



Forestry Commission

**RENDLESHAM
VISITOR SURVEY
2004**

AUTHOR

Harvey Snowling

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

Tel: 0131 314 6218
Fax: 0131 316 4344

Email: statistics@forestry.gsi.gov.uk

FC ENGLAND

Jim Smith

Sandlings Forest
Tangham Outstation
Woodbridge
Suffolk
IP12 3NF

Tel: 01394 450164
Fax: 01394 450179

Email: jim.smith@forestry.gsi.gov.uk

CONTENTS

INTRODUCTION	5
RENDESHAM VISITOR SURVEY 2004	6
APPENDIX 1: Questionnaire	12
APPENDIX 2: Results Tables	15

INTRODUCTION

This report contains the results of a 'Quality of Experience'¹ survey of visitors to Rendlesham Forest in East Anglia Forest District in the summer of 2004. The last survey within Rendlesham Forest was undertaken in 2000. In the 2004 survey visitors were given a self-completion questionnaire regarding the level of satisfaction of their visit. In total, 83 questionnaires were completed and returned (from the 150 distributed to visitors at Rendlesham Forest Centre). A copy of the questionnaire is appended. A full set of results, including responses to open-ended questions, is appended.

Rendlesham Forest covers approximately 1500 hectares and is located in Suffolk's coastal heathland belt known as the Sandlings. The forest consists of large areas of coniferous plantations as well as broadleaved belts, heathland and wetland areas. Within the Sandlings, Rendlesham Forest Centre is the main area for recreation and there are various picnic sites and recreation areas. The Sandlings is at present an under-developed visitor resource. Given the tourist pressures that exist within the Suffolk Coast area and the substantial local population in towns such as Ipswich, there are major opportunities for the local woodlands to play their part in the regional access management issues in this Area of Outstanding Natural Beauty.

The Forestry Commission is committed to opening up its woodlands to provide for a broad range of public access opportunities, whilst maintaining the balance with environmental objectives, to engage and educate the public in the rural agendas and provide recreation. The generation of revenue from public access activities to replace reductions in timber income and central funding, is key to sustaining the long term management of the forest resource as a whole. To realise these opportunities the Forestry Commission is currently developing a recreational strategy for the Sandlings Forest. A key part of this process will be consultation with local stakeholders. The contribution of this report will aid the authors of the strategy to understand the current customer needs and will contribute to make informed decisions based on these needs.

¹ A new methodology, combining quantitative and qualitative survey methodologies was developed by the Forestry Commission and TNS Tourism & Travel in early 2003, to measure the quality of visitor experience. Pilot surveys were carried out at two forest sites and a 'health check' was developed to help forests managers evaluate quality of experience for visitors.

RENDLESHAM VISITOR SURVEY 2004

Satisfaction with facilities at Rendlesham

Respondents were first asked to rate how satisfied they were with the various facilities provided for visitors to Rendlesham. A five-point scale was used to rate each of the facilities. The options available and the associated scores were 'very satisfied (+2)', 'quite satisfied (+1)', 'neither satisfied nor dissatisfied (0)', 'not very satisfied (-1)' and 'not at all satisfied (-2)'. Also, if visitors had no experience of a specific facility, they were able to respond that this was the case (in the table below, 'no experience' is shown along with nil responses).

Scores were applied to the responses (excluding 'No experience' and nil responses), giving averages for each facility. High scores indicate greater satisfaction. The scores (see Table 1) indicate that visitors were most satisfied with car parking (1.76), quality of paths for walking (1.68), children's play equipment (1.65) and quality of paths for other activities (1.63). Visitors were least satisfied with the cleanliness of the toilets (0.07). Baby changing facilities were also given a low rating (0.12), however there was a low response to this question (79% of respondents said they had no experience of using this facility or did not respond). The average overall score for all facilities was 1.21.

