



**Forestry Commission**

**WESTONBIRT ARBORETUM  
FRIENDS OF WESTONBIRT SURVEY  
2005**

**Summary Report**





## **INTRODUCTION**

### **Background**

There are approximately 18,000 'Friends of Westonbirt', who contribute to the enhancement of the visitor experience, development of the tree collection, and much more. This survey was developed to find out what the Friends thought about the facilities available at Westonbirt, their views on proposed developments, and what they thought about the Friends' magazine, 'Holfordiana'. The survey also collected some visitor profile information.

### **Method**

The survey was carried out in the summer of 2005. A self-completion questionnaire was sent out to Friends of Westonbirt. One questionnaire was sent to each household, rather than to each Friend. Approximately 9,000 questionnaires were sent out, of which around 3,000 were returned.

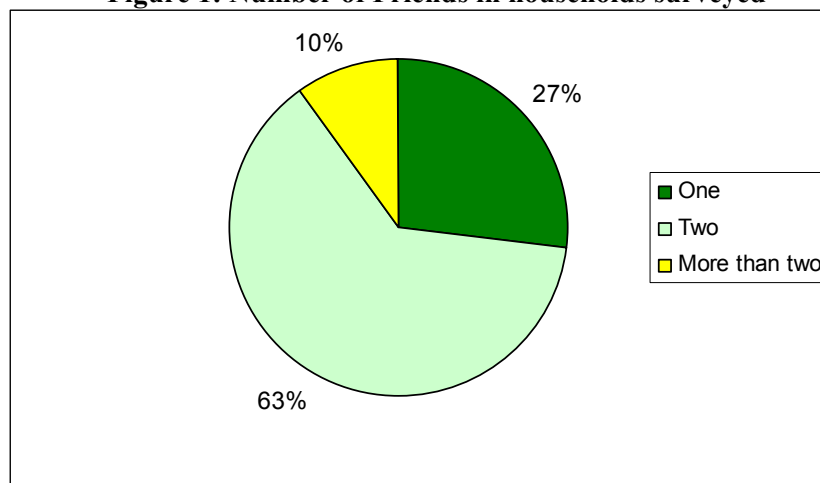
## SUMMARY

This report provides interim results from a survey of Friends of Westonbirt that took place in 2005. Around 3,000 questionnaires were returned. So far, 2,363 questionnaires have been processed and this report summarises the results from these questionnaires. Full details of the responses are provided in the tables at the end of the report.

### Household details

90% of households contained one (27%) or two (63%) Friends.

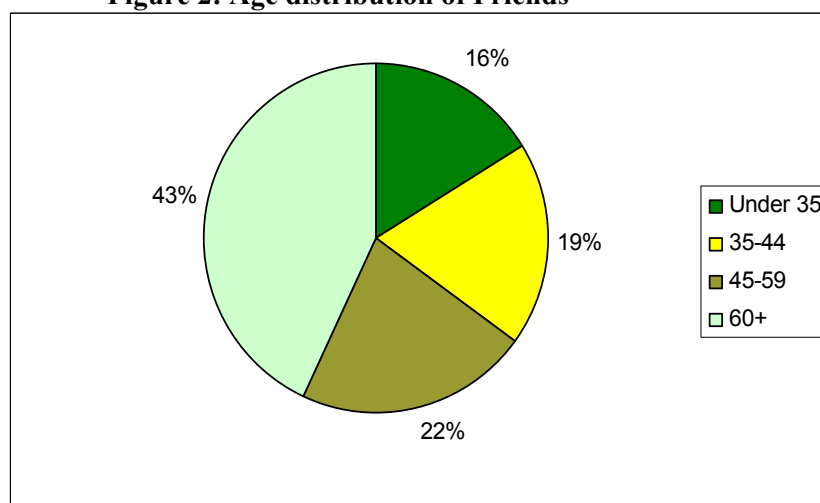
**Figure 1: Number of Friends in households surveyed**



There were a total of 4,514 'Friends' in the 2,363 households - an average of 1.9 per household.

43% of the Friends were aged 60 years or over. A further 22% were aged 45-59 years, 19% were aged 35-44 years, while 16% were under 35 years old.

**Figure 2: Age distribution of Friends**

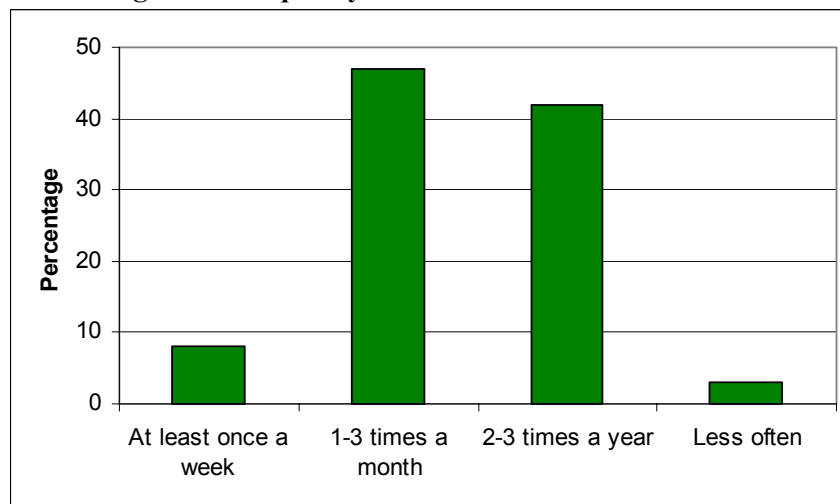


30% of the Friends had children living in their household.

### Frequency of visit

8% of the Friends visit Westonbirt at least once a week. Nearly half visit 1-3 times a month (47%), while a similar number (42%) visit 2-3 times a year.

**Figure 3: Frequency of visit to Westonbirt**

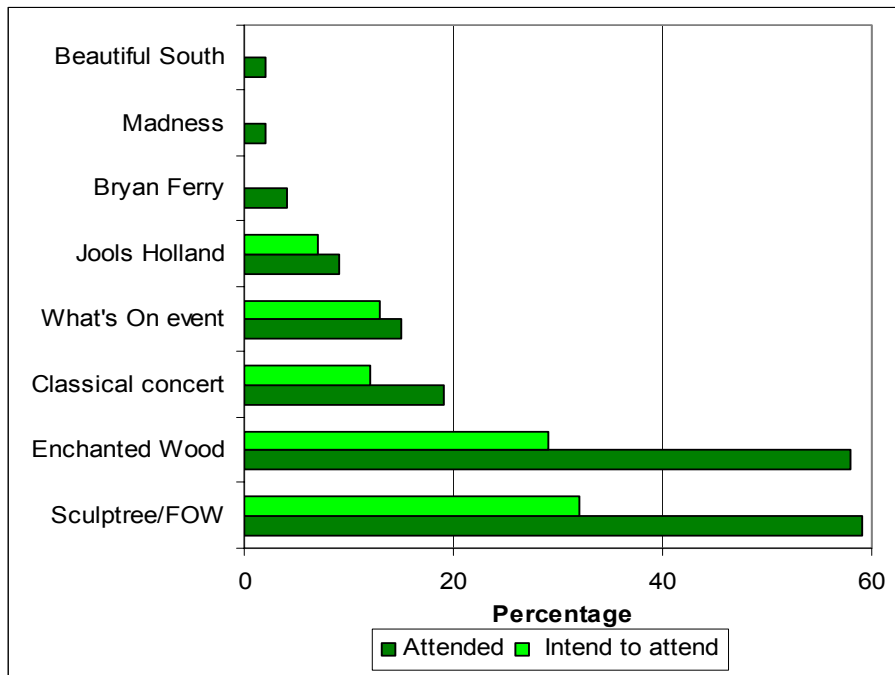


### Events

'Sculptree and the Festival of Wood' were the most popular events with Friends. 59% had attended in the past and 32% said they intended to visit in the future. Similar numbers of Friends had visited the 'Enchanted Wood'. 58% had attended this event in the past and 29% said they intended to visit in the future.

Other events, such as classical concerts, Jools Holland, Bryan Ferry, Madness, Beautiful South and other events from the 'What's On' programme were less popular. 19% of the Friends had attended a classical concert and 12% indicated that they intend to attend one in the future. 15% had been to workshops, talks and walks from the 'What's On' programme and 13% said they planned to attend future events. 9% of the Friends had attended a Jools Holland concert, while only 2% had seen Madness or Beautiful South at Westonbirt.

**Figure 4: Events attended by Friends**



**Motivation for joining 'Friends of Westonbirt'**

The four top reasons for becoming Friends of Westonbirt were:

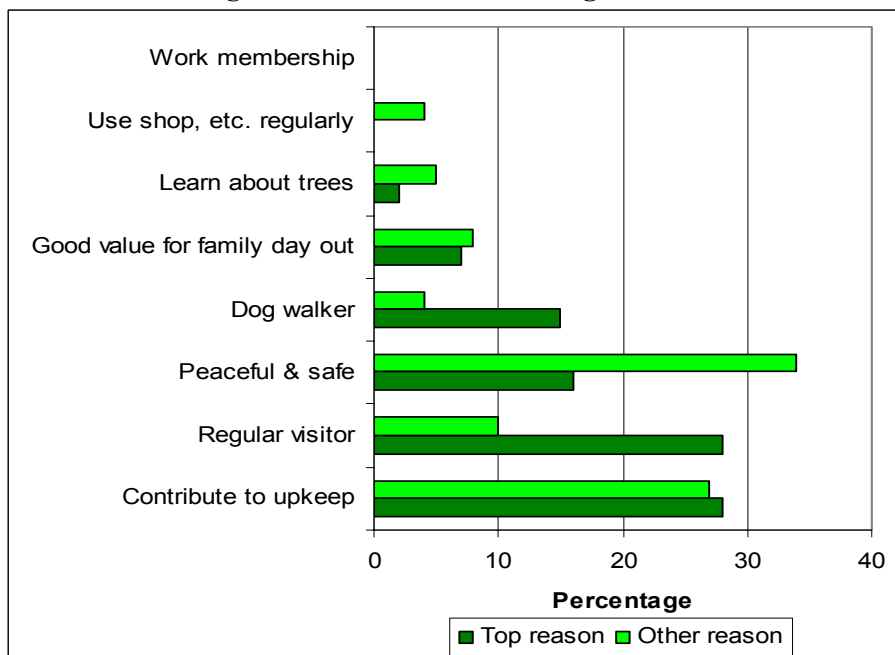
'Want to contribute to the upkeep and future of this beautiful place' (28%),

'Visit so regularly, for reasons other than dog walking, that it made financial sense' (28%),

'It is peaceful and safe' (16%) and

'Like to walk dog there regularly, so it was a cost-effective option' (15%).

**Figure 5: Reasons for becoming Friends**



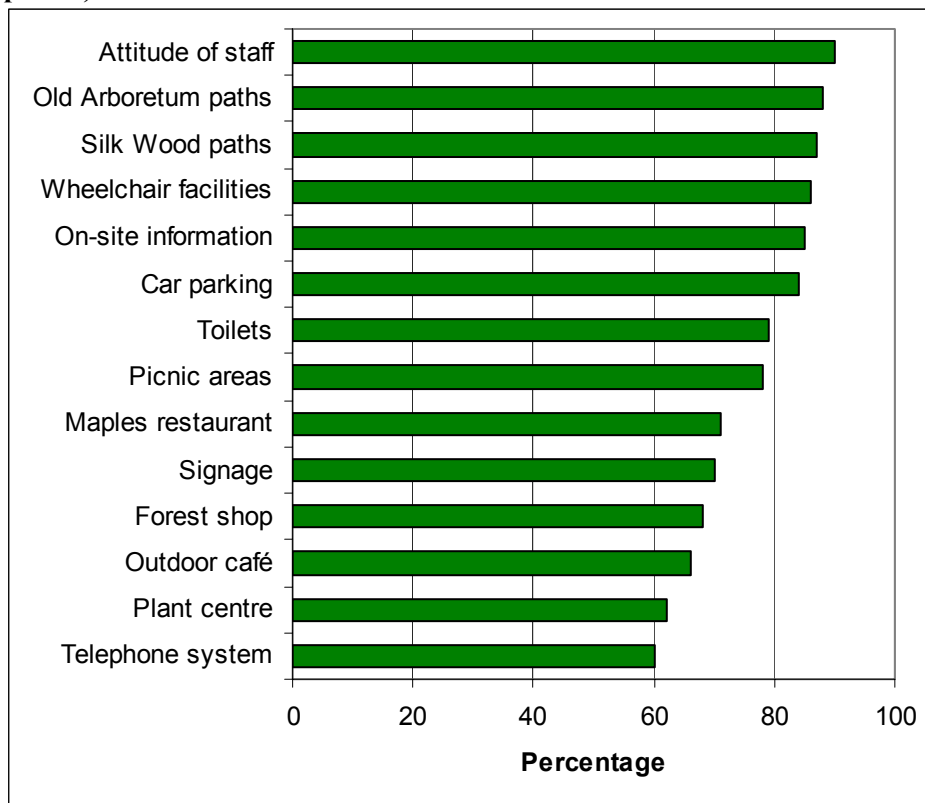
The most popular second reasons were:  
 'It is peaceful and safe' (34%) and  
 'Want to contribute to the upkeep and future of this beautiful place' (27%).

Other reasons given for joining 'Friends of Westonbirt' are shown in the tables appended to this report.

### Rating of facilities

Friends were asked to rate the facilities at Westonbirt on a scale of 'very good', 'good', 'OK', 'poor', 'very poor' or 'not used/no opinion'. The following figures exclude those who did not give an opinion (full figures for the responses to these questions are given in the tables appended to this report).

**Figure 6: Proportion of Friends rating facilities 'very good' or 'good' (those who gave an opinion)**



The attitude of the staff was rated 'very good' or 'good' by 90%, 'OK' by 9%, and 'poor' or 'very poor' by 1%.

The paths in the Old Arboretum were rated 'very good' or 'good' by 88%, 'OK' by 12%, and 'poor' or 'very poor' by 1%.

The paths in Silk Wood were rated 'very good' or 'good' by 87%, 'OK' by 12%, and 'poor' or 'very poor' by 1%.

Wheelchair facilities were rated 'very good' or 'good' by 86%, 'OK' by 12%, and 'poor' or 'very poor' by 1%.

The on-site information was rated 'very good' or 'good' by 85%, 'OK' by 14%, and 'poor' or 'very poor' by 1%.

Car parking was rated 'very good' or 'good' by 84%, 'OK' by 14%, and 'poor' or 'very poor' by 1%.

The toilets were rated 'very good' or 'good' by 79%, 'OK' by 19%, and 'poor' or 'very poor' by 2%.

The picnic areas were rated 'very good' or 'good' by 78%, 'OK' by 20%, and 'poor' or 'very poor' by 1%.

Maples restaurant was rated 'very good' or 'good' by 71%, 'OK' by 23%, and 'poor' or 'very poor' by 6%.

The signage within the grounds was rated 'very good' or 'good' by 70%, 'OK' by 27%, and 'poor' or 'very poor' by 4%.

The forest shop was rated 'very good' or 'good' by 68%, 'OK' by 29%, and 'poor' or 'very poor' by 3%.

The outdoor cafe was rated 'very good' or 'good' by 66%, 'OK' by 29%, and 'poor' or 'very poor' by 5%.

The plant centre was rated 'very good' or 'good' by 62%, 'OK' by 35%, and 'poor' or 'very poor' by 3%.

