

PARKS CUSTOMER SATISFACTION SURVEY REPORT 2024



November 2024

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Introduction

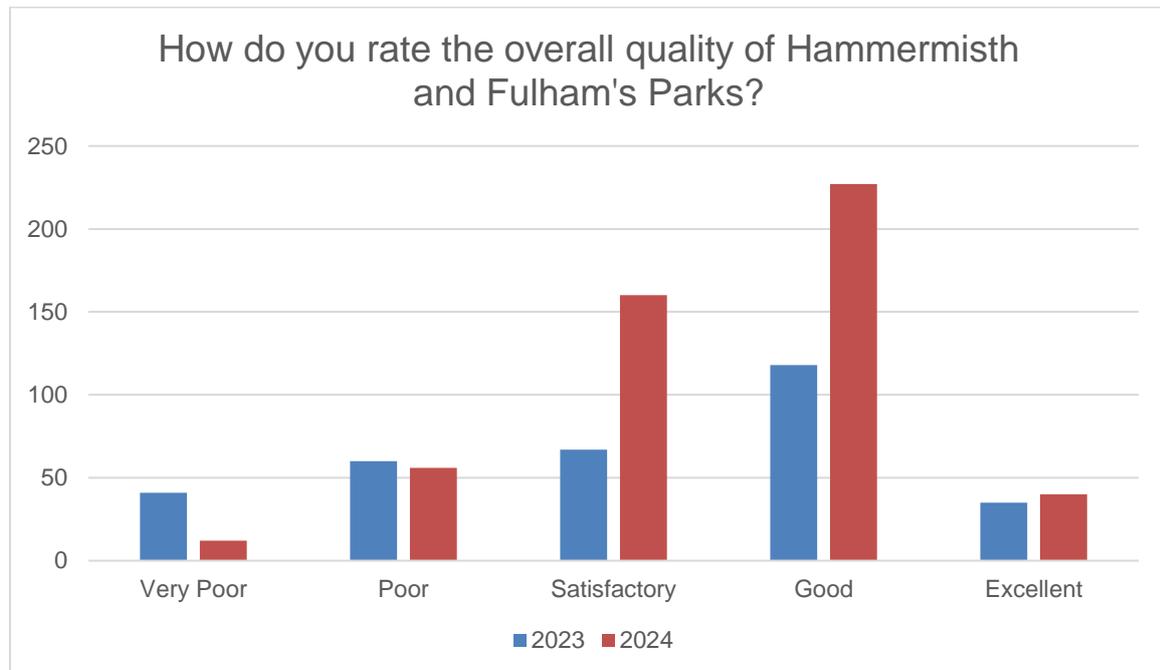
Aims:

Hammersmith & Fulham Council's Parks Team have conducted a parks customer satisfaction survey to gather feedback on the current performance of the parks service and to understand the areas that can be improved.

Methodology:

The survey was carried out between the 29th July and 15th September 2024. It was held online via the Council's [H&F Have Your Say \(lbhf.gov.uk\)](https://lbhf.gov.uk) consultation portal. The consultation was promoted online via the Council's website and through various social media and newsletter posts. The online survey was also shared with each existing Friends Group to be shared with their members.

Over the consultation period the Council received 495 responses, with 86.3% scoring the overall quality of all Council parks as satisfactory or above.



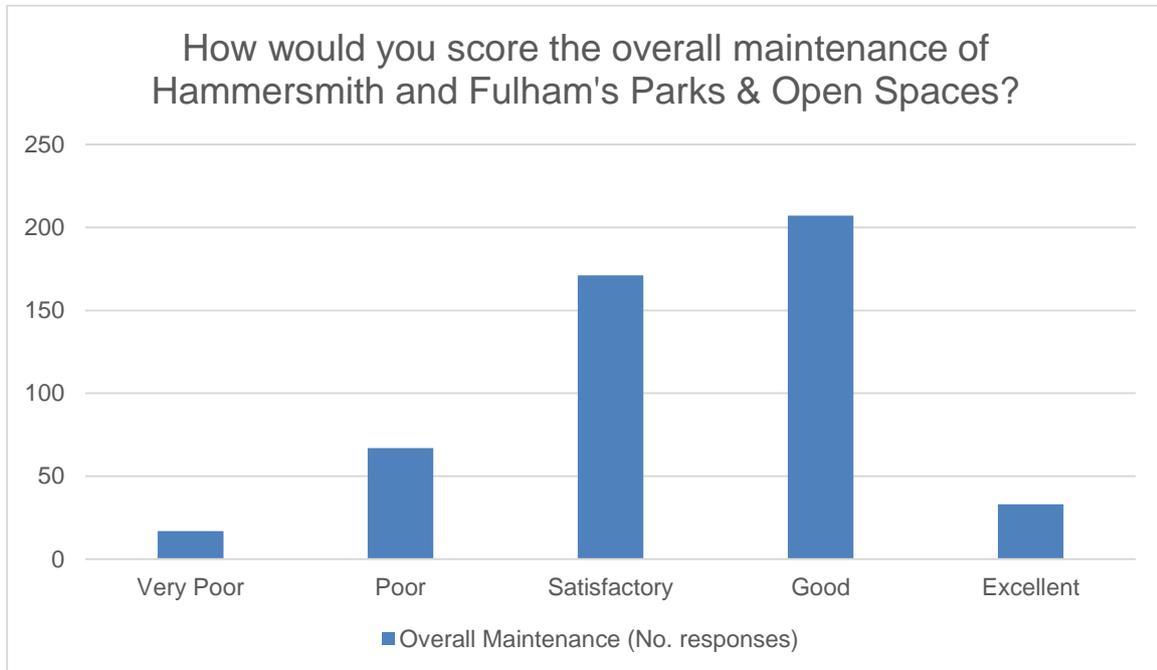
This is an increase on the 2023 survey which had 320 responses and an overall satisfaction rate for quality of 69%.

A further summary of the 2024 responses can be found in this report.

Summary of Results:

Overall Maintenance:

Respondents were asked to score their thoughts on the overall maintenance of the Council’s managed parks and open spaces.



Category	Number	Percentage
Very Poor	17	3.5%
Poor	67	13.5%
Satisfactory	171	34.5%
Good	207	41.8%
Excellent	33	6.7%

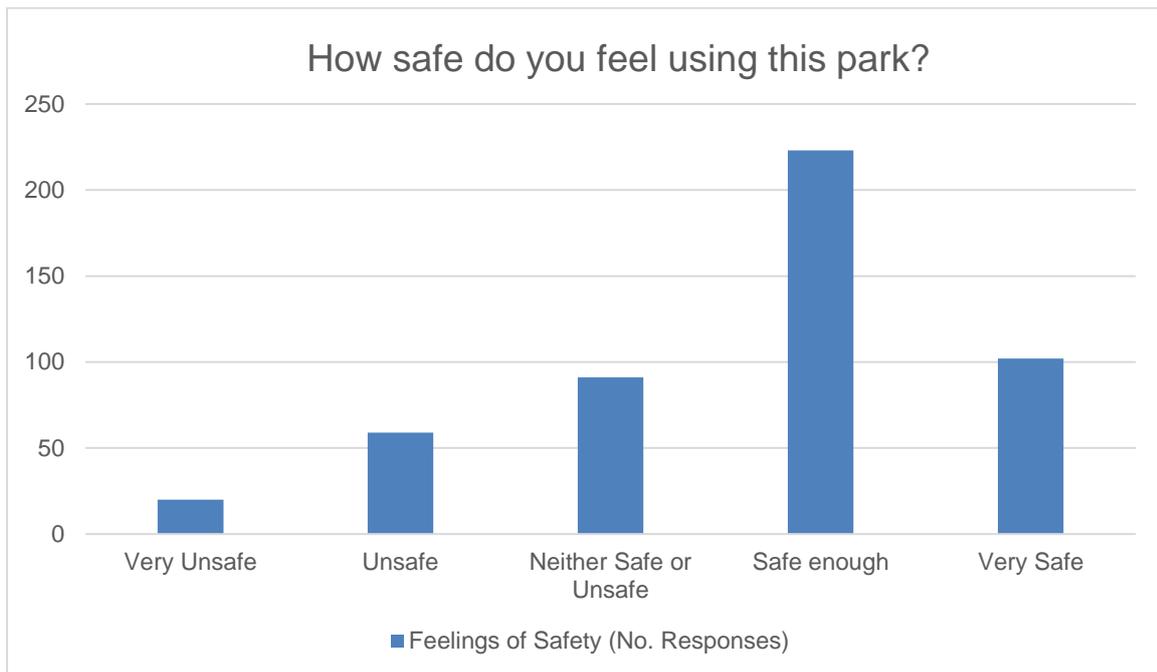
83% of respondents felt that the overall maintenance was satisfactory or above. In 2023 the satisfaction or above score was 61%

Overall Quality:

As highlighted on the previous page, respondents were asked to score their thoughts on the overall quality of Hammersmith and Fulham’s parks and open spaces and here is how the **86.3%** satisfaction score was broken down.

