



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: Finsbury Park

Managing Organisation: London Borough of Harringey

Date, time and duration of visit: Wednesday 3rd October 1:30pm for 2hrs

Weather conditions: warm and dry

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

Yes ☒ No ☐ N/A ☐

Comments: Easy walking distance of Finsbury Park station, with a map outside the station.

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

Yes ☐ No ☒ N/A ☐

Comments: Entrance from station area was poor with litter and debris on the embankment, graffiti on walls and **observed a Rat run across the footpath, which startled a couple of walkers.** Laughing gas canisters and dog fouling were also present.



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

Yes ☒ No ☐ N/A ☐

Comments: There were signs at all entrances which contained contact details.

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

Yes ☒ No ☐ N/A ☐

Comments: Entrances safe and accessible.

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

Yes ☐ No ☒ N/A ☐

Comments: Entrance from railway station was poor with presence of graffiti and vermin. This area requires a major revamp.

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

Yes ☐ No ☒ N/A ☐

Comments: Some signs were very dirty and detract from the purpose intended.



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

No ☒

Comments: There was a collapsible bollard lying in the middle of the footpath by the café which is a major trip hazard. Some of the footpaths have been damaged by the amount of vehicles on site

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

No ☒

Comments: There were a number of staff driving around looking for litter, or looking into bins. However they were observed just driving about and not getting out of the vehicles and actually picking any litter or doing any work.

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

Yes ☒ No ☐ N/A ☐

Comments: All ok on the day and being utilised by families.

There appears a conflict between netball users and a car park as a gate was open and a vehicle observed parked on a ball court.

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

Yes ☐ No ☒ N/A ☐

Comments: Apart from the wall already mentioned, there were other examples of graffiti.

The wooden has rood tiles missing and also had graffiti.



11. Was
all

children's play equipment well maintained and clean?

Yes ☒ No ☐ N/A ☐

Comments: The play equipment is poorly maintained and has some damaged and dangerous items of equipment. The netting is broken on the climbing unit and the wetpour is badly worn.

The wooden edging around the sand needs replacing although there has clear been a few posts replaced.

The wooden climbing fort should be closed and removed for safety.

There is concrete exposed under some of the equipment.

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

Yes ☐ No ☒ N/A ☐

Comments: Some of the bins had doors swung open or missing. In addition there was evidence of a recent fire at one bin.



The picnic benches are in a very poor condition and should be removed.



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

Yes ☒ No ☐ N/A ☐

Comments:None

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

Yes ☒ No ☐ N/A ☐

Comments: None

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

Yes ☐ No ☒ N/A ☐

Comments: Bins appeared serviced but in need of replacement and several examples of litter strewn across the park.

16. Was dog and other animal fouling adequately controlled?

Yes ☒ No ☐ N/A ☐

Comments: No issues seen plus dogs not allowed in the CPG.

17.
Were

horticultural standards being maintained?

Yes ☐ No ☒ N/A ☐

Comments: The grass field was very worn and the formal bedding was inundated with weed
There was general detritus everywhere and the park is in need of a good tidy.
The shrubs are poorly maintained.



The Hope Picnic Area is an abandoned area of the park and is unsafe and a total disgrace.

The “dump” area in the centre of the park is accessible to anyone and is teeming with rats.

Overall grounds maintenance is very poor.

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

Yes ☒ No ☐ N/A ☐

Comments: Mainly ok but one dead tree close to a main pathway.



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

Yes ☒ No ☐ N/A ☐

Comments: Several areas of the field were cordoned off by herris fencing, due to recent event.

There was a hose pipe stretched across the length of the park to service the circus. This was a major trip hazard.

20. Did you feel safe during your visit?

Yes ☒ No ☐ N/A ☐

Comments: However there does appear to be a large amount of groups of young men “hanging around” which could be intimidating to some users.

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: Flag flying near cafe and certificate on café door.

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

Yes ☒ No ☐ N/A ☐

Comments: Discussed issue of embankment with walkers who were startled by the rat. A lady approached us in the play area commenting how disappointed she was at the dangerous condition of some of the equipment.

23. Would you like to make any additional observations?

Yes ☐ No ☒ N/A ☐

Comments:

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.

Comments There are major concerns over this park as mentioned in this report, some requiring urgent attention.

The play area needs urgent attention and some items closing off to make safe, until proper repairs are undertaken. All of this should have been highlighted in your weekly inspections.

The Hope Picnic Area needs a total revamp and has dangerous footpaths, missing manhole covers.

The dumping area in the middle of the park needs addressing.

The amount of rats across the park needs addressing

The entrance by the station that requires revamp and clearance.

The issues of graffiti must also be addressed.

A permanent water supply is needed for the event field to prevent the need for hoses lying across the grass.

The dangerous picnic benches need removing.

Fly tipping and dumped old fences need removing

Horticultural standards need improving

The wooden shelters need repairing and cleaning.

The staff observed on site appeared to have no direction and could be utilised to prioritise some of this work.

Altogether a disappointing visit that highlighted a lot of areas of concern that are not what is expected from a Green Flag site.