The telephone information system was rated 'very good' or 'good' by 60%, 'OK' by 33%, and 'poor' or 'very poor' by 8%.

A full list of comments about the facilities at Westonbirt is provided in the tables appended to this report.

### **Value for money**

Friends were asked to rate certain facilities at Westonbirt for value for money, on a scale of 'very good', 'good', 'OK', 'poor', 'very poor' or 'not used/no opinion'. The following figures exclude those who did not give an opinion (full figures for the responses to these questions are given in the tables appended to this report).

The outdoor cafe was rated 'very good' or 'good' by 47%, 'OK' by 44%, and 'poor' or 'very poor' by 10%.

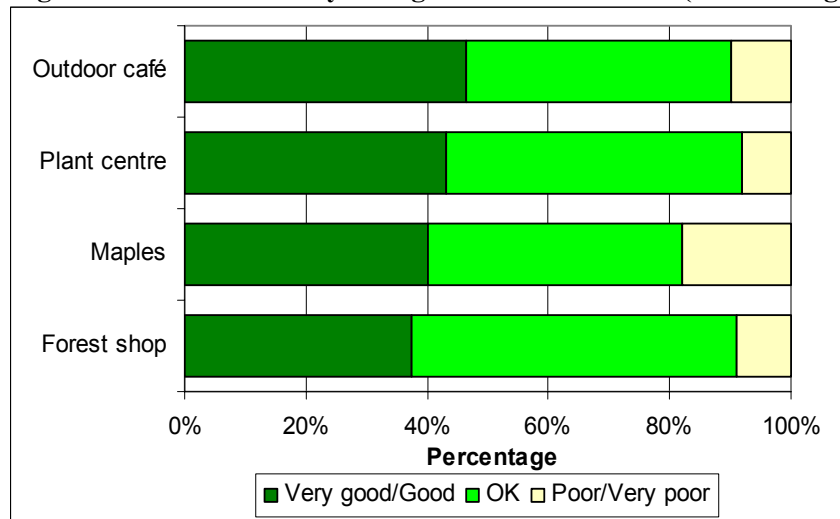
The plant centre was rated 'very good' or 'good' by 43%, 'OK' by 49%, and 'poor' or 'very poor' by 8%.



Maples restaurant was rated 'very good' or 'good' by 40%, 'OK' by 42%, and 'poor' or 'very poor' by 18%.

The forest shop was rated 'very good' or 'good' by 37%, 'OK' by 53%, and 'poor' or 'very poor' by 9%.

**Figure 7: Value for money rating of selected facilities (those who gave an opinion)**



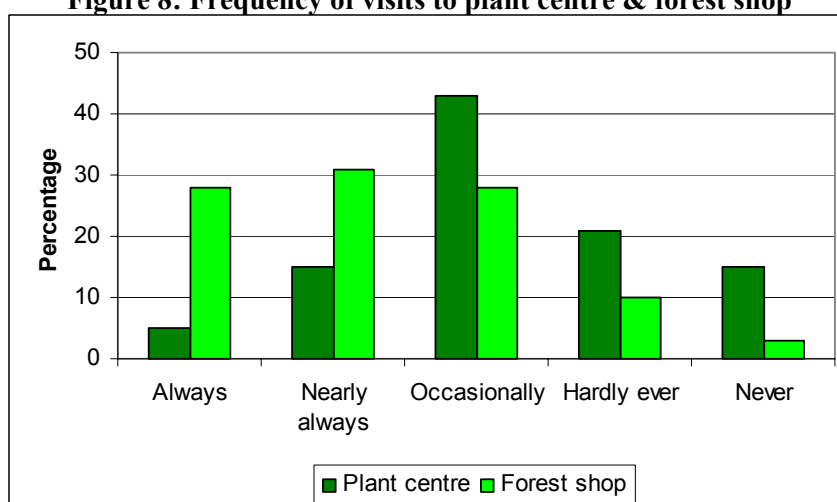
A full list of comments about the value for money at Westonbirt is provided in the tables appended to this report.

### Frequency of visits to forest shop and plant centre

Three-fifths of the Friends go into the forest shop 'always' or 'nearly always' (28% and 31%, respectively) when they visit Westonbirt. A further 28% go in 'occasionally', while one in eight go in 'hardly ever' or 'never' (10% and 3%, respectively).

One-fifth of the Friends go into the plant centre 'always' or 'nearly always' (5% and 15%, respectively) when they visit Westonbirt. A further 43% go in 'occasionally', while over one in three visit 'hardly ever' or 'never' (21% and 15%, respectively).

**Figure 8: Frequency of visits to plant centre & forest shop**



### **Membership of other organisations**

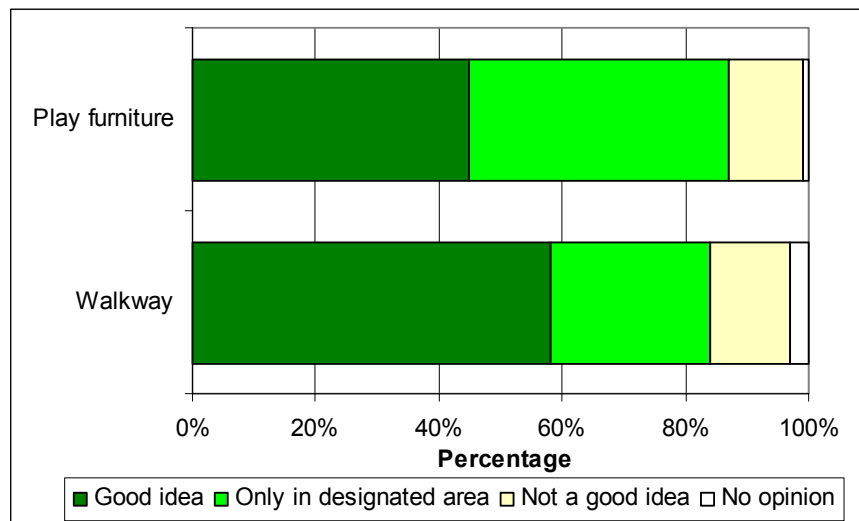
Around half of the Friends are members of the National Trust (52%). A smaller proportion are members of RSPB (17%), Woodland Trust (9%) and RHS (7%), while 39% said that they were not members of any of these organisations.

## The Future of the Arboretum

Nearly half of the Friends (45%) felt it would be a good idea to have sensitively-placed play furniture for children on site. A further 42% agreed it would be a good idea, but only if located in a designated area. 12% stated that it would not be a good idea.

58% felt it would be a good idea to develop a walkway in the tree canopy. A further 26% agreed it would be a good idea, but only if located in a designated area. 13% stated that it would not be a good idea.

**Figure 9: Views on suggested future developments**



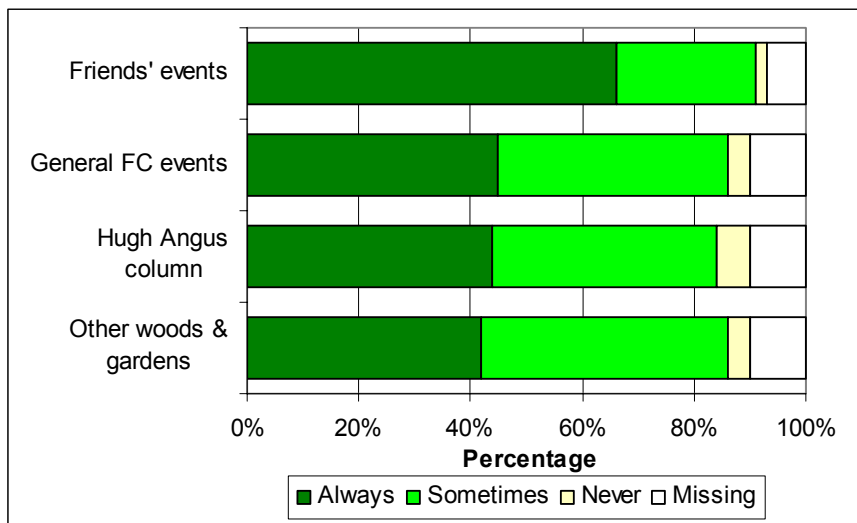
## About Holfordiana

Nearly all Friends read Holfordiana, either always (73%) or occasionally (25%).

Friends' Events was the most popular section of the magazine. Nine in ten Friends said they read this section either always (66%) or occasionally (25%).

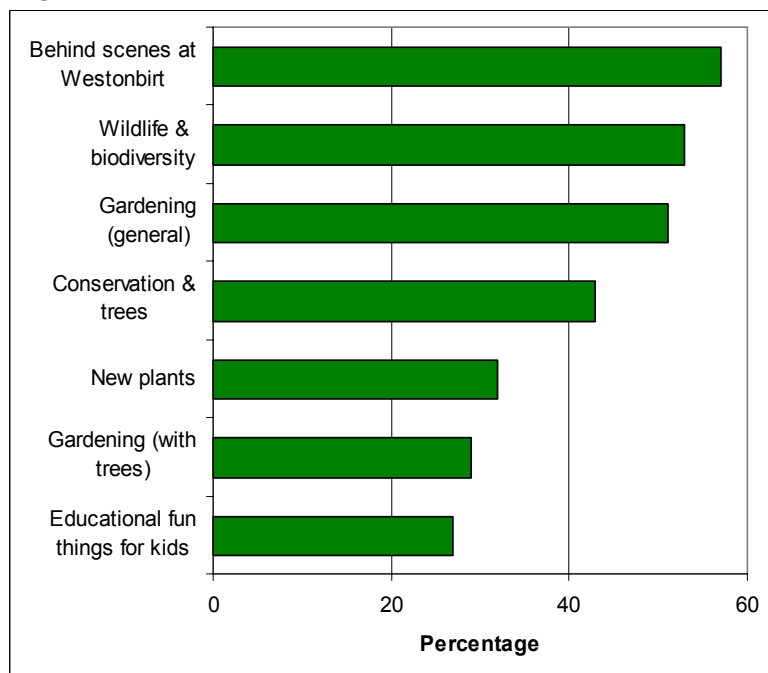
The Hugh Angus column, other woods and gardens section, and general FC events section were also popular, with between 40%-45% of Friends always reading these sections and a similar number (40%-45%) occasionally reading them.

**Figure 10: How often Friends read various articles in Holfordiana**



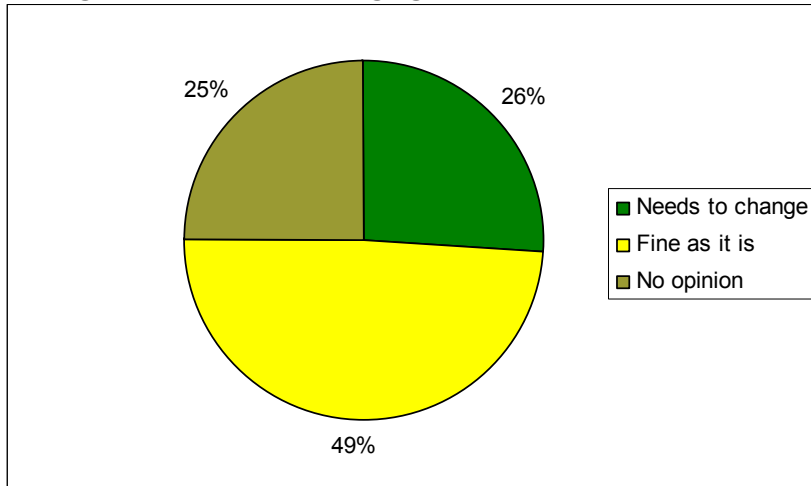
Over half of the Friends would like to read more articles on what goes on behind the scenes at Westonbirt (57%), wildlife and biodiversity at Westonbirt (53%), and general gardening information (51%).

**Figure 11: What sort of articles Friends would like to see in Holfordiana**



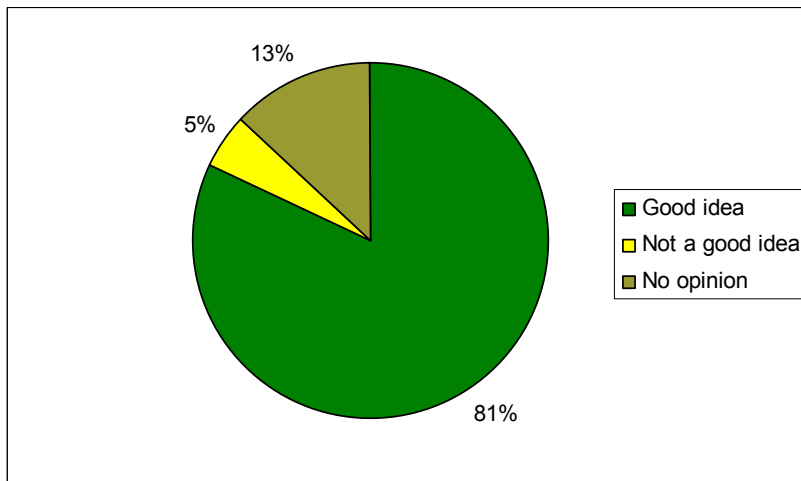
26% of the Friends felt that the name of the magazine needs to change, while 49% said that it was fine as it is. A variety of alternative names were provided by those who felt that it should change - 'Arboretum News', 'Friends of Westonbirt' and 'Westonbirt News' were some of the more popular suggestions (a full list of suggested names is contained in the tables appended to this report).

**Figure 12: Views on changing name of Holfordiana**



81% of the Friends thought it was a good idea to include advertising in the magazine to cover production costs.

**Figure 13: Views on including adverts to cover production costs**



## Tables of Results - Friends of Westonbirt Survey 2005

### Q1. Household details

Number of 'Friends' in household

	No.	%
1	632	27
2	1494	63
3	69	3
4	115	5
5	39	2
6	4	0
8	1	0
Missing	9	0
Total	2363	100

Age distribution of 'Friends' in household

	No.	%
75+ years	444	10
60-74 years	1471	33
45-59 years	1002	22
35-44 years	857	19
25-34 years	318	7
Up to 24 years	422	9
Total	4514	100

## Q2. Ethnicity

To which of these ethnic groups do you consider you belong?

	No.	%
White	2248	95
Mixed	14	1
Asian/Asian British	2	0
Black/Black British	1	0
Chinese/Other	0	0
Missing	98	4
Total	2363	100

## Q3/Q4. Children

Do you have children living in your household?

	No.	%
Yes	698	30
No	1603	68
Missing	62	3
Total	2363	100

If you have children, how old are they? (includes multiple responses)

	No.	%
Under 4	285	41
4 - 9	274	39
10 - 15	200	29
16 - 18	81	12
18 +	103	15
Missing	8	1
Total	698	100

### Q5. Frequency of visit

How often do you visit the Arboretum?

