



**NEW FOREST
VISITOR SURVEY
2004**

AUTHOR

Harvey Snowling

Economics & Statistics
Forestry Commission
231 Corstorphine Road
Edinburgh
EH12 7AT

Tel: 0131 314 6218

Email: statistics@forestry.gsi.gov.uk

FC ENGLAND

Andrew Norris

New Forest FD
The Queen's House
Lyndhurst
Hampshire
SO43 7NH

Tel: 02380 283141

Email: andrew.norris@forestry.gsi.gov.uk

CONTENTS

INTRODUCTION.....	5
SUMMARY	6
NEW FOREST VISITOR SURVEY 2004.....	7
APPENDIX 1: Questionnaire.....	17
APPENDIX 2: Results tables	20

INTRODUCTION

This report gives the results of a visitor survey carried out at Moors Valley in New Forest forest district between 16th August and 3rd September 2004. A total of 403 questionnaires were completed.

The questionnaire used in the survey is appended (Appendix 1), along with a set tables of the responses achieved (Appendix 2).

SUMMARY

There were 1596 visitors in the 403 groups interviewed, an average of 4.0 visitors per group. The majority (57%) were female, while nearly half (49%) were children, under 16 years of age. Less than 1% were non-white and 2% of the groups had someone with a disability or special need.

Over two-thirds of those surveyed (69%) travelled to the forest from home, 57% travelled 15 miles or less and 96% came by car or van.

The type of visitor was made up of almost equal numbers of locals (34%), day-trippers (34%) and holiday-makers (31%). 61% of the holiday-makers were camping or staying in a caravan.

Nearly three-quarters of respondents (73%) had visited the site before. Of these, over half (54%) visited the forest 1-3 times a year. The main purpose of the visit for 37% of respondents was for fresh air and exercise. A further 20% visited the site for a day out.

39% of those surveyed stayed at the site for 5 hours or more. The average length of the stay was 4 hours.

The Forest Play Trail was the most popular attraction with visitors. 72% had visited this trail during their stay. Treetop Trail (42%) and the Visitor Centre (42%) were the other most popular attractions.

Nine in ten (90%) of those who had used maps, route markers and road signs during their visit said they had made it 'very easy' or 'easy' to find their way around the site.

Nearly all respondents (>99%) said that their visit was as expected or better than expected.

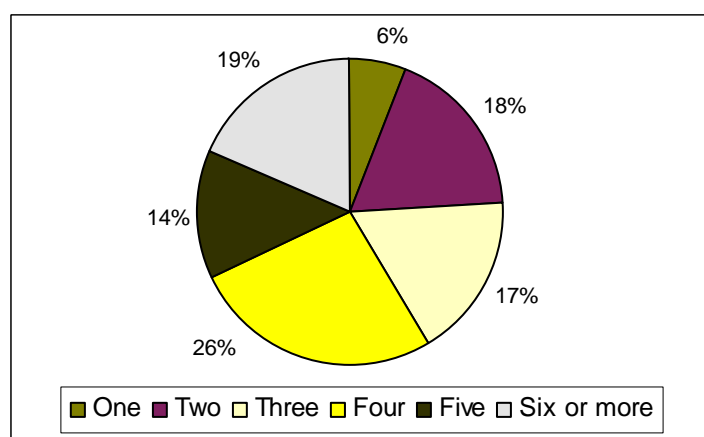
NEW FOREST VISITOR SURVEY 2004

Group composition

Overall, there were a total of 1596 visitors in the 403 groups interviewed. The average group size was 4.0 people.

Groups ranged in size from 1 to 12 people. Over one quarter of the groups (26%) consisted of four visitors. A further 18% consisted of two visitors, a similar number (17%) had three visitors and 14% had five visitors. 19% of groups had six or more visitors, while 6% had one visitor (Figure 1).

Figure 1: Group size

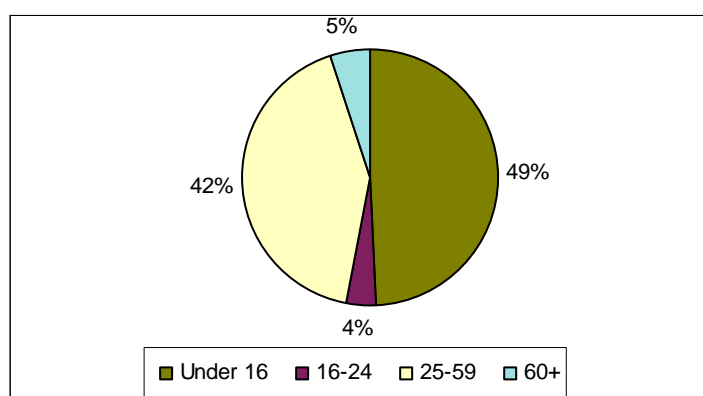


Base: All respondents (403)

Overall, there were more female visitors (57%) than male (43%).