Category	Number	Percentage
Very Poor	12	2.4%
Poor	56	11.3%
Satisfactory	160	32.3%
Good	227	45.9%
Excellent	40	8.1%

Safety:

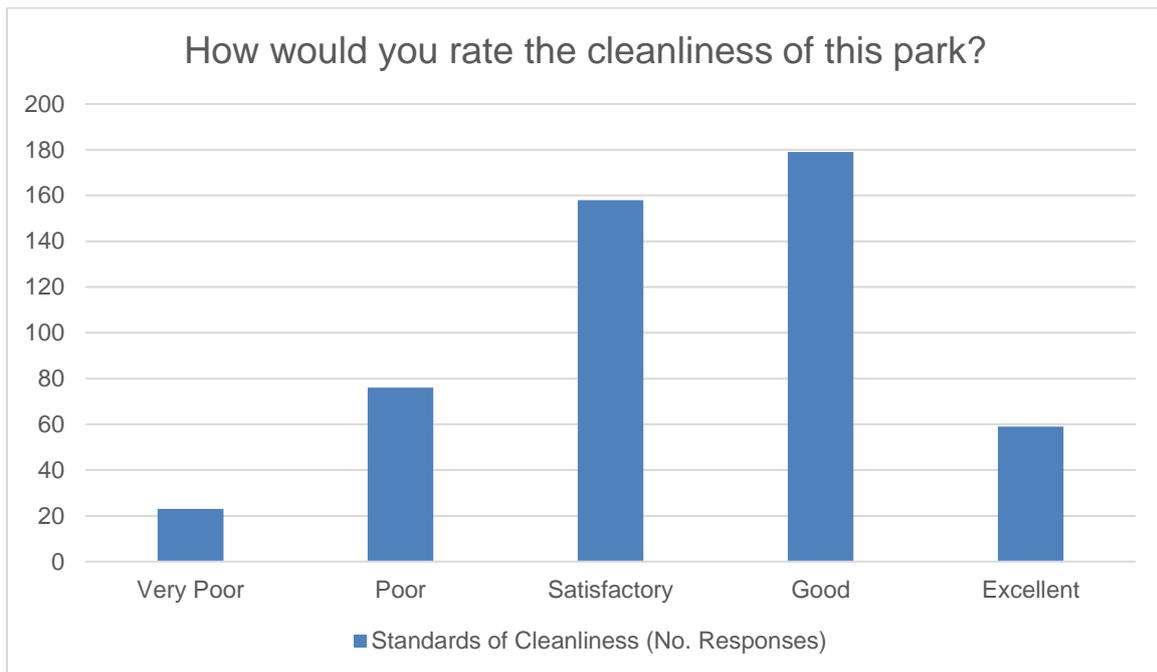


Category	Number	Percentage
Very unsafe	20	4%
Unsafe	59	11.9%
Neither safe or unsafe	91	18.4%
Safe enough	223	45.1%
Very safe	102	20.6%

The data suggests that **65.7%** of respondents (approximately 324 of 495) feel that the parks are safe enough or better. Those that have rated the parks as unsafe have reported concerns of ASB and these cases will be reported to the Council’s Law Enforcement Team (LET) to action and increase the number of patrols.

In 2023 the score was 73%.

Cleanliness:

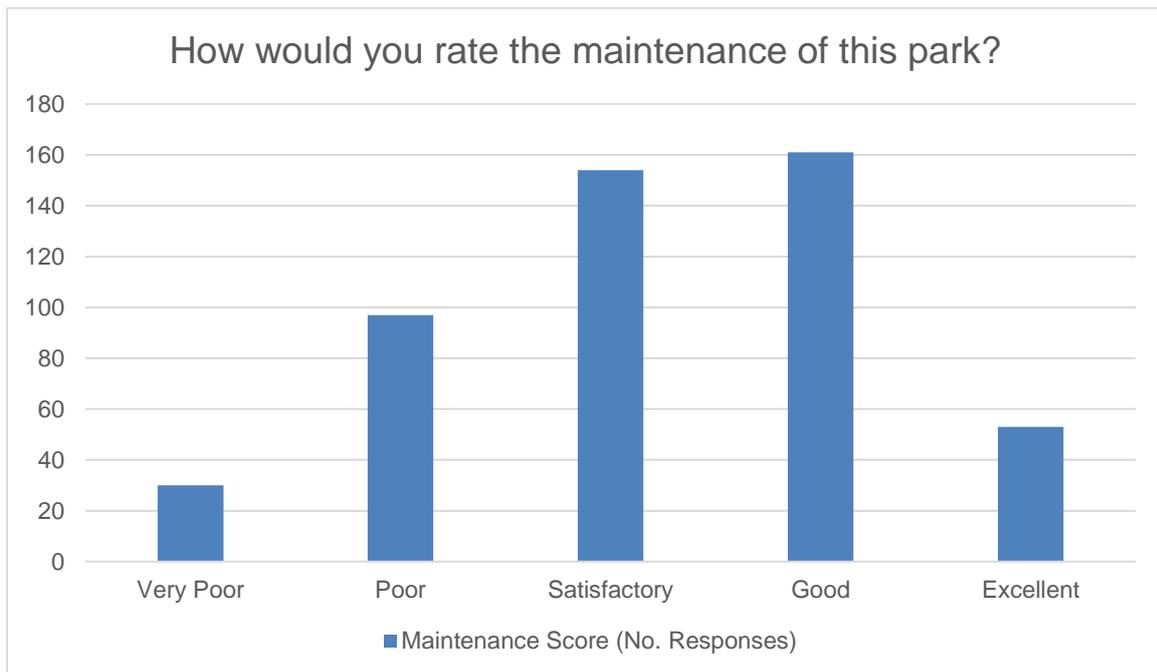


Category	Number	Percentage
Very Poor	23	4.6%
Poor	76	15.4 %
Satisfactory	158	31.9%
Good	179	36.2%
Excellent	59	11.9%

80% of respondents are satisfied with the cleanliness of the parks and open spaces in Hammersmith & Fulham. Where litter is reported to be a problem, this will be passed on to the appropriate contractor to investigate.

In 2023 it was 67%.

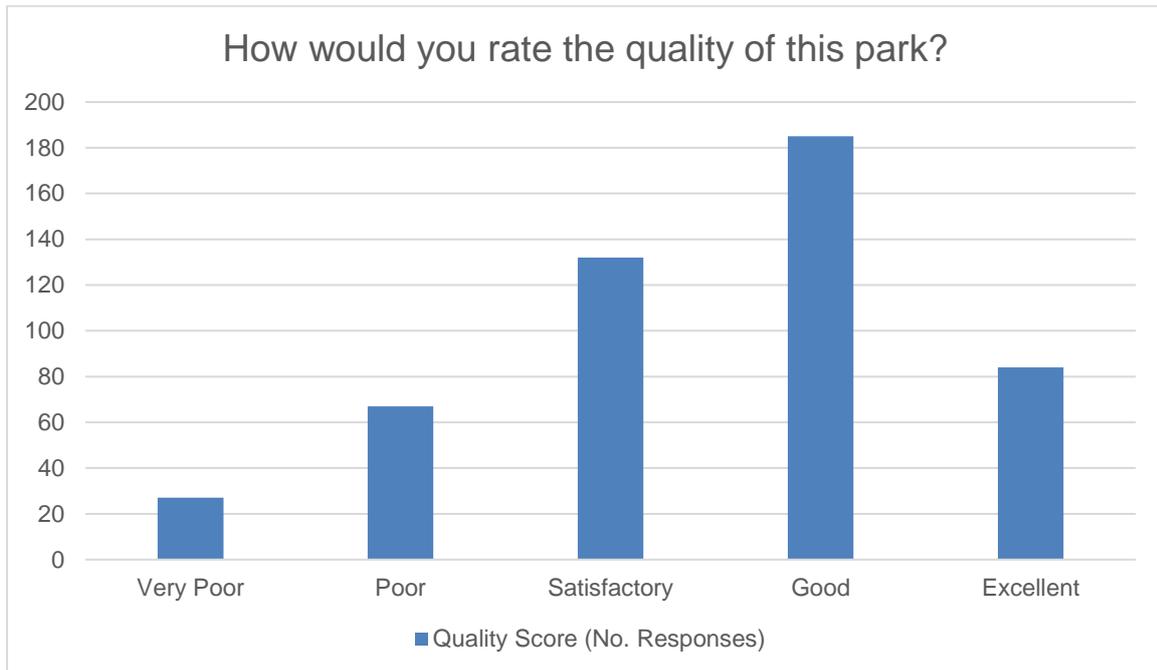
Maintenance:



Category	Number	Percentage
Very Poor	30	6.1%
Poor	97	19.6%
Satisfactory	154	31.1%
Good	161	32.5%
Excellent	53	10.7%

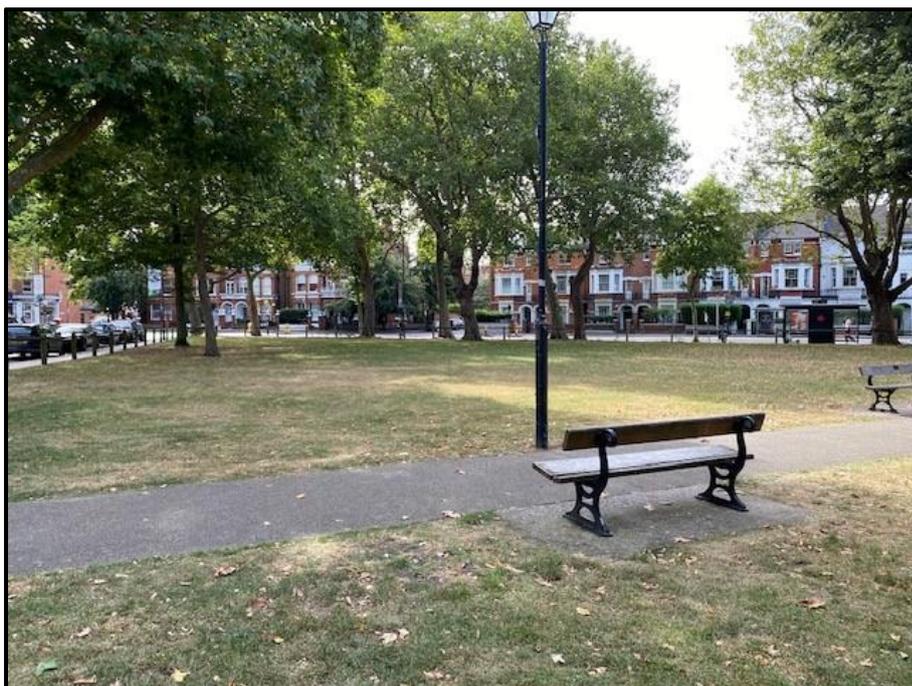
74.3% of respondents were satisfied with the maintenance of their park and open space. In 2023 it was 61%.

