalised missing or damaged signposts	34	6	1	60	0.18
Forest operations such as felling	38	4	1	57	0.12
Muddy tracks	40	4	-	56	0.10

There were some variations in the levels of intrusion of each of the possible impacts, as follows:

- *Dogs and dog dirt* – families (0.43) and infrequent visitors (0.39) were more likely to mention that this was an issue.

- *Noise from other users or motorised sports* – respondents more likely to have stated that this impact negatively impacted on their enjoyment included birdwatchers (0.75) and those aged 45 to 54 (0.38).
- *Litter or fly tipping* – cyclists (0.4) and infrequent visitors to the site (0.30) were more likely to state that this problem impacted upon their enjoyment.
- *Vandalised, missing or damaged signposts* – infrequent visitors (0.24), females (0.24) and visitors who were on holiday (0.23) were more likely to be unhappy with this aspect.
- *Forest operations such as felling* – Young Independents (0.21) were more likely than other visitors to mention this issue.
- *Muddy tracks* – female visitors (0.18), Empty Nesters (0.17) and those aged 55 years and over (0.16) were more likely to be unhappy with this aspect.

Respondents were asked to indicate what else, if anything had decreased their enjoyment. Encouragingly, most respondents could not think of anything. Some of the specific answers provided are reproduced below:

Dislike dog owners allowing dogs to foul paths, especially around the visitor centre, particularly important to us as a family with a young child.

Noisy chain saw thing.

Littered & fly tipping is an indication that people feel no responsibility for maintaining the natural beauty of the forest, dog dirt should be removed by the dog owners and deposited in receptacles as many local councils demand.

Path disappeared, large area of forest looked like a bomb had hit.

Missing signposts made it even more difficult to find where we were supposed to be going.

Motorcyclists noise can be heard for at least ½ a mile radius, serious erosion to soft paths, even riding through bogs/streams, safety issues to legitimate users.

As a dedicated dog walker & poo picker up an acute shortage of doggy waste bins and possible supply of poo bags.

Expectations V Reality

Respondents to the self completion questionnaire, who were either on their first ever visit to the site or visited less than once a month, were asked to indicate how their overall visit had compared with expectations.

A quarter of respondents stated that the visit was ‘much better’ than they had expected while 20% stated that it was ‘a little better’. About half of respondents found the forest ‘as expected’ (49%) while 5% though that it was worse.

Table B-15 – Overall rating of visit to forest compared to expectations (%)

Base: All self-completion respondents providing a response (132)

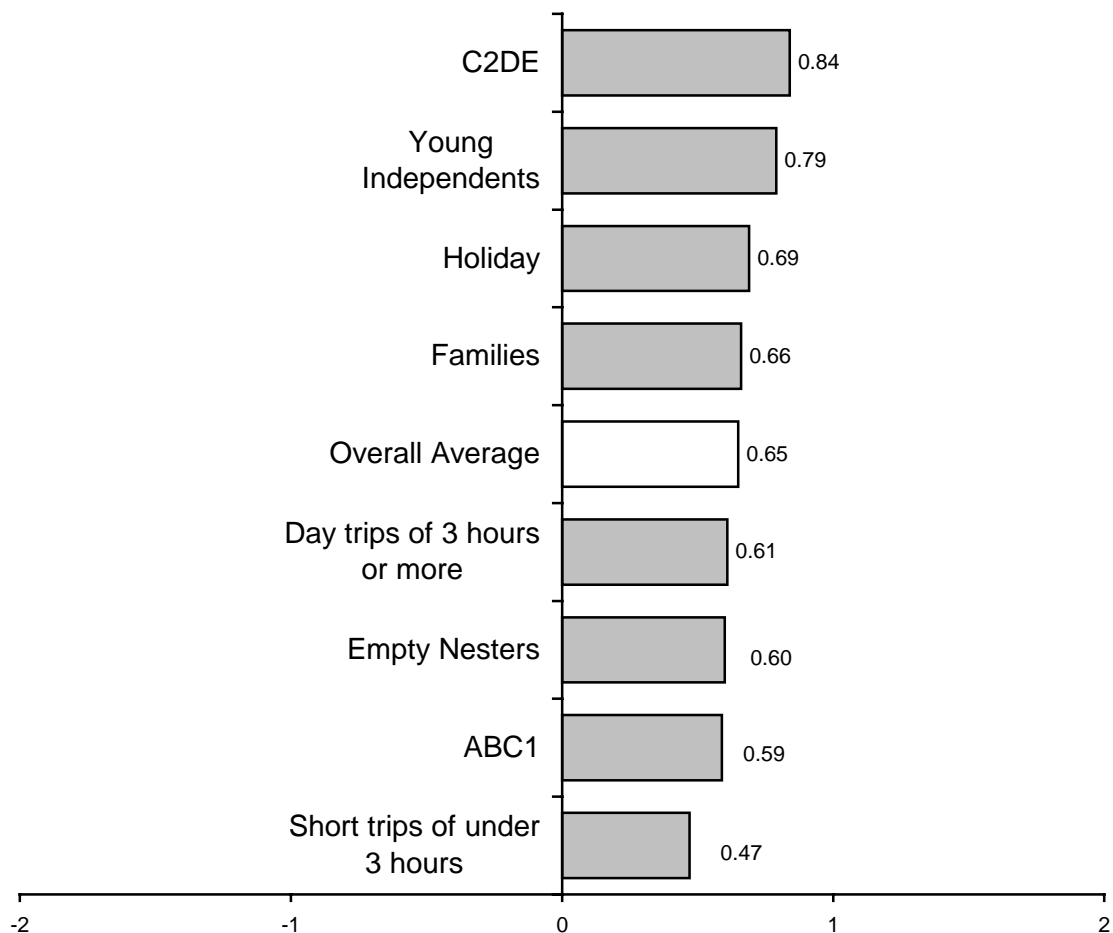
	%
Much better (+2)	25
A little better (+1)	20
As expected (0)	49
A little worse (-1)	5
Much worse (-2)	-

When scores were applied to responses from +2 ('much better') to -2 ('much worse'), an overall, positive score of 0.65 was obtained.

The chart below compares the scores provided by different groups of visitors. Overall, visitors in the C2DE social classes and Young Independents were most likely to find the forest to be much better than expected while ABC1s and visitors on short trips were less likely to do so.

Figure B-1 – How visit compared with expectations (mean scores)

Base: All respondents to self completion questionnaire (132)



When asked to state why they found the forest better than expected, responses mainly

related to the peace and quiet (n=3), sculptures (2), availability of cycle hire (1) and café/ restaurant (1).

Those respondents who found the forest to be worse than expected were also asked to state why. Reasons given included the lack of children’s play equipment (2), the cost of cycle hire (1) and motorbikes being a nuisance (1).