Nearly half of all visitors (49%) were aged under 16. Adults aged 25-59 years accounted for 42% of visitors, while 5% were aged 60 or more. Young adults, aged between 16 and 24, made up 4% of visitors. (Figure 2)

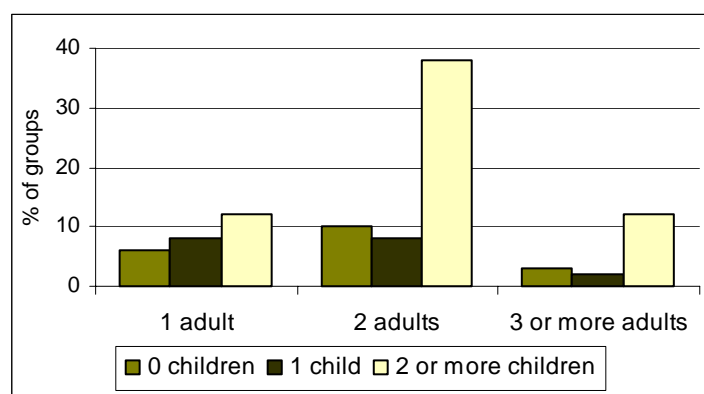
Figure 2: Age group of visitors



Base: All respondents (403)

The majority of groups (81%) had children with them. 18% of the groups had 1 child with them, while a further 62% had 2 or more children. Over one-third (38%) of the groups consisted of two adults with two or more children (Figure 3).

Figure 3: Number of adults and children in the groups



Base: All respondents (403)

Special needs

2% of the groups included someone with a special need or disability (all with mobility problems).

Ethnicity

Less than 1% of all visitors were from a non-white ethnic background.

Dogs and Bicycles

7% of groups had one or more dogs with them and 2% had bicycles.

Visitor origin

Respondents were asked to provide the postcode of their home address. 378 of the 403 respondents were able to provide a valid postcode, while the most of the remainder supplied part of the postcode or the town they lived in. Table 1 shows that the majority of the visitors came from the South East and South West of England. 42% came from the South East, while a further 38% came from the South West.

Table 1: Origin of visitors to Moors Valley

Region/Country	Number	Percentage
South East	168	42
South West	155	38
London	17	4
East of England	17	4
North West	12	3
Yorkshire and the Humber	10	2
West Midlands	7	2
East Midlands	7	2
North East	2	0
Wales	1	0
Overseas	1	0
Unknown	6	1
Total	403	100%

Visitor profile

The majority of respondents (94%) provided a valid postcode.

Each of these postcodes was assigned an “ACORN” code. The Acorn classification was created by CACI Ltd using cluster analysis of the 2001 Population Census, together with data from a number of other sources, to divide almost all postcodes into 56 “types”. These types can be aggregated into 17 “groups” (A to Q) and the groups into 5 broad “categories”. Addresses in postcodes within any “type” will therefore tend to have a lot in common and can be given a label that describes the typical member of that “type”, e.g. “Mature couples, smaller detached homes”.

The table below shows the proportion of valid postcodes from the survey that fall into each group. This is then compared to the overall UK population using an index, to look for similarities and differences between the two.

The table shows that the level of visits to Moors Valley is generally highest amongst those from the most prosperous non-urban communities (groups 1 and 3) and lowest for those from urban, low income and ethnic communities (groups 2, 4 and 5).

Table 2: ACORN coded postcodes

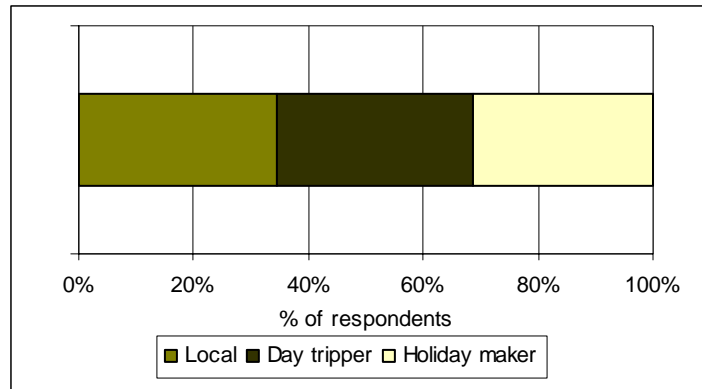
ACORN Group	UK Pop'n Base	Survey	Index
1. Affluent Achievers			
1.A Wealthy Executives	7.4	15.1	204
1.B Affluent Greys	7.8	15.6	200
1.C Flourishing Families	8.1	16.7	206
2. Urban Prosperity			
2.D Prosperous Professionals	2.3	1.3	57
2.E Educated Urbanites	5.4	0.3	6
2.F Aspiring Singles	4.2	1.9	45
3. Comfortably Off			
3.G Starting Out	2.7	2.1	78
3.H Secure Families	14.8	20.1	136
3.I Settled Suburbia	6.5	7.7	118
3.J Prudent Pensioners	3.3	4.5	136
4. Moderate Means			
4.K Asian Communities	1.1	0.0	0
4.L Post Industrial Families	4.2	5.3	126
4.M Blue Collar Roots	8.9	4.0	45
5. Hard Pressed			
5.N Struggling Families	13.4	4.8	36
5.O Burdened Singles	5.2	0.3	6
5.P High Rise Hardship	2.3	0.3	13
5.Q Inner City Adversity	2.2	0.3	14
Unclassified	0.4	0.0	0

Base: Respondents who provided a valid postcode (378)

Visitor type

Visitors were split almost equally between locals (34%), day-trippers (34%) and holiday-makers (31%) (Figure 4). Here, locals are defined as visitors whose home is 15 miles or less from the site, day-trippers are visitors who travel more than 15 miles from their home to the site and holiday-makers are visitors who travelled to the site from holiday accommodation.