Table 1 - Satisfaction with facilities at Rendlesham (%)

	Very satisfied (+2)	Quite satisfied (+1)	Neither sat. nor dissat.(0)	Not very satisfied (-1)	Not at all satisfied (-2)	No exp'nce / No resp	Score
Car parking	75	24	0	0	0	1	1.76
Quality of paths for walking	66	24	1	1	0	7	1.68
Children's play equipment	51	24	1	0	0	24	1.65
Quality of paths for other activities	37	16	2	0	0	44	1.63
Clear signposting to Rendlesham	58	29	2	10	1	0	1.33
Clear signposting on footpaths	43	34	8	6	0	9	1.25
Availability of staff at the site	40	20	16	1	2	20	1.18
Leaflets & information about site	29	33	7	6	4	21	0.98
Shop	17	14	19	4	4	42	0.65
Baby changing facilities	2	8	2	4	4	79	0.12
Clean toilets	10	28	16	19	11	16	0.07
<i>Overall average score</i>							<i>1.21</i>

Satisfaction with safety

Respondents were then asked two questions relating to safety. Nearly all (99%) were satisfied with both their own safety in the forest (score 1.69) and with leaving their car in the car park (score 1.67).

Table 2 - Satisfaction with safety at Rendlesham (%)

	Very sat. (+2)	Quite sat. (+1)	Neither (0)	Not very sat. (-1)	Not at all sat. (-2)	No exp'nce / No resp	Score
Feeling safe in the forest	70	29	1	0	0	0	1.69
Happy to leave car in car park	70	29	0	1	0	0	1.67
<i>Overall average score</i>							<i>1.68</i>

General satisfaction with visit

Respondents were then asked how satisfied they were with some general aspects of their visit to Rendlesham. Value for money was rated the highest (score 1.87), with all respondents either 'very satisfied' or 'quite satisfied' with this aspect of the visit. For each of the five aspects, 90% or more of respondents were either 'very satisfied' or 'quite satisfied' with the visit to Rendlesham (see Table 3).

Table 3 - General satisfaction with visit to Rendlesham (%)

	Very sat. (+2)	Quite sat. (+1)	Neither (0)	Not very sat. (-1)	Not at all sat. (-2)	No exp'nce / No resp	Score
Value for money of trip to this forest	87	13	0	0	0	0	1.87
Being able to spend time with family/friends	76	20	0	0	0	3	1.79
Being able to enjoy scenery/views	75	25	0	0	0	0	1.75
Being able to enjoy the wildlife	65	25	5	0	0	5	1.63
Solitude, peace and quiet	64	27	10	0	0	0	1.54
<i>Overall average score</i>							<i>1.72</i>

Dissatisfaction

Visitors who stated that they were dissatisfied with any aspects of their visit to the forest were asked to indicate the reasons. Nineteen valid responses were provided. Of these, six related to a lack of signs, while five were about the cleanliness of the toilets (see Table 4).

Table 4 – Reasons for dissatisfaction with visit

	Number of Responses
Not enough signs	6
Dirty toilets	5
Lack of staff	2
Lack of wildlife	2
Lack of facilities for small children	2
Quality of paths	2

Other visitors

Respondents were then asked about encounters with other visitors and how this affected their enjoyment during their visit.

A five-point scale was used to rate how encounters with other groups affected enjoyment. The options available and the associated scores were 'increased enjoyment a lot (+2)', 'increased enjoyment a little (+1)', 'made no difference (0)', 'decreased enjoyment a little (-1)' and 'decreased enjoyment a lot (-2)'. Also, if visitors did not come across other groups during their visit, they were able to respond that they did not encounter others (in the table below, 'no encounter' is shown along with nil responses).

Encounters with horse riders had the most positive impact on those surveyed, scoring 0.43, although nearly two-thirds (64%) did not encounter any horse riders or did not respond to this question. Encounters with children, walkers and cyclists also had a positive impact. Encounters with vehicles and motorbikers had the most negative effect, although the non-response rates for these categories were high.

Table 5 - Impact of encounters with other visitors (%)

	Increase a lot (+2)	Increase a little (+1)	No difference (0)	Decrease a little (-1)	Decrease a lot (-2)	No encounter / No resp.	Score
Horse riders	6	5	24	1	0	64	0.43
Children	17	8	63	4	0	8	0.42
Walkers	13	7	67	1	0	11	0.36
Cyclists	10	8	61	4	1	15	0.26
Husky dogs	1	0	16	2	1	79	-0.12
Vehicles driven in the forest	0	0	12	5	2	81	-0.50
Motorbikers / motocross	0	0	6	1	2	90	-0.63
<i>Overall average score</i>							0.26

Reasons for decreased enjoyment

Those who had their enjoyment decreased by encounters with other visitors were then asked to explain why. The ten respondents who answered this question gave a variety of reasons, including the misbehaviour of children and speeding vehicles.