	No.	%
Daily	16	1
1-3 times a week	168	7
1-3 times a month	1108	47
2-3 times a year	993	42
Once per year	41	2
Less often	14	1
Missing	23	1
Total	2363	100

### Q6. Numbers attending events

Jools Holland

	No.	%
Have attended	184	8
Will attend	139	6
Have & will attend	23	1
Not attended	2017	85
Total	2363	100

Bryan Ferry

	No.	%
Have attended	86	4
Will attend	n/a	n/a
Have & will attend	n/a	n/a
Not attended	2277	96
Total	2363	100

Classical concert

	No.	%
Have attended	355	15
Will attend	194	8
Have & will attend	105	4
Not attended	1709	72
Total	2363	100

Madness

	No.	%
Have attended	49	2
Will attend	n/a	n/a
Have & will attend	n/a	n/a
Not attended	2314	98
Total	2363	100



### Beautiful South

	No.	%
Have attended	55	2
Will attend	n/a	n/a
Have & will attend	n/a	n/a
Not attended	2308	98
Total	2363	100

### Workshops, walks or talks from the What's On programme

	No.	%
Have attended	254	11
Will attend	213	9
Have & will attend	106	4
Not attended	1790	76
Total	2363	100

### Sculptree and the Festival of Wood

	No.	%
Have attended	893	38
Will attend	252	11
Have & will attend	494	21
Not attended	724	31
Total	2363	100

### Enchanted Wood

	No.	%
Have attended	951	40
Will attend	270	11
Have & will attend	415	18
Not attended	727	31
Total	2363	100

**Q7. Two main reasons for joining 'Friends of Westonbirt'**

	Top reason		Other reason	
	No.	%	No.	%
Like to walk dog there regularly, so it was a cost-effective option	351	15	83	4
Visit so regularly, for reasons other than dog walking, that it made financial sense	666	28	228	10
Want to contribute to the upkeep and future of this beautiful place	656	28	636	27
As a family it is a good value day out	172	7	179	8
Get membership through place of work	2	0	1	0
Like to use the plant centre, restaurant and shop regularly	10	0	96	4
It is peaceful and safe	374	16	808	34
Learn about trees	47	2	119	5
Missing	85	4	213	9
<b>Total</b>	<b>2363</b>	<b>100</b>	<b>2363</b>	<b>100</b>

## Other reasons for joining Friends of Westonbirt

2 CHILDREN LEARNED TO RIDE THEIR BIKES  
A BEAUTIFUL PLACE TO VISIT  
A GIFT FROM FAMILY  
A GIFT FROM MY MOTHER  
A JEWEL-NOT TOO ORGANISED, WELL MANAGED  
A PLACE TO 'FIND' YOURSELF  
A PLACE TO VISIT ON ONE'S OWN  
A PRESENT - A VERY GOOD ONE  
ABILITY TO SEE OTHER PLACES AS WELL  
ACCESS TO RHS GARDENS  
ADMISSION TO OTHER PLACES  
ADOPTED A TREE FOR MY MOTHER  
ALREADY WWT MEMBERS  
ALSO BRING VISITORS WHO ENJOY IT  
ALSO GIVES ACCESS TO OTHER RHS GARDENS  
ALSO LEARNING ABOUT TREES  
ALWAYS A BEAUTIFUL PLACE AND WALK  
ALWAYS SOMETHING INTERESTING TO SEE  
ALWAYS VISIT BIRD FEEDING STATION  
AS IT IS RATHER PRICEY TO TAKE VISITORS  
AUTUMN COLOUR  
BADLY PHRASED QUESTION  
BEAUTIFUL PLACE FOR A SAFE WALK  
BEAUTIFUL PLACE FOR PICNICS  
BEAUTIFUL PLACE TO ENJOY AND WALK IN  
BEAUTIFUL PLACE TO WALK MY DOGS  
BEAUTIFUL WOODLAND WALKS  
BEAUTIFUL, EVER CHANGING LANDSCAPE  
BEAUTY - EASY PARKING  
BEEN TAKING MY GRANDSON FOR 6 YEARS  
BEING SURROUNDED BY NATURAL BEAUTY  
BETWEEN US AND FAMILY MEMBERS  
BIRD WATCHING  
BIRD WATCHING  
BIRDPWATCHING IN SILKWOOD, MAINLY WINTER  
BIRTHDAY PRESENT  
BIRTHDAY PRESENT  
BRING BACK THE FESTIVAL OF GARDENS!!!  
CHANGE IN THE SEASONS  
CHILDREN CAN LEARN WHILE GETTING FIT  
CHILDREN ENJOY PLAYING THERE  
CHILDREN LOVE THE FREEDOM TO RUN AROUND  
CHRISTMAS GIFT  
CHRISTMAS PRESENT  
CHRISTMAS PRESENT  
CHRISTMAS PRESENT FROM DAUGHTER  
CLOSE TO MY RELATIVES  
CLOSE TO RELATIVES WHO WE COME WITH  
CLOSE TO WHERE I LIVE  
COME LESS NOW DOG IS OLD  
CONSIDER ANNUAL SUBSCRIPTION AT LIMIT  
COST EFFECTIVE FOR SEVERAL SHORT VISITS

CREATIVE AND SPIRITUALLY UPLIFTING PLACE  
DAILY PRICES ARE A REAL RIP OFF!  
DAUGHTER AND FAMILY WERE MEMBERS  
DEDICATION OF 2 TREES FOR FAMILY  
DIFFICULT TO CHOOSE, V IMPORTANT TO US  
DISABLED LADY IN A WHEELCHAIR  
DISSAPOINTED NO GARDEN DESIGNS THIS YEAR  
DOG ENJOYS WALKS IN SILK WOOD  
DOG FREE AREA IDEAL FOR TODDLERS  
DONT LET IT BECOME A THEME PARK  
DRAWING IN THE WOOD  
EASLIY ACCESSIBLE  
EASY PLACE FOR DOG AND CHILDREN  
EASY PLACE TO VISIT IF YOU'RE SINGLE  
EDUCATIONAL BIRD VIEWING PLACE  
ENCOURAGES US TO GO MORE  
ENJOY CYCLING TO WESTONBIRT  
ENJOY EXPLORING THE WALK  
ENJOY OCCASSIONAL VISITS TO WESTONBIRT  
ENJOY PHOTOGRAPHING FLOWERS / WILDLIFE  
ENJOY SEEING THE SEASONAL CHANGES  
ENJOY THE BEAUTY AFTER DAY IN THE OFFICE  
ENJOY THE CHANGING SEASONS  
ENJOY THE LOOK OF THE CHANGING SEASONS  
ENJOY VISITING WITH TODDLER GRANDDAUGHTE  
ENJOY VISITNG WHEN WE CAN  
ENJOY WALKING AMONG THE TREES  
ENJOY WALKING AT DIFFERENT TIMES OF YEAR  
ENJOY WALKING IN THE ARBORETUM  
ENJOY WALKING THROUGH THE SEASONS  
ENJOY WATCHING THE CHANGING SEASONS  
ENJOYABLE & BENEFICIAL TO ENV. & FUTURE  
ENJOYED THE SUMMER GARDEN EXHIBITIONS  
ENTRANCE COULD BE CHARGED BY THE CAR?  
ENTRANCE FEE EXPENSIVE  
ENTRANCE FEE TOO HIGH  
ENTRY TO OTHER ARBORETA  
EXCELLENT RESTAURAUNT  
EXERCISE  
EXERCISE IN A BEAUTIFUL SAFE ENVIRONMENT  
EXERCISE WITH AN INTEREST  
EXTEND THE HOURS OF SUNDAY ROASTS  
FAMILY HAVE ALWAYS WORKED THERE  
FAMILY LIVE CLOSE BY (ALSO MEMBERS)  
FAMILY LIVING NEAR WITH DOG  
FESTIVAL OF GARDENS VERY MUCHED MISSED!!  
FIRST DATE, MARRIAGE PROPOSAL THERE!!  
FOR EXERCISE AND FRESH AIR FOR FAMILY  
FOR FESTIVAL OF GARDEN, BRING IT BACK!!!  
FORTNIGHTLY MEETING WITH FRIENDS  
FREEDOM OF ACCESS FOR WHEELCHAIR USERS  
FREEDOM TO ROME IN PEACE  
FRESH AIR AND PEACE  
FRIEND ADOPTED A TREE  
FUN

GARDEN FESTIVAL  
GARDEN FESTIVAL  
GARDEN FESTIVAL  
GARDEN FESTIVAL!!  
GARDEN FESTIVAL-SADLY MISSED THIS YEAR  
GET AWAY FROM RAT-RACE OF MODERN LIFE  
GET FREE ENTRY TO OTHER GARDENS  
GETTING MARRIED IN OAK HALL IN SEP 05  
GIFT  
GIFT FROM BROTHER  
GIVEN IT AS A CHRISTMAS PRESENT  
GIVEN MEMBERSHIP AS A GIFT  
GIVEN MEMBERSHIP BY DAUGHTER  
GIVEN THE MEMBERSHIP AS A PRESENT  
GLAD NO FESTIVAL OF GARDENS THIS YEAR  
GO BIRD WATCHING  
GO ENOUGH FOR IT TO BE BETTER VALUE  
GOOD EXERCISE/ENTERTAINMENT FOR KIDS  
GOOD MEETING PLACE FOR FAMILY  
GOOD PATHS IN A LOVELY WOOD  
GOOD PLACE FOR A WALK  
GOOD PLACE FOR RUNNING  
GOOD PLACE TO BRING FRIENDS  
GOOD PLACE TO BRING TODDLER  
GOOD PLACE TO EXERCISE  
GOOD PLACE TO TAKE A 4 YEAR OLD  
GOOD PLACE TO VISIT AND WALK  
GOOD PLACE TO VISIT WITH GRANDCHILDREN  
GOOD PLACE TO WALK WITH CHILDREN  
GOOD TO GET SOME FRESH AIR  
GOOD VALUE WITH OTHER ENTRY OPPORTUNITY  
GOOD WALKING EXERCISE IN ALL SEASONS  
GOT MARRIED AT WESTONBIRT  
GRANDCHILDREN LOVE IT  
GRANDCHILDREN LOVE WESTONBIRT  
GREAT DAY OUT WITH GRANDCHILDREN  
GREAT FOR KIDS TO LEARN ABOUT SURROUNDIN  
GREAT INTEREST IN 'GREEN' AREAS  
GREAT PLACE FOR DOGS  
GREAT PLACE FOR FAMILY EXERCISE  
GREAT PLACE FOR YOUNG CHILDREN  
GREAT PLACE TO WANDER ABOUT IN  
GREAT VALUE FOR MONEY AS A MEMBER  
HAD TO GIVE UP CAR SO MAY NOT BE BACK  
HEALING AND SPIRITUAL PLACE TO BE  
HEALTH GIVING ATMOSPHERE + EXERCISE  
HEALTH REASONS  
HOLIDAY CARAVAN IN THE AREA  
HOPE TO VISIT MORE THAN WE DO  
HUSBAND USES WHEELCHAIR WHILE DOGWALKING  
I AM NOT A NUT TREE BUT AM A TREE NUT!  
I GO ON TRIPS WHICH INCLUDE WESTONBIRT  
I GO TO THE EVENTS THAT WESTONBIRT RUN  
I HAVE A MEMORIAL TREE  
I JUST ENJOY WALKING THROUGH THE WOODS

I LIKE LEARNING ABOUT TREES  
I LOVE TREES  
I LOVE TREES - VERY CALMING  
I LOVE TREES / BEAUTIFUL PLACE TO VISIT  
I USED TO LIVE IN TETBURY  
I WAS BORN IN A WOOD - FEELS LIKE HOME  
I WISH A FAMILY MEMBERSHIP EXISTED  
IN HARMONY WITH THE TREES  
IN ORDER TO ATTEND TALKS, ETC  
INTEND TO VISIT MORE AND IS COST-EFFECTIVE  
INTEREST IN PHOTOGRAPHY OF LANDSCAPE  
INTEREST IN WOODLAND AND TREES  
INTERESTING PLACE TO TAKE VISITORS  
INTRODUCE GRANDCHILDREN ITS DELIGHTS  
INVESTMENT FOR OUR RETIREMENT  
IT IS ALSO PEACEFUL AND SAFE  
IT IS MY SANATORIUM!  
IT WAS A PRESENT  
IT WAS A WEDDING PRESENT  
ITS A PLACE OF SPIRITUAL RENEWAL FOR ME  
ITS BEAUTIFUL  
ITS BEAUTIFUL AND MAKES ME HAPPY  
ITS JUST A BEAUTIFUL PLACE TO COME TO  
ITS LOCAL  
JOINED DURING FOOT & MOUTH AS COULD WALK  
JOINED WHEN FESTIVAL OF GARDENS WAS THERE  
JUST A WONDERFUL PLACE  
JUST ENJOY THE WALK THROUGH BEAUTY  
JUST LOVE IT, ALL OVER  
JUST TO GO WALKING THERE  
LEARN ABOUT THE WILDLIFE THERE  
LEARNING FROM KNOWLEDGEABLE STAFF  
LEVEL WALKING IN LOVELY SURROUNDINGS  
LIKE THE FACT THAT IT IS DOG FREE  
LIKE TO VIEW GROWTH OF SPONSORED TREE  
LIKE TO WATCH THE CHANGING OF THE SEASON  
LIVE LOCALLY / FANTASTIC PLACE TO WALK  
LIVE NEARBY  
LOCAL RESIDENTS SUPPORTING ARBORETUM  
LOCAL, CONVENIENT AND FINANCIALLY SENSE  
LOVE TREES AND BEAUTIFUL PLACE TO VISIT  
LOVE WANDERING THROUGH ARBORETUM/WOOD  
LOVELY PLACE TO WALK  
LOVELY PLACE TO WALK / SAFE FOR MY BOY  
LOVELY PLACE TO WALK ALL TIMES OF YEAR  
LOVELY PLACE TO WALK ALL YEAR ROUND  
LOVELY SAFE WALKS WITH GRANDCHILDREN  
MEET FRIEND TO WALK DOGS  
MEET MY DAUGHTERS THERE  
MEET UP WITH OTHER FAMILY MEMBERS  
MEET UP WITH FAMILY  
MEMBER OF ADVISORY COMMITTEE  
MEMBERSHIP GIVEN AS A CHRISTMAS PRESENT  
MEMBERSHIP IS A CHRISTMAS GIFT  
MEMBERSHIP WAS A CHRISTMAS PRESENT

MEMBERSHIP WAS A GIFT FROM FRIENDS  
MEMORIAL TREE FOR PARENTS  
MEMORIAL TREES PLANTED IN SILKWOOD  
MIDWAY BETWEEN FRIENDS HOME AND MINE  
MORE LOCAL EXHIBITIONS PLEASE  
MOST RELAXING PLACE IN GLOUCESTERSHIRE  
MULTI CENTRE VISITS, IE KEW  
MULTI-CENTRE VISITS, IE KEW  
MY CHILDREN LOVE IT  
NEARBY TO VISIT WITH FRIENDS  
NICE FLAT WALKING  
NICE PLACE TO TAKE VISITORS  
NICE TO BE ABLE TO VISIT WHENEVER I WANT  
NO MORE CUTTING OF BIG TREES  
OFTEN VISIT FOR LUNCH AT MAPLES  
ONLY ONE REASON  
ONLY RECENTLY MOVED TO THE AREA  
ORIGINALLY A GIFT  
ORIGINALLY A PRESENT  
PARTICULARLY WANTED TO ATTEND SCULPTREE  
PEACEFUL AND RELAXING  
PEACEFUL AND SAFE  
PHOTOGRAPHING THE CHANGING SEASONS  
PHOTOGRAPHY  
PHOTOGRAPHY  
PHOTOGRAPHY  
PHOTOGRAPHY, PAINTING, SKETCHING  
PLACE TO RELAX WITH FAMILY IN FRESH AIR  
PLANTED A MEMORIAL TREE FOR FATHER  
PLEASANT DAY OUT FOR MY DOGS  
PLEASED TO SEE TREES THROUGHOUT SEASONS  
POST OPERATION REHABILITATION  
PRESENT  
PRESENT FROM A FRIEND  
PROVIDES A COMPLETE DAY OUT  
PROVIDING TRANSPORT FOR OTHERS ON COURSE  
QUALITY TIME WITH HUSBAND AND PARENTS  
REALLY ALL OF THE ABOVE  
REFRESHMENT, EXERCISE AND RELAXATION  
RELAXATION  
RELIGIOUS-SIMILAR TO AMERICAN INDIANS  
REMEMBER MY WIFE-ALWAYS VISITED TOGETHER  
REPAYING A DEBT TO WESTONBIRT  
SAFE DOG WALKING  
SAFE OPEN PLACE FOR SON TO PLAY/EXPLORE  
SAFE PLACE TO TAKE SMALL CHILDREN  
SEASON TICKET WAS A PRESENT FROM MUM  
SEASONAL NATURE DIFFERENCES  
SILK WOOD PROVIDES 2.5MILE AEROBIC WALK  
SOLITUDE  
SOMETIMES FOR SKETCHING  
SOMEWHERE CALM, PEACEFUL AND INSPIRING  
SOMEWHERE TO WALK BOTH DOGS AND KIDS  
STANDARD ENTRANCE FEE IS EXTORTIONATE  
STUDY FUNGI