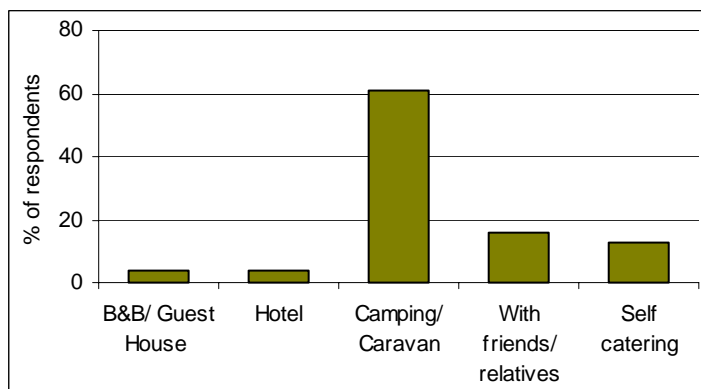
Figure 4: Visitor type



Base: All respondents (403)

Of those who were in the area on holiday, 61% were camping or staying in a caravan. A further 16% stayed with friends or relatives, while 13% stayed in self-catering accommodation. 4% stayed in B&B accommodation and the same number stayed in hotels (Figure 5).

Figure 5: Accommodation used by holiday-makers



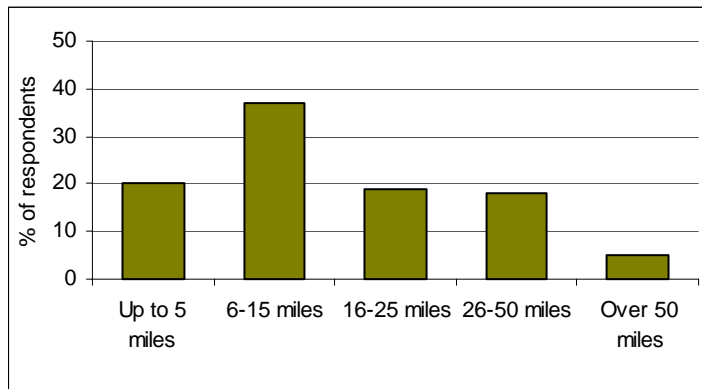
Base: Respondents on holiday in the area (126)

Travel to forest site

Over two-thirds (69%) of those interviewed travelled to the site from their home.

One-fifth (20%) travelled 5 miles or less and a further 37% travelled 6-15 miles to the site. Nearly one-fifth (19%) travelled 16-25 miles, while a similar number (18%) travelled 26-50 miles. 5% travelled over 50 miles to the site (Figure 6).

Figure 6: Distance travelled to site



Base: All respondents (403)

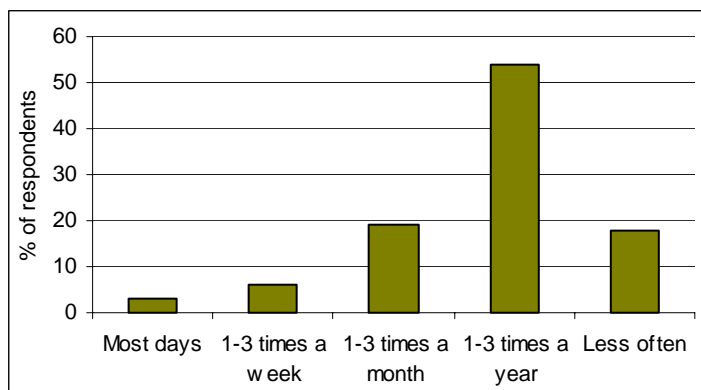
Over half of respondents (52%) took less than half an hour to get to the site, while one-third (33%) took between half an hour and an hour.

96% of those surveyed travelled to the site by car or van.

Previous visits

Nearly three-quarters of respondents (73%) had been to the site before. Of these, 9% visited at least once a week. A further 19% came to the site 1-3 times a month, while 54% visited 1-3 times a year (Figure 7).

