

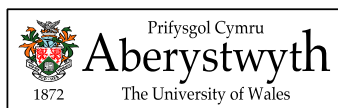
IQM Community Welcome audits 2006 The Dyfi Valley



**Mountain Bikes in Machynlleth
– best practice for racks around town**

Powys Integrated Quality Management Research Project 2006

Report Author: Ecodyfi



Community Audits

Community audits are an established method of providing a snapshot of a community at a given point in time. By their very nature they are subjective and yet are a very useful tool in the continual process of monitoring change over time within communities.

As part of the wider IQM project, surveys of visitors and businesses were held in the Dyfi Valley area, where satisfaction with the area or specific communities was discussed. The community audits work to complement this work. The evidence base provided by the audits should be used by community organisations as a valuable lobbying tool for improvements within their areas. They should also be used to highlight areas of best practice.

Introduction

The community welcome audits in the Dyfi Valley were carried out in early July 2006 by researcher Nerys Wyn and then again in September by Nerys together with TGA officer Teresa Walters and various members of the local communities.

The aim of this project was to see what the Dyfi Valley would look like to a visitor first entering its communities and then to feedback both the positive and more negative comments to those with an interest or influence in change in those communities and in the region.

Four communities were selected to represent the Dyfi Valley: Machynlleth and Corris on the borders of Powys; and Dinas Mawddwy and Aberdyfi, which are just inside Gwynedd and the Snowdonia National park. While Aberdyfi has a long history of tourism and Machynlleth has a well-established tourism infrastructure, Corris and Dinas Mawddwy are relatively new to tourism, but do enjoy proximity to a number of tourism attractions and outdoor activities.

Arrival

- Machynlleth in early summer: Easy to find, but sign by Dyfi bridge, although clean, is in the hedge. No flowers or other statement. Needs a sign from Llanidloes road directing visitors to “town centre”.
- Aberdyfi in early summer: Easy to find from Tywyn, sign hidden in a bush from Machynlleth entrance. Sign was clean and attractive, but no flowers etc.
- Corris in early summer: Easy to find, with clean sign, but no flowers etc.
- Dinas Mawddwy in early summer: Very easy to find with clear clean sign – but this had no attractive features – signs dirty and hidden and the various separate signs were a bit confusing. After entering the village, however, it was all very attractive with flower pots etc.
- Machynlleth in September: Easy to find, but sign is bent. No flowers or other statement. Only brown sign are to Salop Caravans – not clear why this has a tourism brown sign – and Celtica (which has closed) but tourism facilities (e.g. mountain biking, TIC, MOMA) do not.

- Aberdyfi in September: Easy to find – on main road; sign is attractive and individual, but no flowers etc.
- Corris in September: Clear signs, but quite dirty (from rain on main road)
- Dinas Mawddwy in September: Very easy to find with clear clean sign – but this had no attractive features – and the various separate signs were a bit confusing.

Car Parks and Orientation

- Machynlleth in early summer: Easy to park in designated park, but not good signage to it – and is over full on Wednesdays (market day). Good information/finger posts in/near main car park, although map doesn't show where we are. Information provided is in Welsh, English, French and German. Problems with dog mess and lack of dog mess bins, worst in Celtica car park.
- Aberdyfi in early summer: Easy to park in good, safe car park. Orientation available from car park, which was clear, plus emptied litter bins.



- Corris in early summer: Easy to park in designated car park (at Corris Craft Centre), which was very well signposted and has good orientation. Litter bins and pavements are a problem here - not enough bins or ramps, uneven pavements. Harder to park in the village – institute will help with focus.
- Dinas Mawddwy in early summer: Not easy to park as there is no visitor car park. Ambience good – untouched by litter, well maintained etc. But some problems with dog mess and lack of dog

mess bins have accumulated over the summer. Parking in the middle of a council estate did not feel welcoming to or safe for visitors. Some pavements uneven.

Photo: Sign in Machynlleth Car Park

- Machynlleth in September: Easy to park in designated park, but not good signage to it; signage within it is mossy and green and it is over full on Wednesdays (market day). Good information/finger posts in/near main car parks, but again quite mossy. Map doesn't show where we are. Information provided in Celtica car park is in Welsh, English, French and German, which is very welcoming. However, there are problems here with dog mess and lack of dog mess bins; bins are overflowing, with dirty, mossy, out of date signage and quite a bit of graffiti.

Photos: Signs and bins at Celtica car park.



- Aberdyfi in September: more space in car park, same quality.
- Corris in September: more space in car park at Craft Centre, but looking more tired, mossy, bins needing emptying etc. Some uneven pavements. Still quiet in village with very few signs of tourism activity or welcome.
- Dinas Mawddwy in September: Not easy to park as there is no visitor car park, but if you use e.g. Meirion Woollen Mill or hotel car parks, these are good. Ambience good –untouched by litter, well maintained etc. But some problems with dog mess and bins.