Quality:



Category	Number	Percentage
Very Poor	27	5.5%
Poor	67	13.5%
Satisfactory	132	26.6%
Good	185	37.4%
Excellent	84	17%

81% of respondents were satisfied with the quality of their park or open space. There was no 2023 question on perceived quality.



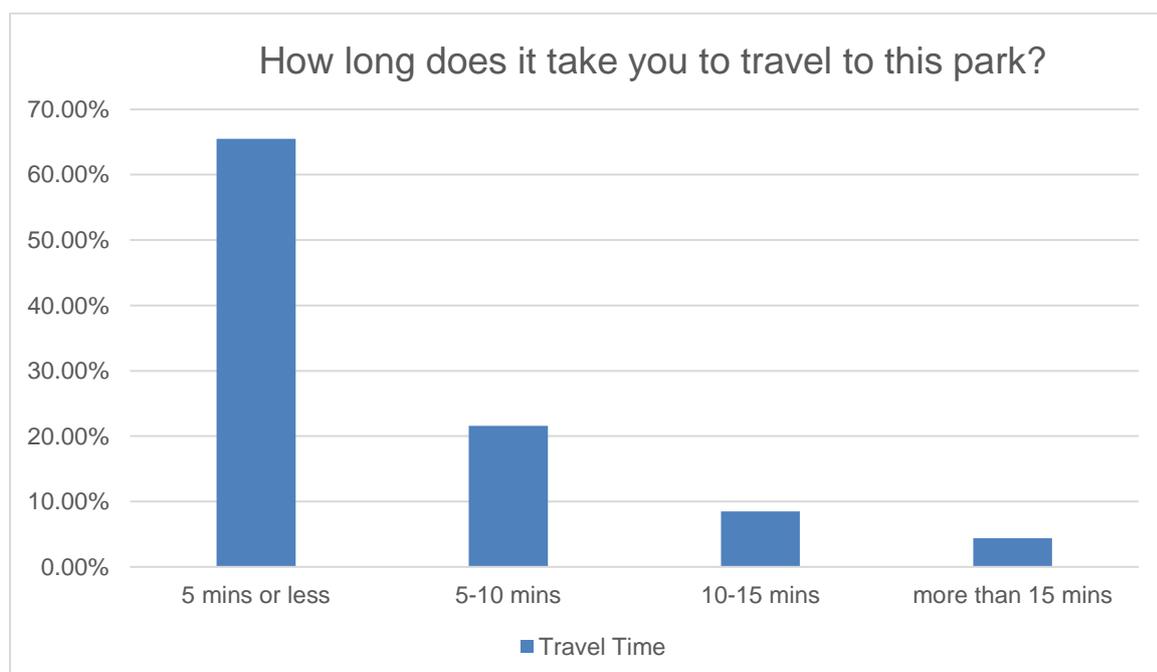
Parsons Green in Summer 2024

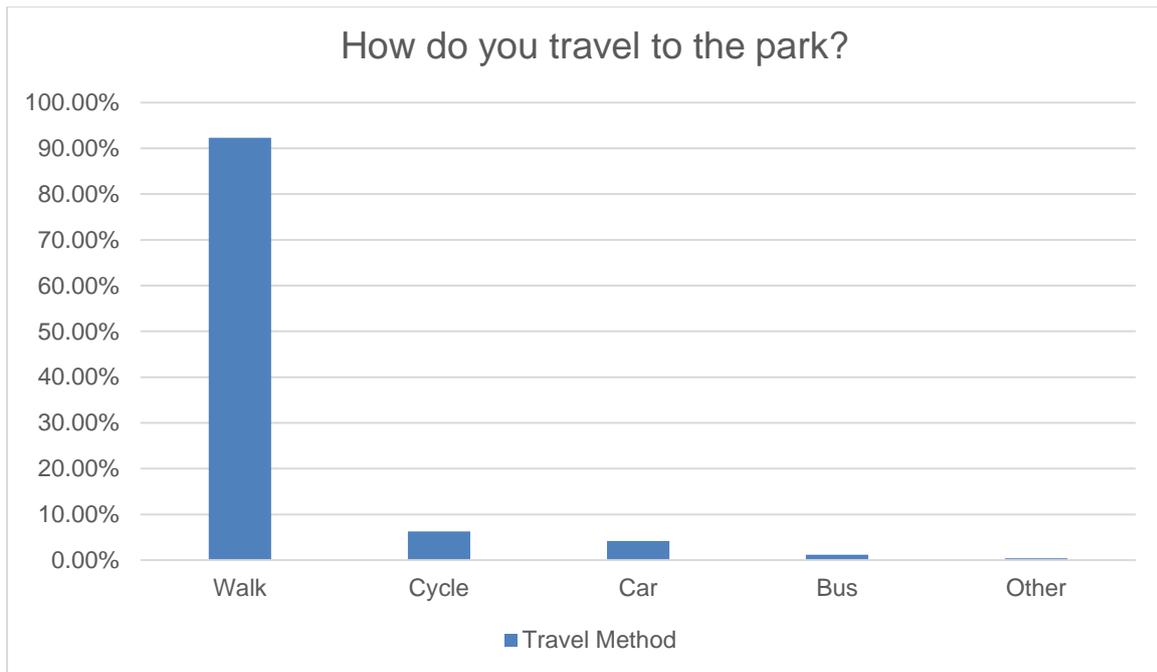
Detailed Analysis:

What is the name of the park or open space that you providing feedback for?

Name of Park (number of responses)			
Eelbrook Common (69)	Shepherds Bush Green (16)	Bayonne Park (4)	William Parnell Park – AKA Pineapple Park (2)
Ravenscourt Park (61)	Brook Green (12)	Godolphin Road Open Space (4)	Bentworth Road Open Space (1)
Hammersmith Park (42)	Fulham Cemetery (12)	Little Brook Green (4)	Dalling Road Open Space (1)
Wormwood Scrubs (38)	Lillie Road Recreation Ground (11)	Margravine Gardens (3)	Great West Road (1)
Bishops Park (37)	Cathnor Park (10)	Rowberry Mead Open Space (3)	Gwendwr Gardens (1)
Wormholt Park (36)	Wendell Park (9)	St Peter's Square (3)	Norland North Open Space (1)
Margravine Cemetery (21)	Parsons Green (8)	St Mary's Churchyard (2)	St Paul's Gardens (1)
Hurlingham Park (20)	Frank Banfield Park (7)	St Paul's Green (2)	Westcroft Square (1)
Normand Park (18)	Furnival Gardens (7)	Stevenage Park (2)	
South Park (18)	Marcus Garvey Park (5)	Upper Mall Open Space (2)	

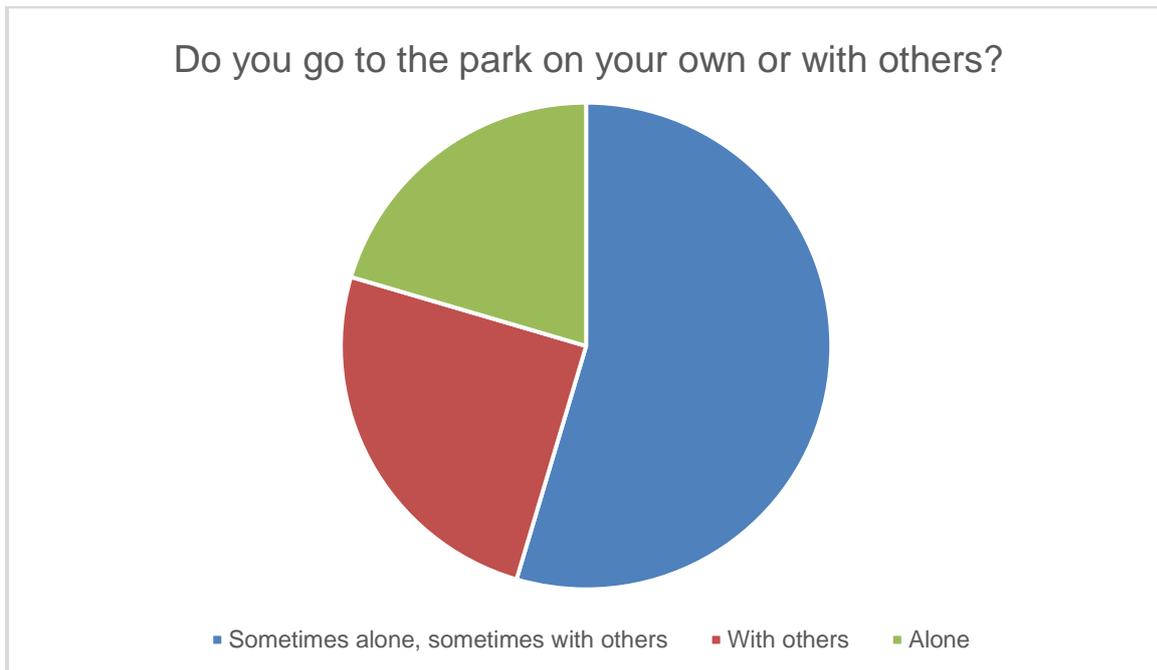
38 of the 53 in borough parks and open spaces (Mortlake and North Sheen Cemeteries are outside of the borough boundary) were mentioned by respondents of this survey.