Improvements

When asked what, if anything, needed to be improved at Grizedale Forest Park, almost three-quarters of visitors either stated that nothing should be improved or that they ‘didn’t know’ what should be improved (74%).

The suggestions that were made are listed below. The most frequent suggestions related to more children’s activities or play areas (7%), more or improved maps and signs (7%) and more trails and paths (4%).

Table B-16 – Suggested improvements (%)

Base: All respondents (336)

	%
More children’s activities/ play area	7
More/ improved maps and signs	7
More trails/ paths	4
Car park too small/ expensive	1
Keep up variety of exhibitions/ more exhibitions	1
Need more toilets	1
Stop access for quad/ motor bikes	1
More fencing	1
Tidy up are e.g. cut trees/ grass	1
More sculptures	1

Some of the specific suggestions provided are reproduced below. Full listings of the responses to open-ended questions are appended.

Replacement of playground.

More footpaths just for walkers.

Less open forest road, more actual forest walk.

It would be nice to see benches and some seating along forest walks.

Café open weekends all year round.

You need better parking and toilets, play area needs a revamp as totally unsuitable for older kids.

Large maps of walks at car parks with some information.

At viewing point i.e. higher point on Carrion, long walk it would help if they could be an info board pointing outline various names of the surrounding peaks.

Bigger 'Go Ape' facilities, better sign posting to forest.

More play equipment for younger children.

Sculptures changed/renewed, new play area for children, children's menu in café or child friendly options/sized portions.

The signposts for the cycle route need to be better, you have no idea where you are, easier route for children need to be identified, very hilly.

More signs giving directions/distance to specific places rather than just colour markers for routes, also maps on signs showing current location.

Key findings and conclusions

This survey indicated that users at Grizedale Forest Park tended to visit the site fairly infrequently and that a large proportion were first time visitors. The site was used for a variety of purposes including hill walking, looking at the sculptures, cycling, dog walking and nature watching and most visitors spent several hours in the forest.

Cycling was undertaken by a mix of Young Independents and Families and a large proportion of these users also visited other forests to take part in this activity.

Most users were generally satisfied with the site and the forest's key strengths included the natural environment (scenery and wildlife), safety and security, signposting on site and overall value for money. Key reasons for visiting the site related to the peace and quiet, good walks and opportunities to spend time with family or friends.

Specific areas which obtained slightly lower satisfaction scores included the trails for cycling, bicycle hire, the 'go-ape' course and the sculptures. The lack of children's play equipment was also mentioned frequently by a minority of respondents as a potential area of improvement.

There is little conflict between different user groups at this site with only small proportions experiencing any negative impacts from others. Motorcyclists were the group most likely to reduce the enjoyment of others. Similarly, fairly small proportions of visitors had negative experiences with dog or dog dirt or litter/ fly tipping.

Reflecting the positive experiences reported by most visitors, almost half of first time and infrequent visitors stated that Grizedale Forest Park had been better than they expected. 5% found it to be worse.

When asked to think of possible improvements, the most frequent suggestions included: more children's play areas, more or improved maps and more trails and paths.

C. Summary of depth interviews

Background and methods

In order to obtain in-depth information and understanding of the factors that influence the quality of experience obtained during a forest visit, in-depth interviews were undertaken with mountain bikers/cyclists at the visitor centre in Grizedale Forest Park on Saturday 28th February 2004.

The respondents were recruited on site on the basis of their activity that day at Grizedale. In total, 10 interviews were conducted with a mix of different types of visitors engaged in cycling. Reflecting the distribution of gender among the mountain bikers, 7 of the respondents were male and 3 female. Again, reflecting the visitor profile, this time in terms of the respondents' age, 3 were in the age group of 16-24 years; 1 respondent 25-34 years; 5 respondents aged 35-44 years and the remaining 1 respondent 45-54 years. The respondents' frequency of visits to Grizedale ranged from visiting once or twice a month to first time visitors.

The current visit to Grizedale

As a starting point to each of the interviews, respondents were asked to describe their day out to Grizedale in terms of bikes used, their company and details of the cycling.

The majority of those interviewed (8) said they were cycling *on* waymarked tracks, while 2 respondents did a mix of on and off track cycling. Three respondents followed one route (two Moor Top and one Hawkshead Moor) all the way round.

There seemed to be quite a strong link to the Priestley Centre in Coniston, as about half of the respondents were staying at the centre and a few had been cycling from there to Grizedale.

Furthermore, there was also a variety of type of parties and levels of cycling experience. About half of the respondents had 'moderate' experience of cycling before; one notable pattern was that people with children in their household had been cycling before they became parents and were now 're-discovering' it again. The other half of people

interviewed were very experienced mountain bikers. Seven of the respondents brought their own bikes and three hired (these were families, with or without kids with them).

Two respondents were with a group of people, one as a leader for a young boys group and one working as a freelance outdoor instructor and taking his clients there. Five of the respondents were there with family members (two of them with children) and the other three people interviewed were cycling with friends.

The interviewed visitors were using a variety of bikes, depending on the level of experience. Around half had hard tail while the other half had full suspension bikes.

There was also a mix of different places of residence, with a few respondents living locally in the Lake District and others travelling from Yorkshire (around Leeds), North Wales and Essex. The majority were there for the weekend or just for a day visit (the more local people). As mentioned previously, some were staying at the Priestley Centre in Coniston, others with friends and relatives or in hotels nearby.

Possibly reflecting the time of the year when the interviews took place, all of the respondents from further afield were on a weekend break. There was some difference in the role of the cycling, mainly between the most experienced mountain bikers and other mountain bikers. The main purpose of the former group was to go cycling in the area, whilst the other respondents were more likely to include other activities such as boat trips, pub lunches, walking, etc, during their weekend.

Choosing places to cycle

Before focusing on the reason to choose Grizedale, the respondents were asked what types of places they like going cycling in and factors influencing their decision of where to go.

The main important factor influencing where to go cycling seemed to be *cycle tracks*; mentioned by both very experienced mountain bikers and visitors with more moderate experience. The more experienced mountain bikers were more interested in off road cycling and big hills or other features in the landscape that would give them a bit of a challenge. However, a variation of different types of tracks was also mentioned as important by these respondents.

'Variation, not just one big climb or flat. You want a bit of technical down-hilling and something a bit challenging rather than just a bit of a walk with the bike sort of thing. Anything that's a bit dangerous!' (Male mountain biker with friends, experienced)

Families and visitors with less experience also found the cycle tracks important but more in terms of flat tracks or a variety of less technically demanding tracks. Safety was also mentioned most by this group; for example being away from roads.