SUBSCRIPTION WAS A GIFT  
THE ARBORETUM IS SUCH A WONDERFUL PLACE  
TO ATTEND WITH OTHER FRIENDS  
TO BE A VOLUNTEER  
TO BE AMONGST SUCH BEAUTIFUL TREES  
TO BRING GRANDCHILD/PARENTS FOR DAY OUT  
TO DE-STRESS  
TO ENCOURAGE MYSELF TO VISIT MORE  
TO ENCOURAGE US TO VISIT MORE  
TO ENCOURAGE US TO VISIT MORE REGULARLY  
TO ENJOY A PLEASANT WALK  
TO ENJOY A WALK ON GOOD PATHS  
TO ENJOY THE BEAUTY AND ATMOSPHERE  
TO ENJOY WALKING THERE  
TO ENJOY WESTONBIRT IN DIFFERENT SEASONS  
TO ENJOY WOODLAND  
TO ESCAPE FROM THE NOISE AND RUSH  
TO FOLLOW SEASONAL CHANGE  
TO GET ACCESS TO OTHER GARDENS  
TO MEET FRIENDS WITH COMMON INTERESTS  
TO PAINT THE TREES  
TO PHOTOGRAPH NATURAL HISTORY  
TO REJUVENATE BODY  
TO SEE SPRING/AUTUM COLOURS  
TO SEE THE BEAUTY OF DIFFERING SEASONS  
TO SEE THE BIRD AREA  
TO TAKE CHILDREN AND MEET FRIENDS  
TO TAKE PHOTOGRAPHS  
TO UNWIND  
TO VISIT ADOPTED TREES  
TO VISIT COMMEMORATIVE TREE  
TO VISIT MEMORIAL TREE  
TO VISIT MEMORIAL TREE FOR HUSBAND  
TO VISIT MY PARENTS' COMMEMORATIVE TREES  
TO VISIT THE FESTIVAL OF WOOD  
TO VISIT TREE ADOPTED FOR LATE HUSBAND  
TO VISIT TREE DEDICATED TO LATE FATHER  
TO VOLUNTEER  
TO VOLUNTEER AT THE FESTIVAL OF GARDENS  
TO WALK OUR DOGS SAFELY  
TO WALK THE DOGS IN A BEAUTIFUL SETTING  
TO WALK WITH NO DOG POO  
TO WATCH THE TITS IN THE FEEDING AREA  
TO WORK AND EXERCISE IN A BEAUTIFUL ENV.  
TREE PLANTED IN MY SONS MEMORY  
TREES PLANTED IN MEMORY OF PARENTS  
TREES PLANTED IN MEMORY OF PARENTS  
USE THE RECIPROCAL DEAL AT KEW  
USED TO BE A VOLUNTEER  
USED TO COME TO WALK THE DOG  
USED TO VISIT MORE THAN I DO NOW  
USED TO VISIT MORE WHEN WE LIVED NEARBY  
USED TO WALK DOGS REGULARLY  
USED TO WALK MY DOGS  
USED TO WORK THERE AND LOVE VISITING



VERY LOCAL TO US; PLEASANT ENVIRONMENT  
VISIT A MEMORIAL TREE FOR MY HUSBAND  
VISIT BIRD FEEDING CENTRE  
VISIT MORE IF THERE WERE KIDS THINGS  
VISIT WITH HOUSEGUESTS, FAMILY, ETC  
VOLUNTEER  
WALK FOR HEALTH REASONS  
WALK IN SILK WOOD BECAUSE OF THE DOGS  
WALK THE DOG OCCASIONALLY  
WALKED THE DOG FIRST THING IN MORNIN  
WANT MONEY TO GO TO FOW NOT F. COMMISSIO  
WAS A PRESENT  
WAS A REASON TO GET OUT A LONELY HOME  
WAS ALREADY AN RHS MEMBER  
WATCHING THEM CHANGE THROUGH THE SEASONS  
WE ADOPTED A TREE FOR LATE FATHER IN LAW  
WE ENJOY THE ARBORETUM  
WE ENJOY THE SILK WOODS  
WE ENJOY WALKING IN WOODLAND AS FAMILY  
WE HAVE ADOPTED TWO TREES  
WE JUST ENJOY WALKING THERE  
WE LIKE TRAIL TO KEEP UP WITH  
WE SOMETIMES BRING WEEKEND GUESTS  
WE WANTED TO BE ABLE TO VISIT OFTEN  
WEDDING ANNIVERSARY GIFT  
WENT WITH FRIENDS ONE DAY  
WHEELCHAIRS A GREAT HELP  
WHEER ENJOYMENT OF TREES  
WHEN VISITING FAMILY  
WHY IS BIKE RIDING NOT ALLOWED!!  
WONDERFUL PLACE TO TAKE VISITORS  
WONDERFUL PLACE TO WALK OUR DOG  
WONDERFUL SAFE AND EDUCATIONAL PLACE  
WONDERFUL WAY TO APPRECIATE THE SEASONS

## Q8. Rating of facilities

### Telephone system for information

	No.	%
Very good	128	5
Good	264	11
OK	215	9
Poor	39	2
Very poor	11	0
Not used/No opinion	1541	65
Missing	165	7
Total	2363	100

### Car parking

	No.	%
Very good	955	40
Good	1002	42
OK	360	15
Poor	15	1
Very poor	2	0
Not used/No opinion	6	0
Missing	23	1
Total	2363	100

### Toilets

	No.	%
Very good	831	35
Good	961	41
OK	432	18
Poor	38	2
Very poor	11	0
Not used/No opinion	65	3
Missing	25	1
Total	2363	100

### Information on site

	No.	%
Very good	786	33
Good	1129	48
OK	314	13
Poor	20	1
Very poor	6	0
Not used/No opinion	60	3
Missing	48	2
Total	2363	100

### Wheelchair facilities

	No.	%
Very good	259	11
Good	276	12
OK	75	3
Poor	8	0
Very poor	1	0
Not used/No opinion	1543	65
Missing	201	9
Total	2363	100

### Plant centre

	No.	%
Very good	301	13
Good	816	35
OK	627	27
Poor	44	2
Very poor	4	0
Not used/No opinion	494	21
Missing	77	3
Total	2363	100

### Forest shop

	No.	%
Very good	380	16
Good	1059	45
OK	603	26
Poor	63	3
Very poor	7	0
Not used/No opinion	163	7
Missing	88	4
Total	2363	100

### Outdoor cafe

	No.	%
Very good	409	17
Good	932	39
OK	598	25
Poor	78	3
Very poor	14	1
Not used/No opinion	274	12
Missing	58	2
Total	2363	100

Maples restaurant

	No.	%
Very good	483	20
Good	820	35
OK	422	18
Poor	86	4
Very poor	24	1
Not used/No opinion	457	19
Missing	71	3
Total	2363	100

Picnic area

	No.	%
Very good	442	19
Good	808	34
OK	323	14
Poor	20	1
Very poor	3	0
Not used/No opinion	669	28
Missing	98	4
Total	2363	100

Paths in the Old Arboretum

	No.	%
Very good	798	34
Good	1146	48
OK	259	11
Poor	14	1
Very poor	3	0
Not used/No opinion	98	4
Missing	45	2
Total	2363	100

Paths in Silk Wood

	No.	%
Very good	846	36
Good	1095	46
OK	276	12
Poor	10	0
Very poor	2	0
Not used/No opinion	95	4
Missing	39	2
Total	2363	100

### Signage within the grounds

	No.	%
Very good	586	25
Good	1016	43
OK	601	25
Poor	86	4
Very poor	6	0
Not used/No opinion	25	1
Missing	43	2
Total	2363	100

### Attitude of staff

	No.	%
Very good	1094	46
Good	946	40
OK	207	9
Poor	12	1
Very poor	5	0
Not used/No opinion	63	3
Missing	36	2
Total	2363	100

## Other comments on facilities

'YOU ARE HERE' MAPS AT STRATEGIC POINTS  
'YOU ARE HERE' SIGNS WOULD BE HELPFUL  
'YOU ARE HERE' SIGNS WOULD BE HELPFUL  
1 EXPERIENCE OF RUDE FEMALE WARDEN  
A BEAUTIFUL PLACE WHICH WE ENJOY  
A BIT EXPENSIVE  
A LARGE OUTDOOR MAP ON A BOARD  
A WOODEN PARK FOR CHILDREN  
ABSENCE OF TOILETS AT END OF WALKS  
ACCESS IS EXCELLENT FOR PUSHCHAIRS  
ADMISSION CHARGE TO NON-MEMBERS TOO HIGH  
ALL EXCELLENT  
ALL THE STAFF HAVE BEEN WONDERFUL  
ANSWER BASED ON PREVIOUS YEARS VISITS  
APPRECIATE NATURAL SPACES LIKE SILKWOOD  
ARE DOGS ALLOWED ELSEWHERE THAN SILK WOO  
ARE THERE ANY BINS FOR RECYCLING  
AT TIMES THE PARKING IS INADEQUATE  
ATTITUDE OF STAFF EXCELLENT  
BABYCHANGING TOILET AT MAPLES SMELLY!  
BETTER FOOD LABELLING IRO MILK ALLERGIES  
BETTER PLANNED PARKING  
BETTER USE OF THE OAK HALL  
BIG SIGNS NEEDED IN C/PARK IRO 15MPH S/L  
BIRD FEEDING STATION COULD BE RE-SITED  
BRIDGE OVER THE BOTTOM OF THE DOWNS  
CAFE + RESTAURAUNT TOO EXPENSIVE  
CAFE AND MAPLES TOO EXPENSIVE  
CAFE AND RESTAURAUNT VERY EXPENSIVE  
CAFE AND RESTAURAUNT VERY EXPENSIVE  
CAFE IS OVERPRICED  
CAFE OVER-PRICED  
CAFE STAFF NOT HELPFUL  
CAFE/RESTAURAUNT IS VERY EXPENSIVE  
CAFES PRICES ARE RIDICULOUS  
CAFES VERY NICE BUT EXPENSIVE  
CAKES AND COFFEES OVERPRICED  
CANNOT BE FAULTED  
CAR LANE FOR MEMBERS AT GATE  
CAR PARK FOR CONCERTS POOR ORGANISATION  
CAR PARKING INADEQUATE  
CAR PARKING IS DISSAPPOINTING THIS YEAR  
CARPARK COULD HAVE MORE SHADE  
CARPARK IS POOR IN WINTER  
CATERING STAFF LET DOWN THE REST  
CLEANLENES OF TOILETS APPALLING  
CLEARER LABELLING OF TREES  
CLEARER PLANT AND PATH LABELLING  
COFFEE COULD BE BETTER IN RESTAURAUNT  
COFFEE OFTEN COLD - NOW BRING OUR OWN!!  
CONDITION OF PATHS DEPENDENT ON WEATHER  
CONTINUALLY IMPROVING ALL AREAS, GOOD!  
COULD BE MORE DOG FRIENDLY

COULD DO WITH IMPROVED INFO RE ACCESS  
COULD DO WITH MORE TOILETS  
COULD HAVE MORE TOILETS AT THE EXTREMES  
COULD PATHS BE DISCRETELY NUMBERED  
DIFFERENT CAKE VARIETIES  
DIFFICULT TO ORIENTATE OURSELVES  
DISABLE PARKING NOT GREAT  
DISABLED ACCESS TO MAPLES DIFFICULT  
DISSAPOINTED YOU'VE GIVEN UP GARDENS  
DO NOT TURN INTO THEME PARK  
DOG BINS - VERY GOOD FACILITY  
DOG FACILITIES IN SILKWOOD VERY GOOD  
DOG MESS IN SILK WOOD APPALLING  
DOG MESS NOT AN ISSUE WITH CHILDREN  
DOGS ON LEAD RULE IN SILK WOOD  
DOGS ON LEADS IN SILKWOODS  
DONT DEVELOP SILK WOOD TOO MUCH  
DONT MAKE IT INTO A THEME PARK  
DONT OVER-DEVELOP SILK WOOD  
DONT UPGRADE 'CHARMING' LITTLE TRACKS  
DONT WANT SIGNS EVERYWHERE  
DRINKS IN MAPLES LUKE WARM  
EASIER ENTRY TO CARPARK FOR MEMBERS  
ELECTRIC BUGGIES VERY HIGH STANDARD  
ENJOY WALK IN SILK WOOD AND PICNIC  
ENJOYED GARDEN FESTIVAL/WHERE THIS YEAR?  
ESPECIALLY APPRECIATE GENTLE COURTESY  
EXCELLENT IN EVERY AREA  
EXCELLENT SERVICE FROM SALLY DAY  
EXPENSIVE  
EXPENSIVE COFFEE AND CAKES  
EXPENSIVE TO TAKE GUESTS  
EXPENSIVE; COULD WE HAVE DOG-FREE ZONE?  
EXPERIENCE GENERALLY EXCELLENT  
FACILITIES FOR MOTHERS AND BABIES  
FEMALE TOILET ON WAY TO SILKWOOD POOR  
FILTER LANE TO CARPARK FOR MEMBERS  
FOOD AND DRINK EXPENSIVE  
FOOD BECOMES COLD DUE TO LARGE QUEUE  
FOOD IN MAPLES IS ALWAYS EXCELLENT  
FOOD IN MAPLES IS BARELY LUKEWARM  
FOOD IN MAPLES IS OVERPRICED  
FOOD IN MAPLES OFTEN LUKE WARM  
FOOD IS A RIP-OFF!!  
FOOD VERY POOR VALUE AT BOTH PLACES  
FOOD, RESTAURANT REALLY GREAT  
FOOD/DRINK EXPENSIVE, POOR SERVICE  
FOREST SHOP AND MAPLES TOO EXPENSIVE  
FOREST SHOP GOODS ARE TOO EXPENSIVE  
FOREST SHOP LOCAL PRODUCTS ONLY  
FOREST SHOP NOT AS GOOD AS IT WAS  
FOREST SHOP SEEMS EXPENSIVE  
FOREST SHOP WELL LAID OUT BUT EXPENSIVE  
FOUR YEARS SINCE OUR LAST VISIT  
FRUSTRATING THERE'S ONLY 1 LINE TO ENTER