Figure 7: Frequency of visits to the site

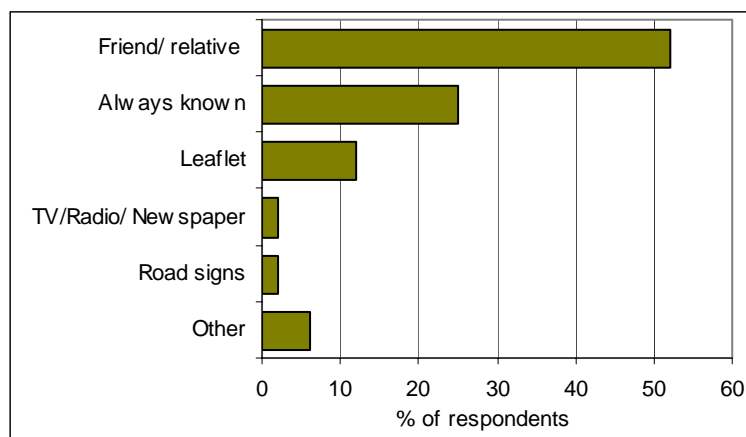


Base: Respondents who had visited site before (294)

Finding out about the forest

Over half (52%) of those interviewed found out about Moors Valley from friends or relatives. A quarter (25%) said they had always known about the site. A further 12% came across the forest in leaflets (produced by the Forestry Commission and other organisations). A small number (2%) found out about the sites from road signs and a similar number from TV, radio or newspapers (Figure 8).

Figure 8: How visitor found out about the forest

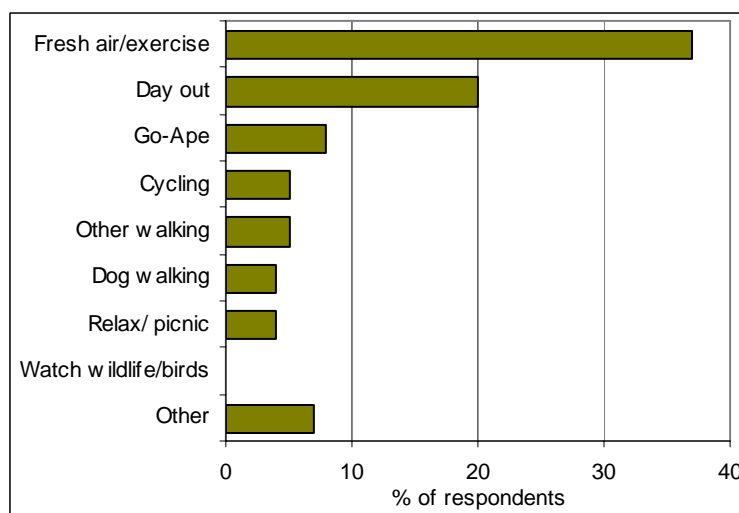


Base: All respondents (403)

Main purpose of the visit

Over one-third of respondents (37%) stated that the main reason for visiting the forest was for 'fresh air and exercise'. One-fifth (20%) stated that they came to the forest for a 'day out', often with the children and other family members. Go-Ape was the main purpose of the visit for 8% of respondents. 'Cycling' (5%), 'dog walking' (4%), 'other walking' (5%) and 'relaxation/picnicking' (4%) were other activities that visitors to the site participated in (Figure 9).

Figure 9: Main purpose of current visit

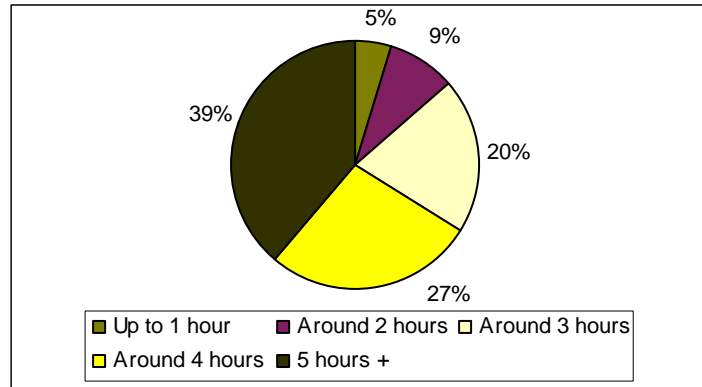


Base: All respondents (403)

Duration of the visit

Visits to the site ranged from 20 minutes to 8 hours in duration. Over one-third of those surveyed (39%) stayed at the site for five hours or more. 27% stayed for around four hours, while 20% stayed for around three hours. 9% stayed for around two hours and the remaining 5% for one hour or less (Figure 10). On average, visitors stayed at the forest for 4.0 hours.

Figure 10: Length of stay at site

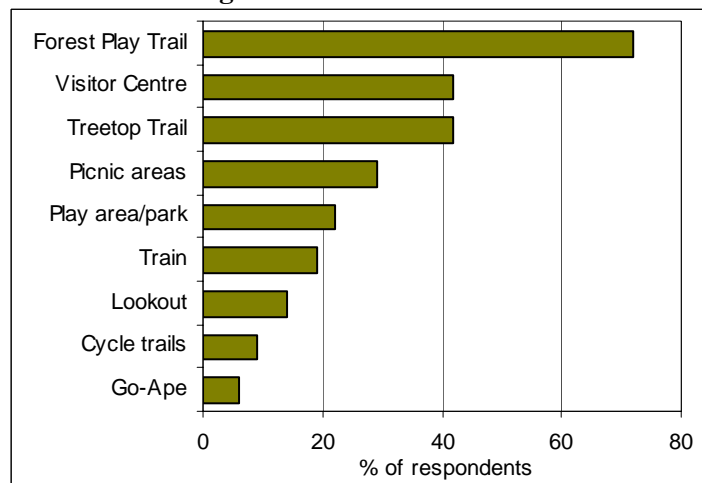


Base: All respondents (403)

Attractions visited

Respondents were asked which of the attractions and facilities at the forest they had visited during their stay. Nearly three-quarter of those interviewed (72%) had been to the Forest Play Trail on the day of their interview. 42% had been to the visitor centre and the same number had been to the Treetop Trail. Other popular attractions were the picnic areas (29%), play areas (22%), train (19%), lookout (14%), cycle trails (9%) and Go-Ape (6%) (Figure 11).