'I normally go away with my family which means I'm normally looking for flat type track which you don't get round here. My little girl, she's six so she can't really go up and down the hills.' (Male mountain biker with children, moderate experience)

Other aspects of tracks that were mentioned as important by experienced mountain bikers as well as less experienced mountain bikers were good signposting and tracks that are easy to follow and of good quality.

'That the tracks that you go on are in fairly good condition, it makes it a bit easier to ride.' (Male mountain biker with few friends, moderate experience)

Other important aspects of cycling in the countryside were: nice scenery and environment; range of facilities; getting fresh air; closeness to home and opportunity to do other things such as walking.

The respondents were asked to name places in the UK where they had been cycling before and to describe any particularly good or bad experiences. Places mentioned by families and mountain bikers included: New Forest (tracks full of large rocks, make cycling horrible); places in Essex (too muddy tracks); Cornwall; Havering Forest (not well marked tracks); Yorkshire Dales (Dalby Forest); Peak District and Brecon Beacons.

Places mentioned mainly by the more experienced mountain bikers were: Scotland (Glentress, very good tracks, especially the one-way system) and Wales, in particular North Wales (for example Coed y Brenin and Gwydyr Forest, very good tracks on the Marin Trail).

The way the respondents find out about different places to go to seems to be mainly from informal sources such as recommendations by friends and relatives or accompanying friends and relatives to a place and personal knowledge or previous experience of places, especially those in the vicinity of their place of residence. Interesting to note was that the youngest respondents mentioned trips with their fathers as children as the main source of influence for coming back to the place again on their own. Tourist offices, the Internet and guide books such as the Good Pub Guide were also a few mentioned.

Quality and satisfaction at Grizedale

The remainder of the interviews focused on Grizedale and the visitors' experiences of their cycling there. First, they were asked, without prompting, for their reasons for visiting Grizedale on the day of the interview.

The main reasons for choosing Grizedale mentioned by the respondents who were there with a group, were facilities, previous experience and knowledge of the place, the variety of tracks and closeness to home. People who were cycling with their relatives and/or children decided to come to Grizedale because of the bike hire, the trails (variety), toilets and other facilities, closeness to home and the sculpture trail. Visitors out cycling with a few friends were mostly interested in the information and maps provided and well managed and safe trails. The more experienced mountain bikers chose Grizedale mainly because the off road tracks and the challenge in terms of hills etc.

'We normally come here because it's got everything I need. It's got the hire place; it's got enough tracks to entertain everybody and it's the closest thing to mountain biking that is truly off road so you don't have to worry about traffic and things. ... It's somewhere that can offer me the range of facilities that I need and Grizedale does. It's got a café, shop, bikes, good car parking, lots of things to do and see.' (Male mountain biker, leader of a group with teenage children, experienced)

'Just that it is quite close to home and the setting is nice and it is a good facility, the different tracks. There is a good choice as well for different sort of abilities. Like my cousin being younger, he has found it all right, not too difficult.' (Male mountain biker with young relative, moderate experience)

A number of elements likely to affect the quality of a forest visit for mountain bikers were identified prior to the interviews on the basis of previous research. A list of these aspects was shown to the respondents and they were asked to comment on how important the aspects were in their decision to visit Grizedale and how satisfied they were with the aspects important to them. The key findings of these discussions are summarised below:

Cycle trails

- This was the most mentioned important aspect of visiting Grizedale, for all types of people cycling there. The variety of tracks, providing opportunities for enjoyment regardless of level of experience, was frequently mentioned. As mentioned earlier, the more experienced mountain bikers favoured the off road cycling and the chance to try some big hills, whilst people with children and the less experienced mountain bikers stressed the value of having the waymarked tracks and less demanding routes.

- In general, the respondents were very satisfied with their experience at Grizedale and the majority really liked the cycle tracks. Some suggestions of improvements were mentioned, which are outlined in more detail below. On the question of what was the best part of his day out in Grizedale, one respondent answered:

'The trails probably. I really enjoyed the trails and the scenery as well. It's just wherever you are really; the woods are in the open when you see it across the hills and everything too, that is nice as well.' (Male mountain biker with young relative, moderate experience)

Cycle hire

- Cycle hire was very important to some respondents and in one or two of the cases, the one aspect that finally made the respondent chose Grizedale. This was used by a mix of visitors; groups; families, both with and without children and visitors who were not able to bring their own bikes.
- Those who had used the cycle hire were mostly satisfied with the service, for example the flexibility when bikes were brought back a bit later than agreed.

Other facilities

- The next factor on the prompted list related to built facilities at Grizedale. The most mentioned and used facility was the café. It did not come across as important as the cycle trails and the cycle hire but still seen as very nice to be able to stop for something to eat.

Socialising/spending time with friends/meeting other participants

- To be able to socialise was seen as quite important, mostly in terms of having a good time and getting the opportunity to spend time with friends and family. However, none of the respondents mentioned meeting other mountain bikers, apart from their party, as important for coming to Grizedale.
- A few respondents also interpreted socialising as going to pubs in the area nearby to eat and drink, both during the day and at night. This was seen as an important part of the trip, even if not part of the cycling at the forest park.

Proximity to home

- This was mentioned by a variety of respondents as an important reason to visit Grizedale. Naturally those living locally in the Lake District, were more inclined to give this as a reason to chose Grizedale. As the respondents from further afield in England and Wales were there for the weekend, the closeness to home was quite important for them as well. When asked what was most important in choosing Grizedale on the day of the interview, one respondent answered:

'The distance really. We've got the whole day to fill in with them, in the saddle for six or seven hours so it's just distance really. Once you've done Lochford that's pretty much it so you just incorporate Grizedale and Coniston as well.' (Male mountain biker with clients, experienced)

Wildlife at this site

- Similar to the results from previous research of quality of experience in forests, nature and wildlife was seen as important among mountain bikers at Grizedale too. This was mentioned by different types of respondents and including young, experienced mountain bikers who commented on the fact that they had seen deer, buzzards, foxes and rabbits.

Scenery/backdrop/peace and quiet

- Compared to wildlife, the scenery and peace and quiet seemed to be an even more important influence on the choice of a trip to Grizedale. Again, this was mentioned by all types of mountain bikers, including the most experienced ones. One of the respondents answered the following when prompted why scenery is important:

'No, it's not about getting your head down and tracking on. When we're out we just go for a bit of a laugh and take it all in. It's not all about just getting your head down and timing it and seeing how fast you can go.' (Male mountain biker with friends, experienced)

Sculpture

- While this special feature of Grizedale was not the main reason for these respondents' visits, it was appreciated and clearly added to the experience.