FULL RUBBISH BINS MEANS LOTS OF WASPS!!  
GARDEN CENTRE PRICES VERY EXPENSIVE  
GETTING FED UP WIT MAN-MADE INTRUSIONS  
GETTING IN COULD BE SPEEDED UP  
GIVE REASONS WHEN TREES ARE CUT DOWN  
GOOD IF THERE WERE STAFF AROUND THE PATH  
GOOD QUALITY POOR VALUE  
GREAT IMPROVEMENTS ON THE PATHS  
GROWING USE OF PATHS NEED CONSTANT WORK  
HARD TO FIND A SPACE IN MAPLES  
HARD TO KNOW WHAT SQUARE OF MAP YOUR IN  
HAVE AN ACTIVITY CORNER FOR KIDS  
HAVE NOT BEEN AT BUSY TIMES  
HAVE NOT USED WHEELCHAIR FACILITIES  
HAVEN'T HAD FULL MEAL IN MAPLES YET  
HAVEN'T VISITED SILKWOOD RECENTLY  
HELPFUL TO HAVE 'YOU ARE HERE' SIGNS  
HOPE POPULARISING SILKWOOD WONT SPOIL IT  
I ENJOY WESTONBIRT VERY MUCH  
I'VE NEVER BEEN DISSAPOINTED WITH ANY  
IDENTIFICATION TAGS OFTEN MISSING  
IMPROVE ACCESS TO OLD ARBORETUM  
IMPROVEMENT IN PATHS, SIGNS AND INFO  
IN NO WAY EXAGGERATED  
INFO GIVEN HAS INCREASED-IMPROVEMENT!  
INFO ON INDV. PLANTS MORE EXTENSIVE  
ITEMS IN SHOP A BIT EXPENSIVE  
KEEP BEING REMOVED FROM THE PHONE SYSTEM  
KEEP IT SIMPLE WITH ORIGINALITY  
LABELS ON INDIVIDUAL TREES  
LACK OF ROAD SIGNS FROM MALMESBURY  
LARGER SELECTION OF SANDWHICH FILLINGS  
LEAVING EVENTS USUALLY BADLY MANAGED  
LIKE MAPLES TO BE OPEN LATER  
LIKE TO KEEP CONTRAST SILK / OLD  
LIMITED BABY CHANGING FACILITIES  
LITTLE SHADE IN THE CARPARK  
LOVE COMING! GREAT PLACE  
LOVE THE BIRD FEEDING CENTRE  
LOVE THE RESTAURAUNT  
MAIN COURSES COULD BE MORE APPETISING  
MAINTAIN BOTH OUTDOOR CAFE AND MAPLES  
MALE TOILET CONTAIN NO PROVISION FOR <9S  
MANY SHOP ITEMS VERY EXPENSIVE  
MAP IS ESSENTIAL TO FIND CERTAIN AREAS  
MAP OF THE WOODS WOULD BE USEFUL  
MAPLES AND PLANT CENTRE QUITE EXPENSIVE  
MAPLES AND SHOP EXPENSIVE  
MAPLES CAKE IS DRY AND UNPLEASANT  
MAPLES CLOSES TOO EARLY, STAFF RUDE  
MAPLES CROWDED AND EXPENSIVE/GOOD FOOD  
MAPLES DIFFICULT FOR 'GLUTEN FREE'  
MAPLES GREATLY OVERPRICED  
MAPLES HAS A DISSAPOINTING RANGE OF FOOD  
MAPLES HAS NO CHOICE AND IS TOO PRICEY



MAPLES IS EXPENSIVE  
MAPLES IS EXPENSIVE  
MAPLES IS EXPENSIVE  
MAPLES IS EXPENSIVE AND NOT BEST QUALITY  
MAPLES IS GOOD BUT VERY EXPENSIVE  
MAPLES IS OVERPRICED FOR THE QUALITY  
MAPLES IS TOO PRICEY!!  
MAPLES IS VERY GOOD BUT EXPENSIVE  
MAPLES MENU DOESN'T SEEM TO VARY  
MAPLES NEED BETTER SELECTION SANDWICHES  
MAPLES NEED MORE REASONABLY PRICED GOODS  
MAPLES NOTHING MORE THAN EXPENSIVE CAFE  
MAPLES OVERPRICED  
MAPLES OVERPRICED / PHONE SYSTEM AWFUL!!  
MAPLES POOR AND PRICEY  
MAPLES RESTAURAUNT GOOD QUALITY FOOD  
MAPLES RESTAURAUNT IS TOO EXPENSIVE  
MAPLES SERVICE AREA TOO SMALL/FEW STAFF  
MAPLES SLIGHTLY DISSAPOINTING  
MAPLES STAFF A DISSAPPOINTMENT  
MAPLES STAFF APATHETIC  
MAPLES TOILETS DIRTY AND SMELLY  
MAPLES TOO EXPENSIVE  
MAPLES TOO EXPENSIVE  
MAPLES TOO EXPENSIVE ALTHOUGH GOOD  
MAPLES' FOOD TOO 'POSH'  
MAPLES' LUNCHESES FINISH TOO EARLY  
MAPLES' QUEUES FOR HOT MEALS TOO LONG  
MAPLES' RESTAURAUNT TABLES DIRTY  
MAPLES' TOILETS NOT UP TO STANDARD  
MAPLES/CAFE VERY GOOD BUT EXPENSIVE  
MAPS AROUND SILK WOOD WOULD BE HELPFUL!  
MAPS DIFFICULT TO FOLLOW  
MAPS OF SILKWOOD ON ENTRANCE HELPFUL  
MAPS OF WITHIN OLD ARB. AND SILK WOOD  
MAY BE A NEED FOR MORE WHEELCHAIRS  
MAYBE NEED MORE CAR PARKING WITH SHADE  
MEMBERS ENTRANCE TO AVOID QUEUING  
MORE ACTIVITIES TO INCLUDE 3 YEAR OLDS  
MORE AND BETTER SIGNS ON PATH  
MORE AND BETTER SIGNS REQUIRED  
MORE BABY CHANGING FACILITIES  
MORE BINS FOR DOG SPLODGE  
MORE CHILD FRIENDLY IDEAS WOULD BE GOOD  
MORE CHOICE FOR KIDS MEALS  
MORE DIRECTIONS BACK TO CARPARK AREA  
MORE FACILITIES FOR CHILDREN  
MORE FACILITIES FOR CHILDREN  
MORE INFO ON OTHER ASPECTS OF WILDLIFE  
MORE LOCAL CRAFT IN THE SHOP  
MORE LOCAL FOOD - LESS NESTLE!!!  
MORE NEW THINGS IN THE SHOP  
MORE POWERED WHEELCHAIRS WOULD BE WELCOM  
MORE SEATS ALONG THE FOREST WALKS  
MORE SHADE FOR THE CARPARK

MORE SIGNS IN SILK WOOD-EASY TO GET LOST  
MORE SIGNS NEEDED  
MORE SIGNS PLEASE  
MORE TOILET FACILITIES  
MORE TOILETS AT FAR AWAY POINTS  
MORE TOILETS IN MAPLES REST.AREA  
MORE TOILETS NEAR MAPLES WOULD BE GOOD  
MORE TOILETS ON WALKS  
MORE VARIETY AND COST EFFECT IN SHOP  
MOTORISED WHEELCHAIRS  
NEED A WHEELCHAIR ACCESSIBLE TOILET!!!!  
NEED MORE DOG BIN BAGS  
NEED MORE LITTER BINS  
NEED MORE TOILETS AT END OF SILKWOOD  
NEVER REALLY ENCOUNTER STAFF  
NEW IN THE COUNTRY  
NEW PATHS ARE FANTASTIC  
NEW RESTAURAUNT IS EXCELLENT  
NEW TRACK IN SILK WOOD VERY GOOD  
NICE TO SEE LESS MAN-MADE PATHS  
NO ADVERSE COMMENTS AT ALL  
NO FACILITIES ONCE CAFE AND MAPLES CLOSE  
NO MORE COMMERCIALISATION!!!  
NO MORE DOGS IN PICNIC AREA!!  
NO MORE MADE UP PATHWAYS IN ARBORETUM  
NO MORE PATHS AT TOP OF SILKWOOD  
NO SHADE IN PARKING AREAS  
NO VISITOR ATTRACTIONS-ITS ABOUT TREES!  
NON-NESTLE ICE CREAMS AVAILABLE PLEASE  
NOT CHILD FRIENDLY OR VALUE FOR MONEY  
NOT CLEAR WHERE DOGS ARE ALLOWED  
NOT ENOUGH DOG BINS AND LITTER BAGS  
NOT ENOUGH DOG BINS IN SILK WOOD  
NOT ENOUGH FILLING IN MAPLES' SANDWICHES  
NOT ENOUGH SHADE IN CARPARK  
NOT ENOUGH SIGNS OR NAMES OF WALKS  
NOW FAR TOO MUCH DOG MESS - NOT SAFE!!!  
OFTEN TAKES SEVERAL CALLS TO GET THROUGH  
OLD ARBORETUM IN SHOCKING STATE!  
OPENING UP OF VISTAS IS GREAT IMPROVEMEN  
ORGANISED WALK VERY ENJOYABLE-EXCELLENT  
OUTDOOR CAFE SANDWICHES EXPENSIVE  
OUTDOOR CAFE TOO EXPENSIVE  
OUTDOOR CAFE TOO EXPENSIVE  
OVERALL A PLEASURE TO VISIT  
P CENTRE/SHOP V. EXPENSIVE; SIGNS POOR  
PAPER CUPS ARE INEXCUSABLE  
PARTS OF SHOP NOW TOO UP MARKET  
PATH IMPROVEMENTS VERY WELL DONE  
PATHS AFFECTED BY MUD  
PATHS ARE VERY MUDDY SOMETIMES  
PATHS CAN GET VERY MUDDY  
PATHS CAN GET VERY WET AND MUDDY  
PATHS DIFFICULT FOR WHEELCHAIR USERS  
PATHS IN OLD ARB. ARE OK FOR WHEELCHAIRS

PATHS IN SILK WOOD BEEN WELL INTEGRATED  
PATHS NOT GREAT FOR PRAMS, ETC  
PATHS UNCOMFORTABLE FOR WHEELCHAIR USERS  
PATHS VERY MUDDY IN WINTER  
PATHS VERY MUDDY LAST AUTUMN  
PHONE SYSTEM GAVE US WRONG INFO  
PICNIC AREA BETTER WHEN DOG-FREE!  
PICNIC AREA BINS OFTEN FULL  
PICNIC AREA IN COLDEST PART OF SITE  
PICNIC AREA NEEDS SOME SHELTER  
PICNIC AREA UNDER COVER  
PLANT CENTRE AND SHOP ARE EXPENSIVE  
PLANT CENTRE EXPENSIVE  
PLANT CENTRE EXPENSIVE  
PLANT CENTRE SHOULD HAVE TREES AVAILABLE  
PLANT CENTRE STAFF NOT THAT FRIENDLY  
PLANT CENTRE VERY EXPENSIVE  
PLANT CENTRE VERY EXPENSIVE!  
PLANTS AND POTS TOO EXPENSIVE  
PLANTS EXPENSIVE  
PLANTS, TREES SHOULD BE LABELLED CLEARLY  
PLEASE ALLOW DOGS IN OTHER AREAS!!!!!!  
PLEASE DONT CLOSE OUTDOOR CAFE  
POOR AVAILABILITY IN MAPLES  
POOR CARPARKING AT BUSY TIMES  
POOR SERVICE IN MAPLES  
POOR SYSTEM WITH LONG QUEUES  
POTHoles IN FRONT OF CARPARK  
POTS OF TEA IN MAPLES NOT CUPS  
PREFER DRINKS NOT MACHINE DISPENSED  
PREFER THE WILDNESS OF THE SILK WOOD  
PREFERED SILKWOOD BEFORE FELLING PROGRAM  
PRICE OF FOOD AT CAFE EXPENSIVE  
PRICES EXPENSIVE  
QUEUES IN MAPLES A DETERENT  
QUEUES MOVE TOO SLOWLY IN MAPLES  
RATHER EXPENSIVE SHOP, CAFE & MAPLES  
RE TOILETS: LEAF OUT OF THE TRUSTS WAYS  
REFRESHMENTS AFTER 5PM IN SUMMER  
REFRESHMENTS VERY EXPENSIVE  
REINTRODUCE LITTLE RUNABOUT VEHICLES  
RENEW THE MISSING NAMES OF TREES/PLANTS  
RESTAURANT ALWAYS ATTENTIVE TO NEEDS  
RESTAURAUNT A LITTLE EXPENSIVE!  
RESTAURAUNT FOOD GOOD BUT EXPENSIVE  
RESTAURAUNT IS EXPENSIVE  
RESTAURAUNT IS OVERLY EXPENSIVE  
RESTAURAUNT OVERPRICED  
RESTAURAUNT STAFF ARE SULLEN  
RESTAURAUNT VERY UNINSPIRING  
ROOM FOR IMPROVING CARPARKING  
SANDWICHES TOO COMPLEX FOR ELDERLY MUM  
SELDOM BAGS FOR CLEANING AFTER ONE'S DOG  
SELL MORE THINGS IN THE SHOP  
SELL POTS OR MUGS OF TEA IN MAPLES

SEPERATE ENTRANCE LANE FOR MEMBERS  
SEPERATE LANE FOR MEMBERS CARS  
SERVICE IN CAFE IS ABRUPT AND RUDE  
SERVICE IN CAFES IS OFTEN SLOW  
SHOCKING ALUMINIUM CHAIRS AT MAPLES  
SHOP AND CAFE GOOD BUT EXPENSIVE  
SHOP AND CAFE TOO EXPENSIVE  
SHOP BEST IF STOCKED WITH UNIQUE THINGS  
SHOP EXPENSIVE  
SHOP HAS LOST ITS WAY, QUITE BORING  
SHOP IS DISAPPOINTING  
SHOP IS PRICEY; PATHS ARE GOOD  
SHOP RANGE IS A BIT KITCH  
SHOP TOO UPMARKET  
SHOP VERY UNINSPIRING  
SHORTCUTS SIGNED WOULD BE GOOD  
SHOULD BE ABLE TO DRINK OUT BACK MAPLES  
SHOULD BE ABLE TO VISIT MAPLES FREE  
SHOULD NOT BE CLEANING IN FRONT OF CUSTM  
SIGNAGE IN SILK WOOD NOT THE BEST  
SIGNAGE IN SILK WOOD PRETTY POOR  
SIGNAGE IS POOR AND MAPS CONFUSING  
SIGNS FOR WAY BACK TO CARPARK  
SIGNS NOT THE MOST CLEAR  
SILK WOOD NEEDS BETTER SIGNAGE  
SILK WOOD TOILETS INADEQUATE  
SILK WOOD TOILETS NEED SOME TLC  
SILKWOOD PATHS CAN GET VERY MUDDY  
SILKWOOD PATHS NEED MORE GRASSCUTTING  
SILKWOOD SIGNAGE A BIT SPARCE  
SILKWOOD STARTING TO LOOK TOO SUBURBAN  
SITE OF PLANT CENTRE IS NOT THE BEST  
SOME PATHS CHURNED UP BY MACHINERY  
SOME PATHS GET MUDDY IN WINTER  
SOME PATHS MUDDY IN WINTER  
SOME PATHS POOR FOR WHEELCHAIR  
SOME PATHS UNSUITABLE FOR WHEELCHAIRS  
SOME PATHS VERY MUDDY  
SOMETIMES GET LOST TRYING TO LEAVE  
SOMETIMES HARD TO FIND WAY OUT  
SPECIAL LANE FOR MEMBERS CARS  
STAFF A VERY RARE SIGHT IN THE WOODS  
STAFF ALWAYS HELPFUL  
STAFF ALWAYS HELPFUL AND PLEASANT  
STAFF ATTITUDE VERY VARIABLE  
STAFF EXCEED SPEED LIMIT IN CARPARK  
STAFF EXCEPTIONAL AROUND THE SITE  
STAFF FRIENDLY EXCEPT IN FOREST SHOP  
STAFF GIVING INFO TOO ENTHUSIASTIC  
STAFF HAVE OFTEN BEEN RUDE + OFF HAND  
STAFF IN MAPLES ARE ONLY LET-DOWN  
STAFF IN MAPLES NOT WELCOMING  
STAFF IN MAPLES NOT WELCOMING  
STAFF KNOWLEDGE INVALUABLE  
STAFF ON GATE FINE. NOT OTHERS!