Facilities and Services

- Machynlleth in early summer: Excellent TIC Mon-Sat 9.30-5.00 and Sunday 10-4pm, with good information about events, some attractions, walks and rides. Good facilities in the town, sign posted green spaces and good children’s facilities (not signposted). Good awareness of Dyfi Mountain Biking trails and Glyndwr’s Way, with maps and leaflets around the town. Good range of shops and cafes – some without opening hours displayed – and excellent cycle racks. Good recycling facilities. Should make more of CAT from the town, plus parliament house and royal house. Lack of circular town walk? Info boards at Celtica are damaged, out of date, and have graffiti.
- Aberdyfi in early summer: TIC open 9-5.30 with good information about events and local walks including town trail and Dyfi Discoveries. Plenty of shops and cafes etc (but don’t advertise opening hours)
- Corris in early summer: TIC open 9-5.30. Good events advertising with posters. Signs link the craft centre to attractions and walks. TIC staff knew about mountain biking and walking routes and offered information about quarry heritage. No advertised shops or services in Corris, but good café facilities at the Craft Centre and a pub with food advertised in Corris.
- Dinas Mawddwy in early summer: No TIC, but had community information posters and signs to attractions plus bilingual information board. Good children’s facilities and green spaces (though unsigned). No trails, walks or heritage interests referred to.
- Machynlleth in September: Excellent TIC with good information. Good facilities in the town, sign posted green spaces and good children’s facilities (not signposted), let down by inclusion of Celtic signs on finger-posts. Good awareness of Dyfi Mountain Biking

- trails and Glyndwr's Way, with maps and leaflets around the town. Good range of shops and cafes – some without opening hours displayed – and excellent cycle racks.
- Aberdyfi in September: TIC open 9-5.30 with good information about events and local walks including town trail and Dyfi Discoveries. Plenty of shops and cafes etc (but don't advertise opening hours).
 - Corris in September: Polite staff member with little information about the area, routes, walks etc, other than what was in the racks.
 - Dinas Mawddwy in September: No TIC, but good posters giving local information, including information about attractions. Few facilities in town, but good children's facilities. No trails, walks or heritage interests referred to. Good on bilingualism. No facilities except post office and a pub serving food.

Public Transport

- Machynlleth in early summer: good public transport with easy to find information at stops, info boards and leaflets in racks.
- Aberdyfi in early summer: Bus times available from TIC, and excellent 2 train stations, but hard to find bus stops
- Corris in early summer: Easy to find, up to date public transport information.
- Dinas Mawddwy in early summer: rare buses, bus stops hard to find.
- Machynlleth in September: good public transport with easy to find information at stops, info boards and leaflets in racks, plus bike racks all around town. No info about taking bikes on buses?
- Aberdyfi in September: bus and train timetables still up to date.
- Corris in September: Easy to find, up to date public transport information.
- Dinas Mawddwy in September: Rare buses, with information displayed only at the bus stop.

Public Conveniences

- Machynlleth in early summer: well signposted, centrally located, clean with all facilities, but you do have to pay. Public toilets at Celtica are closed – permanently? – although the signs still point to it.
- Aberdyfi in early summer: Well signposted, clean with good facilities.
- Corris in early summer: Good clean toilets, but couldn't see a sign to them.
- Dinas Mawddwy in early summer: Well signposted toilets near car park, but some rubbish on the floor. No sink, baby changing or RADA etc facilities.
- Machynlleth in September: well signposted, centrally located, clean with all facilities, but you do have to pay. Public toilets at Celtica are closed – permanently?
- Aberdyfi in September: Well signposted, clean with good facilities.
- Corris in September: Good clean toilets, with all facilities, including accessibility facilities. Dinas Mawddwy in September: Well signposted toilets near car park, but quite a lot of paper etc on the floor. No sink, baby changing or RADA etc facilities.

Overall feel

- Machynlleth in early summer: General good feel, but signage to Salop Caravans (not a tourism facility) and Celtica (closed) is very distracting. Celtica car park with overflowing bins, graffiti and mossy out of date signs, feels unkempt and unsafe.
- Aberdyfi in early summer: Good feel. Most people there for the beach, which has a blue flag.
- Corris in early summer: looked grey in the village; needs a boost – eg flowers.
- Dinas Mawddwy in early summer: needs something to attract people in – signs, flowers, etc.
- Machynlleth in September: Worries about deterioration of the Plas grounds and Celtica signposting.
- Aberdyfi in September: Quiet and still well maintained. Less shops etc open in than in summer and need info about when they are open.
- Corris in September: Tired looking at the craft centre car park area, but very good facilities there, still running. Village centre very quiet.
- Dinas Mawddwy in September: pretty village but nothing to keep people here.

Cycling facilities

Cycling is being promoted in Wales by VisitWales and the local authorities so it is important that infrastructure is in place to support this. However, in the Dyfi Valley, only Machynlleth of the four communities had adequate cycle racks – at the station, the library and by the clock tower. These, funded by Powys CC were convenient for using all the shops, services and public transport and are a good best practice example. Information on quiet lane, national and mountain biking cycle routes from the town was available at the TIC and the local bike shop during both visits and maps on the side of the road, provided by Dyfi Mountain Biking, show that cyclists were welcome. A large number of visitors interviewed had participated in either walking or mountain biking while staying in the Dyfi Valley.

Conclusions:

- As expected, Aberdyfi and Machynlleth are far more “ready” for visitors and the charm of the other two communities is precisely their unspoilt, unchanged appearance. However, several small improvements could quite easily be made in all communities.
- As expected, communities and signage in particular were more “tired” looking by the end of the summer – although it is important to note that this “shoulder” season is of increasing importance to higher spend visitors.
- In general, communities could make more of their signs, with flowers etc, and with rationalising signs. Signs need regular cleaning and finger posts updating – especially in relation to Celtica and its toilets.
- Communities are generally clean, but some issues with public conveniences and dog mess and bins.
- Generally orientation information is patchy and uneven across communities. Often there is little information/welcome available in more than one or two languages.
- Public transport is variable, with Aberdyfi and Machynlleth particularly well-served and Dinas Mawddwy suffering paucity. Could all make more of the information

- available – Dyfi Travel Guide is distributed around the valley and to TICs – how to make sure more visitors can get it.
- Overall, communities do look like tidy and interesting, but are variable in the extent to which they seem to welcome or appeal to visitors.