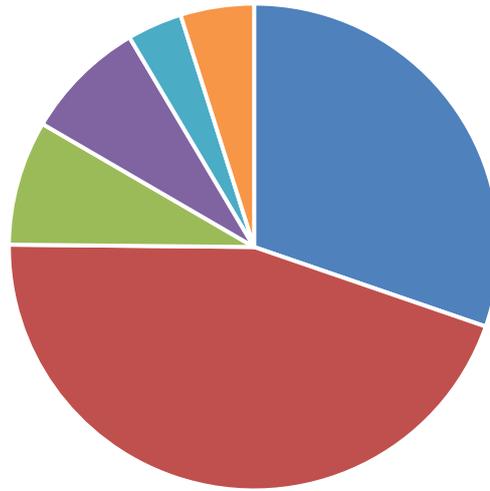


N.B. the total exceeds 100% as some respondents provided multiple answers.

'Other' included travelling by mobility scooters.



How often do you go to this park?



■ Everyday ■ A few times a week ■ Once a week ■ A few times a month ■ Once a month ■ Other

How often do you go to this park?	
Everyday	150 (30.3%)
Once a week	222 (44.8%)
A few times a week	41 (8.3%)
Once a week	40 (8.1%)
Once a month	18 (3.6%)
Other	24 (4.8%)

83.4% of respondents visit their park once a week or more.

Respondents were also asked to pick as many of the below reasons as to why they would visit a Hammersmith and Fulham managed park or open space.

Reason (Number of responses)		
For health and well-being (244)	Socialise with friends (138)	To attend an event (32)
To relax outside (226)	To walk the dog (non-professional) (116)	Community gardening (21)
On commuter route (213)	Sports pitches & courts (48)	Other (16)
To exercise (walking, jog, run) (209)	Visit the café (40)	Use outdoor gym (15)
Playground with children (159)	Participate in volunteer activity (37)	Personal trainer (12)
Enjoy biodiversity/wildlife (145)	To use dog exercise area (35)	Walk the dog (professional walker) (9)

Which improvements would you like to see in the park:

Reason (Number of responses)		
Other (160)	10. Add more play (88)	20. Improve/new splash pads (32)
1. Reduce litter (141)	11. Plant more trees (82)	21. More public art (25)
2. More responsible dog ownership (135)	12. Improve lighting (81)	22. More events (24)
3. Improve security (131)	13. Improve bed maintenance (72)	23. Increase grassed areas (24)
4. Plant more flowers/shrubs (124)	14. Better tree maintenance (65)	24. Improve signage (21)
5. Create more wildlife/encourage biodiversity (116)	15. Improve paths/create new (64)	25. Improve accessibility (11)
6. Improve toilets (95)	16. Improve boundary walls, railings, fences (52)	26. Improve/new skate park (8)
7. More benches/picnic tables (92)	17. More dog exercise areas (43)	
8. Install CCTV (91)	18. Improve sports pitches/courts (42)	
9. Install drinking fountain (90)	19. Improve/more outdoor gyms (39)	

Respondents were asked to rank their top 6 most wanted improvements in Hammersmith and Fulham's parks and open spaces. Not all respondents provided 6 options however the table above shows the breakdown of priorities.

Whilst 'Other' was the most listed option for future improvements, there is considerable overlap with the 26 alternative options that are listed above and therefore we will review these comments in greater detail later. The other options have been grouped into different categories.

Grounds maintenance, Litter and Enforcement:

Litter – 141 responses across 29 of the 38 parks mentioned in this survey		
Eelbrook Common (18)	Frank Banfield Park (3)	Great West Road (1)
Wormholt Park (15)	Furnivall Gardens (3)	Gwendwr Gardens (1)
Ravenscourt Park (14)	Hurlingham Park (3)	Lillie Road Recreation Ground (1)
Wormwood Scrubs (13)	Margravine Cemetery (3)	Norland North Open Space (1)
Bishops Park (12)	Parson Green (3)	Rowberry Mead Open Space (1)
Hammersmith Park (10)	South Park (3)	St Mary's Churchyard (1)
Shepherds Bush Green (10)	Bayonne Park (2)	St Paul's Gardens (1)
Normand Park (9)	Marcus Garvey Park (2)	Westcroft Square (1)
Brook Green (3)	Wendell Park (2)	William Parnell Park (1)
Cathnor Park (3)	Dalling Road Open Space (1)	

Responsible dog ownership – 135 responses across 25 parks mentioned in this survey		
Ravenscourt Park (20)	Cathnor Park (5)	Furnivall Gardens (1)
Margravine Cemetery (14)	Hurlingham Park (5)	Lillie Road Rec (1)
Wormwood Scrubs (14)	Brook Green (4)	Little Brook Green (1)
Hammersmith Park (12)	South Park (4)	Norland North (1)
Eelbrook Common (11)	Marcus Garvey Park (3)	St Peter's Square (1)
Wormholt Park (10)	Bayonne Park (2)	Stevenage Road (1)
Normand Park (8)	Parsons Green (2)	William Parnell Park (1)
Wendell Park (6)	Shepherds Bush Green (2)	
Bishops Park (5)	Fulham Cemetery (1)	

Improve Security – 131 responses across 22 parks mentioned in this survey		
Hammersmith Park 25	Ravenscourt Park 7	Fulham Cemetery 1
Eelbrook Common 12	Cathnor Park 6	Furnivall Gardens 1
Margravine Cemetery 12	Godolphin Open Space 4	Gwendwr Gardens 1
Wormholt Park 12	Marcus Garvey Park 3	Hurlingham Park 1
Bishops Park 10	Brook Green 2	Little Brook Green 1
Normand Park 10	Lillie Road Rec 2	South Park 1
Shepherds Bush Green 9	Bayonne Park 1	St Paul's Green 1
Wormwood Scrubs 9		

Improve Bed maintenance – 72 responses across 21 parks mentioned in this survey			
Eelbrook Common (15)	South Park (3)	Great West Road (1)	St Peter's Square (1)
Wormholt Park (14)	Fulham Cemetery (2)	Hammersmith Park (1)	Wendell Park (1)
Bishops Park (7)	Furnivall Gardens (2)	Lillie Road Recreation Ground (1)	Westcroft Square (1)
Ravenscourt Park (7)	Margravine Cemetery (2)	Normand Park (1)	
Hurlingham Park (5)	Dalling Road Open Space (1)	Rowberry Mead Open Space (1)	
Cathnor Park (4)	Frank Banfield Park (1)	St Mary's Churchyard (1)	

Better tree maintenance – 65 responses across 23 parks mentioned in this survey			
Eelbrook Common (13)	Cathnor Park (3)	Bentworth Road Open Space (1)	St Mary's Churchyard (1)
Ravenscourt Park (10)	Parsons Green (3)	Brook Green (1)	Stevenage Road Open Space (1)
Bishops Park (5)	Fulham Cemetery (2)	Frank Banfield Park (1)	Upper Mall Open Space (1)
Hurlingham Park (5)	Normand Park (2)	Furnivall Gardens (1)	Wendell Park (1)
Margravine Cemetery (4)	Wormwood Scrubs (2)	Rowberry Mead Open Space (1)	William Parnell Park (1)
Wormholt Park (4)	Bayonne Park (1)	South Park (1)	

It is considered by the Council that items such as *no. 1 reducing litter, no.2 more responsible dog ownership, no.3 improving security, no.13 improving bed maintenance* and *no.14 better tree maintenance* are contractual concerns. Whilst it is disappointing that they score higher than other suggested improvements, the Council will be reporting these directly to the associated contractor to review and take the necessary action.

Litter concerns will be reported to associated contractor to review. Enforcement issues for concerns around ASB, drug dealing, rough sleeping etc will be reported to the Law Enforcement Team (LET) and local police groups to co-ordinate an increase in patrols and address the issues raised.

The Public Space Protection Orders (PSPOs) for Responsible Dog Ownership were introduced in Hammersmith & Fulham in June 2023 and are enforceable until May 2026 where they will be reviewed. Certain restrictions are in place across the whole borough whereas other restrictions apply to only certain parks and open spaces. Further information can be found on our website [Responsible dog ownership protection order | London Borough of Hammersmith & Fulham](#) but all Responsible Dog Ownership PSPOs are enforceable by the Council's Law Enforcement Team who can issue fines.