STAFF POOR IN MAPLES / REST FINE  
STAFF RUDE IN MAPLES  
STAFF UNWELCOMING TO CHILDREN  
STAFF VERY HELPFUL WITH ADVICE  
STAFF VERY HELPFUL WITH WHEELCHAIRS  
STAFF VERY POLITE AND HELPFUL  
STALE SMELL IN MAPLES  
STOCK IN FOREST SHOP NO LONGER SO GOOD  
TABLES OFTEN VERY DIRTY  
TELEPHONE IS CUMBERSOME; POOR COFFEE  
TELEPHONE SYSTEM AWFUL  
THANK YOU FOR ALLOWING DOGS IN PICNIC A  
THE CHEF 'OVER SALTS' HIS MAIN COURSES  
THE MAP IS NOT CLEAR ENOUGH  
TICKETING ARRANGEMENTS ARE POOR  
TODDLER PLAY THINGS SCATTERED AROUND  
TOILET BESIDE MAPLES IS VERY DARK  
TOILET BY MAPLES' NEEDS CHECKED MORE  
TOILET ON WAY TO SILK WOOD IS POOR  
TOILET ON WAY TO SILK WOOD NEED IMPROVED  
TOILETS ALWAYS HAVE LONG QUEUES  
TOILETS ARE VERY CLEAN  
TOILETS AROUND THE WALK FOR KIDS  
TOILETS AT SILKWOOD A DISGRACE!!  
TOILETS AT THE FAR END OF ARBORETUM  
TOILETS BY PLANT CENTRE DARK AND OLD  
TOILETS BY PLANT CENTRE POOR + NOT CLEAN  
TOILETS BY PLANT CENTRE VERY POOR  
TOILETS BY SILKWOOD A BIT DODGY  
TOILETS BY SILKWOOD ARE A LETDOWN  
TOILETS BY SILKWOOD COULD BE IMPROVED  
TOILETS NEAR MAPLES OFTEN UNCLEAR  
TOILETS NEAR PLANT CENTRE DIRTY/SMELLY  
TOILETS NEAR PLANT CENTRE IN NEED OF WRK  
TOILETS NEAR PLANT CENTRE NEED WORK  
TOILETS NEAR PLANT SHOP ALWAYS DIRTY  
TOILETS NEAR SILKWOOD NEED REFURBISHED  
TOILETS NEAR THE END OF THE WALKS  
TOILETS NEED CHECKING REGULARLY  
TOILETS NOT ALWAYS CLEAN  
TOILETS OFTEN HAVE NO TOILET PAPER  
TOILETS POOR; STAFF NOT ALWAYS PLEASANT  
TOILETS VERY POOR  
TOO MANY SIGNS  
TOO MANY SIGNS - GIVE MAPS INSTEAD  
TOO MANY SIGNS AND HARD PATHS IN S/WOOD  
TOO MANY VISITORS=CHURNED UP PATHS  
TOO MUCH SIGNAGE  
TRACK TO SILK WOOD A BIT ROUGH 4 PRAMS  
TRAILS ARE NOT MARKED FREQUENTLY ENOUGH  
TRANSLATIONS OF LATIN NAMES; BETTER WC'S  
TREES COULD BE SIGNED WITH COMMON NAMES  
UNAWARE OF THE FOREST SHOP  
UNIMAGINATIVE MENU IN RESTAURAUNT  
USING PATHS IN AREAS IS HARD WITH STICK

VARYING OPENING TIMES STOP DAILY VISITS  
VERY IMPRESSED WITH FOOD IN MAPLES  
VERY LITTLE OF THE ANCIENT SILKWOOD LEFT  
VOLUNTEERS ALWAYS PLEASANT  
VOLUNTEERS HELPFUL AND POLITE  
VOLUNTEERS NEED BETTER TRAINED  
VOLUNTEERS NOT ALWAYS CONFIDENT TO HELP  
WALKED OLD ARB. REGULARLY UNTIL DOGS BAN  
WE JUST LOVE EVERYTHING ABOUT WESTONBIRT  
WE PREFER SILKWOOD- MORE NATURAL  
WEATHER UPDATE, IE RAIN FALL  
WHAT HAPPENED TO DISPLAY GARDENS  
WHAT HAPPENED TO THE LITTLE ELECTRIC CAR  
WHEELCHAIR SURFACES NEED TO BE SMOOTHER  
WHEELCHAIRS NEXT TO DISABLED CARPARK  
WHY CANT I VOLUNTEER DURING WEEK?  
WHY'S CHILDRENS CYCLING NOT ALLOWED??  
WIDER SELECTION OF VEGE, NON ONION GOODS  
WILL DOG OWNERS PLEASE CLEAN UP!!  
WISH WE COULD WALK DOGS IN ARBORETUM  
WOODEN CHILDRENS PLAY FURNITURE  
WOODEN FINGER POSTS AT JUCTIONS  
WOODEN CANOPIES OVER PICNIC TABLES  
WOULD LIKE A FEW MAP SIGNS ABOUT  
WOULD LIKE MORE INFO ON THE TREES  
WOULD LIKE MORE SIGNS  
WOULD WALK WHOLE PLACE BUT DOG BAN  
YOU ARE HERE SIGNS WOULD BE HELPFUL  
YOU PROVIDE EXCELLENT SERVICE

### Q9. Value for money

How would you rate the value for money at each of the following?

Plant Centre

	No.	%
Very good	130	6
Good	615	26
OK	852	36
Poor	122	5
Very poor	12	1
Not used	541	23
Missing	91	4
Total	2363	100

Forest shop

	No.	%
Very good	113	5
Good	663	28
OK	1107	47
Poor	174	7
Very poor	21	1
Not used	199	8
Missing	86	4
Total	2363	100

Maples Restaurant

	No.	%
Very good	151	6
Good	582	25
OK	769	33
Poor	278	12
Very poor	57	2
Not used	442	19
Missing	84	3
Total	2363	100

Outdoor cafe

	No.	%
Very good	184	8
Good	738	31
OK	861	36
Poor	158	7
Very poor	37	2
Not used	300	13
Missing	85	4
Total	2363	100

## Comments on value for money

'CHILD FRIENDLY' FOOD REQUIRED  
ALL 4 OF THE ABOVE ARE TOO EXPENSIVE  
ALL A BIT ON THE EXPENSIVE SIDE  
ALL GOOD BUT QUITE EXPENSIVE  
ALL LOVELY IF EXPENSIVE  
ALL SERVICES AND SALES EXPENSIVE  
ALL SUPER  
AN UNDER-COVER AREA TO SIT WITH MY DOG  
ANY PLANTS BOUGHT HAVE DONE VERY WELL  
APPRECIATE THE MIX OF SALADS  
AS BEFORE  
AS BEFORE  
AS PENSIONERS WE FIND IT RATHER PRICEY  
BAGUETTES INSTEAD OF SOFT ROLLS  
BETTER RANGE OF PRODUCTS IN MAPLES  
BETTER WHEELCHAIR SPACE AT CAFE NEEDED  
BOTH CAFES SEEM EXPENSIVE  
CAFE A TRIFLE EXPENSIVE  
CAFE COULD STOCK 4 SMALL KIDS, EG COOKIES  
CAFE EXPENSIVE FOR WHAT IT IS  
CAFE EXPENSIVE, ESPECIALLY WITH FAMILY  
CAFE FOOD GOOD BUT EXPENSIVE  
CAFE IS EXPENSIVE  
CAFE NEEDS DE-CAFF TEA AND COFFEE  
CAFE OVER PRICED DISSAPOINTMENT  
CAFE PRICES VERY PRICEY  
CAFE SELLS SNACKS AT MEAL PRICES  
CAFE SNACKS TOO EXPENSIVE  
CAFE VERY OVERPRICED CONSIDERING  
CAFE'S GOOD BUT EXPENSIVE  
CAKES IN CAFE EXPENSIVE/LARGE MARK UP!!  
CAKES TOO PRICEY  
CAN BE A LITTLE EXPENSIVE  
CANT REMEMBER FROM LAST VISIT  
CHARGE LESS-MORE PEOPLE WILL COME  
CHEAPER CAKES - LOVELY BUT EXPENSIVE!  
CHILD FRIENDLY MEALS AND PORTIONS  
COFFEE CUPS TOO LARGE AND HEAVY  
COFFEE IN POLY CUP SHOULD NOT COST 1.40  
COFFEE IS TOO EXPENSIVE  
COME FOR FRESH AIR SO CAFE IS GREAT  
COSTS GETTING PRETTY HIGH COFFEE @ £2!  
DISCOUNTS ON PURCHASES FOR MEMBERS  
DOG BAN MAKES ABOVE IRRELEVANT!!  
DRINKS ARE OVERPRICED  
DRINKS IN THE RESTAURANT COULD BE HOT  
ENTRY CHARGE IS EXPENSIVE  
EVENING OPENING IN SUMMER FOR CAFE  
EVERYTHING A BIT EXPENSIVE  
EVERYTHING IS EXPENSIVE  
EXCELLENT FOOD  
EXPAND THE PLANT CENTRE  
EXPENSIVE



EXPENSIVE BUT FINE QUALITY EATING  
EXPENSIVE BUT GOOD QUALITY  
EXPENSIVE FOR A FAMILY  
EXPENSIVE FOR EATING FOR A FAMILY  
EXPENSIVE FOR SMALL FAMILY  
EXPENSIVE!  
EXPENSIVE!!!!  
EXPENSIVE!!!!  
EXTEND HOURS OF SUNDAY ROASTS  
FAR TOO EXPENSIVE ALTHOUGH GOOD QUALITY  
FOOD A BIT EXPENSIVE  
FOOD A BIT EXPENSIVE FOR FAMILIES  
FOOD AND DRINK ARE EXPENSIVE  
FOOD AND DRINK EXPENSIVE  
FOOD AREAS ADEQUATE-DONT NEED ENLARGING  
FOOD DEAR FOR WHAT IT IS  
FOOD EXPENSIVE FOR FACILITIES  
FOOD FINE BUT SHOULD BE CHEAPER OPTIONS  
FOOD IN MAPLES FANTASTIC  
FOOD IS EXPENSIVE ALTHOUGH NICE  
FOOD IS EXPENSIVE THOUGH GOOD QUALITY  
FOOD IS GOOD BUT OFTEN COLD IN MAPLES  
FOOD IS GOOD BUT TOO EXPENSIVE  
FOOD IS OVERPRICED  
FOOD IS QUITE GOOD BUT EXPENSIVE  
FOOD ITEMS SEEM EXPENSIVE  
FOOD LOVELY BUT EXPENSIVE  
FOOD PRICES VERY HIGH  
FOOD TOO EXPENSIVE  
FOOD VERY EXPENSIVE  
FOREST SHOP A BIT EXPENSIVE  
FOREST SHOP EXPENSIVE  
FOREST SHOP IS A BIT EXPENSIVE  
FOREST SHOP IS VERY EXPENSIVE  
FOREST SHOP IS VERY EXPENSIVE  
FOREST SHOP NOT AS GOOD AS IT WAS  
FOREST SHOP OVERPRICED  
FOREST SHOP QUITE EXPENSIVE  
FOREST SHOP RATHER EXPENSIVE  
FRESH FOOD VERY IMPORTANT  
GENERALLY EXPENSIVE  
GOOD BUT EXPENSIVE  
GOOD FRESH FOOD  
GOOD QUALITY AT A FAIR PRICE  
GOOD QUALITY BUT EXPENSIVE  
GOOD QUALITY BUT OVERPRICED  
GOOD QUALITY BUT VERY EXPENSIVE  
GOOD QUALITY FOOD BUT VERY EXPENSIVE  
GREAT SALES IN SHOP, OTHERWISE PRICEY  
HAVE NOT USED MAPLES  
HAVEN'T USED THESE FACILITIES  
HOT DRINKS AT CAFE COULD BE BETTER  
I DO NOT RATE THE OUTDOOR CAFE  
I FIND THE SHOP TOO EXPENSIVE  
I GO SOLELY TO ENJOY THE PEACE

INADEQUATE SERVING COUNTER IN MAPLES  
INTEND TO TRY PLANT CENTRE AND MAPLES  
KIDDIES LUNCH BOX VERY POOR VALUE  
LESS CHOICE IN SHOP IS EVIDENT/DEAR  
LESS PLASTIC PACKAGING PLEASE!  
LIKE BOTH EATERIES  
LOG FIRE NOT LIT  
LOVE THE OUTDOOR CAFE  
LOVELY LOCATION AND ATMOSPHERE  
MAPLES A BIT EXPENSIVE  
MAPLES A LITTLE EXPENSIVE!  
MAPLES AND CAFE EXPENSIVE FOR FAMILIES  
MAPLES AND CAFE PRICES TOO HIGH  
MAPLES CHEF TOP CLASS  
MAPLES COFFEE AND TEA LUKE WARM  
MAPLES COFFEE CUPS TOO BIG AND HEAVY  
MAPLES COULD BE BETTER  
MAPLES COULD HAVE THEMED MEALS  
MAPLES COULD OFFER TEAPOTS NOT JUST CUP  
MAPLES EXCELLENT FOOD BUT EXPENSIVE!  
MAPLES EXPENSIVE  
MAPLES EXPENSIVE  
MAPLES EXPENSIVE  
MAPLES EXPENSIVE FOR FAMILIES  
MAPLES EXPENSIVE FOR SNACKS  
MAPLES EXPENSIVE WITHOUT VARIETY  
MAPLES GETS VERY CONGESTED  
MAPLES GUILTY OF OVERPRICING  
MAPLES IS EXPENSIVE  
MAPLES IS EXPENSIVE  
MAPLES IS EXPENSIVE - TOO MUCH FOR KIDS  
MAPLES IS EXPENSIVE!  
MAPLES IS QUITE EXPENSIVE  
MAPLES IS QUITE PRICEY  
MAPLES IS QUITE PRICEY  
MAPLES IS RATHER EXPENSIVE  
MAPLES IS REALLY QUITE EXPENSIVE  
MAPLES IS VERY EXPENSIVE  
MAPLES IS VERY EXPENSIVE  
MAPLES NOT EFFICIENT, TOO NOISEY  
MAPLES OVER-PRICED  
MAPLES OVERPRICED  
MAPLES POOR QUALITY GOODS AND SERVICE  
MAPLES RATHER EXPENSIVE  
MAPLES RESTAURANT EXCELLENT  
MAPLES RESTAURANT IS GREAT  
MAPLES RESTAURANT IS TOO EXPENSIVE  
MAPLES RESTAURANT RATHER EXPENSIVE  
MAPLES SEEMS EXPENSIVE  
MAPLES SERVICE TOO SLOW  
MAPLES SERVING SYSTEM POOR  
MAPLES SHOULD OFFER CHILDRENS OPTIONS  
MAPLES STANDARDS MUST IMPROVE FOR PRICE  
MAPLES TOO EXPENSIVE  
MAPLES TOO EXPENSIVE FOR A SNACK