Other types of visitors that decreased enjoyment

Respondents were asked if any other types of visitors had decreased their enjoyment. Five responses were obtained for this question, including noisy people camping in the forest.

Problems

Respondents were asked if any potential problems had affected their enjoyment during the visit.

A three-point scale was used to rate how enjoyment had been affected by various potential problems. The options available and the associated scores were 'didn't reduce enjoyment (0)', 'decreased enjoyment a little (-1)' and 'decreased enjoyment a lot (-2)'. Also, visitors were able to respond that they did not experience a particular problem (in the table below, 'no experience' is shown along with nil responses).

Forestry operations had the least negative effect on the enjoyment of those surveyed. Over three in ten (31%) stated that dogs and dog dirt had a negative effect on the enjoyment of their trip. Litter and fly-tipping was a problem for 13% of respondents. Again, non-responses were high for all parts of this question (see Table 6).

Table 6 - How enjoyment was reduced by potential problems (%)

	No reduction (0)	Reduced a little (-1)	Reduced a lot (-2)	No experience / No resp.	Score
Forestry operations, such as felling	23	1	0	76	-0.05
Muddy tracks	40	4	0	57	-0.08
Noise from other users or motorised sports	24	5	1	70	-0.24
Vandalised, missing or damaged signposts	16	2	2	80	-0.35
Litter or fly-tipping	19	11	2	67	-0.48
Dogs and dog dirt	28	23	8	41	-0.67
<i>Overall average score</i>					<i>-0.36</i>

When asked to explain the reason for the reduction in enjoyment, all ten responses related to dog dirt.

Expectations v. Reality of Visit

Respondents were asked to indicate how the experiences of their visit had compared with expectations.

A third of respondents (33%) stated that the visit was 'much better' than expected, while 14% stated that it was a 'little better'. Just under a half of respondents (47%) found the visit 'as expected' and 2% found it 'a little worse' (see Table 7).

Table 7 - How the visit compared to expectations (%)

Rating	%
Much better	33
A little better	14
As expected	47
A little worse	2
Much worse	0
Don't know / Missing	3

Those respondents whose visit was not as expected were asked why it was better or worse. Six responses were obtained, including a negative comment about dog mess and praise for the wooden bird play area.

Improvements

Respondents were asked what changes they would like to see at the forest to improve the enjoyment of future visits.

A total of 39 respondents answered this question. Responses were grouped into broad categories and shown in Table 8. The most requested changes were for cleaner toilets and more bins for dog mess. Improvements to signposts, maps and paths were also suggested. Two respondents specifically stated that no improvements were required. A further 44 did not respond to this question.

Table 8 - Suggested improvements

	Number of Responses
Cleaner toilets	10
More bins for litter and dog mess	8
Better signposting and maps	5
Better quality of paths	4
Improvements to shop / tea room	3
More benches	2
No improvements required	2
Others	5

Favourite aspects of forest

Respondents were asked what they liked most about Rendlesham Forest.

53 respondents answered this question, giving a total of 67 things they liked about the forest. Responses were grouped into broad categories and shown in Table 9. The most popular aspect of the forest was the peace and quiet it offered visitors (despite the fact that ‘solitude, peace and quiet’ rated the lowest of the five categories in the question on general satisfaction with the visit to Rendlesham – see Table 3 above). The natural state of the forest and the wildlife, trees and flowers that can be seen are also important to many visitors. Some were attracted by the facilities for walking and cycling, while others saw it as a good place to bring the family.

Table 9 - What respondents liked most about the forest

	Number of Responses
Peace and quiet	17
Nature/wildlife	14
Facilities for walking, cycling, etc.	12
Good family environment	12
Freedom	4
Dog friendly	4
Everything	4

APPENDIX 1 – QUESTIONNAIRE

Rendlesham Forest Survey of Visitors



Thank you for taking the time to speak to one of our interviewers and giving us some information about your visit. To help us find out a little bit more about what you think of the forest and facilities provided by Rendlesham Forest, we'd greatly appreciate it if you could take the time to complete this questionnaire at the end of your visit.

Tick the boxes and write in the spaces provided.

By returning the questionnaire your name will be entered into a prize draw to win a free Christmas tree and a family ticket to a What's on event.

Quality of your visit

1) First of all, please indicate how satisfied you were with each of the following facilities during your visit.