'The sculptures are something to talk about. There was a woman sitting up the top there with her great big brown hairy fleece on with the hood up and in passing I thought she was a sculpture, then she moved! I thought she was a sculpture of a grizzly bear!' (Male mountain biker with clients, experienced)

Go-ape facilities

- Again, this unique attraction at Grizedale was not so much of interest for people visiting to do cycling and fewer have heard of this previous to their visit compared to the sculptures. A few respondents commented on having noticed it when arriving to the visitor centre and were thinking about coming back and trying it.

Rights of way

- Again similar to previous research, one of the appeals of visiting Grizedale was the awareness that visitors were welcome. This was especially important to the experienced mountain bikers who mentioned this; they were also more likely to cycle off any tracks.
- Meeting other type of visitors was also mentioned and the majority of mountain bikers were satisfied with the respect different groups seemed to pay to each other. One of the respondents commented:

'We've not had any bother off anybody about riding. No frowns! We saw a fair few people out there and they all said 'hello'. (Male mountain biker with friends, experienced)

Information

- When discussing information with the respondents, it became clear that the most important type of information when cycling in Grizedale were maps, information about routes and signposting or waymarking of routes. Information was mentioned as important by different types of mountain bikers, especially those who had not been to the area before.
- There were mixed views on how well Grizedale performs on providing this information. Some respondents were very satisfied and thought the signposting system worked well:

'Just how well the cycle trails are managed, I think that is the best thing really today. They are really easy to follow, you don't feel like you have to look at the map because there are signposts everywhere so it is clear so I'm not or I don't feel I would get lost.' (Female mountain biker with partner, moderate experience)

- Other respondents however thought there was a need for improving the maps and information provided on the routes, especially information about the level of experience needed to complete a track.

Disturbances

Following the section about elements the respondents liked about their visit to Grizedale, respondents were asked to discuss negative aspects or disturbances that they had encountered during the day of the interview.

The respondents were first asked to talk about any dislikes unprompted. Reflecting the high satisfaction, very few negative aspects of their visit were mentioned: dogs; difficult to find a parking space later on in the day; not enough bikes in the bike hire; not good enough maps; some lack of information about the routes and too wide tracks.

When prompted with a list of potential disturbances there was only one aspect that the visitors had had negative experience with.

Facilities – e.g. café (opening hours), service provided

- Some of the more frequent visitors to Grizedale commented on the fact that the café had been closed on a number of occasions when they would have liked for it to be open.
- It was suggested that the bike hire should divide the bikes into those to rent to groups and those for individuals only, in order for them to have enough bikes for all visitors.

Suggestions for improvements

Even though very few respondents mentioned any disturbances, when asked about their views on improvements to the site, there were quite a few suggestions.

Again, the respondents were asked unprompted at first and then presented with a list of ideas. The majority of unprompted suggestions related to the *cycle tracks* in terms of more off road tracks; one-way system and narrower tracks.

'Maybe a section in the wood specific for cycling? Some places have constructed raised platforms for riding on to make it a bit more tricky. That would be pretty good.'
(Male mountain biker with friends, experienced)

When this respondent was asked if he wanted places where he knew he was not going to meet any dogs or people, he answered:

'Yes. We came tearing down this track and had to brake a bit to stop for these people but I suppose that were our own fault. The walkers have been fine with us. They've not given us any gip.' (Male mountain biker with friends, experienced)

The other main area mentioned spontaneously was *maps and information*. A few of the respondents would also like to see different grading of the routes and more information about each route of what to expect when cycling on them. One respondent suggested adopting the well-known colour grading system with blue for easy; red for moderate and black for demanding.

'Definitely maps, better maps of Grizedale Forest for bikers because you still need an Ordnance Survey map and the rights of way markers. I think better signposts, as it is now. I think clearer bridal paths, signposts and better maps, something that you could just buy from here. If you get a map from here you've still got to take an Ordnance Survey map.' (Male mountain biker with clients, experienced)

When showed a list of possible improvements to cycling at Grizedale, the following were generally seen as good ideas, in addition to the unprompted suggestions mentioned above:

Shower block for cyclists/ Changing room facilities

- These two ideas were seen as being most useful and if the shower block was built, changing rooms would be needed as well. This was mostly favoured among those who had come from further afield. When asked where they would be situated, a few respondents thought an extension of the toilet block would be suitable.

'I suppose a changing room, we are lucky because we have a house to go back to so it is not a problem but if you have driven here for the day and the weather is not so good, then it could be good if you could have it, perhaps change clothes.' (Female mountain biker with partner, moderate experience)

More information/maps

- There were also quite a few ideas regarding maps and other information. One respondent suggested identification of route marking posts to show position on maps either by numbering or by grid reference. Others suggested a better map with more information about each route and were prepared to pay more money for this than the current map.

Trail improvements

- The wish for single tracks was repeated and other improvements to make parts of the forest park for mountain bikers only, was mentioned. One respondent suggested a family track near the visitor centre to accommodate for those families who hire bikes, especially with a buggy. Other ideas were:

'I think the best thing you could do would be to get a cycle only area and find out what bikers are wanting and get them to actually help you construct it how they want and get ideas. Rather than getting a guy with a suit to build it, get someone who's actually a biker that knows what we want to give him a hand with building it. That's the best way.' (Male mountain biker with friends, experienced)

'I am not too sure about the other main cycle tracks but I see all the paths going off and I was told you could go on your bike down there, but I would like to know where they lead to, if you see what I mean? So maybe signpost those as well, those optional routes.' (Male mountain biker with young relative, moderate experience)

Other ideas that were liked but not seen priorities were: 'Bike friendly catering'; water tap; washing facilities for bikes and a bigger bike shop.

Conclusions

The findings from the in-depth interviews with mountain bikers visiting Grizedale Forest Park, to a large extent confirm the results from the general visitor survey. The majority of mountain bikers interviewed were Young Independents and Families; all of them with moderate to a high degree of cycling experience. Similar to mountain bikers interviewed in the visitor survey, all the participants in the in-depth interviews had been cycling in forests elsewhere in the UK.

Again, similar to the visitor survey, the satisfaction of the visit to Grizedale was very high and the main strengths were seen as the scenery; wildlife; proximity to home; cycle tracks; cycle hire; the café; rights of way and information in terms of signposting.

As in the visitor survey, the respondents in the in-depth interviews had encountered very few disturbances in terms of dog dirt, littering etc, and there were no mentions of perceived conflicts between mountain bikers and other users, for example dog walkers.

The main areas where improvements were suggested were cycle tracks and maps and information. The majority of respondents mentioned improvements to the tracks such as making parts of the forest for mountain bikers only, preferably with a one-way system; narrower tracks and more off road tracks. The most mentioned improvements regarding maps and information were more information on each trail and clearer grading system. In addition to this, the idea of building shower block and changing rooms was very much appreciated.