Ground maintenance improvement programmes across the borough are being implemented and trees within parks are maintained in accordance with the Council's Street Tree maintenance conditions as per the Council's website - [Trees | London Borough of Hammersmith & Fulham](#). Officers will continue to manage these contracts and highlight the areas of concern to contractors.



Law Enforcement Team engaging with a park user on Eelbrook Common.

Biodiversity and Ecology:

Plant more flowers and shrubs – 124 across 25 parks		
Eelbrook Common (25)	Hurlingham Park (5)	Godolphin Gardens (1)
Ravenscourt Park (19)	Margravine Cemetery (4)	Margravine Gardens (1)
Fulham Cemetery (7)	Parsons Green (4)	St Peter's Square (1)
Hammersmith Park (7)	Brook Green (3)	Stevenage Road Open Space (1)
Shepherds Bush Green (7)	Cathnor Park (3)	Upper Mall Open Space (1)
Wormholt Park (7)	Furnivall Gardens (3)	Wendell Park (1)
Wormwood Scrubs (7)	Bayonne Park (2)	William Parnell Park (1)
South Park (6)	Normand Park (2)	
Bishops Park (5)	Dalling Road Open Space (1)	

Create more wildlife/biodiversity – 116 across 24 parks		
Wormwood Scrubs (21)	Bishops Park (3)	Parsons Green (2)
Eelbrook Common (14)	Brook Green (3)	Rowberry Mead Open Space (2)
Ravenscourt Park (14)	Shepherds Bush Green (3)	Stevenage Road Open Space (2)
Hammersmith Park (12)	Wendell Park (3)	Bayonne Park (1)
Fulham Cemetery (7)	Wormholt Park (3)	Bentworth Road Open Space (1)
Margravine Cemetery (7)	Furnivall Gardens (2)	Cathnor Park (1)
South Park (5)	Margravine Gardens (2)	Lillie Road Recreation Ground (1)
Hurlingham Park (4)	Normand Park (2)	St Paul's Green (1)

Plant more Trees – 82 responses across 23 parks		
Eelbrook Common (14)	Bayonne Park (2)	Furnivall Gardens (1)
Ravenscourt Park (12)	Brook Green (2)	Lillie Road Recreation Ground (1)
Wormwood Scrubs (10)	Cathnor Park (2)	Parsons Green (1)
Fulham Cemetery (7)	Hammersmith Park (2)	St Paul's Green (1)
Margravine Cemetery (6)	Normand Park (2)	St Peter's Square (1)
Hurlingham Park (4)	Rowberry Mead Open Space (2)	Stevenage Road Open Space (1)
Shepherds Bush Green (4)	South Park (2)	Upper Mall Open Space (1)
Wormholt Park (3)	Bishops Park (1)	

Increase grassed areas – 24 responses across 13 sites		
Eelbrook Common (4)	Normand Park (2)	Parsons Green (1)
Bishops Park (3)	Ravenscourt Park (2)	St Mary's Churchyard (1)
Wormwood Scrubs (3)	Brook Green (1)	Wormholt Park (1)
Hammersmith Park (2)	Cathnor Park (1)	
Margravine Gardens (2)	Frank Banfield Park (1)	

In the last 12 months Hammersmith and Fulham Council have created new wildlife habitats at Eelbrook Common, Normand Park, and Frank Banfield Park. Whereas the Council's Pollinator Pitstop project helps to plant new bulbs and plug gaps in existing flower beds to improve provision.

At Eelbrook Common and Normand Park, we transformed two disused features into new wildlife areas. At Eelbrook Common, we demolished an old paddling pool area and opened it up to create new vistas of the park and areas of wildflowers for the benefit of pollinators. At Normand Park we transformed an old disused bowling green, which already featured a Tiny Forest into a wildlife garden with new plantings and two wildflower meadow areas.



Volunteers at Normand Park Wildlife Garden, preparing to weed the wildflower meadow, Summer 2024.

At Frank Banfield Park, Hammersmith and Fulham Council constructed a new £400,000 community garden which consists of several new habitat areas. Here we have planted the Council's fourth Tiny Forest, created new nectar rich flower beds to benefit pollinators and have installed a new pond and habitat wall. Future projects at Frank Banfield Park include planting perimeter hedges and orchard trees. This large capital programme is a real community asset which will be managed by the Hammersmith Community Gardens Association for the first two years where we hope to create a new community garden group. If you are interested in learning more please contact info@hcgga.org.uk



Planting of the Tiny Forest in Frank Banfield Park, March 2024.

In addition to these schemes the Council planted 82 trees in our parks and open spaces during the 2023/24 planting season and will plant 80 more during the 2024/25 planting season. With new tree planting, consideration must be made on the suitability of the location and how this may impact other parks services or users.

For future projects the Council will be creating new habitats at Purcell Crescent through a re-landscaping project. There will also be additional planting at the wildlife garden in Normand Park and new planting to complement the refurbished Leaning Lady statue at North Verbena Gardens along with further pollinator pitstop projects.

Future habitat improvement projects are derived from the management plans in consultation with Friends Groups and subject to funding being available. There is scope for more greening of Margravine Gardens whilst we refurbish the playground, and the Council will soon be going out to tender on the Wormwood Scrubs Masterplan which will see considerable improvements to biodiversity and ecology. The Council will also continue to work with stakeholders to develop new projects.

Playgrounds, Outdoor Gyms, and other play features:

Add more Play – 88 responses across 20 parks		
Normand Park (13)	Cathnor Park (4)	Wormwood Scrubs (2)
Wormholt Park (11)	Margravine Gardens (3)	Wendell Park (2)
Ravenscourt Park (10)	Rowberry Mead Open Space (3)	Bentworth Road Open Space (1)
Eelbrook Common (8)	South Park (3)	Godolphin Road Open Space (1)
Hammersmith Park (8)	Frank Banfield Park (2)	Hurlingham Park (1)

Lillie Road Recreation Ground (6)	Shepherds Bush Green (2)	Norland North Open Space (1)
Bishops Park (5)	Upper Mall Open Space (2)	

Improve sports pitches/courts – 42 responses across 14 parks		
Hurlingham Park (7)	Ravenscourt Park (4)	Frank Banfield Park (1)
Eelbrook Common (5)	Bishops Park (3)	South Park (1)
Hammersmith Park (5)	Lillie Road Recreation Ground (2)	William Parnell Park (1)
Wormholt Park (5)	Margravine Gardens (2)	Wormwood Scrubs (1)
Normand Park (4)	Bentworth Road Open Space (1)	

Improve/more outdoor gyms – 39 responses across 12 parks		
Ravenscourt Park (10)	Frank Banfield Park (2)	Shepherds Bush Green (2)
Wormholt Park (8)	Hurlingham Park (2)	Furnivall Gardens (1)
Eelbrook Common (6)	Lillie Road Recreation Ground (2)	Hammersmith Park (1)
Bishops Park (2)	Margravine Gardens (2)	Wormwood Scrubs (1)
Improve/new splash pads – 32 responses across 9 parks		
Ravenscourt Park (8)	Wormholt Park (5)	Hurlingham Park (1)
Eelbrook Common (6)	Bishops Park (4)	South Park (1)
Normand Park (5)	Cathnor Park (1)	Wormwood Scrubs 1

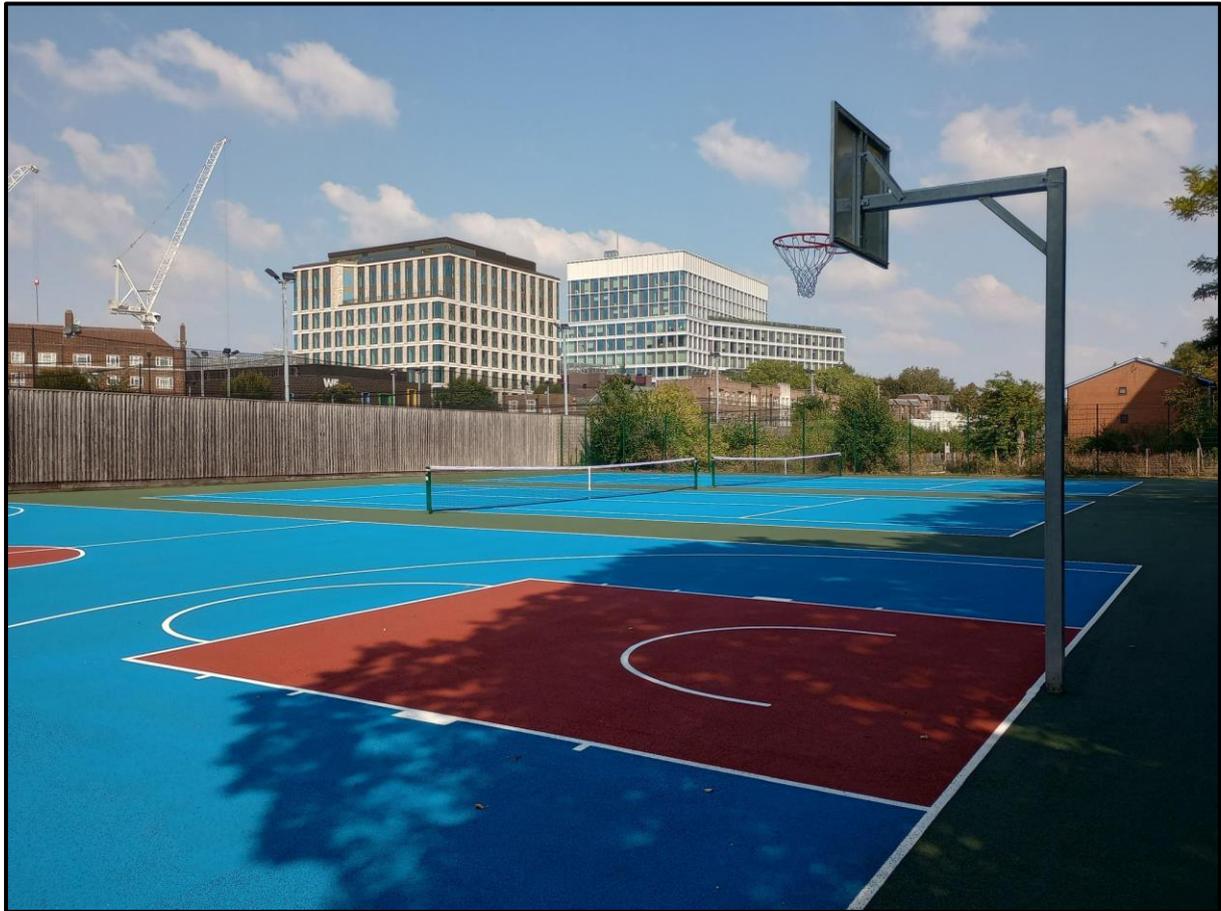
Improve/new skate park – 8 responses across 6 sites		
Bishops Park (2)	Bentworth Road Open Space (1)	Ravenscourt Park (1)
Eelbrook Common (2)	Lillie Road Recreation Ground (1)	Wormholt Park (1)