If you did not experience a particular aspect and/or cannot provide a rating tick the appropriate box.

				No experience/Don't know		
	Very Satisfied	Quite satisfied	Neither Satisfied nor unsatisfied	Not very satisfied	Not at all satisfied	
Clear signposting to Rendlesham Forest on the road	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> Y
Car parking	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> Y
Shop	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> Y
Clear signposting on footpaths	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> Y
Clean toilets	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> Y
Baby changing facilities	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> Y
Children's play equipment	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> Y
Leaflets and information about the place you were visiting	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> Y
Quality of paths for walking	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> Y
Quality of paths for other activities (e.g. cycling or riding)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> Y
Availability of staff at the site (e.g. rangers)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> Y

2) Next, please indicate how satisfied you were with each of the following relating to your personal safety and security.

If you did not experience a particular aspect and/or cannot provide a rating tick the appropriate box.

				No experience/Don't know		
	Very Satisfied	Quite satisfied	Neither Satisfied nor unsatisfied	Not very satisfied	Not at all satisfied	
Feeling safe in the forest	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> Y
Feeling happy to leave your car in the car park	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> Y

3) Thinking more generally about your visit, how satisfied were you with each of the following aspects?

If you did not experience a particular aspect and/or cannot provide a rating tick the appropriate box.

				Not applicable/Don't know		
	Very Satisfied	Quite satisfied	Neither satisfied nor unsatisfied	Not very satisfied	Not at all satisfied	
Solitude, peace and quiet	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> Y
Being able to spend time with family and friends	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> Y
Being able to enjoy scenery and views	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> Y
Being able to enjoy the wildlife	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> Y
Value for money of your trip to this forest	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> Y

4) If you were not totally satisfied with any of the aspects rated in questions 1 to 3, please explain why below.

Other visitors

5) During your visit, did encounters with any of the following types of visitors affect your enjoyment? (e.g. seeing or hearing them)

If you did not encounter a particular type of visitor during your visit, tick the appropriate box.

				Did not encounter		
	Increased enjoyment a lot	Increased enjoyment a little	Made no difference	Decreased enjoyment a little	Decreased enjoyment a lot	
Walkers	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Children	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Cyclists	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Horse riders	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Husky Dogs	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Motorbikers/moto-cross	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Vehicles driven in the forest	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

6) If any of the visitors listed above decreased your enjoyment at all please explain why below.

7) If any of other types of visitors decreased your enjoyment at all please explain why below.

Problems

8) Did any of the following potential problems affect your enjoyment during your visit?
 Tick the appropriate boxes to indicate if any of the possible issues listed decreased your enjoyment.

	No didn't reduce enjoyment	Decreased enjoyment a little	Decreased enjoyment a lot	Did not experience/ Don't Know
Noise from other users or motorised sports	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> Y
Litter or fly tipping	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> Y
Dogs and dog dirt	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> Y
Muddy tracks	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> Y
Vandalised, missing or damaged signposts	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> Y
Forestry operations such as felling	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> Y

9) If any of the issues listed above decreased your enjoyment at all please explain why.

10) What else, if anything, decreased your enjoyment?

Your visit overall

11) Overall, how did your visit to the forest compare with expectations?

Much better	A little better	As expected	A little worse	Much worse	Don't know
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> Y

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

13) What, if anything, would you like to see changed at the forest to make future visits more enjoyable?

14) What do you like most about the forest you visited?

Thank you for completing this questionnaire and we hope that you have enjoyed your visit to the forest.
 If you return your questionnaire to the Car Park kiosk or the Forest Office and fill in the details below you will be entered into a prize draw

Name:

Address:

Post code:

Please contact Jim Smith at Forestry Commission England Sandlings Forest, Tangham Outstation, Woodbridge, Suffolk IP12 3NF, Tel: 01394 450164 if you have any questions.

APPENDIX 2 – RESULTS TABLES

Q1. How satisfied were you with the following during your visit?