D. Appendices

Answers to open-ended questions

What else, if anything, influenced your decision to visit Grizedale Forest Park today?

FRESH AIR

- Fresh air, keeps kids happy
- Relaxation possibilities, fresh air, scenery
- My husband persuaded me to come wanted some fresh air
- The sunshine, fresh air
- Environment/fresh air/peace and quiet

WEATHER

- The weather, easy to park, easy walking
- Weather perfect for woodland walk in autumn sunshine
- Beautiful sunny day to enjoy the autumn colours of the woods
- Good weather and the graded paths
- The weather, it is a nice walk with the children and as we live here we enjoy it regularly
- The time of year, the sunshine and a day out in the forest
- The weather, we have been here often and the scenery has brought it back together with the colourful trees
- Good alternative to fells when clouds are low
- The fact that it wasn't raining meant I could have my granddaughter here
- Weather, we wouldn't have come if the weather was bad we wanted somewhere the kids could just run
- The weather, the fact it's a nice day we've been to hawks head which is nearby
- We come a lot, the weather probably
- The fact it is not raining
- Good weather, visiting friends
- Its nice weather & we wanted to cycle
- The time we had available on our weekend out, the weather and a chance to revisit somewhere we had been before
- It was a nice day, somewhere for the children, the way the walks are set out
- The weather, the fact it's a nice day, autumn colours
- Weather, been here before and it fits in with what we wanted to do
- Good weather forecast to be able to enjoy off road cycling
- Nice weather, good facilities for young children
- The weather it was supposed to be sunny
- Contribution of watching people/able to get away/weather
- The weather, the fact its so misty & you cant see much from elsewhere but you can here
- Weather, unpredictable, we wanted to make sure we could do something in the morning
- Weather, I would be happy to come on a bleak day
- Weather not good for open fell walking today low clouds and drizzle
- Weather, used to bring to dogs, just like to come

BEEN BEFORE

- We haven't been for ages and we came to see the new children's play area but I think we may be disappointed
- We've been before it's a nice place to bring daughter
- Past experience, lovely place
- We'd been before
- Really enjoyed last visit here 8 years ago! Thought it would be enjoyable for children to explore the woods, find the sculptures
- Past experience, knew it was good for variety of trails
- To see how it's changed, came 20 years ago
- We just like to come and enjoy the peace and quiet
- We like this area, so come back when we're on holiday
- Force of habit
- We come here often and enjoy the area
- Thoroughly enjoyed past visits - suitable level of walking, no steep gradients
- Lavenshall was closed, been but haven't been here for ages
- Nice walks, scenery, been before wanted to come back
- Mainly because we haven't been for a while and enjoyed the last visit
- Enjoyed my first visit enough time to come again
- Only previous experience
- We've been before and enjoyed it
- We've been here before & we like it, we enjoy coming here
- Friend and family holiday, familiar with site
- Know forest and its personal benefits, nice start to holiday, not too strenuous
- We've been coming for 15/16 years now
- We'd visited years ago & thought we'd come & have a look, its close to where we are staying
- We've been before & hadn't been for a while we both had a day off and it wasn't raining
- We have been before and enjoyed it
- Been before it's a nice spot easy to get to, choice of trails
- Knew and liked it, within physical limits, not too challenging
- Because I've been before & I was impressed
- We've been before & not seen it all so wanted to come back and explore somewhere different
- Previous experience
- We've been before and enjoyed it
- Been here before
- My son used to come here when he was ill and as we have scattered his ashes here we have come to visit
- Been before/good off road tracks
- First visit 20 years/son now living in area/makes it easier
- Been here before, not too far to travel
- I haven't visited here for a long time
- Had been before and enjoyed it, just wanted to go somewhere with our little boy
- Been here before

CYCLING

- For the cycling tracks, easy to use, scenic
- Meeting friends for birthday celebration bike ride
- Bike information
- Nice tracks, quality mountain biking, links to other good places

- Lack of traffic, able to get around without traffic problems, being able to ride in safety, also the quality of the paths and bridleways, also not too many gates
- Just decided to go biking to get my son fit for his football
- Get away from the stress of work, valuable family time, suitable for family cycling (our first time cycling here today with son aged 7 previously alone on walks)
- Biking
- General setup and options available for cycling
- Possible bike hire
- Shown on internet as good place like lake district to cycle
- Good cycling routes off the roads
- Looking for a cottage nearby, and needed a bike ride
- We wanted to get maps for future cycling days out on our holiday
- Nice autumn colours in the trees, availability of cycle tracks
- Cycle routes available
- The cycling
- Scouts day out cycling for boys
- Good car park, good for cycling, good trails

EXERCISE/ KEEP FIT/WALKS

- Staying in the hostel, for the activities, plenty to do
- Low level walking in case weather deteriorates, not as exposed as open fell sides/mountaintops
- We like walking, nature, birds, animals
- Good walking experience
- Tourist information centre provided details of woodland walk
- Measured tracks
- A quiet walk
- We have visitors and there is a choice of walks, peace and quiet
- The wife chose today its an interesting place & there are some good walks, hopefully we can see some wildlife
- There are walks rather than climbs
- I like wood walking
- Following a specific walk from a newspaper article
- Looking for easy walk after hard walking week
- Weather suitable for fresh walks, trees give some cover from rain & we are familiar with the paths
- Close to holiday accommodation, variety of exercise to suit different party members
- Suitable walks for indifferent weather
- Wanted a nice long walk
- Came for walk/daughter never been before
- Sheep free walking areas

CLOSE TO ACCOMMODATION

- Staying locally (Satterthwaite)
- Proximately to home
- Pleasant, handy to reach
- Local, make most of the good weather, fun
- Convenience (on way home)
- Easily accessible from home part of a trip out on motorbike touring the area
- Only a short car drive away

- We're staying close by
- It is close to where we are going, it is quiet to have a picnic
- Close proximity to holiday accommodation, we've left car there and walked
- Convenience near where I am staying
- Day out for children, close to home
- Local, accessibility
- Field study, close to Kendal
- Location/stopping nearby
- Were nearby anyway
- Central, convenient to where we were, variety of walks, different levels
- Staying nearby
- Staying locally for weekend
- Spending weekend in area
- In a book and nearby
- Staying at Ambleside/thought we'd come for a walk
- Convenience to where we are staying, not been before, to relax
- Know the area/staying nearby/beautiful day
- Close to holiday accommodation, left car there and walked

'GO APE'

