

Mystery Shopping - Interim Quality Assessment

Answer the questions below providing detailed feedback that will benefit the site.
All 'No' responses require comments.

Name of Site: Troopers Hill LNR

Managing Organisation: Bristol City Council

Date, time and duration of visit: 30/11/13 3.30pm For a good hour plus.

Weather conditions: dry, cool, sunny.

Name of Judge:

1. Was the site easy to find e.g. directional signage?

Yes No N/A In part.

Comments: I had looked up the location online. However, no street signs were observed.

2. On approaching the site were you encouraged to enter?

Yes No N/A Yes

Comments: Green space looking wild and interesting!

3. Were entrance signs visible announcing the site and did they provide contact details for complaints/praise?

Yes No N/A Yes

Comments: Entrance noticeboards present and some entrances and signs at others. Noticeboards very informative.

4. Were entrances safe and accessible to people of differing abilities?

Yes No N/A Yes and No

Comments: The site is on a hill, with steep slopes on most sides. It would be unreasonable to expect wheelchair access from the lower entrances. However, it would be worth investigating wheelchair access from one of the nearest, high entrances e.g. Malvern Road, to the 'chimney tower' for the views are truly breath-taking.

5. Were entrances and car parks clean, litter free and well maintained?

Yes No N/A In part

Comments: Reasonably clean with dog bins available.

6. Were signs throughout the site of good quality, well maintained, and displaying up to date and relevant information?

Yes No N/A In part

Comments: Noticeboards were relevant and informative. Little signage within the reserve, other than for a designated trail.

7. Were paths in good condition, clean, unobstructed and accessible to people of different abilities?

Yes No N/A In part

Comments: The wooden steps on all major slopes were well constructed and exemplary of a great investment in accessibility in the reserve. Paths were in keeping with the reserve, but not wheelchair accessible as already explained.

8. Were any staff on site easily identifiable to the public, knowledgeable and approachable?

Yes No N/A N/A

Comments: No staff seen.

9. Were facilities such as toilets, cafés etc. clean, well maintained and open as advertised?

Yes No N/A N/A

Comments:

10. Were buildings, structures and features such as walls fences etc in good condition and free from graffiti?

Yes No N/A

Comments: The chimney feature/monument was in good condition.

11. Was all children's play equipment well maintained and clean?

Yes No N/A Yes

Comments:

12. Were benches, bins etc. well located, clean and in good condition?

Yes No N/A Yes

Comments:

13. Was safety equipment present, fit for purpose and in good condition (if provided)?

Yes No N/A N/A

Comments:

14. Was lighting, CCTV and other security measures in good condition (where provided and able to be assessed)?

Yes No N/A N/A

Comments:

15. Did litter bins appear to be emptied regularly and was the site litter free?

Yes No N/A No

Comments: Litter was observed throughout the reserve. More bins necessary and notices encouraging visitors to keep the reserve tidy.

16. Was dog and other animal fouling adequately controlled?

Yes No N/A No

Comments: Dog fouling was observed on numerous occasions all round the reserve. By its very nature and location, the reserve is fantastic for dogs. Ironically, much of the litter was in the form of discarded dog-poo bags!

17. Were horticultural standards being maintained?

Yes No N/A Yes

Comments:

18. Did trees appear to be safe and in good condition?

Yes No N/A Yes

Comments: Where necessary though it should be stressed that this is a nature reserve and standing and lying dead wood is an ecological asset to be treasured.

19. Were features requiring or undergoing maintenance made safe with appropriate signage?

Yes No N/A N/A

Comments:

20. Did you feel safe during your visit?

Yes No N/A Yes

Comments:

21. Was the site flying its Green Flag, and was the flag in good condition and recognisable and was a certificate displayed?

Yes No N/A Yes

Comments: Certificate not seen

22. Did you obtain feedback from park users and/or staff?

Yes No N/A No

Comments:

23. Would you like to make any additional observations?

Yes No N/A

Comments: I commend the ambition and courage of those who have let nature rewild this site. This is not neglect, but a willingness to manage sensitively and patiently. The wildlife and biodiversity potential being realised at this site, is of primary importance. Care will be needed to remove and eliminate invasive alien species from the reserve. No doubt encouragement is needed to shift the culture of dog-fouling and littering towards a respect for the natural inhabitants of the site and in this instance perhaps education through 'forest-schooling' would be one long-term strategy worth investigating here. This is an amazing site.

Overall is the Green Flag Award standard being maintained on the site?

Yes No Yes

If no please indicate the main areas that require action to achieve the standard.

Comments: Dog-fouling and litter as mentioned above. Guided walks to promote and discover the ecological assets of the site. Extensive oak (*Quercus*) and other tree regrowth will need consideration in long-term plans for the site.