Photos: Finger post to Celtica and toilets (both closed) Sept 2006



Appendices

1. Audit Form blank
2. Audit Form Aberdyfi July
3. Audit Form Aberdyfi September
4. Audit Form Corris July
5. Audit Form Corris September
6. Audit Form Dinas Mawddwy July
7. Audit Form Dinas Mawddwy September
8. Audit Form Machynlleth July
9. Audit Form Machynlleth September

1. Community Welcome Audit

This community welcome audit is carried out on behalf the Tourism Partnership Mid Wales Research Project as an integral element of the Integrated Quality Management research project. The results of this survey will be made available to Project Officers, TPMW, other stakeholders with an interest in rural tourism, tourism businesses in Mid Wales and WAG. The results remain the property of the Tourism Partnership Mid Wales and may be published.

Settlement: _____ **Date:** _____

Surveyor: _____

ARRIVAL

1. **Was the settlement easy to find from major roads?**

Very Hard (1)	Hard (2)	Fairly easy (3)	Very easy (4)

If rated 1-2, please explain problems:

2. **Was the village/town sign clear?**

Very poor (1)	Poor (2)	Good (3)	Very good (4)

If rated 1-2, please explain:

2a. **Was the village/town sign clean? (include graffiti)**

Dirty (1)	Grubby (2)	Clean (3)	Very clean (4)

If rated 1-2, please explain:

2b. **Was the village/town sign attractive (flowers, planting?)**

Very poor (1)	Poor (2)	Good (3)	Very good (4)

If rated 1-2, please explain

2c. **Were major services/attractions highlighted on sign?**

No	Yes

2c(i). **If no were there separate signs as you enter for attractions, services?**

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2c(ii) **If yes, was this confusing?**

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3. **What overall impression did the town signage create on entry?**

Very poor (1)	Poor (2)	Good (3)	Very good (4)

If 1-2, please explain:

CAR PARKS & ORIENTATION

		No	Yes
4.	Was it easy to park?		

If no, please explain:

4a.	Were there designated car parks?		
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4b.	If yes, were there designated spaces for less able people to park?		
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5. Were the car park(s) signposted and easy to find from the main entry points?		Very poor (1)	Poor (2)	Good (3)	Very good (4)

If 1-2 please explain:

6.	Was there information provided in (each of) the car park(s) of what there is to do in the settlement and its surrounds?:		
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		No	Yes
6a.	Info panel (permanent info)		
6b.	Poster/leaflets (temporary info)?		
6c.	If yes, were these up to date?		
6d.	Finger posts indicating attractions/centre		

7. If information was provided was it easy to understand?		Very hard (1)	Hard (2)	Easy (3)	Very easy (4)
7a.	Text				
7b.	Illustrations				
7c.	Map				
7d.	Directional Signposting				

If rated between 1-2 please explain:

8. If information was provided was it multilingual?		No	Yes

8a. Languages:

9.. **Did you feel it was safe to leave your car in the car park?**

Unsafe (1)	Adequate (2)	Safe (3)	Very safe (4)

If rated 1-2 please explain:

AMBIENCE

		Very poor (1)	Poor (2)	Good (3)	Very good (4)
10.	Please rate the following between 1 and 4, if rated between 1 and 2 explain:				
10a.	Does the settlement appear well maintained / attractive?				
10b.	Is it littered?				
10c.	Availability of litter bins?				
10d.	Litter bins generally well located				
10e.	Litter bins emptied?				
10f.	vandalism?				
10g.	Pavements well maintained				
10h.	Pavements/walkways suitable for wheelchairs, pushchairs and/or less able people?				
10i.	Pavements, streets not fouled by dog mess				
10j.	Adequate dog mess bins				
10k.	Dog mess bins emptied				

If 1 -2 please explain:

		Very poor (1)	Poor (2)	Good (3)	Very good (4)
11.	Please rate the following between 1 and 4, if 1-2 please explain				
11a.	Was the signposting clear				
11b.	Was it directionally consistent				
11c.	Was it consistent in style				
11d.	Was it correct (ie did you get where you wanted to?)				

If 1 – 2 please explain:

FACILITIES & SERVICES

12	Is there a tourism information point in the settlement?		TIC	CWC	TIP
12a.	If TIC/CWC was it open	Yes	No	Hours	

12b. If TIP, was it up to date

13. Are there any advertised events within the settlement	Annual major	Regular	Community events
	Yes		
	No		

13a. How are these communicated?	Up to date				
	No	Yes			
Permanent signpost					
Temporary sign					
Posters					
Leaflets					
On info board					

14. Were there signs linking the settlement to tourist attractions etc :

14a. Attractions	No	Yes
Walks		
Rides		

15. What public facilities are available in the settlement?

15a. Swimming Pool	No	Yes
15b. Library		
16c. Other		

If other please detail:

17. What evidence is there in the settlement by way of public green space and / or parks?

None	Signposted

18. Are there any signposted facilities aimed specifically at children (play areas etc)?

No	Yes
Safe	
Clean	
Free from litter	
Free from dog mess	

19. Is this settlement on an advertised trail

No	Yes	Trail name
Car trail		
Bike trail		
Walking trail		

19a. What evidence was there?