Figure 11: Attractions visited



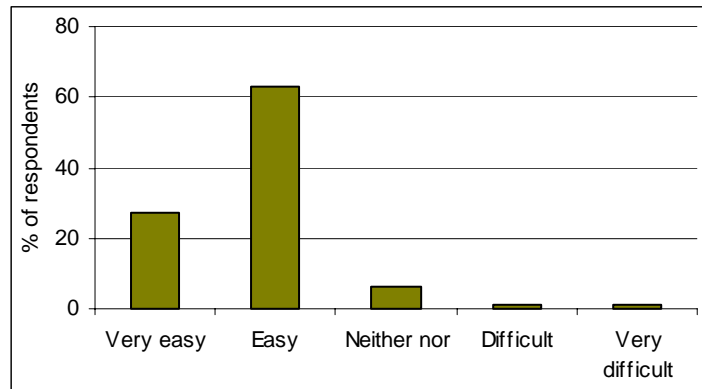
Base: All respondents (403)

Maps and other sources of information

Respondents were asked whether they had used maps, road signs, route markers or information boards within the forest to find their way around. 48% said they had, while 52% had not used any of these aids.

Those who had used maps, road signs, etc. were then asked how easy it was to find their way around the forest. Nine in ten visitors (90%) said that they found it 'very easy' or 'easy' to find their way around the forest (Figure 12).

Figure 12: Ease of navigation in forest



Base: Respondents who had used maps, road signs, etc. (192)

Those who had used maps, road signs, etc. were also asked how they rated the different navigation aids. These were rated on a scale of 1-5 (1=very good, 2=good, 3=OK, 4=poor, 5=very poor).

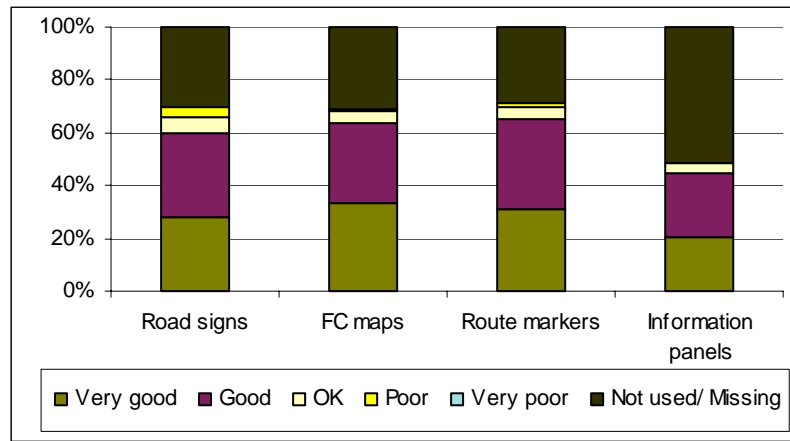
The road signs were rated 'very good' by 28%, 'good' by 32% and 'OK' by 6%. 4% said the road signs were 'poor', while the remaining 30% did not use them or gave no opinion.

The FC maps and leaflets were rated 'very good' by 33%, 'good' by 31% and 'OK' by 4%. 1% said the maps and leaflets were 'poor', while the remaining 31% did not use them or gave no opinion.

The route markers were rated 'very good' by 31%, 'good' by 34% and 'OK' by 5%. 1% said the route markers were 'poor', while the remaining 29% did not use them or gave no opinion.

The information panels were rated 'very good' by 20%, 'good' by 24% and 'OK' by 4%. The remaining 51% did not use the information panels or gave no opinion.

Figure 13: Rating of navigational aids

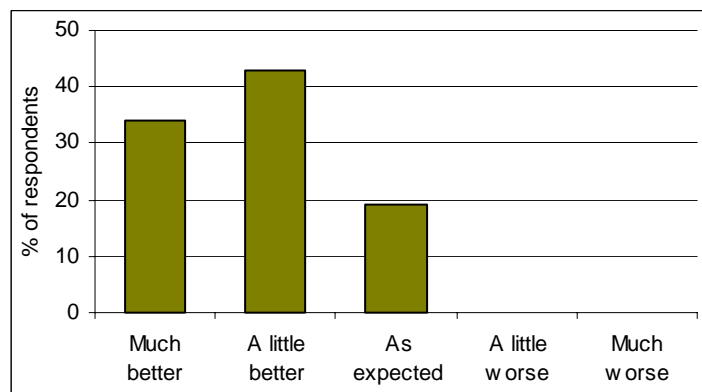


Base: Respondents who had used maps, road signs, etc. (192)

Overall opinion

Respondents were asked how their visit had compared with expectations. Over one-third (34%) said it was 'much better' than expected and a further 43% said it was 'a little better'. Less than 0.5% said that their visit was worse than they had expected (Figure 14).