- Nothing else, 'Go Ape' mainly
- The fact the 'Go Ape' is here for our family, its near our home
- 'Go Ape'
- To book 'Go Ape' course, the weather if it was raining we would be here
- To 'Go Ape'
- Plenty of facilities for the children, the 'Go Ape' brought us here out of curiosity, getting children outdoors, involved
- Coming to the 'Ape thing', sculptures
- We were nearby and came for 'Go Ape'
- The 'Go Ape' course
- The 'Go Ape' and cycling
- 'Go Ape' activity, happened to be her for the weekend
- 'Go Ape' section
- Someone told me it was great/wanted to try 'Go Ape'
- To look into the 'Go Ape' course, for future try at it
- 'Go Ape' to see if its available for my daughter
- Came to see the 'Go Ape'
- The 'Go Ape', its close to where we're staying
- Planned to come here by a group to go on the 'Go Ape' course, take a group up there

NEVER BEEN BEFORE

- Passed often enough decided today to stop and find out about the place
- Been visiting area for 30 years but had never got there, made the effort to visit this time
- Very interested in visiting a forest park for the 1st time
- We've not been before we saw a leaflet & photos of the sculptures
- Wanted to visit for ages, attracted by leaflets
- We were in the area and haven't been before
- Not been before

RECOMMENDED

- Recommendation
- Recommendation from owner of campground
- Recommendation from friends
- Friends recommended it
- Recommended by friends
- Recommended
- Recommended from friends, we wanted to see a particular sculpture
- It was just on my list of places to come and see recommended by friends
- Got good reputation/close to where staying/easy to ride round
- Friends recommended for cycling
- Cycle trails
- Good reputation for good cycling trails
- Just reputation
- It was recommended to us for cycling by the B&B
- My granddaughter suggested it
- We were in Windermere yesterday and the tourist board recommended coming here to cycle
- Recommendation from group member who has been before (last year)
- Family recommended
- Word of mouth/meeting friends at the pub
- My friends were coming

SCULPTURES

- Saw on internet, sculptures, near to holiday home
- The sculptures, nothing else
- To see the sculptures, day out together
- Sculptures
- The sculptures
- Mainly the fact it's a beautiful area we're interested in art the sculptures and the wildlife
- Sculptures/weather unimportant
- Seen article about sculptures
- Sculptures, nothing else
- Sculptures
- A friend made one of the sculptures so we've come across to look at it
- Sculptures, way its laid out, good paths well marked

DOG WALKING

- To let the dog off, freedom for all of us
- Suitable walking for husband (therapy after a stroke) and 4 large lively dogs
- Great for dog walking, good all round thing we love walking
- Handy from home, good place for dog walking
- On our door step, safe walking, good for dog
- Accessibility, I walk my dog here regularly in all different parts of the forest
- From past visits, knew it had suitable walks to let dogs off the lead
- Its dog friendly

- Weekend away, walking the dog
- Good walking area/like to lose ourselves with dog
- We enjoy it/walk the dog/very scenic
- Forest is good for dog walking feel free to let dogs loose, also good for kids have freedom, to enjoy outdoors in a safe but interesting environment

SEASONAL

- The autumn colours
- Time of year, autumn colours
- Just to show family, autumn colours
- The time of year, autumn it is a nice time to come
- Trees in autumn, laid out walks, know cant get lost
- Make use of the summer and the lake district is a nice place to come
- Spur of the moment because it is autumn and the colour of the trees
- Time of the year/beautiful and quiet
- Its autumn and the leaves
- Autumn colours
- Lovely sunshine to enjoy autumn colours without distraction from vehicles

CATERING

- Good cappuccino
- Just a quick lunch stop well an afternoon break
- Coffee shop
- A good café
- Bacon rolls at visitor centre

DAY OUT/VISIT/PICNIC

- Surprise birthday gift visit
- In with my friend and his family
- Somewhere to stop for picnic
- To show some friends the area
- To give the children a day out in a different area
- Cheap parking, no entrance fee and the fact we can sit and have a picnic
- Relaxing day on first of holiday
- My daughter and her husband it's a family day out
- I'm a scout leader & this was a day trip for them
- A birthday treat and family day out
- Finding quiet spot for a picnic
- Day out with friends
- Way home from holiday/good stopping off point
- Convenient for a good day out
- A good place to come for a leisure day out
- A nostalgic trip
- Nostalgia trip father involved in early days

NATURAL ENVIRONMENT

- Beautiful place to visit, peaceful and quiet
- Just like the area
- Just a beautiful part of the country
- We like the area and know its good
- Easy place to park, find, is clean, pretty, well maintained
- It's a beautiful area of woodland
- Blackberries
- Not too exposed good for a drizzly day

CHILDREN/PLAY AREA

- Children love the ice creams, would have enjoyed the play park
- Paths for disabled and play areas for children
- Children's play area
- Paths suitable for pushchairs/staying nearby
- Children could see sculptures and walk in the park
- Children
- Something for little one to look at and safe for him to wander
- Take children to forest/let them walk on trails/have picnic in play area
- Kids
- Seems to be plenty to keep children interested, playground, shops etc...

OTHER

- Nothing else
- Nothing else
- Nothing
- Interview with park ranger, doing questionnaire, surveying rivers (pH tasting)
- Interested in forest development, utilisation, getting out and about, good website
- Nothing else
- We were in the area for another reason
- Dry paths
- Nothing else
- Nothing else
- Opportunity for leisure & looking at ropeway
- I had to get out of the house
- Saw on the map
- Convenient today
- Looking for art club, did not find
- I am on a orienteering course
- The information leaflet we saw we're actually staying 40 minutes away but liked the look of it
- Curiosity
- Family member filming
- We like it
- We picked it out from a lake district map
- Nothing else
- A weekday
- Nothing else
- Just ease of getting here

- Happened to be in the area
- Nothing else
- Accessibility
- Its going to be nice, away from the shops
- Just driving past and thought we'd have a look
- Seen in lonely plant guide looked interesting
- Stopping off place on way home from Yorkshire
- Doing race next week/.thought familiarise myself again
- We were on our way to Whinlatter but due to a traffic accident came here instead
- Photography
- My husband spotted it on his map and thought it looked good
- Nothing else
- I'd seen it in a brochure
- Nothing else
- Nothing else
- Very well organised
- Saw it on the map and it looked quite interesting
- Seen leaflets in hotel brochures
- Nothing
- Somewhere else to see
- We've been to other places in the lake district & we were looking for somewhere that encompasses everything
- It's a programme visit run by the centre we are at
- A change from Whinlatter forest
- Nothing

If any of the issues listed above decreased your enjoyment at all please explain why:

DOGS AND DOG DIRT

- Dog bags at side of trails, dog dirt
- As a dedicated dog walker & poo picker up an acute shortage of doggy waste bins and possible supply of poo bags
- Dislike dog owners allowing dogs to foul paths, especially around the visitor centre, particularly important to us as a family with a young child.
- Not that we encountered much but some dog walkers had clearly not been responsible for their dogs dirt, not good when you have kids running about
- Dog dirt not being picked up
- All dogs are not child friendly as also not all children not dog friendly, having to carry children over dog faeces was not my idea of an ideal day out
- A lot of dog dirt on path in forest on the walk

NOISE FROM OTHERS

- Motorcyclists noise can be heard for at least ½ a mile radius, serious erosion to soft paths, even riding through bogs/streams, safety issues to legitimate users
- Noisy chain saw thing

LITTER

- Litter spoils experience, missing signs spoil walk where one is not familiar with area
- Littered & fly tipping is an indication that people feel no responsibility for maintaining the natural beauty of the forest, dog dirt should be removed by the dog owners and deposited in receptacles as many local councils demand
- Litter

What else, if anything, decreased your enjoyment?