Signs	Literature	None
Car trail		

Bike trail			
Walking trail			

20.	Are there any advertised/ marketed town trails?	No	Yes
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20a.	What type of publicity?	Signs	Leaflets	Posters
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21.	Were there any advertised circular walks (footpaths) from the town giving access to the countryside?	No	Yes
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21a.	Were these signposted as such from town?		
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22.	Are any local heritage / cultural attractions promoted within the settlement? If yes, specify:		
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23.	Are there any nature / environment conservation interests associated with the settlement that are promoted within the settlement? If yes, specify:	No	Yes
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24.	What interpretation is provided within the settlement? (excluding in car parks)	Info boards	Plaques	Public art (statues/monuments)
	Other (specify)			

25a.	Was this interpretation:	Informative	Clear	Up to date
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25b.	Is this multilingual?	No	Yes
	Specify languages:		

26.	What shops are available?	No	Yes	Open?	Hours
	Grocers/village store				
	Post Office				
	Hardware				
	Butcher				
	baker				
	Hairdresser				
	Other, specify				

27.	Are any refreshments available?	No	Yes	Open	Hours
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Café				
Restaurant				
Pub serving food				
Take away				
Other (specify)				

28.	Is any public seating available in the settlement?	No	Yes

29.	Are bicycle racks provided?		
29a.	Are these conveniently located near shops		
	Attractions		
	Toilets		
	Public transport terminus		

PUBLIC TRANSPORT

30.	Is there public transport available to and from the settlement?	No	Yes

31.	How easy is it to find out information about public transport provision?			
	Very hard (1)	Hard (2)	Easy (3)	Very easy (4)

If 1 -2 please explain:

32.	Where is the information?	No	Yes
	At bus stop		
	Shop windows		
	Info board		
32a.	Is it up to date?		

PUBLIC CONVENIENCES

33.	Are there any public conveniences available in the settlement?	No	Yes

33a.	Were these signposted well?			
	Very poor (1)	Poor (2)	Good (3)	Very Good (4)

If 1- 2 please explain:

33b	Were they well located	No	Yes
	Car park		
	Close to settlement centre		

33c.	Were these clean to an acceptable standard?			
	Very poor (1)	Poor (2)	Good (3)	Very good (4)

If 1-2 please explain:

33d.	Did they have hot and cold running water?	No	Yes
33e	Did they have baby changing facilities?		
34.	Was there toilet provision for less able people available?		
	RADA keys		
	Open		
35.	Were the toilets for less able people accessible to their helpers/companions? (i.e. with separate access to allow persons of both sexes in simultaneously)		

OVERALL IMPRESSIONS

37. **What was the general 'feel' of the settlement?**

Very poor (1)	Poor (2)	Good (3)	Very good (4)

If 1-2 please explain:

38. **Did you find it easy to find your way around the settlement?**

Very poor (1)	Poor (2)	Good (3)	Very good (4)

If 1-2 please explain

39 **Any other comments:**

2. Community Welcome Audit

This community welcome audit is carried out on behalf the Tourism Partnership Mid Wales Research Project as an integral element of the Integrated Quality Management research project. The results of this survey will be made available to Project Officers, TPMW, other stakeholders with an interest in rural tourism, tourism businesses in Mid Wales and WAG. The results remain the property of the Tourism Partnership Mid Wales and may be published.

Settlement: Aberdyfi **Date:** 12/7/06

Surveyor: Nerys

ARRIVAL

1. **Was the settlement easy to find from major roads?**

Very Hard (1)	Hard (2)	Fairly easy (3)	Very easy (4)
		X	

If rated 1-2, please explain problems:

2. **Was the village/town sign clear?**

Very poor (1)	Poor (2)	Good (3)	Very good (4)
	X	X	

If rated 1-2, please explain: Ok from Tywyn. Hidden in bush from mach.

2a. **Was the village/town sign clean? (include graffiti)**

Dirty (1)	Grubby (2)	Clean (3)	Very clean (4)
		X	

If rated 1-2, please explain:

2b. **Was the village/town sign attractive (flowers, planting?)**

Very poor (1)	Poor (2)	Good (3)	Very good (4)
	X		

If rated 1-2, please explain: nice bit of colour but small and plain, with no flowers

2c. **Were major services/attractions highlighted on sign? But suggests boats**

No	Yes
X	

2c(i). **If no were there separate signs as you enter for attractions, services?**

	X
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2c(ii). **If yes, was this confusing?**

X	
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3. **What overall impression did the town signage create on entry?**

Very poor (1)	Poor (2)	Good (3)	Very good (4)
	X		

If 1-2, please explain: no flowers, too small

CAR PARKS & ORIENTATION

		No	Yes
4.	Was it easy to park?		X

If no, please explain: no designated parking area – park in housing estate

4a.	Were there designated car parks?		X
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4b.	If yes, were there designated spaces for less able people to park?		X
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5. Were the car park(s) signposted and easy to find from the main entry points?		Very poor (1)	Poor (2)	Good (3)	Very good (4)
					X

If 1-2 please explain

6.	Was there information provided in (each of) the car park(s) of what there is to do in the settlement and its surrounds?:		
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		No	Yes
6a.	Info panel (permanent info)		X
6b.	Poster/leaflets (temporary info)?		
6c.	If yes, were these up to date?		
6d.	Finger posts indicating attractions/centre		X

