



# 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:** Downhills Park

**Managing Organisation:** London Borough of Haringey

**Date, time and duration of visit:** 4/10/19 2 hours

**Weather conditions:** dry

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

Yes ☒ No ☐ N/A ☐

Comments: The sight was easy to find with signage at the entrances

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

Yes ☐ No ☒ N/A ☐

Comments:

The main entrance was covered with leaf litter some of which appeared to have been there for some time. The downhills road entrance fence was broken, there was a fly tipped bag and car wheel in front of a protacabin

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

Yes ☐ No ☒ N/A ☐

Comments:

The board had details of site name and contact details, however some needed cleaning/repair

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:

There was poor maintenance at the entrances which were not inviting due to leaf litter, litter visible on site and poor horticultural standards observed at the entrances

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

Yes ☐ No ☒ N/A ☐

Comments: There were new signs showing marked routes, other signage required cleaning and faded notices inside replaced. The signage on the MUGA needed replacing

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

Yes ☐ No ☒ N/A ☐

Comments: many paths were in poor condition with extensive cracking, the main path had a broken manhole cover with a large gap at the side, this was considered a serious health and safety issue. There was a hole in the path at the ornamental wall, this was fenced off.

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

Yes ☐ No ☒ N/A ☐

Comments: No staff were visible on site however the café was staffed and staff were very helpful and friendly

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

Yes ☒ No ☐ N/A ☐

Comments: The Café was well maintained and clean

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

Yes ☐ No ☒ N/A ☐

Comments: Although the café and pavilion at the sports field appeared in good condition, there was a broken fence at the Downhills park entrance and the portakabin required painting.

There was a basketball hoop missing from the MUGA

Play equipment had offensive graffiti

The pond area required cleaning and topping up with water to cover the liner

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

Yes ☐ No ☒ N/A ☐

Comments: Children's play equipment was in poor condition, with issues that were considered a SERIOUS health and safety issue and require immediate attention. Concrete exposed at the base of one of the springs. Finger straps on one of the springy equipment pieces. Insufficient bark in play area. Exposed metal reinforcing on ropes, rope missing, wooded posts showing rot

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

Yes ☐ No ☐ N/A ☐

Comments: Benches required painting varnishing, some bins were leaning and open bins were surrounded by litter due to animals accessing them

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

Yes ☐ No ☐ 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 ☒

Comments:

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

Yes ☐ No ☒ N/A ☐

Comments: Litter from the previous day was on the ground due to animals accessing bins

16. Was dog and other animal fouling adequately controlled?

Yes ☐ No ☒ N/A ☐

Comments: There was evidence of dog fouling on site although owners were observed cleaning up after their dogs

17. Were horticultural standards being maintained?

Yes ☐ No ☒ N/A ☐

Comments:

Horticultural standards were poor across the site. It appeared that no maintenance had been carried out this year apart from some work had started to clear weeds from beds in ornamental gardens. The ornamental gardens had not been maintained as weeds were everywhere. The central beds and beds around trees had not been planted and were full of weeds. Ornamental beds around the edge of the park were full of weeds, thistles etc

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

Yes ☐ No ☒ N/A ☐

Comments: There was a split branches on one tree and many branches on the ground that had not been removed

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

Yes ☐ No ☒ N/A ☐

Comments:

Although the hole in the paving had been fenced off the dangerous manhole and play equipment was not made safe.

20. Did you feel safe during your visit?

Yes ☒ No ☐ N/A ☐

Comments: Mainly due to café staff on site, if they had not been there the site would have felt unsafe due to the standards of maintenance.

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: The flag was flying but the certificate was out of date

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?

Yes ☒ No ☐ N/A ☐

Comments: It was disappointing to see the flag flying over a site with such poor condition. The park had an abandoned feel, with poor maintenance throughout the site.  
**There are major health and safety issues on site which require immediate attention.**

**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

Standards on site fall well below the standards expected of a Green Flag Award site. There appears to have been no maintenance for some time.

It would also appear that play inspections are not taking place or if they are the issues identified are not being addressed