- Not many bins for peoples litter
- Some sculptures damaged
- Signpost disappeared, sculptures missing bits
- Missing signposts made it even more difficult to find where we were supposed to be going
- At one point near the iron bridge there were people stood on top of the shelter then jumping up and down
- Early closing of tree rooms
- Tracks muddy but to be expected, it is a forest after all
- Lot of felling in one area
- Footpath down to visitor centre was wet and slippery
- The rain
- Some routes not accurately signposted and not all sculptures were on the map
- Motor bikers riding fast
- Path disappeared, large area of forest looked like a bomb had hit
- Need to be constantly aware of where you walk
- Didn't see any wild life
- I would like to see more information about management of the forest, various types of woodland, age of trees, types of trees, when and why they are felled, what is the timber used for, where are the replacement saplings propagated, how many people are being employed etc...
- The toilets weren't too clean and the children's play area had been removed, we didn't expect this and if we had have known this we probably wouldn't have visited as there was nothing (other than a sand pit) for our daughter to enjoy
- Price of cycle hire

If the forest was not as expected, why was it either better or worse? (Apart from the weather!)

TRACKS

- I felt the yellow track was steeper than I expected, or am I getting older
- More paths and quieter
- Very pleased with choice of walks and disabled accessibility
- The forest sculptures made it better

OTHER CYCLING

- Worse re cycle hire costs
- Better than average café, didn't know about the 'Go Ape' coming back in a couple of days, didn't know about cycle hire coming back and routes very well organised

CHILDREN PLAY

- As detailed at answers 4 and 10, also the area where the play area used to be was badly overgrown and needed some attention
- Play area has changed from past years
- No play equipment
- There was more for the children to do than I expected

OTHER USERS

- Only worse because of encounters with motorcyclists colliding was unexpected
- Motor bikers

OTHER

- More peaceful and more cared for than expected
- Because we visited at a quiet time, I suppose my response would have been totally opposite if it had been busy
- Slight deterioration from my last visit

Thinking about your most recent visits to Grizedale Forest Park and others you may have made in the past, what if anything would you like to see changed or improved to make any future visits more enjoyable?

CHILDREN'S ACTIVITIES/ PLAY

- Playground for younger children, nothing else
- Would like to see the children's park back again
- Children's play area, replace slide, more sculptures
- Maps tying up with signs
- Re establish a children's play area more specific technical mountain trails
- The children's play park
- Leave it is it is don't get too organised in the forest, leave it natural, improve play park
- A new play park for the children
- The children's play park for small children
- Replacement of Playground
- Please restore the children's play area
- It would be nice to see an activity for adults or children particularly at holiday times i.e. half term, Easter
- Play area needs a revamp as totally unsuitable for older kids
- Fare prices for children's food/children's menu and decent facilities, toilets cleaned more frequently
- Play area

- More play equipment for younger children
- Sculptures changed/renewed, new play area for children, children's menu in café or child friendly options/sized portions
- More play equipment
- To complete the play area and more sculptures/art
- More play equipment for children
- As stated over, something to entertain the younger children

MAPS OR SIGNS

- Large maps of walks at car parks with some information
- The signposts for the cycle route need to be better, you have no idea where you are, easier route for children need to be identified, very hilly
- Clearer cycle signs & colours for routes on trees
- For my B&B guests, some improvements to sign posts (? More signs,? Some obscured now) as they sometimes get lost
- More mile markers
- A leaflet for my route would be nice
- The sign post at the bridge after no10 should contain arrows for the outward and homeward directions
- More indication of the position of some sculptures, issued several accurately to the map
- At viewing point i.e. higher point on Carrion, long walk it would help if they could be an info board pointing outline various names of the surrounding peaks
- Maps per trail with more info re sculpture
- Bigger 'Go Ape' facilities, better sign posting to forest
- Perhaps more signposts they were a little far apart at times to be able to tell easily where we were meant to go next
- More explanation of what happens to the wood taking out of the forest for re planting areas, how long for trees to mature?
- More signs giving directions/distance to specific places rather than just colour markers for routes, also maps on signs showing current location

TRAILS OR PATHS

- More access for horse riders
- We would like to see longer pushchair walks
- Fewer motor cyclists keep from the main paths
- Wider choice of footpaths
- More footpaths just for walkers
- Less open forest road, more actual forest walk
- Guided walks as sculptures and wildlife not easy to see or leaflets showing where to see them
- My husband used to love cycling these trails, since s stroke at a very young age he no longer can, would electric buggy's be a possibility for an easy route?
- More sculptures on longer routes
- Motor bikers to keep to their marked route
- More seating available on the more strenuous walks
- Specified walks for families, easy walking and interesting attractions, educational areas
- A few more seats on the forest trails, perhaps wooden logs in keeping with the forest
- It would be nice to see benches and some seating along forest walks

CAR PARKING

- More car parking
- The prices of food being cheaper especially for local people, a cheaper pass 'car park' for local people
- Just cheaper car parking
- You need better parking and toilets
- More parking at busy times
- Possibly larger car park
- Plenty of space and variety of routes for both bikers & walkers plenty of car parking

CYCLING

- Not enough off road cycle trails
- More trails for experienced cyclists
- Proper downhill mountain bike course
- Open up more loops and tracks for cyclists, more info signs for walkers i.e. surroundings, trees, clearer viewpoints
- Create a cyclists only route area for extreme cyclists to avoid conflict with walkers
- Cyclists encouraged to use bells
- Half the price of cycle hire costs
- Have a separate cycle track
- More cycling routes, segregation of walkers and cyclists

SCULPTURES

- More sculptures that are easy to find
- Sculptures were very good

Finally, what do you like the most about Grizedale Forest Park?