	Total	No.	%
Clear signposting to Rendlesham			
Very satisfied	48	58	
Quite satisfied	24	29	
Neither satisfied nor unsatisfied	2	2	
Not very satisfied	8	10	
Not at all satisfied	1	1	
Total	83	100	

	Total	No.	%
Car parking			
Very satisfied	62	75	
Quite satisfied	20	24	
Missing	1	1	
Total	83	100	

	Total	No.	%
Shop			
Very satisfied	14	17	
Quite satisfied	12	14	
Neither satisfied nor unsatisfied	16	19	
Not very satisfied	3	4	
Not at all satisfied	3	4	
No experience /Don't know	31	37	
Missing	4	5	
Total	83	100	

	Total	No.	%
Clear signposting on footpaths			
Very satisfied	36	43	
Quite satisfied	28	34	
Neither satisfied nor unsatisfied	7	8	
Not very satisfied	5	6	
No experience /Don't know	4	5	
Missing	3	4	
Total	83	100	

Q3. How satisfied were you with the following during your visit?

	Total	No.	%
Solitude, peace & quiet			
Very satisfied	53	64	
Quite satisfied	22	27	
Neither satisfied nor unsatisfied	8	10	
Total	83	100	

	Total	No.	%
Able to spend time with family & friends			
Very satisfied	63	76	
Quite satisfied	17	20	
No experience /Don't know	2	2	
Missing	1	1	
Total	83	100	

	Total	No.	%
Able to enjoy scenery & views			
Very satisfied	62	75	
Quite satisfied	21	25	
Total	83	100	

	Total	No.	%
Able to enjoy wildlife			
Very satisfied	54	65	
Quite satisfied	21	25	
Neither satisfied nor unsatisfied	4	5	
No experience /Don't know	3	4	
Missing	1	1	
Total	83	100	

	Total	No.	%
Value for money			
Very satisfied	72	87	
Quite satisfied	11	13	
Total	83	100	

Q5. Did encounters with any of the following affect your enjoyment?

Walkers	Total	No.	%
Increased enjoyment a lot	11	13	
Increased enjoyment a little	6	7	
Made no difference	56	67	
Decreased enjoyment a little	1	1	
Did not encounter	8	10	
Missing	1	1	
Total	83	100	

Children	Total	No.	%
Increased enjoyment a lot	14	17	
Increased enjoyment a little	7	8	
Made no difference	52	63	
Decreased enjoyment a little	3	4	
Did not encounter	5	6	
Missing	2	2	
Total	83	100	

Cyclists	Total	No.	%
Increased enjoyment a lot	8	10	
Increased enjoyment a little	7	8	
Made no difference	51	61	
Decreased enjoyment a little	3	4	
Decreased enjoyment a lot	1	1	
Did not encounter	12	14	
Missing	1	1	
Total	83	100	

Horse riders	Total	No.	%
Increased enjoyment a lot	5	6	
Increased enjoyment a little	4	5	
Made no difference	20	24	
Decreased enjoyment a little	1	1	
Did not encounter	50	60	
Missing	3	4	
Total	83	100	

Q5. Did encounters with any of the following affect your enjoyment?

	Total	
	No.	%
Husky dogs	1	1
Made no difference	13	16
Decreased enjoyment a little	2	2
Decreased enjoyment a lot	1	1
Did not encounter	61	73
Missing	5	6
Total	83	100

	Total	
	No.	%
Motorbikers/ Motocross	5	6
Made no difference	1	1
Decreased enjoyment a little	2	2
Decreased enjoyment a lot	70	84
Did not encounter	5	6
Total	83	100

	Total	
	No.	%
Vehicles driven in forest	10	12
Made no difference	4	5
Decreased enjoyment a little	2	2
Decreased enjoyment a lot	62	75
Did not encounter	5	6
Total	83	100

Q8. Did any of the following potential problems affect your enjoyment?

	Total	No.	%
Vandalised, missing or damaged signposts			
Di dn' t reduce enjoyment	13	16	
Decreased enjoyment a little	2	2	
Decreased enjoyment a lot	2	2	
Di d not experience/Don' t know	58	70	
Mi ssi ng	8	10	
Total	83	100	

	Total	No.	%
Forestry operations such as felling			
Di dn' t reduce enjoyment	19	23	
Decreased enjoyment a little	1	1	
Di d not experience/Don' t know	55	66	
Mi ssi ng	8	10	
Total	83	100	

Q11. How did your visit compare with expectations?

	Total	No.	%
Overall expectations			
Much better	27	33	
A little better	12	14	
As expected	39	47	
A little worse	2	2	
Don' t know	1	1	
Mi ssi ng	2	2	
Total	83	100	