Playground facilities are important assets for any borough and for Hammersmith and Fulham it is no different. Within the borough there are now 55 playgrounds, outdoor gyms, multi-games areas and skate parks. The Council has recently carried out an audit of all playgrounds and are developing plans for a series of playground upgrades.

In the last 12 months the Council has delivered a significant play upgrade in Brook Green and Wormwood Scrubs due to a combination of Section 106 (S106) funding and other funding sources. The Brook Green project installed 13 new pieces of equipment, including new swings, springers and play panels. Other smaller scale upgrades took place at Lillie Road Recreation Ground and Rowberry Mead Open Space, whilst a major re-surfacing of the playground at Frank Banfield Park was also carried out.

Furthermore, the Council has also installed two new outdoor gym facilities, increasing the overall number from 6 to 8. The new gyms are found at South Park in the South of the borough and Hammersmith Park, towards the centre of the borough.

Lastly, the Council has conducted a refurbishment of the tennis and basketball courts at Hammersmith Park and the basketball court at South Park.



Hammersmith Park's tennis and basketball courts were refurbished in September 2024.

As a result of the ongoing review, the Council are intending to programme the refurbishments of several of our playgrounds in the coming months and years once funding has been secured. However, one such site where funding has already been secured is Margravine Gardens where currently the project scope is being developed to deliver a significant refurbishment in 2025. The works here will also include the multi-use games area which will be retained but reconfigured in order to include an area for wildlife.

The Council is also intending to resurface the tennis courts at Eelbrook Common and is reviewing the provision of the existing skate parks with the potential of working with the local community in improving these facilities.



Children enjoying the recently refurbished playground at Brook Green.

Accessibility and Signage:

Improve paths/create new – 64 responses across 22 parks			
Ravenscourt Park (13)	Wormwood Scrubs (4)	South Park (2)	Shepherds Bush Green (1)
Fulham Cemetery (6)	Eelbrook Common (3)	Wendell Park (2)	St Mary's Churchyard (1)
Lillie Road Recreation Ground (6)	Brook Green (2)	Cathnor Park (1)	St Peter's Square (1)
Bishops Park (4)	Furnivall Gardens (2)	Hurlingham Park (1)	Westcroft Square (1)
Hammersmith Park (4)	Margravine Cemetery (2)	Little Brook Green (1)	William Parnell Park (1)
Wormholt Park (4)	Parsons Green (2)	Normand Park (1)	

Improve signage – 21 responses across 14 sites		
Bishops Park (3)	Eelbrook Common (1)	St Mary's Churchyard (1)
Shepherds Bush Green (3)	Frank Banfield Park (1)	St Peter's Square (1)
Hammersmith Park (2)	Marcus Garvey Park (1)	Wendell Park (1)
Little Brook Green (2)	Margravine Cemetery (1)	Wormwood Scrubs (1)
Brook Green (1)	Ravenscourt Park (1)	

Improve accessibility – 11 responses across 8 sites		
Bishops Park (2)	Cathnor Park (1)	Ravenscourt Park (1)
Hammersmith Park (2)	Eelbrook Common (1)	Wendell Park (1)
Wormwood Scrubs (2)	Margravine Cemetery (1)	

Respondents have raised concerns with the condition of some of the footpaths in Hammersmith and Fulham's parks and open spaces.

In recent times, the Council has carried out several footpath improvement and de-pave projects. These include sections of footpath at Bishops Park, Brook Green and South Park amongst others. The Council also installed new footpaths at Wormwood Scrubs to improve connectivity at three access point onto the open space. The Parks Team are also actively seeking funding to carry out further repairs and upgrades of footpaths across the borough.

With regards to signage, the Council is developing a programme to upgrade signage in all parks and open spaces and in the last 12 months has installed new parks signage in Hammersmith Park, Hurlingham Park, Lillie Road Recreation Ground, South Park, William Parnell Park and Wormholt Park. The new signs have a community noticeboard and location maps as well as providing a brief history on the park or open space. The Council is aiming to continue this roll out of new signs across all of its parks and open spaces, but this is subject to suitable funding being allocated.

The Council has also conducted an accessibility survey of Wormwood Scrubs and will be rolling out the recommendations across all parks and open spaces going forward.



A park user enjoying the newly created footpath on Wormwood Scrubs

Facilities:

Improve Toilets – 95 across 19 parks		
Ravenscourt Park (18)	Lillie Road Recreation Ground (5)	Godolphin Road Open Space (1)
Wormwood Scrubs (13)	Hurlingham Park (4)	Margravine Gardens (1)
Hammersmith Park (10)	Wormholt Park (3)	Rowberry Mead Open Space (1)
South Park (10)	Brook Green (2)	Shepherds Bush Green (1)
Bishops Park (7)	Furnivall Gardens (2)	St Peters square (1)
Eelbrook Common (6)	Marcus Garvey Park (2)	
Normand Park (6)	Wendell Park (2)	

More Picnic Tables – 92 across 24 parks		
Eelbrook Common (21)	Rowberry Mead Open Space (3)	South Park (2)
Fulham Cemetery (10)	St Peter's Square (3)	Upper Mall Open Space (2)
Ravenscourt Park (8)	Wormwood Scrubs (3)	Wendell Park (2)
Wormholt Park (7)	Brook Green (2)	Cathnor Park (1)
Lillie Road Recreation Ground (5)	Frank Banfield Park (2)	Furnivall Gardens (1)
Bishops Park (4)	Hurlingham Park (2)	Godolphin Road Open Space (1)
Hammersmith Park (4)	Normand Park (2)	Marcus Garvey Park (1)
Margravine Cemetery (3)	Parsons Green (2)	Shepherds Bush Green 1

Install Drinking Fountain – 90 across 23 parks		
Eelbrook Common (20)	Bishops Park (3)	Shepherds Bush Green (2)
Wormholt Park (13)	South Park (3)	Brook Green (1)
Wormwood Scrubs (9)	Cathnor Park (2)	Godolphin Road Open Space (1)
Ravenscourt Park (6)	Frank Banfield Park (2)	Margravine Cemetery (1)
Hammersmith Park (4)	Fulham Cemetery (2)	Rowberry Mead Open Space (1)
Lillie Road Recreation Ground (4)	Furnivall Gardens (2)	St Paul's Gardens (1)
Marcus Garvey Park (4)	Hurlingham Park (2)	Upper Mall Open Space (1)
Normand Park (4)	Parsons Green (2)	

More dog exercise areas – 43 responses across 17 parks		
Wormwood Scrubs (10)	Cathnor Park (2)	Hammersmith Park (1)
Eelbrook Common (8)	Shepherds Bush Green (2)	Hurlingham Park (1)
Wormholt Park (4)	Brook Green (1)	Marcus Garvey Park (1)
Normand Park (3)	Dalling Road Open Space (1)	South Park (1)
Ravenscourt Park (3)	Frank Banfield Park (1)	Wendell Park (1)
Bishops Park (2)	Furnivall Gardens (1)	

More public art – 25 responses across 11 parks		
Ravenscourt Park (7)	Bishops Park (1)	Shepherds Bush Green (1)
Eelbrook Common (4)	Fulham Cemetery (1)	St Paul's Green (1)
Hammersmith Park (4)	Hurlingham Park (1)	Wormwood Scrubs (1)
Wormholt Park (3)	Lillie Road Recreation Ground (1)	

More events – 24 responses across 15 sites		
Ravenscourt Park (4)	Hammersmith Park (2)	Marcus Garvey Park (1)
Bishops Park (2)	Wormholt Park (2)	Normand Park (1)
Eelbrook Common (2)	Brook Green (1)	Parsons Green (1)
Frank Banfield Park (2)	Fulham Cemetery (1)	Shepherds Bush Green (1)
Furnivall Gardens (2)	Godolphin Road Open Space (1)	Wormwood Scrubs (1)



The Leaning Lady statue in North Verbena Gardens, following the restoration works in Summer 2024.

