



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: Keston Common.
Managing Organisation: idverde / LB Bromley.
Date, time and duration of visit: 20th August 2018 14:40 - 15:45
Weather conditions: Cloudy, occasional light shower.

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

Yes No N/A

Comments: Signs announcing site visible from several directions when driving to the site.

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

Yes No N/A

Comments: Fishponds Rd entrance made me want to enter the site to walk around the ponds and surrounding woods.

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

Comments: Very good quality notice boards in the car park area with lots of information.

Yes No N/A

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

Yes No N/A

Comments:

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

Yes No N/A

Comments: Clean entrances on several entrances viewed.

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

Yes No N/A

Comments: Very good quality of notices with lots of information about Keston Common, the Friends Group and the site in general.

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

Yes No N/A

Comments: Paths were of a loose gravel nature as the site is a common / woodland area but on whole the site was easily walked around.

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

Yes No N/A

Comments: No staff seen at the time of visit.

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

Yes No N/A

Comments: None on site.

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

Yes No N/A

Comments: The site was free from graffiti and all structures in a good condition, some wear to the banks of the lower pond where the wooden shoring was collapsing which were marked with hazard tape and warning signs.

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

Yes No N/A

Comments: None on site.

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

Yes No N/A

Comments: Well sited bins at all entrances, plenty of benches around the site.

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

Yes No N/A

Comments: None seen during my visit.

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

Yes No N/A

Comments: None seen during my visit.

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

Yes No N/A

Comments: There were several full bins around site, this was most likely due to my visit being on a Monday after a reasonably hot weekend in the summer holidays, some evidence of litter on larger pond edges, beer cans and some other odd bits of small litter, presumably left by fisherman.

16. Was dog and other animal fouling adequately controlled?

Yes No N/A

Comments: No dog fouling seen on site.

17. Were horticultural standards being maintained?

Yes No N/A

Comments: Horticulture on site is very informal by the nature of the site, the hedges around the war memorial on the corner of the site were tidy.

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

Yes No N/A

Comments:

19. Were features requiring or undergoing maintenance made safe with

appropriate signage?

Yes No N/A

Comments: some wear to the banks of the lower pond where the wooden shoring was collapsing which were marked with hazard tape and warning signs.

20. Did you feel safe during your visit?

Yes No N/A

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

Comments:

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

Yes No N/A

Comments:

23. Would you like to make any additional observations?

Comments:

Yes No N/A

Please rate the site as follows

Green meets all the requirements of the Award

Amber meets the requirements of the Award but has some areas of concern

Red Does not meet the Award standard with major areas of concern

If graded Amber or Red please indicate areas of concern below.

<p>Comments</p>
