

Name: York Young Inspectors.	Date 05/10/10
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What service you inspected

Name of the service: Glen Gardens.

Type of service: Leisure services.

Location of service: Heworth.

What did you find?

Did you do an observation, interview, survey or mystery shopper? Observation, interview and survey.

How did you do it (Where, when, who with, how record?) Took place at Glen gardens, 05/10/10, Harry, Rebecca, Celine and Ashleigh. Video, Dictaphone and survey questions and answers.
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Which inspection questions were you trying to answer?
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Question 1 Is the service accessible YES.

Question 2 Is the service welcoming YES.
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Question 3 Is it clear what the service does? YES.
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Question 4 How satisfied are you/do other young people seem to be with the service? YES.
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Question 5 How are young people involved in the development, delivery and evaluation of the service? YES.

Strengths:

- A place for young people to meet.
- Quiet place around the Bowling Green to sit and chill.
- Very family orientated.
- It's a busy place.
- Its location is very good because it is surrounded by houses and flats.

Areas for development:

- Play area is not accessible for all because of the woodchip pathways. Young people in wheelchairs might find it hard to go on.
- Grass around play area is too long so young people find it hard to play football.
- The play area is very one colour and very green to look at.

General impressions and comments

Most of the young people commented on the swings and slide being the thing that they liked but we felt that from other parks we have seen there could be some more better equipment.

We felt that the garden part is more looked after than the other areas and the courts are looking a bit worn out and neglected.

Who you observed, spoke to or surveyed

Age: Young people aged between 8 –15 and Adults.

Sex: both male and female.

Any other information: We interviewed Barry Dyson the evening park keeper.

What you found:

Summarise what you found linking back to the inspection questions and any other important information. Include and tables or figures here too.

Question 1 Is the service accessible – Yes the gardens are accessible to all but we felt that people in wheelchairs might have issues in the play area.

It is used by lots of people from all ages and different groups.

Question 2 Is the service welcoming – Yes 23/26 people surveyed said that they felt welcome in the gardens. 16/17 young people felt welcomed in the gardens. We all felt welcome in the park.

Question 3 Is it clear what the service does? – Yes. It's a very visual place and everything is around you. The signs are clear and opening and closing times are displayed.

Question 4 How satisfied are you/do other young people seem to be with the service? Yes. 22/26 people that we surveyed said that they used the park on a regular basis. 14/17 young people said that they used the park often. 16/17 young people said that they felt welcomed and liked the service that was offered.

Question 5 How are young people involved in the development, delivery and evaluation of the service? Most of the young people said that they didn't get asked or have a say on what goes on in the park. They said that most of the stuff is sorted by the council.

Strengths: as above.

Areas for improvement: as above.

General impressions: We really liked the who of the gardens and felt it offered something for everyone but we did feel that the play park could be more colourful and some more equipment added.

Important points:

- Good place for all people young and old and it is accessed by all.
- Notice boards and signs telling you what you can and cant do plus opening and closing times of the park.
- Play park is used a lot but could do with a revamp.

What the service should do to make things better:

Recommendations including clear action points: (Taken from actions above.)

- Maintain grass around the play park.
- Look at making the play park more disability friendly.
- Organise some sporting activities on the courts or even skateboard/scooter sessions like they do at school sometimes.
- Consult with young people on the play park, about what they would like and how it could be revamped.