7. If information was provided was it easy to understand?		Very hard (1)	Hard (2)	Easy (3)	Very easy (4)
7a.	Text			X	
7b.	Illustrations				
7c.	Map				
7d.	Directional Signposting				

If rated between 1-2 please explain:

8. If information was provided was it multilingual?		No	Yes
		X	X

8a. Some was Welsh/English, other just English

9.. Did you feel it was safe to leave your car in the car park?		Unsafe (1)	Adequate (2)	Safe (3)	Very safe (4)
				X	

If rated 1-2 please explain:

AMBIENCE

		Very poor (1)	Poor (2)	Good (3)	Very good (4)
10.	Please rate the following between 1 and 4, if rated between 1 and 2 explain:				
10a.	Does the settlement appear well maintained / attractive?			X	
10b.	Is it littered?			X	
10c.	Availability of litter bins?			X	
10d.	Litter bins generally well located			X	
10e.	Litter bins emptied?			X	
10f.	vandalism?			X	
10g.	Pavements well maintained			X	
10h.	Pavements/walkways suitable for wheelchairs, pushchairs and/or less able people?			X	
10i.	Pavements, streets not fouled by dog mess				X
10j.	Adequate dog mess bins			X	
10k.	Dog mess bins emptied			X	

If 1 -2 please explain:

		Very poor (1)	Poor (2)	Good (3)	Very good (4)
11.	Please rate the following between 1 and 4, if 1-2 please explain				
11a.	Was the signposting clear			X	
11b.	Was it directionally consistent			X	
11c.	Was it consistent in style			X	
11d.	Was it correct (ie did you get where you wanted to?)			X	

If 1 – 2 please explain:

FACILITIES & SERVICES

12	Is there a tourism information point in the settlement?			TIC	CWC	TIP
				X		
12a.	If TIC/CWC was it open	Yes	No	Hours		
		X		9-5.30		
12b.	If TIP, was it up to date					

13.	Are there any advertised events within the settlement	Annual major	Regular	Community events
	Yes			X
	No	X	X	

13a.	How are these communicated?	Up to date				
		No	Yes			
	Permanent signpost					
	Temporary sign					X
	Posters					X
	Leaflets					
	On info board					

14.	Were there signs linking the settlement to tourist attractions etc :				
		No	Yes		
14a.	Attractions	X			
	Walks				
	Rides		X		

15.	What public facilities are available in the settlement?				
		No	Yes		
15a.	Swimming Pool	X			
15b.	Library	X			
16c.	Other				

If other please detail:

17.	What evidence is there in the settlement by way of public green space and / or parks? By car park	None	Signposted
		X	

18.	Are there any signposted facilities aimed specifically at children (play areas etc)?	No	Yes
		X	
	Safe		X
	Clean		X
	Free from litter		X
	Free from dog mess		X

19.	Is this settlement on an advertised trail	No	Yes	Trail name
	Car trail			
	Bike trail			
	Walking trail			

19a.	What evidence was there?	Signs	Literature	None
	Car trail			X
	Bike trail			X
	Walking trail			X

20.	Are there any advertised/ marketed town trails?		No	Yes
				X
20a.	What type of publicity?	Signs	Leaflets	Posters
			X	
21.	Were there any advertised circular walks (footpaths) from the town giving access to the countryside?		No	Yes
		X		
21a.	Were these signposted as such from town?			

22.	Are any local heritage / cultural attractions promoted within the settlement?		X
	Dyfi Discoveries, heritage and wildlife boat trips		

23.	Are there any nature / environment conservation interests associated with the settlement that are promoted within the settlement?	No	Yes
			X
	Dyfi Discoveries, heritage and wildlife boat trips		

24	What interpretation is provided within the settlement? (excluding in car parks)	Info boards	Plaques	Public art (statues/monuments)
		X	X	X
	Other (specify)			

25a.	Was this interpretation:	Informative	Clear	Up to date
		X		X

25b.	Is this multilingual?	No	Yes
		X	
	Specify languages: english		

26.	What shops are available?	No	Yes	Open?	Hours
	Grocers/village store		X	Y	No sign
	Post Office		X	Y	No sign
	Hardware				
	Butcher		X	Y	No sign
	Baker				
	Hairdresser		X	Y	No sign
	Other, specify				

27.	Are any refreshments available?	No	Yes	Open	Hours
	Café		X	X	9-5
	Restaurant		X	X	No sign

Pub serving food		X	X	12-9.30
Take away				
Other (specify)				

28.	Is any public seating available in the settlement?	No	Yes
			X

29.	Are bicycle racks provided?	X	
29a.	Are these conveniently located near shops		
	Attractions		
	Toilets		
	Public transport terminus		

PUBLIC TRANSPORT

30.	Is there public transport available to and from the settlement?	No	Yes
			X

31.	How easy is it to find out information about public transport provision?				
	Very hard (1)	Hard (2)	Easy (3)	Very easy (4)	
		X			

If 1 -2 please explain: Cd get tt from tic and on info board but hard to find a bus stop

32.	Where is the information?	No	Yes
	At bus stop		X
	Shop windows		
	Info board		X
32a.	Is it up to date?		X

PUBLIC CONVENIENCES

33.	Are there any public conveniences available in the settlement?	No	Yes
			X

33a.	Were these signposted well?				
	Very poor (1)	Poor (2)	Good (3)	Very Good (4)	
			X		

If 1- 2 please explain:

33b	Were they well located	No	Yes
	Car park		X
	Close to settlement centre		X

33c.	Were these clean to an acceptable standard?				
	Very poor (1)	Poor (2)	Good (3)	Very good (4)	
			X		