The Council currently provides toilet facilities in several of its parks and open spaces and these form part of the Council's Community Toilet Scheme. Details of which can be found on our website - [Community Toilet Scheme | London Borough of Hammersmith & Fulham](#) The Council is continuously looking to add new locations to this list so that residents and parks users can benefit from their availability.

The request for more public events will be shared with the Council's Events Team so that they can look to develop new activities and events where possible.

Regarding a request for more public art, should the Council receive requests to install public art we will carry out a public consultation to ensure that it is installed in the appropriate place. Currently there is no Council programme to install new artwork in our parks and open spaces. Earlier this year however, the Council did complete a project to restore the Heritage At Risk listed Leaning Lady statue in North Verbena Gardens. In addition to the restoration works the Council intends to carry out landscape improvements to the immediate vicinity of the statue which will be completed this winter.

The Council is also carrying out a review of other existing statues and monuments in the borough to further develop a programme of repairs and restorations subject to securing the appropriate funding.



A Community Day held in Ravenscourt Park in Summer 2024.

Regarding requests for more drinking fountains, dog exercise areas and picnic tables. The Council currently provides drinking fountains at eight of its parks and open spaces and is currently seeking S106 funding to install three new facilities at Eelbrook Common, Lillie Road Recreation Ground and Wormholt Park – subject to their being a suitable location and access point.

The request for additional dog exercise areas and picnic tables will be passed on to the operations team who will conduct a review of the current provision and if applicable develop new projects where funding can be sought as part of the individual management plans for those parks.

Infrastructure:

Install CCTV – 91 across 20 parks		
Hammersmith Park (18)	Ravenscourt Park (5)	Little Brook 1
Eelbrook Common (13)	Wormwood Scrubs (5)	Marcus Garvey 1
Normand Park (8)	Shepherds Bush Green (4)	Norland North 1
Wormholt Park (8)	Godolphin Road Open Space (2)	St Mary's Churchyard (1)
Bishops Park (7)	Hurlingham Park (2)	Upper Mall Open Space (1)
Cathnor Park (5)	Wendell Park (2)	William Parnell Park (1)
Margravine Cemetery (5)	Gwendwr Gardens (1)	

Improve lighting – 81 responses across 24 parks			
Eelbrook Common (19)	Wormwood Scrubs (4)	Parsons Green (2)	Marcus Garvey Park (1)
Ravenscourt Park (12)	Lillie Road Recreation Ground (3)	Bentworth Road Open Space (1)	Rowberry Mead Open Space (1)
Bishops Park (8)	Cathnor Park (2)	Brook Green (1)	South Park (1)
Shepherds Bush Green (5)	Frank Banfield Park (2)	Dalling Road Open Space (1)	Upper Mall Open Space (1)
Wormholt Park (5)	Margravine Cemetery (2)	Fulham Cemetery (1)	Wendell Park (1)
Hammersmith Park (4)	Normand Park (2)	Hurlingham Park (1)	William Parnell Park (1)

Improve boundary walls etc – 52 responses across 17 parks		
Eelbrook Common (13)	Ravenscourt Park (3)	Normand Park (1)
Margravine Cemetery (7)	Wormwood Scrubs (3)	St Mary's Churchyard (1)
Bishops Park (5)	South Park (2)	St Paul's Gardens (1)
Brook Green (4)	Cathnor Park (1)	Stevenage Road Open Space (1)
Shepherds Bush Green (4)	Godolphin Road Open Space (1)	Upper Mall Open Space (1)
Fulham Cemetery (3)	Hurlingham Park (1)	

Regarding respondents' requests for infrastructural improvements. These are subject to the availability of suitable funding, particularly concerning additional CCTV and lighting. Calls for additional CCTV are linked to earlier concerns with anti-social behaviour in some of our parks and open spaces and will be reported to the Council's Law Enforcement Team (LET). We will request that there is an increase in visibility of the LET to deter any unwanted behaviour.

Lighting in parks is not always suitable as this has cost implications and can impact local fauna such as bats. Many of the borough's parks are locked at nightfall and Police advice is walk along well-lit routes at nighttime rather than through parks and open spaces. However, where parks or open spaces are walking routes with existing street lighting, the condition of these lights will be incorporated into a review programme and request for funding to upgrade these will be sought.

The Council is currently reviewing the condition of the street lighting in Eelbrook Common with a view to upgrading the lighting columns, subject to sufficient funding. Other parks will be reviewed based on their condition, necessity to upgrade and available funding.

The condition of boundary walls and railings will be reviewed with a priority given to those with a higher health and safety implications. A project to repair walls at Fulham Cemetery and Normand Park are underway, where condition surveys have been carried out and we are looking to appoint a suitable contractor. At Bishops Park, thanks to secured funding from the development of Fulham Football Club, the Council has been able to source a contractor to refurbish the 1km of riverside railings.



Refurbishment of 1km of riverside railings at Bishops Park, Spring 2024

Other:

The 160 'other' responses were across 28 of the 38 parks.			
Eelbrook Common (22)	Lillie Road Recreation Ground (7)	Fulham Cemetery (4)	Bayonne Park (1)
Ravenscourt Park (17)	Margravine Cemetery (7)	Little Brook Green (4)	Godolphin Road Open Space (1)
Bishops Park (13)	Furnivall Gardens (6)	Parsons Green (4)	Norland North Open Space (1)
Hammersmith Park (13)	Brook Green (5)	Normand Park (3)	St Mary's Churchyard (1)
Hurlingham Park (9)	Frank Banfield Park (5)	Cathnor Park (2)	St Paul's Green (1)
Wormholt Park (9)	Shepherds Bush Green (5)	Marcus Garvey Park (2)	St Peter's Square (1)
Wormwood Scrubs (9)	South Park (5)	Wendell Park (2)	Westcroft (1)

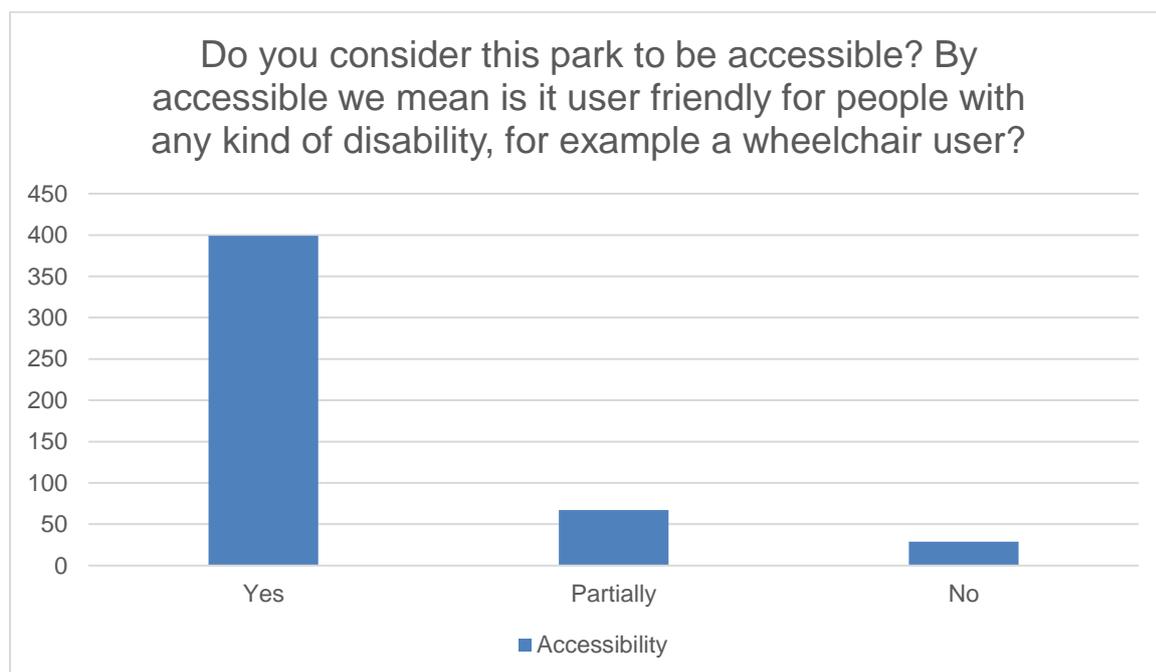
Whilst the Other box was the most selected item in terms of what improvements respondents would like to see, many of these can be put into common themes which overlap topics mentioned above.

Of the 160 comments, topics such as decreased ASB and increased visits by the LET were mentioned several times across a lot of the previously mentioned sites. There were also calls for improved tree maintenance and grounds maintenance, again in parks that were previously mentioned. This information will also be passed on to the relevant department or team.

Other areas of overlap were requests for new drinking fountains as mentioned above, dog free areas and lighting. There were suggestions for new Tiny Forests which coincides with the Council pledge to grow 10 Tiny Forests by 2030. A separate public consultation concerning the proposed location of new Tiny Forests was carried out earlier in 2024 with 3 new possible locations identified. These are at Wormholt Park, Bayonne Park and Lillie Road Recreation Ground.

There were also calls for playground improvements at several parks with the inclusion of accessible items. The Council is committed to including accessible play equipment in all future playground refurbishments, including the upcoming refurbishment at Margravine Gardens and during the recent upgrade of Brook Green.