- Suitable walking for my age and for dogs
- The walks, it convenient for home, its handy, that's all
- Selection of walks, a family orientated place
- Outdoors, scenery, quietness, forest tracks, nature
- The walks, its clean, everything here, shop and café
- Scenery, different walks for varying abilities
- Since the 'Go Ape' was introduced you can spend a full day here rather than just walking
- Huge range of different walks and outdoor pursuits to suit your mood
- Size, variety of walks offered, good access to all areas, scenery, peace
- Ease of getting round on pathways, interest factor of sculptures, general facilities
- The various walks being graded, following heart surgery I am able to choose
- Good tracks and signs, safety and autumn colours
- The different graded walks, the sculptures and good route markings that were easy to follow, a very enjoyable day had
- The purpose of the walks given by the sculptures
- Chance to walk/explore without crowds of people clear indication of routes
- Changing views and possibilities of crossing from one route to another, the added interest of the sculptures

- The walks
- Clear paths, sculptures, seating
- Walks and café
- Sculpture trail-short walk very good, high ropes good but you should offer supervisors so we adults don't have to do it
- Great walks with varying degree difficulty, excellent food at shop although cakes a little pricey, overall excellent definitely come again
- The blue walk was ideal for us, not too long and flat enough for our daughter to walk some of the way
- The care of the footpaths and the sculpture
- Choice of walks, the wood carvings made it more enjoyable, especially for the children
- Good paths, great views, interesting vegetation, somewhere to go when it rains
- A choice of various types of footpaths for distance or difficult climbing route
- The range of activities, the size of forest trails
- Good paths for trails, extensive so that you could find peace and quiet
- Walking opportunity
- Very varied footpaths loved the sculptures and found the shop facilities very good
- Good tracks, scenery, autumn colours
- Walk away from the crowds
- Being able to walk in the forest, the children enjoyed the musical instruments on the ridding wood walk
- 'Go Ape' and forest walks
- Easy walking
- The cappuccino, I can keep my bike close by so it's safe when I stop at café
- Fresh air, scenery, remoteness, downhill biking possibilities (trails)
- Speed in trails, views over the Coniston old man
- Scenery, setting, cycle tracks
- Nice to be so close to nature, easily accessible to locals, safe cycling
- The open spaces and being able to ride for miles without meeting any traffic, the beauty of the place and surrounding area
- We come for the good cycle routes, scenery, peace and quiet
- The solitude, scenery, safe to cycle in
- Close to home & enables serious gradient cyclists to keep in practice
- Close to home, good off road cycling
- Good bike trails, very well organised parks
- The cycle parks are good
- All the options for cycling, walking, and orienteering
- Scenery, choice of cycle route, large size of forest
- The space, scenery, good standard of bikes for hire, good food, not too high prices, good sculptures
- Traffic free cycle paths
- A wonderful sense of space, clear path, bird life, visit about twice a year and always enjoy it - either cycling or walking
- Wide open trails to allow giving access to walkers and cyclists without conflict, variety of routes & distances, surfaces of trails were good to walk on
- Views, fresh air, cycling, trees, sculptures, everything
- Off-road cycle tracks, scenery, sculptures
- May try hiring mountain bikes on next visit
- Peace and quiet, wildlife, good tracks for cycling
- Just the peace and quiet and the lovely scenery
- The peace and solitude of it, you can visit all year round the scenery changes every day
- Weather, peaceful, close to home, take mother out
- Rural life in general, peace and quiet, proximity to work as outdoor pursuit instructor

- Scenery, peace and quiet
- The peace, beauty, views and the trees
- The quietness and being able to have a quiet moment to have a walk in fresh air, also the café to call into
- Solitude in winter, scenery & views from Carrion Crag
- Peace and quiet, autumn colours, good mix of trees, good views
- Peace and security excellent for pets
- Peace and quiet, being away from it all
- Peace and quiet, lovely paths, the sculptures help keep the children interested as well as us adults
- Scenery, peace
- Peace and quiet
- Peace, quiet, birds; colours of trees, fresh air no pollution
- Peace & quiet, combination of forest & open walks with views
- Views, peace and quiet, being away from hustle and bustle of every day life
- Solitude, scenery
- Low visitor numbers, quiet and solitude
- Solitude, opportunity to access forest in advance of main back of visitors
- The beauty, peace and quiet so different from Essex
- Peace and quiet
- The peacefulness and excellent views
- Sculptures in the forest, peace and quiet, scenery, had a wonderful time
- the peacefulness, away from the crowds, the sculptures and carvings unique
- well signposted and peaceful
- Tranquillity, views, opportunity to walk in ideal surroundings
- Atmosphere, and environmental quality
- 'Go Ape' & sculptured walk, scenery, calm, peaceful and happy atmosphere
- Scenery, tranquillity
- Nice scenery, peace and quiet, wildlife
- Scenery, peace and quiet
- Peace, views, activities
- Peace and tranquillity, streams and wildlife
- Peace, scenery, interesting sculptures
- Peace, walks, fresh air and seeing other people enjoying the same
- Scenery, quietness
- The views, tidiness, atmosphere, peacefulness
- Space, peace and quiet, views, walks easy to follow, safety
- The sculptures and the wild life scenery
- We came to see the sculptures and enjoyed them
- The sunshine, autumn colours and the sculptures
- Sculptures and scenery
- Scenery, views, variety of trees and sculptures
- scenery and sculptures
- Sculptures
- Sculptures entertain young children on a long walk
- lots of interesting sculptures & lovely views
- The sculptures in the forest
- Really accessible variety of terrain, cheap day out
- Care and attention that's gone into its development (over 45 years?), do more native broadleaf planting, also more natural camping
- It is good value for money
- The accessibility of it from our home, lovely place to come to

- Close to home, pleasant place to walk with dog
- Different
- The availability convenient, gorgeous, require more facilities for young children the old playground was great
- I live nearby and can visit whenever
- It is safe, clean and we can all enjoy quality together away from the big crowds
- Value for money, and I can let my dog run free
- The surroundings
- It is special, interesting and different from home, it is unique
- Beauty, trees, colour
- Space
- Watching the birds and apes, quiet walk
- Forest demonstrates the advantages of mixed woodland
- Integration of many exciting activities without spoiling the forest
- 'Go Ape' facilities
- The variety of activities available & beautiful countryside
- Very pleasant and staff very friendly
- Healthy family atmosphere
- Space for children to have adventures, play area, space for picnic
- Easy access
- Dog friendly forest away from cars still not spoilt by developments and not too many bikes
- Space
- The relaxed atmosphere and the sound of people enjoying themselves and giving each other encouragement on the 'Go Ape'
- No traffic
- Seem to be well organised looking forward to visiting again to do more walks
- A good all round place to visit

Questionnaires

Document	Quality of experience – Grizedale
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