If 1-2 please explain:

33d.	Did they have hot and cold running water?	No	Yes
33e	Did they have baby changing facilities?	X just hot	
34.	Was there toilet provision for less able people available?		X
	RADA keys		X
	Open		
35.	Were the toilets for less able people accessible to their helpers/companions? (i.e. with separate access to allow persons of both sexes in simultaneously)		X

OVERALL IMPRESSIONS

37. What was the general 'feel' of the settlement?

Very poor (1)	Poor (2)	Good (3)	Very good (4)
		X	

If 1-2 please explain:

38. Did you find it easy to find your way around the settlement?

Very poor (1)	Poor (2)	Good (3)	Very good (4)
		X	

If 1-2 please explain:

39. Any other comments:

People come here for beach and facilities for the beach are great – has a blue flag. The shops could have opening hours displayed in the window.

3. Community Welcome Audit

This community welcome audit is carried out on behalf the Tourism Partnership Mid Wales Research Project as an integral element of the Integrated Quality Management research project. The results of this survey will be made available to Project Officers, TPMW, other stakeholders with an interest in rural tourism, tourism businesses in Mid Wales and WAG. The results remain the property of the Tourism Partnership Mid Wales and may be published.

Settlement: Aberdyfi **Date:** 06/09/06

Surveyor: Nerys, Teresa, Des George

ARRIVAL

1. **Was the settlement easy to find from major roads?**

Very Hard (1)	Hard (2)	Fairly easy (3)	Very easy (4)
			X – it's on the main road

If rated 1-2, please explain problems:

2. **Was the village/town sign clear?**

Very poor (1)	Poor (2)	Good (3)	Very good (4)
		X	

If rated 1-2, please explain: Nice blue sign with Aberdyfi logo

2a. **Was the village/town sign clean? (include graffiti)**

Dirty (1)	Grubby (2)	Clean (3)	Very clean (4)
		X	

If rated 1-2, please explain:

2b. **Was the village/town sign attractive (flowers, planting?)**

Very poor (1)	Poor (2)	Good (3)	Very good (4)
	X		

If rated 1-2, please explain: nice bit of colour but small and plain, with no flowers

2c. **Were major services/attractions highlighted on sign? But suggests boats**

No	Yes
X	

2c(i). **If no were there separate signs as you enter for attractions, services?**

	X
--	---

2c(ii). **If yes, was this confusing?**

X	
---	--

3. **What overall impression did the town signage create on entry?**

Very poor (1)	Poor (2)	Good (3)	Very good (4)
		X	

If 1-2, please explain:

CAR PARKS & ORIENTATION

4. **Was it easy to park?**

No	Yes
	X

If no, please explain: no designated parking area – park in housing estate

4a. **Were there designated car parks?**

No	Yes
	X

4b. **If yes, were there designated spaces for less able people to park?**

No	Yes
	X

5. **Were the car park(s) signposted and easy to find from the main entry points?**

Very poor (1)	Poor (2)	Good (3)	Very good (4)
			X

If 1-2 please explain

6. **Was there information provided in (each of) the car park(s) of what there is to do in the settlement and its surrounds?:**

- 6a. Info panel (permanent info)
- 6b. Poster/leaflets (temporary info)?
- 6c. If yes, were these up to date?
- 6d. Finger posts indicating attractions/centre

No	Yes
	X
	X

7. **If information was provided was it easy to understand?**

	Very hard (1)	Hard (2)	Easy (3)	Very easy (4)
7a. Text			X	
7b. Illustrations			X	
7c. Map			X	
7d. Directional Signposting			X	

If rated between 1-2 please explain:

8. **If information was provided was it multilingual?**

No	Yes
X	X

8a. Some was Welsh/English, other just English

9. **Did you feel it was safe to leave your car in the car park?**

Unsafe (1)	Adequate (2)	Safe (3)	Very safe (4)

		X	
--	--	---	--

If rated 1-2 please explain:

AMBIENCE

		Very poor (1)	Poor (2)	Good (3)	Very good (4)
10.	Please rate the following between 1 and 4, if rated between 1 and 2 explain:				
10a.	Does the settlement appear well maintained / attractive?			X	
10b.	Is it littered?			X	
10c.	Availability of litter bins?			X	
10d.	Litter bins generally well located			X	
10e.	Litter bins emptied?			X	
10f.	vandalism?			X	
10g.	Pavements well maintained			X	
10h.	Pavements/walkways suitable for wheelchairs, pushchairs and/or less able people?			X	
10i.	Pavements, streets not fouled by dog mess				X
10j.	Adequate dog mess bins			X	
10k.	Dog mess bins emptied			X	

If 1 -2 please explain:

		Very poor (1)	Poor (2)	Good (3)	Very good (4)
11.	Please rate the following between 1 and 4, if 1-2 please explain				
11a.	Was the signposting clear			X	
11b.	Was it directionally consistent			X	
11c.	Was it consistent in style			X	
11d.	Was it correct (ie did you get where you wanted to?)			X	

If 1 – 2 please explain:

FACILITIES & SERVICES

12	Is there a tourism information point in the settlement?			TIC	CWC	TIP
				X		
12a.	If TIC/CWC was it open	Yes	No	Hours		
		X		9-5.30		
12b.	If TIP, was it up to date					

13.	Are there any advertised events within the settlement	Annual major	Regular	Community events
	Yes	X	X	X
	No			

13a.	How are these communicated?	Up to date				
		No	Yes			
	Permanent signpost					
	Temporary sign					X
	Posters					X
	Leaflets					
	On info board					X