Accessibility:



Category	Number	Percentage
Yes	399	80.6%
Partially	67	13.5%
No	29	5.9%

96 respondents, almost 20% felt that Hammersmith and Fulham's parks and open spaces were either partially or not accessible. These respondents were invited to provide further information and comments on how the Council could improve accessibility in our parks and their responses were categorised into common themes, pathways furniture and play.

The most frequently mentioned issue was the condition of the footpaths within our parks and open spaces, followed by play equipment and then furniture such as an increase in the provision of picnic tables. For the pathways and as touched on earlier in the report, the Council is developing projects to carry out repairs to those footpaths which are in the worst condition. However, this is subject to funding being available. The Parks Team will continue to seek funding so as to improve all footpaths as necessary.

Regarding accessible play equipment, the Council's website lists parks where there is accessible equipment available - [Playgrounds in H&F parks | London Borough of Hammersmith & Fulham](#) coupled with this, the Council is committed to reviewing and improving the level of accessible play within the borough. This will be achieved through the delivery of playground improvement projects which are being developed and where funding is being sought for.

As for improved provision of accessible benches, this will be grouped with the review of picnic table provision as mentioned earlier.

Other comments surrounding accessibility issues were low lying branches impeding pedestrians, dangerous cycling and uncontrolled dogs. The Council's Parks Arboriculture Officer will be informed about low lying branches which can be addressed through the routine maintenance programmes and the ASB will be reported to the Council's LET.

Events:

Respondents were asked if they had attended a Council event. 165 of the 495 respondents said that they had attended an event in a Council park or open space.

Of the events that people had attended the most popular were Community days, fun fairs, firework displays, light shows, events organised by Friends Groups, bat walks, and the various mini festivals and boat race. It is felt by respondents that there is a good variation of events on offer throughout the year but as listed above, there could be other locations in the borough which could be new additions.

Common Themes from the Free Text Box:

Similarly to the 160 'other' comments. Respondents were asked if they had any further comments and 281 of the 495 respondents left additional comments. Again, these have been grouped into common themes and there are several overlaps with the previously discussed categories for improvements.

Respondents were keen for:

- Increased enforcement of irresponsible dog owners
- Tackling of ASB issues
- Investment in play facilities
- Investment in the condition of footpaths
- Improved Grounds Maintenance
- Reduction in Litter
- Improved tree management
- Increase in provision of public toilets
- Increase in recycling bins

Many of the topics listed have already been addressed in this report and there are programmes/projects in place to deliver improvements to our parks and open spaces. The Council will continue to develop new projects to improve our parks and open spaces further.

Conclusion:

Overall, the 2024 survey has shown an increase in park user involvement and a majority increase in satisfaction for most key themes. The disappointment of seeing a reduction in respondents' perceptions of overall safety in parks will be addressed through collaborative working with the Council's Law Enforcement Team and local police groups.

An 86.3% overall satisfaction rate for quality is a significant improvement on the 2023 score of 69% but equally shows that work still need to be done to improve

further. The increase in overall maintenance and cleanliness scores are also a positive but the Council must strive for better.

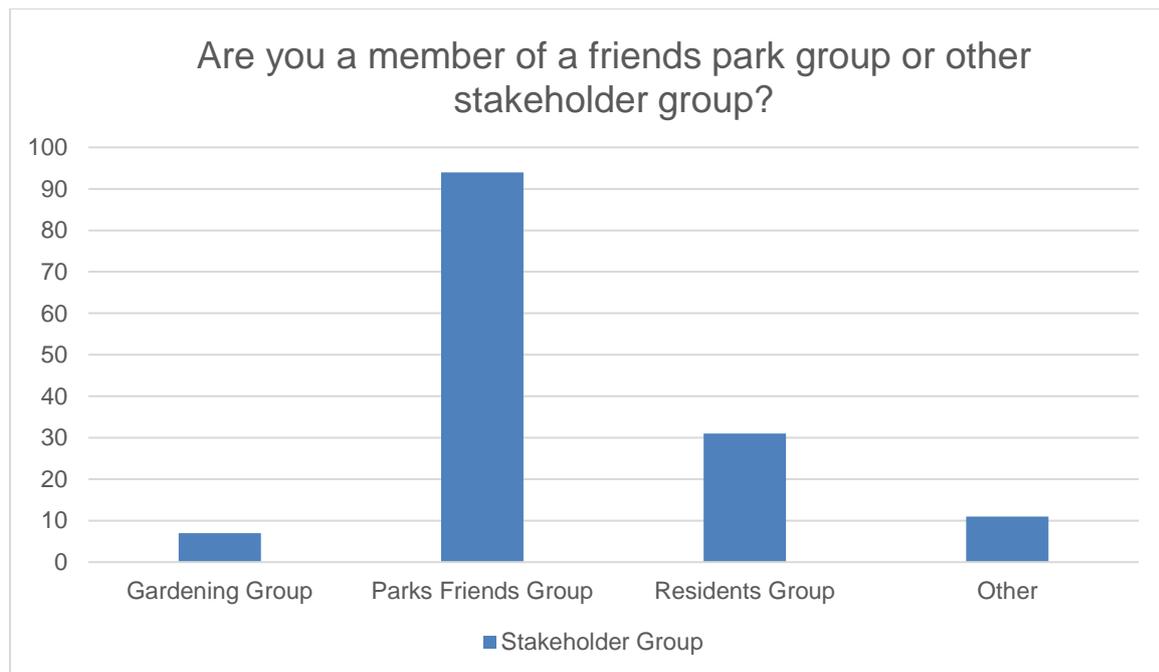
Regarding the key themes of where Hammersmith and Fulham's parks and open spaces could be improved. It is considered that with the number of improvement projects planned for the next 12 months and the continued aspirations to seek more funding for additional schemes, it is hoped that many of the suggested improvements can be achieved.

The Council will continue to work with our contractors to address shortfalls and areas of concern whilst also working with Friends groups to manage expectations where resources are limited.

About You:

Friends Group:

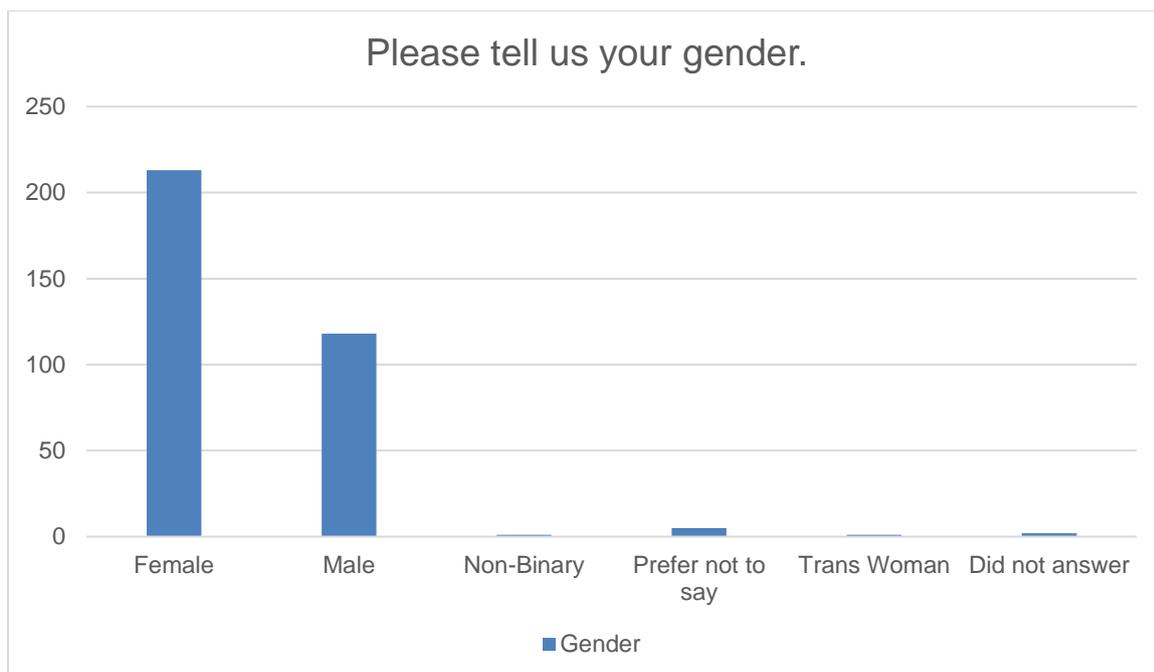
143 of the 495 respondents advised that they were a member of a Friends Group or other stakeholder group. 343 were not and 9 did not answer. Of the Friends Group members:



Other consisted of members of volunteer groups, neighbourhood watch and dog groups.

Demographics:

339 of the 495 respondents provided information about themselves. The breakdown of demographics from respondents is as follows.



Please tell us your ethnic group	
Another – White background	52
Another Asian or Asian British background	1
Another Black or Black British background	1
Another Mixed background	4
Asian or Asian British – Bangladeshi	1
Asian or Asian British – Chinese	3
Asian or Asian British – Indian	4
Asian or Asian British – Pakistani	1
Black or Black British – African	3
Mixed – Asian and White	1
Mixed – Black African and White	2
Mixed – Black Caribbean and White	3
Other ethnic group – Arab	2
Prefer not to say	17
White – British, English, Northern Irish, Scottish or Welsh	217
White – Irish	17
White – Irish Traveller, Gypsy or Roma	1
(Blanks)	8
White, Slav	1
White – English/Spanish	1