Figure 14: Overall comparison with expectations



Base: All respondents (403)

Improvements

Respondents were asked to suggest one improvement they would like to see at Moors Valley. A total of 203 valid responses were received. Table 3 summarises the responses when grouped into broad categories.

Over one-fifth of suggestions (22%) were about the charges that visitors had to pay for certain services, in particular for car parking.

Nearly one-fifth (19%) of the suggested improvements related to providing bins for litter and dog mess, while a further 13% suggested that the toilets at the site could be improved.

Over one in ten of the responses (11%) were about the miscellaneous activities and facilities available to visitors (e.g. Go-Ape), while a similar number (10%) felt that the signs, maps and other sources of information at the site could be improved.

Some suggested that the picnic areas could be improved (4% of responses), others that there could be improvements in the refreshments available to visitors (4%). Some 4% of the suggested improvements related to the car parking facilities (excluding charging) and to the trails at the site, while 3% mentioned the seating and shelter available.

Table 3: Suggested improvements to Moors Valley

Improvement	No.	%
Charges, pricing, etc	44	22
Litter	39	19
Toilets	27	13
Miscellaneous activities/facilities	23	11
Signs, maps, etc.	20	10
Picnic areas	9	4
Café, refreshments, etc.	9	4
Trails	8	4
Parking	8	4
Seating	6	3
Other	10	5
Total	203	100%

APPENDIX 1: Questionnaire
MOORS VALLEY COUNTRY PARK

VISITOR SURVEY 2004

Hello; I am carrying out a survey for Forest Enterprise, part of the Forestry Commission. Can you please spare a few minutes to answer some questions?

1. Group size - enter number of people in each category in each box. (Estimate age group - don't ask)

Male		Female
<input type="text"/>	Senior Citizens (Age 75+)	<input type="text"/>
<input type="text"/>	Senior Citizens (Age 60 -74)	<input type="text"/>
<input type="text"/>	Other Adults (Age 45-59)	<input type="text"/>
<input type="text"/>	Other Adults (Age 35-44)	<input type="text"/>
<input type="text"/>	Other Adults (Age 25-34)	<input type="text"/>
<input type="text"/>	Young Adults (Age 16-24)	<input type="text"/>
<input type="text"/>	Children (Under 16)	<input type="text"/>
<input type="text"/>	Predominantly White	<input type="text"/>
<input type="text"/>	Asian	<input type="text"/>
<input type="text"/>	Afro-Caribbean	<input type="text"/>
<input type="text"/>	Dogs	<input type="text"/>
		Bikes

2. Have you travelled from home today?

Circle One

Yes	1	<i>Skip to Q3</i>
No	2	<i>Ask Q2a</i>

2a. What type of accommodation did you stay in last night?

	<i>Circle one</i>
Bed & Breakfast/ Guest House	1
Hotel	2
Camping/ Caravan	3
With friends/ relatives	4
Youth Hostel	5
Self Catering	6
Other	7

3. How far have you travelled to get here today?

	<i>Circle one</i>
Up to 5 miles	1
6 - 15 miles	2
16 - 25 miles	3
26 - 50 miles	4
Over 50 miles	5

3a How long has it taken you to get here today?

	<i>Circle one</i>
Under 15 minutes	1
15 - 29 minutes	2
30 - 59 minutes	3
1 - 2 hours	4
Over 2 hours	5

4. What was the main type of transport you used to get here today? (The one used for the longest distance)

	<i>Circle one</i>
Car/ van	1
Minibus/ coach	2
Public transport	3
Bicycle	4
On foot	5
Other	6

5. Have you been here before?

	<i>Circle One</i>	
Yes	1	<i>Ask Q5a</i>
No	2	<i>Skip to Q6</i>

5a. How often do you come here?

	<i>Circle one</i>
Most days	1
1 - 3 times a week	2
1 - 3 times a month	3
1 - 3 times a year	4
Less often	5

6. How did you first find out about this woodland?

(if answer 8 - 11 ask Q6a, all others skip to Q7)

- Circle One*
- | | |
|---------------------------|----|
| Always known | 1 |
| Friend/ relation | 2 |
| Road signs | 3 |
| Forest Enterprise leaflet | 4 |
| Other leaflet | 5 |
| Local guide book or map | 6 |
| Exhibitions/ displays | 7 |
| TV/newspaper/Radio | 8 |
| FC website | 9 |
| Other website | 10 |
| Other | 11 |

Please specify _____

6a. Can you say where you saw it? (i.e TV/ Radio programme or newspaper or website)