14.	Were there signs linking the settlement to tourist attractions etc :		
14a.	Attractions	No	Yes
	Walks		X - beach
	Rides		

15.	What public facilities are available in the settlement?		
15a.	Swimming Pool	No	Yes
15b.	Library	X	
16c.	Other		

If other please detail:

17.	What evidence is there in the settlement by way of public green space and / or parks? By car park	None	Signposted
		X	

18.	Are there any signposted facilities aimed specifically at children (play areas etc)?	No	Yes
		X	
	Safe		X
	Clean		X
	Free from litter		X
	Free from dog mess		X

19.	Is this settlement on an advertised trail	No	Yes	Trail name
	Car trail			
	Bike trail		X	Lon Las Cymru
	Walking trail			

19a.	What evidence was there?	Signs	Literature	None
	Car trail			
	Bike trail		X	
	Walking trail			

20.	Are there any advertised/ marketed town trails?		No	Yes
				X
20a.	What type of publicity?	Signs	Leaflets	Posters
			X	
21.	Were there any advertised circular walks (footpaths) from the town giving access to the countryside?		No	Yes
		X		
21a.	Were these signposted as such from town?			

22.	Are any local heritage / cultural attractions promoted within the settlement?		X
	Dyfi Discoveries, heritage and wildlife boat trips, bandstand		

23.	Are there any nature / environment conservation interests associated with the settlement that are promoted within the settlement?	No	Yes
			X
	Dyfi Discoveries, heritage and wildlife boat trips, beach		

24	What interpretation is provided within the settlement? (excluding in car parks)	Info boards	Plaques	Public art (statues/monuments)
		X	X	X
	Other (specify)			

25a.	Was this interpretation:	Informative	Clear	Up to date
		X	X	x

25b.	Is this multilingual?	No	Yes
		x	
	Specify languages: English, some welsh and english		

26.	What shops are available?	No	Yes	Open?	Hours
	Grocers/village store		X	Y	No sign
	Post Office		X	Y	No sign
	Hardware		X - chandlers	Y	9-5
	Butcher		X	Y	No sign
	Baker				
	Hairdresser		X	Y	No sign
	Other, specify				

27.	Are any refreshments available?	No	Yes	Open	Hours
	Café		X	X	9-5
	Restaurant		X	X	No sign

Pub serving food		X	X	12-9.30
Take away				
Other (specify)				

28.	Is any public seating available in the settlement?	No	Yes
			X

29.	Are bicycle racks provided?	X	
29a.	Are these conveniently located near shops		
	Attractions		
	Toilets		
	Public transport terminus		

PUBLIC TRANSPORT

30.	Is there public transport available to and from the settlement?	No	Yes
			X

31.	How easy is it to find out information about public transport provision?				
	Very hard (1)	Hard (2)	Easy (3)	Very easy (4)	
			X		

If 1 -2 please explain:

32.	Where is the information?	No	Yes
	At bus stop+train stations		X
	Shop windows		
	Info board		X
32a.	Is it up to date?		X

PUBLIC CONVENIENCES

33.	Are there any public conveniences available in the settlement?	No	Yes
			X

33a.	Were these signposted well?				
	Very poor (1)	Poor (2)	Good (3)	Very Good (4)	
			X		

If 1- 2 please explain:

33b	Were they well located	No	Yes
	Car park		X
	Close to settlement centre		X

33c.	Were these clean to an acceptable standard?				
	Very poor (1)	Poor (2)	Good (3)	Very good (4)	
			X		

If 1-2 please explain:

33d.	Did they have hot and cold running water?	No	Yes
33e	Did they have baby changing facilities?	X just hot	
34.	Was there toilet provision for less able people available?		X
	RADA keys		X
	Open		
35.	Were the toilets for less able people accessible to their helpers/companions? (i.e. with separate access to allow persons of both sexes in simultaneously)		X

OVERALL IMPRESSIONS

37. What was the general 'feel' of the settlement?

Very poor (1)	Poor (2)	Good (3)	Very good (4)
			X

If 1-2 please explain:

38. Did you find it easy to find your way around the settlement?

Very poor (1)	Poor (2)	Good (3)	Very good (4)
			X

If 1-2 please explain:

39. Any other comments:

Seems completely welcoming to and expecting visitors. Many businesses seem to expect and rely on them. Much effort on sea front to give information and interpretation but to keep it villagey.

4. Community Welcome Audit

This community welcome audit is carried out on behalf the Tourism Partnership Mid Wales Research Project as an integral element of the Integrated Quality Management research project. The results of this survey will be made available to Project Officers, TPMW, other stakeholders with an interest in rural tourism, tourism businesses in Mid Wales and WAG. The results remain the property of the Tourism Partnership Mid Wales and may be published.