MAPLES TOO EXPENSIVE FOR AVERAGE LUNCH  
MAPLES TOO EXPENSIVE FOR WHAT YOU GET  
MAPLES VERY EXPENSIVE  
MAPLES VERY EXPENSIVE FOR WHAT YOU GET  
MAPLES VERY NOISEY  
MAPLES VERY OVER PRICED  
MAPLES WELL AHEAD OF CAFE IN VALUE  
MAPLES' SERVICE SOMETIMES POOR  
MAPLES' SOUP OFTEN QUITE TASTELESS  
MAPLES' VERY POOR VALUE FOR MONEY  
MENU BOARD OUTSIDE MAPLES PLEASE  
MENU NOT THE BEST!  
MORE AFFORDABLE FOOD FOR FAMILIES  
MORE AFFORDABLE PRICES NEEDED  
MORE CHOICE AND LESS EXPENSIVE  
MORE CHOICE AT MAPLES  
MORE CHOICE WOULD BE APPRECIATED  
MORE FRIENDLY STAFF WOULD BE GOOD  
MORE HEALTHY KIDS BOXES  
MORE SPECIALIST TREE BOOKS AVAILABLE  
MORE UNUSUAL PLANTS IN PLANT CENTRE  
MORE VARIETY IN FOREST SHOP  
NEED A WATER FOUNTAIN IN TOILETS  
NEW FACILITIES EXCELLENT  
NICE HOMEMADE CAKES IN CAFE  
NO BREAKFAST AFTER DAWN CHORUS  
NO REASON TO VISIT AS LIVE LOCALLY  
NOT EASY FOR DOG OWNERS TO GO TO CAFE  
NOT ENOUGH LOW BUDGET GOODS  
NOT GREAT ON SERVICE OR CHOICE  
NOT THE QUALITY OF FOOD BUT THE PRICE  
NOT USED ENOUGH TO COMMENT  
NOT VALUE FOR MONEY  
ON A PAR WITH CITY CENTRE PRICES!  
ON A PAR WITH SIMILAR ESTABLISHMENTS  
ON THE PRICEY SIDE  
ONLY GO TO WALK / ENJOY THE SURROUNDING  
OVER PRICED!  
OVERPRICED AND POOR SELECTION  
PENSIONS DONT STRETCH TOO FAR  
PERHAPS A FEW CHEAPER ITEMS?  
PITY ABOUT THE CATERING  
PITY ITS CLOSED IN THE WINTER  
PLANT CENTRE + CAFE EXPENSIVE  
PLANT CENTRE A BIT PRICEY  
PLANT CENTRE AND MAPLES EXPENSIVE  
PLANT CENTRE AND MAPLES EXPENSIVE  
PLANT CENTRE AND SHOP EXPENSIVE  
PLANT CENTRE COULD BE DEVELOPED FURTHER  
PLANT CENTRE EXPENSIVE  
PLANT CENTRE EXPENSIVE  
PLANT CENTRE EXPENSIVE  
PLANT CENTRE EXPENSIVE BUT PLANTS GOOD  
PLANT CENTRE HAS IMPROVED  
PLANT CENTRE IS EXPENSIVE

PLANT CENTRE IS THE POOREST  
PLANT CENTRE IS TOO EXPENSIVE  
PLANT CENTRE LOCATED IN WRONG AREA  
PLANT CENTRE RATHER EXPENSIVE  
PLANT CENTRE TOO EXPENSIVE  
PLANT CENTRE VERY EXPENSIVE  
PLANT SHOP IS EXPENSIVE  
PLANTS A BIT EXPENSIVE  
PLANTS A LITTLE EXPENSIVE  
PLANTS ARE EXPENSIVE BUT OK  
PLANTS SLIGHTLY EXPENSIVE  
POOR FURNISHINGS IN MAPLES  
POOR RANGE OF FOOD IN MAPLES  
POOR STAFF, GOODS AND COFFEE!  
POTS OF TEA AND LIGHTER CUPS  
PRICES ARE HIGH, OTHERWISE VERY GOOD  
PRICES HAVE NOTICABLY RAISED  
PRICES ON THE HIGH SIDE  
PRICES OUTREACH OF AVERAGE FAMILIES  
PRICES OVER THE TOP  
PRICES RATHER HIGH  
PRICES TOO HIGH SO WE PICNIC  
PRICES VERY OFF-PUTTING  
PRICING OF FOOD TOO HIGH  
QUALITY BUT ALSO PRICES ARE HIGH  
QUALITY IS GOOD IN PLANT CENTRE  
QUALITY NOT PRICE IMPORTANT  
QUALITY OF FOOD GOOD THOUGH EXPENSIVE  
QUEUES IN RESTAURAUNT FRUSTRATING  
RELY ON 'CAPTIVE AUDIENCE' THEY HAVE  
RESTAURAUNT AND CAFE EXPENSIVE  
RESTAURAUNT AND CAFE TOO EXPENSIVE  
RESTAURAUNT AND CAFE TOO EXPENSIVE  
RESTAURAUNT EXCELLENT ADDITION  
RESTAURAUNT IS EXCELLENT  
RESTAURAUNT IS EXPENSIVE  
RESTAURAUNT NEEDS CHEAPER OPTIONS  
RESTAURAUNT/CAFE EXPENSIVE  
RETAIL MORE CUTTINGS FROM ARBORETUM  
SANDWICHES AND ICE CREAM SEEM EXPENSIVE  
SANDWICHES TOO EXPENSIVE  
SEE PREVIOUS COMMENT  
SEE PREVIOUS COMMENT!!  
SERVICE AT MAPLES CAN BE A LITTLE SLOW  
SERVICE WITH SMILE WOULD MAKE A CHANGE  
SHOP AND MAPLES A LITTLE EXPENSIVE  
SHOP AND MAPLES EXPENSIVE  
SHOP EXPENSIVE  
SHOP EXPENSIVE - LOOKED BUT NO BUY  
SHOP IS EXPENSIVE  
SHOP IS EXPENSIVE  
SHOP IS EXPENSIVE WITH POOR RANGE  
SHOP IS OVERPRICED  
SHOP IS PRICEY FOR GIFTS, OK FOR BOOKS  
SHOP ITEMS BECOMING EXPENSIVE

SHOP NEEDS MORE EVERYDAY ITEMS  
SHOP NO LONGER HAS "BITS FOR KIDS"  
SHOP VALUE FOR MONEY VARIES  
SHOP VERY EXPENSIVE  
SLIGHTLY EXPENSIVE FOR WHATS ON OFFER  
SMALL PLANT STALL NEAR THE SHOP  
SMALLER, CHEAPER THINGS IN MAPLES  
SOME ITEMS ARE OVER-EXPENSIVE  
SOME MAPLES PRICES RATHER EXPENSIVE  
SOMETIMES EXPENSIVE  
SOUP WATERED DOWN  
TEA SEEMS VERY EXPENSIVE  
THE PLANT CENTRE IS EXPENSIVE  
THE SOUP IS VERY EXPENSIVE  
TOILET FACILITIES MAPLES RATHER SPARCE  
TOO EXPENSIVE  
TOO EXPENSIVE  
TOO EXPENSIVE  
TOO EXPENSIVE FOR A FAMILY  
TOO EXPENSIVE FOR A WHOLE FAMILY  
TOO EXPENSIVE FOR FAMILY  
TOO EXPENSIVE FOR THE LIMITED CHOICE  
TOO EXPENSIVE TO BRING GUESTS  
TOO PRICEY - ESPECIALLY FOR A FAMILY  
TOO TOURIST PRODUCTS, LACK OF LOCALNESS  
TOO TOURISTY, NOT ENOUGH LOCAL CRAFTS  
TOP END OF VALUE FOR MONEY  
UP TO DATE IRRIGATION SYSTEM IN PLANT C  
V. PLEASED THAT OUTDOOR CAFE IS THERE  
VERY EXPENSIVE  
VERY EXPENSIVE - RARELY USED BY US  
VERY EXPENSIVE TO BRING GUESTS  
VERY EXPENSIVE!  
VERY EXPENSIVE!!  
VERY LIMITED MENU IN MAPLES  
VERY PLEASANTLY DESIGNED  
VISITED PLANT CENTRE BUT NOT BOUGHT  
WELL DONE - KEEP MAPLES GOING!  
WHEN CAFE CLOSED MAPLES SELL SNACKS  
WHEN CROWDED MAPLES CAN BE VERY NOISEY  
WIDER CHOICE OF LUNCH MENU  
WISH THEY'D SUPPLY CREAM NOT MILK  
WOODEN BOWLS BEAUTIFUL BUT EXPENSIVE  
WOULD LIKE QUALITY TABLE MATS IN SHOP  
YING YANG  
£1 PER CUP OF COFFEE TOO MUCH

### Q10. Visits to shop

How often do you go into the shop when you visit the Arboretum?

	No.	%
Always	665	28
Nearly always	742	31
Occasionally	656	28
Hardly ever	226	10
Never	64	3
Missing	10	0
Total	1582	100

### Q11. Visits to plant centre

How often do you go into the plant centre when you visit the Arboretum?

	No.	%
Always	121	5
Nearly always	347	15
Occasionally	1013	43
Hardly ever	507	21
Never	361	15
Missing	14	1
Total	2363	100

### Q12. Membership of organisations

Number of members of other organisations (includes multiple responses)

	No.	%
RHS	171	7
National Trust	1234	52
RSPB	394	17
Woodland Trust	207	9
None	925	39
Total	2363	100

## The Future of the Arboretum

### Q1. Play furniture

How would you feel about having sensitively placed play furniture for children on site?

	No.	%
Good idea	1069	45
Not a good idea	292	12
Only in designated area	981	42
Missing	21	1
Total	2363	100

### Q2. Walk-way

How would you feel if we developed a walkway up in the tree canopy?

	No.	%
Good idea	1380	58
Not a good idea	317	13
Only in designated area	604	26
Missing	62	3
Total	2363	100

### Q3. Email

Would you like to receive email news from the Arboretum?

	No.	%
Yes	778	33
No	877	37
No access to email	635	27
Missing	73	3
Total	2363	100

## About Holfordiana

### Q1. Reading habits

How frequently do you read Holfordiana?

	No.	%
Always	1724	73
Occasionally	581	25
Never	35	1
Missing	23	1
Total	2363	100

### Q2. Current articles

How frequently do you read the following articles?

Hugh Angus column

	No.	%
Always	1048	44
Sometimes	950	40
Never	139	6
Missing	226	10
Total	2363	100

Other woods and gardens

	No.	%
Always	1004	42
Sometimes	1033	44
Never	97	4
Missing	229	10
Total	2363	100

Friends Events

	No.	%
Always	1569	66
Sometimes	589	25
Never	44	2
Missing	161	7
Total	2363	100



General Forestry Commission events

	No.	%
Always	1062	45
Sometimes	971	41
Never	102	4
Missing	228	10
Total	2363	100

**Q3. Subjects for articles**

What would you like to read more about in Holfordiana (includes multiple responses)?

	No.	%
Gardening (with trees)	696	29
Gardening (general)	1209	51
Conservation & trees	1010	43
New plants	747	32
Educational fun things for children	645	27
Wildlife & biodiversity	1256	53
Behind scenes at Westonbirt	1352	57
Other	32	1
Missing	167	7
Total	2363	100

## Other subjects for articles

A MORE EXPANDED WEATHER SECTION  
ADVANCE NOTICE OF CONCERTS, ETC  
AIMS BEHIND EVENTS AND FEEDBACK  
ALWAYS LIKE TO SEE THE RAINFALL CHART  
AN ARTICLE ON RECYCLING AT WESTONBIRT  
AN OPTION NOT TO RECEIVE  
ANIMAL AND BIRD LIFE  
ANY INFO ON HONEY FUNGUS  
ART WITHIN NATURE AND WOODLAND  
ARTICLES ABOUT WHAT THE VOLUNTEERS DO  
ARTICLES ABOUT WOODEN CHILDRENS TOYS  
ARTICLES ON WILDLIFE IN ARBORETUM  
ARTICLES USUALLY VERY INTERESTING  
ARTS AND CRAFTS INFO  
BACKGROUND WORK CONNECTED WITH WEATHER  
BETTERINFO WHERE TREES ARE IN ARBORETUM  
BIGGER PROFILE FOR SPECIAL EVENTS  
BIRD WATCHING EVENTS  
BIRDLIFE AT THE ARBORETUM  
BIRDS @WESTONBIRT  
BIRDS AND BUTTERFLIES  
BIRDS SEEN AT WESTONBIRT  
BIT MORE INFO ABOUT EVENTS  
BONSAI  
BONSAI  
BOOK REVIEWS OF RELEVANT BOOKS  
BOTANY AND ALL THINGS DENDROLOGICAL  
CARE OF TREES THROUGHOUT THEIR LIFE  
CHILDRENS ACTIVITIES ADVERTISED IN MAG  
COMMON NAMES ALONGSIDE LATIN PLEASE  
COMPARISONS WITH ARBORETUMS ABROAD  
CONCERTS HELD AT WESTONBIRT  
CONSERVATION WORLD WIDE  
CONSERVE THE TREES - STOP FELLING THEM!!  
CONTROL OF GREY SQUIRRELS/BRING IN RED  
COURTYARD GARDENING  
CURRENT MIX VERY GOOD  
DO WHAT RSPB DO AND GET INTO THE 21STCEN  
DOG WALKING RELATED ARTICLES  
DOG-RELATED CORNER  
DONT DUMB IT DOWN  
DONT GO OVER THE TOP FOR CHILDREN  
DONT HAVE TIME TO READ IT  
DONT WANT MAG - SAVE MONEY AND ASK!  
DONT WANT MAG - SAVE WASTE!!!  
EDUCATIONAL PROGRAMME IS EXCELLENT  
EFFECTS OF GLOBAL WARMING  
ENCOURAGEMENT FOR YOUNGER GENERATIONS  
ENJOY WESTONBIRT AS A PLACE  
EVENTS AT OTHER GARDENS WE COULD ENTER  
EVENTS-PICTURES & REPORTS; FUTURE PLANS  
EVERYONE IS SO FRIENDLY  
EXPLANATION AND HISTORY OF TREE NAMING