7. What is the main purpose of your visit today?

- Circle one*
- | | |
|-----------------------|---|
| Dog walking | 1 |
| Other walking | 2 |
| Cycling | 3 |
| Fresh air/ exercise | 4 |
| Watch wildlife/ birds | 5 |
| Relax/ picnic | 6 |
| Other | 7 |

Specify

8. How long in total are you staying at this site today?

--	--

Hours mins

9. Which of the following did you/will you visit in the Park today? (Show Card A)

- Circle all that apply*
- | | |
|--------------------|----|
| Forest Play Trail | 1 |
| Treetop Trail | 2 |
| Red Route | 3 |
| Cycle Trails | 4 |
| Lookout | 5 |
| Visitor Centre | 6 |
| Picnic Areas | 7 |
| Followed own route | 8 |
| Don't know | 9 |
| Other | 10 |

Specify

10. Have you had to use maps, road signs, route markers, and so on, within the Park to find your way around today?

- Circle One*
- | | | |
|-----|---|---------------------|
| Yes | 1 | <i>Ask Q10a/10b</i> |
| No | 2 | <i>Skip to Q11</i> |

Only those who used maps, road signs, etc.

10a. In general, how easy was it to find your way around the park?

- Circle one*
- | | |
|----------------------------|---|
| Very easy | 1 |
| Easy | 2 |
| Neither easy nor difficult | 3 |
| Difficult | 4 |
| Very difficult | 5 |
| No opinion | 6 |

10b. How would you rate the following navigation aids, on a scale of Very good, Good, OK, Poor or Very Poor?

- Circle one in each row*
- | | VG | G | OK | P | VP | Not used |
|--------------------|----|---|----|---|----|----------|
| Road signs | 1 | 2 | 3 | 4 | 5 | 6 |
| FC maps / leaflets | 1 | 2 | 3 | 4 | 5 | 6 |
| Route markers | 1 | 2 | 3 | 4 | 5 | 6 |
| Information panels | 1 | 2 | 3 | 4 | 5 | 6 |

11. Overall, how did your visit to the Park compare with expectations?

- Circle one*
- | | |
|-----------------|---|
| Much better | 1 |
| A little better | 2 |
| As expected | 3 |
| A little worse | 4 |
| Much worse | 5 |
| Don't know | 6 |

11a. If the visit was not as expected, why was it either better or worse (apart from the weather)?

12. If we could improve just one thing here, what would that be?

13. To give us an idea of where visitors come from, can you tell me your postcode?

Yes: Record full postcode

--	--

No: Record part postcode if possible, then ask Q13a.

13a. (only ask if full postcode not given) Can you tell me instead which town or other area you live in?

Record name of town or other area (e.g. English/Welsh county, Scottish council area, or country if from abroad)

14. Do you (or does anyone in your group) have any disability or special needs?

Circle One

- | | | |
|-----|----------|--------------------|
| Yes | 1 | <i>Ask Q14a</i> |
| No | 2 | <i>Skip to Q15</i> |

14a. What type of special need is it?

Circle all that apply

- | | | |
|----------|----------|----------|
| Sight | 1 | |
| Hearing | | 2 |
| Mobility | 3 | |
| Other | | 4 |

Specify

15. If you would like us to send you more information about events and activities at Moors Valley Country Park please give us your full name and address.

That's all! Thank you very much for your time.

APPENDIX 2: Results tables

Number in group	Number of respondents	% of respondents
1	25	6
2	72	18
3	70	17
4	106	26
5	55	14
6	38	9
7	18	4
8	12	3
9	4	1
10	2	0
12	1	0
Total	403	100

Number of Males	Number of respondents	% of respondents
0	44	11
1	146	36
2	127	32
3	65	16
4	16	4
5	4	1
6	1	0
Total	403	100

Number of Females	Number of respondents	% of respondents
0	35	9
1	109	27
2	101	25
3	87	22
4	40	10
5	13	3
6	14	3
7	2	0
8	2	0
Total	403	100

Number of Senior Citizens (75+)	Number of respondents	% of respondents
0	401	100
1	1	0
2	1	0
Total	403	100

Number of Senior Citizens (60-74)	Number of respondents	% of respondents
0	355	88
1	20	5
2	27	7
4	1	0
Total	403	100

Number of Adults (45-59)	Number of respondents	% of respondents
0	322	80
1	46	11
2	35	9
Total	403	100

Number of Adults (35-44)	Number of respondents	% of respondents
0	207	51
1	71	18
2	109	27
3	6	1
4	10	2
Total	403	100

Number of Adults (25-34)	Number of respondents	% of respondents
0	280	69
1	51	13
2	64	16
3	5	1
4	2	0
5	1	0
Total	403	100

Number of Young Adults (16-24)	Number of respondents	% of respondents
0	365	91
1	22	5
2	14	3
3	1	0
8	1	0
Total	403	100

Number of Children (under 16)	Number of respondents	% of respondents
0	76	19
1	75	19
2	133	33
3	65	16
4	33	8
5	12	3
6	8	2
8	1	0
Total	403	100

Number of Non White Visitors	Number of respondents	% of respondents
0	401	100
1	1	0
2	1	0
Total	403	100

Number of Dogs	Number of respondents	% of respondents
0	375	93
1	19	5
2	8	2
4	1	0
Total	403	100

Number of Bikes	Number of respondents	% of respondents
0	394	98
1	1	0
2	6	1
3	1	0
4	1	0
Total	403	100

2. Have you travelled from home today?	Number of respondents	% of respondents
Yes	277	69
No	126	31
Total	403	100

(Of those who are staying away from home)

2a. What type of accommodation did you stay in last night?	Number of respondents	% of respondents
B&B/Guest House	5	4
Hotel	5	4
Camping/Caravan	77	61
With friends/relatives	20	16
Self Catering	16	13
Other	3	2
Total	126	100

3. How far have you travelled to get here today?	Number of respondents	% of respondents
Up to 5 miles	82	20
6-15 miles	150	37
16-25 miles	77	19
26-50 miles	74	18
Over 50 miles	19	5
Missing	1	0
Total	403	100

3a. How long has it taken you to get here today?	Number of respondents	% of respondents
Under 15 minutes	85	21
15-29 minutes	126	31
30-59 minutes	134	33
1-2 hours	53	13
Over 2 hours	5	1
Total	403	100

4. Main type of transport used to get here today?	Number of respondents	% of respondents
Car/van	388	96
Minibus/coach	1	0
Bicycle	7	2
On foot	7	2
Total	403	100

5. Have you been here before?	Number of respondents	% of respondents
Yes	294	73
No	109	27
Total	403	100

(Of those who had been before)

5a. How often do you come here?	Number of respondents	% of respondents
Most days	9	3
1-3 times a week	17	6
1-3 times a month	56	19
1-3 times a year	159	54
Less often	52	18
Missing	1	0
Total	294	100

6. How did you find out about this woodland?	Number of respondents	% of respondents
Always known	102	25
Friend/relative	209	52
Road signs	7	2
FE leaflet	20	5
Other leaflet	29	7
Local guide book/map	1	0
TV/newspaper/radio	10	2
FC website	2	0
Other website	5	1
Other	16	4
Missing	2	0
Total	403	100

7. What is the main purpose of your visit today?	Number of respondents	% of respondents
Dog walking	17	4
Other walking	21	5
Cycling	22	5
Fresh air/exercise	148	37
Watch wildlife/birds	2	0
Relax/picnic	15	4
Other	141	35
Missing	1	0
Total	403	100

8. How long in total are you staying at the site today?	Number of respondents	% of respondents
Up to around 1 hour	19	5
Around 2 hours	36	9
Around 3 hours	82	20
Around 4 hours	109	27
5 hours plus	157	39
Total	403	100

(Includes multiple responses)

9. Which of the following did you/will you visit today?	Number of respondents	% of respondents
Forest Play Trail	292	72
Treetop Trail	170	42
Red Route	11	3
Cycle Trails	37	9
Lookout	55	14
Visitor centre	171	42
Picnic areas	118	29
Followed own route	34	8
Don't know	29	7
Other	181	45
Missing	4	0

10. Have you used maps, route markers, etc. today?	Number of respondents	% of respondents
Yes	192	48
No	211	52
Total	403	100

(Of those who had used maps, route markers, etc.)

10a. How easy was it to find your way around the park?	Number of respondents	% of respondents
Very easy	51	27
Easy	121	63
Neither easy nor difficult	11	6
Difficult	1	1
Very difficult	1	1
No opinion	4	2
Missing	3	2
Total	192	100

(Of those who had used maps, route markers, etc.)

10b. How did you rate the road signs?	Number of respondents	% of respondents
Very good	53	28
Good	62	32
OK	12	6
Poor	8	4
Very poor	0	0
Not used	21	11
Missing	36	19
Total	192	100

(Of those who had used maps, route markers, etc.)

10b. How did you rate the FC maps/leaflets?	Number of respondents	% of respondents
Very good	64	33
Good	59	31
OK	8	4
Poor	2	1
Very poor	0	0
Not used	31	16
Missing	28	15
Total	192	100

(Of those who had used maps, route markers, etc.)

10b. How did you rate the route markers?	Number of respondents	% of respondents
Very good	60	31
Good	66	34
OK	10	5
Poor	1	1
Very poor	0	0
Not used	21	11
Missing	34	18
Total	192	100

(Of those who had used maps, route markers, etc.)

10b. How did you rate the information panels?	Number of respondents	% of respondents
Very good	39	20
Good	47	24
OK	8	4
Poor	0	0
Very poor	0	0
Not used	44	23
Missing	54	28
Total	192	100

11. Overall, how did your visit compare with expectations?	Number of respondents	% of respondents
Much better	136	34
A little better	173	43
As expected	76	19
A little worse	2	0
Much worse	0	0
Don't know	1	0
Missing	15	4
Total	403	100

14. Do you, or anyone in your group, have any disability or special need?	Number of respondents	% of respondents
Yes	7	2
No	375	93
Missing	21	5
Total	403	100

(Only those with a special need)

14a. What type of special need is it?	Number of respondents	% of respondents
Mobility	7	100
Total	7	100