FAVOURITE TREES, ETC  
FEEDBACK ON EVENTS ALREADY HAPPENED  
FESTIVAL OF GARDENS  
FESTIVAL OF GARDENS EVENTS  
FIND THE MAGAZINE A LITTLE 'STUFFY'  
FIRST YEAR AS A MEMBER  
FORMAT IS LIMITED / OLD FASHIONED  
FORTHCOMING EVENTS AT OTHER PLACES  
FUTURE PLANS  
FUTURE PLANS / PROJECTS  
GENERAL TREE ARTICLES  
GET INFO FROM GLOS WILDLIFE TRUST MAG  
GLOBAL WARMING  
GLOBAL WARMING  
GREAT IF THERE WERE FAMILY ACTIVITIES  
GUEST ARTICLES BY CELEBRITIES  
HERITAGE / HISTORY  
HISTORY OF PLANT INTRODUCTION  
HISTORY OF THE TREES  
HISTORY OF TREES AND PLANTS  
HOW AND WHY DECISIONS ARE MADE  
HOW TO IDENTIFY TRE DISEASE  
HOW TREES DISCOVERED/WHO BROUGHT THEM  
I FIND IT VERY REASONABLE AS IT IS  
IMPACT OF TREES ON OUR HISTORY  
INFO / IDEAS FOR DISABLED USERS  
INFO ON RECOGNISING INDIVIDUAL TREES  
INFORM MEMBERS OF CONCERTS FIRST  
INFORMATION ON OTHER ARBORETA  
INTERESTED IN EVERYTHING IN THE MAG  
IT ALL SOUNDS INTERESTING  
IT IS A GOOD BALANCE  
IT IS A VERY GOOD MAGAZINE  
IT SEEMS OK TO ME  
JUST HAVE A SIMPLE 'WHATS ON' LEAFLET  
JUST NOT VERY RIVETING  
KEEP A GOOD MIX  
KEEP IT AN ARBORETUM!!!!!!!!!!  
KEEP UP THE GOOD WORK  
LEAFLETS WITH EVENTS WOULD BE BETTER  
LESS TRAWLING FOR BEQUESTS  
LETTERS FROM MEMBERS  
LINKS WITH NEW ARBORICULTURAL DEVELOPMENTS  
LOCATION INFO ON PLANTS OF INTEREST  
LONG-TERM DIARY OF FUTURE EXHIBITIONS  
MAGAZINE NEEDS MAKEOVER - OLD FASHIONED  
MANAGEMENT OF COLLECTION  
MANAGEMENT POLICY OF THE WOODLAND  
MEMBERSHIP CARDS C/CARD SIZE  
MEMBERSHIP CARDS COULD BE SIZE OF A C/CARD  
MORE ABOUT ARE NATIVE SPECIES  
MORE ABOUT RARE SPECIES  
MORE ABOUT TREE PESTS AND PROBLEMS  
MORE ABOUT BIRDS  
MORE DIVERSITY / SHORTER ARTICLES

MORE GENERAL INTEREST ITEMS  
MORE INFO ON EVENTS  
MORE INFO ON THE EVENTS  
MORE SECTIONS AIMED AT THOSE 60+  
NEW ADDITIONS TO THE COLLECTION  
NEW WALKS-PERTAINING TO TIME OF YEAR ETC  
NEWSLETTER / PROGRAM OF EVENTS  
NO CHANGE  
NO VIEWS ON THIS  
NOT INTERESTED - DONT SEND!  
NOT INTERESTED; BUY THE MAGAZINES I WANT  
NOTES AND TIPS ON TREE RECOGNITION  
ORGANIC GARDENING AND MGMT OF PESTS  
OTHER ARBORETA  
OTHER INTERNATIONAL ARBORETA  
OTHER WILDLIFE FOUND AT WESTONBIRT  
PASS THE MAGAZINE ON TO MY GARDNER SON  
PERSONAL EXPERIENCES / LETTERS PAGE  
PHOTOGRAPHING THE TREES  
PICTURES OF WHAT FORESTRY STAFF DO  
PLACE OF TREES IN PLANT ECOLOGY  
PLANNED EVENTS  
PLANT HUNTING ABROAD  
PLANT OFFERS  
PLANTS TO LOOK OUT FOR AT WESTONBIRT  
PRICE OF ENTRY TO HIGH TO TAKE GUESTS  
PROPAGATION OF TREES AND SHRUBS  
PRUNING TREES IN SMALL GARDENS  
PUBLIC ACCESS TO INFO ABOUT COLLECTION  
PURPOSE OF TREES  
Q AND A COLUMN  
QUOTE COMMON AS WELL AS LATIN NAMES  
READ AND ENJOYED COVER TO COVER  
RECENT HISTORY OF WESTONBIRT  
REPORTS OF FOWA ACTIVITIES AND EVENTS  
RESIST TENEDENCY TO TURN INTO THEME PARK  
RESULTS OF GENETIC RESEARCH ON TREES  
SHRUBS / SMALL TREES  
SOME ARTICLES ARE IRRITATINGLY TECHNICAL  
TAXONOMY  
THE RESEARCH AT WESTONBIRT  
THE SCIENCE OF TREES  
THINGS TO DO AT WESTONBIRT  
THINGS TO LOOK OUT FOR AT ARBORETUM  
THINGS TO TAKE CHILDREN TO  
THINK YOU'VE GOT THE BALANCE RIGHT  
TIPS ON PRUNING BAY, MAGNOLIA  
TO ENCOURAGE CONSERVATION DOMESTICALLY  
TOLD ABOUT SOME OF THE PRODUCTS ON SALE  
TOO TECHNICAL ITS FOR THE ENTHUSIAST  
TRANQUIL ATMOS HAS DISAPPEARED AT W/ENDS  
TREE HISTORY  
TREE IDENTIFICATION; READERS PHOTOS  
TREE NURSARY WORK  
TREE PRUNNING

TREE SEED GERMINATION; DATING TREES  
TREES FOR TIMBER PRODUCTION  
VISITOR EXPERIENCES  
VISITORS EXPERIENCES INCLUDING PHOTOS  
VOLUNTEER ACTIVITIES  
WE ALL GET TOO MUCH READING MATERIAL  
WEATHER SECTION COULD BE EXPANDED  
WESTONBIRT NEWS  
WESTONBIRT THROUGH THE YEAR  
WHY END THE FESTIVAL OF THE GARDEN  
WILD FLOWERS  
WOODLAND CRAFTS  
WOODLANDS AND CLIMATE CHANGE  
WORK TO BE DONE ON TREES AND WHY  
WOULD ONLY NEED TO BE OCCASIONAL ARTICLE  
WOULD RATHER MONEY SPENT ON ARBORETUM

#### Q4. Name of magazine

How do you feel about changing the name of the magazine?

	No.	%
Needs to change	625	26
Fine as it is	1163	49
No opinion	503	21
Don't know	34	1
Missing	38	2
Total	2363	100

#### Alternative names

"WESTONBIRT"  
ABRORETIANA  
AMAZING WESTONBIRT  
ARBOR VITAE  
ARBORAMORA (AMORA = LOVE)  
ARBOREAD OR ALBOREDU  
ARBORETA  
ARBORETUM  
ARBORETUM  
ARBORETUM MONTHLY / QUARTERLY  
ARBORETUM NEWS  
ARBORETUM NEWS  
ARBORETUM NEWS  
ARBORETUM NEWS  
ARBORETUM NEWS  
ARBORETUM NEWS  
ARBORETUM NEWS  
ARBORETUM NEWS  
ARBORFRIENDS  
BACK TO THE ROOTS  
BROADLEAF  
CHERISHED FRIENDS  
FOREST CANOPY  
FOREST NEWS  
FORESTRY COMMISSION AT WESTONBIRT  
FOWA - FRIENDS OF WESTONBIRT ARBORETUM  
FOWA - NEWS AND VIEWS  
FOWA MAGAZINE  
FOWA NEWS  
FOWAM  
FOWAM (FRIENDS OF WESTONBIRT ARBORETUM..  
FOWAM (M FOR MAGAZINE)  
FRIENDLY WESTONBIRT  
FRIENDS  
FRIENDS OF ARBORETUM MAGAZINE (FOAM)  
FRIENDS OF THE ARBORETUM  
FRIENDS OF TREES  
FRIENDS OF WESTONBIRT  
FRIENDS OF WESTONBIRT  
FRIENDS OF WESTONBIRT

FRIENDS OF WESTONBIRT  
FRIENDS OF WESTONBIRT ARBORETUM  
FRIENDS OF WESTONBIRT MAGAZINE  
FRIENDS OF WESTONBIRT NEWS  
FRIENDS OF WESTONBIRT NEWSLETTER  
GREENHEART  
HOLFORDIA  
HOLFORDIAN  
HOLFORDS WOODLAND  
HOLFORDWEST  
HOLIWESTON  
JUST WESTONBIRT  
KEEP IT SIMPLE  
LEAVES  
LEGOLAND  
MAPLES  
MORE RECOGNISABLE FLORA OR FAUNA NAME  
NEWS OF WESTONBIRT  
NUTSHELLS  
OAK HALL NEWS  
SHOOTS  
STICK  
STOP DOING IT AND SAVE THE MONEY  
THE ARBORETUM  
THE ARBORETUM CANOPY  
THE ARBORETUM MAGAZINE  
THE ARBOUR OR ARBOREAL  
THE FRIENDS OF WESTONBIRT ARBORETUM  
THE HOLFORD  
THE TRAIL  
THE WESTONBIRT  
THE WESTONBIRT ARBORETUM  
THE WESTONBIRT MAGAZINE (OR JOURNAL)  
THE WESTONBIRT....  
THE WOODSMAN  
THERESA GREEN  
TREE TALK  
TREE TALK  
TREE-WATCH  
TREETMAIL  
TREES  
TREES FOR PEOPLE  
TREES FOR THERAPY  
TREESCAPE  
TREETIME  
TREETOPS OR WESTONVIEWS  
TREETORLD  
USE THE NAME WESTONBIRT  
WESTONBIRT  
WESTONBIRT  
WESTONBIRT  
WESTONBIRT  
WESTONBIRT  
WESTONBIRT  
WESTONBIRT





WESTONBIRT NEWSLETTER  
 WESTONBIRT QUARTERLY  
 WESTONBIRT TIMES  
 WESTONBIRT TODAY  
 WESTONBIRT TREES  
 WESTONBIRT VOICE  
 WESTONBIRT WANDERINGS  
 WESTONBIRT: THE FRIENDS MAGAZINE  
 WESTONBIRTARBORETUM  
 WESTONBIRTEUM  
 WESTONBIRTS NEW LEAVES  
 WHATS ON AT WESTONBIRT  
 WOODCHAT; WOODCUTTINGS  
 YOUR ARBORETUM

**Q5. Production costs**

How do you feel if the magazine contained 25% advertising to cover the cost of producing the publication?

	No.	%
Good idea	1921	81
Not a good idea	127	5
No opinion	223	9
Don't know	51	2
Missing	41	2
Total	2363	100

### Origin of respondents (by country)

	No.	%
England	2155	91
Wales	24	1
Scotland	1	0
Missing	183	8
Total	2363	100

### Origin of respondents (by postcode)

P/code	Freq	%
B17	1	0.04
B28	1	0.04
B30	1	0.04
B34	1	0.04
B52	1	0.04
B60	1	0.04
B75	1	0.04
B98	1	0.04
BA1	47	2.09
BA13	3	0.13
BA14	6	0.27
BA15	12	0.53
BA2	25	1.11
BA21	1	0.04
BA3	2	0.09
BG0	2	0.09
BG3	1	0.04
BH14	1	0.04
BH6	1	0.04
BJ0	1	0.04
BL8	1	0.04
BN18	1	0.04
BN43	1	0.04
BR3	2	0.09
BR6	1	0.04
BS1	2	0.09
BS10	7	0.31
BS13	5	0.22
BS14	4	0.18
BS15	26	1.16
BS16	97	4.32
BS2	1	0.04
BS20	11	0.49
BS21	6	0.27
BS22	3	0.13
BS3	8	0.36
BS30	33	1.47
BS31	16	0.71
BS32	12	0.53
BS34	8	0.36
BS35	39	1.74

BS36	59	2.63
BS37	174	7.75
BS39	3	0.13
BS4	6	0.27
BS40	3	0.13
BS41	5	0.22
BS48	8	0.36
BS49	3	0.13
BS5	11	0.49
BS58	1	0.04
BS6	16	0.71
BS7	23	1.02
BS8	8	0.36
BS9	28	1.25
CA11	1	0.04
CF14	2	0.09
CF15	1	0.04
CF23	1	0.04
CF3	1	0.04
CF35	1	0.04
CF61	1	0.04
CF72	1	0.04
CF83	2	0.09
CM18	1	0.04
CO3	1	0.04
CR2	1	0.04
CR8	1	0.04
CV11	1	0.04
CV12	1	0.04
CV31	1	0.04
CV35	1	0.04
CV8	1	0.04
CW6	1	0.04
DE22	1	0.04
EL12	1	0.04
EX31	1	0.04
EX32	1	0.04
G18	1	0.04
G26	1	0.04
G28	1	0.04
GL1	6	0.27
GL10	29	1.29
GL11	85	3.78
GL12	78	3.47
GL13	5	0.22
GL15	3	0.13
GL16	2	0.09
GL17	2	0.09
GL18	3	0.13
GL19	1	0.04
GL2	29	1.29
GL20	2	0.09
GL3	11	0.49
GL4	18	0.80
GL5	67	2.98

GL50	3	0.13
GL51	18	0.80
GL52	7	0.31
GL53	8	0.36
GL54	13	0.58
GL56	1	0.04
GL6	107	4.76
GL7	89	3.96
GL8	195	8.68
GL9	36	1.60
GLY	1	0.04
GR7	1	0.04
GU4	1	0.04
HP1	1	0.04
HP15	1	0.04
HP9	1	0.04
HR5	1	0.04
HR8	1	0.04
HW4	1	0.04
IV26	1	0.04
KT8	1	0.04
LE18	1	0.04
MK13	1	0.04
MK18	1	0.04
MP25	1	0.04
N1	1	0.04
N13	1	0.04
N16	1	0.04
N3	1	0.04
NG2	1	0.04
NP15	1	0.04
NP16	3	0.13
NP19	1	0.04
NP25	1	0.04
NP26	1	0.04
NP4	1	0.04
NP7	1	0.04
NP8	1	0.04
NR8	1	0.04
NW5	1	0.04
OL6	1	0.04
OX10	1	0.04
OX11	1	0.04
OX12	6	0.27
OX14	1	0.04
OX16	1	0.04
OX18	6	0.27
OX2	1	0.04
OX25	1	0.04
OX26	2	0.09
OX28	5	0.22
OX29	5	0.22
OX3	1	0.04
OX5	1	0.04
OX7	2	0.09

OX9	1	0.04
PO12	2	0.09
PO5	1	0.04
PR8	1	0.04
RG1	1	0.04
RG14	1	0.04
RG17	1	0.04
RG20	1	0.04
RG31	1	0.04
RG41	1	0.04
RG6	2	0.09
RG7	1	0.04
RH14	1	0.04
SA2	1	0.04
SA6	1	0.04
SA62	1	0.04
SL12	1	0.04
SN1	4	0.18
SN10	7	0.31
SN11	14	0.62
SN12	9	0.40
SN13	14	0.62
SN14	121	5.39
SN15	83	3.70
SN16	207	9.22
SN2	4	0.18
SN25	5	0.22
SN26	1	0.04
SN3	4	0.18
SN31	1	0.04
SN4	24	1.07
SN5	16	0.71
SN6	21	0.93
SN8	6	0.27
SN9	1	0.04
SNH	1	0.04
SP4	1	0.04
SS3	1	0.04
SS5	1	0.04
SV4	1	0.04
SW16	1	0.04
SW3	1	0.04
SW4	1	0.04
SY24	1	0.04
TA11	1	0.04
TA13	1	0.04
TA21	1	0.04
TA4	2	0.09
TN12	1	0.04
TQ12	1	0.04
TQ2	1	0.04
TW12	1	0.04
TW2	1	0.04
W5	1	0.04
WA16	1	0.04

WR10	2	0.09
WR11	1	0.04
WR12	1	0.04
WR13	1	0.04
WR14	1	0.04
WR5	1	0.04
WV6	2	0.09

Frequency Missing = 117