Settlement: Corris **Date:** 12/7/06

Surveyor: Nerys

ARRIVAL

1. **Was the settlement easy to find from major roads?**

Very Hard (1)	Hard (2)	Fairly easy (3)	Very easy (4)
		X	

If rated 1-2, please explain:

2. **Was the village/town sign clear?**

Very poor (1)	Poor (2)	Good (3)	Very good (4)
		X	

If rated 1-2, please explain:

2a. **Was the village/town sign clean? (include graffiti)**

Dirty (1)	Grubby (2)	Clean (3)	Very clean (4)
		X	

If rated 1-2, please explain:

2b. **Was the village/town sign attractive (flowers, planting?)**

Very poor (1)	Poor (2)	Good (3)	Very good (4)
	X		

If rated 1-2, please explain no flowers etc

2c. **Were major services/attractions highlighted on sign?**

No	Yes
	X

2c(i). **If no were there separate signs as you enter for attractions, services?**

--	--

2c(ii). **If yes, was this confusing?**

X	
---	--

3. **What overall impression did the town signage create on entry?**

Very poor (1)	Poor (2)	Good (3)	Very good (4)

		X	
--	--	---	--

If 1-2, please explain: no flowers etc

CAR PARKS & ORIENTATION

4.	Was it easy to park?	No	Yes
			X

If no, please explain: no designated parking area – park in housing estate

4a.	Were there designated car parks?		X
-----	---	--	---

4b.	If yes, were there designated spaces for less able people to park?		X
-----	---	--	---

5.	Were the car park(s) signposted and easy to find from the main entry points?			
	Very poor (1)	Poor (2)	Good (3)	Very good (4)
				X

If 1-2 please explain

6.	Was there information provided in (each of) the car park(s) of what there is to do in the settlement and its surrounds?:		
		No	Yes
6a.	Info panel (permanent info)		X
6b.	Poster/leaflets (temporary info)?		
6c.	If yes, were these up to date?		
6d.	Finger posts indicating attractions/centre		X

7.	If information was provided was it easy to understand?				
		Very hard (1)	Hard (2)	Easy (3)	Very easy (4)
7a.	Text			X	
7b.	Illustrations			X	
7c.	Map			X	
7d.	Directional Signposting				

If rated between 1-2 please explain:

8.	If information was provided was it multilingual?	No	Yes
		X	

8a.

9.	Did you feel it was safe to leave your car in the car park?			
	Unsafe (1)	Adequate (2)	Safe (3)	Very safe (4)
			X	

If rated 1-2 please explain:

AMBIENCE

		Very poor (1)	Poor (2)	Good (3)	Very good (4)
10.	Please rate the following between 1 and 4, if rated between 1 and 2 explain:				
10a.	Does the settlement appear well maintained / attractive?			X	
10b.	Is it littered?			X	
10c.	Availability of litter bins?	X			
10d.	Litter bins generally well located	X			
10e.	Litter bins emptied?			X	
10f.	vandalism?			X	
10g.	Pavements well maintained	X			
10h.	Pavements/walkways suitable for wheelchairs, pushchairs and/or less able people?	X			
10i.	Pavements, streets not fouled by dog mess				
10j.	Adequate dog mess bins				
10k.	Dog mess bins emptied				

If 1 -2 please explain: not a lot of pavements in village, not enough bins, no ramps

		Very poor (1)	Poor (2)	Good (3)	Very good (4)
11.	Please rate the following between 1 and 4, if 1-2 please explain				
11a.	Was the signposting clear			X	
11b.	Was it directionally consistent			X	
11c.	Was it consistent in style			X	
11d.	Was it correct (ie did you get where you wanted to?)				

If 1 – 2 please explain:

FACILITIES & SERVICES

12	Is there a tourism information point in the settlement?		TIC	CWC	TIP
		X			
12a.	If TIC/CWC was it open	Yes	No	Hours	
		X		9-5.30	
12b.	If TIP, was it up to date				
13.	Are there any advertised events within the settlement		Annual major	Regular	Community events

Yes			X
No	X	X	

13a.	How are these communicated?	Up to date				
		No	Yes			
	Permanent signpost					
	Temporary sign					
	Posters					X
	Leaflets					X
	On info board					

14. **Were there signs linking the settlement to tourist attractions etc :**

		No	Yes
14a.	Attractions		X
	Walks		X
	Rides	X	

15. **What public facilities are available in the settlement?**

		No	Yes
15a.	Swimming Pool	X	
15b.	Library	X	
16c.	Other	X	

If other please detail:

17.	What evidence is there in the settlement by way of public green space and / or parks? By car park	None	Signposted
		X	

18.	Are there any signposted facilities aimed specifically at children (play areas etc)?	No	Yes
		X	
	Safe		X
	Clean		X
	Free from litter		X
	Free from dog mess		X

19.	Is this settlement on an advertised trail	No	Yes	Trail name
	Car trail			
	Bike trail		X	Climachx
	Walking trail		X	Glyndwr

19a.	What evidence was there?	Signs	Literature	None
	Car trail			
	Bike trail	X		
	Walking trail	X	X	

20.	Are there any advertised/ marketed town	No	Yes
-----	--	-----------	------------

.	trails?		X	
20a.	What type of publicity?	Signs	Leaflets	Posters
21.	Were there any advertised circular walks (footpaths) from the town giving access to the countryside?		No	Yes
21a.	Were these signposted as such from town?		X	
22.	Are any local heritage / cultural attractions promoted within the settlement? Slate quarry			X

23.	Are there any nature / environment conservation interests associated with the settlement that are promoted within the settlement?	No	Yes
.	Nature reserve		X

24	What interpretation is provided within the settlement? (excluding in car parks)	Info boards	Plaques	Public art (statues/monuments)
.	Other (specify)	X		

25a.	Was this interpretation:	Informative	Clear	Up to date
25b.	Is this multilingual?	No	Yes	
.	Specify languages: welsh/english		X	

26.	What shops are available?	No	Yes	Open?	Hours
	Grocers/village store	X			
	Post Office		X	X	?
	Hardware	X			
	Butcher	X			
	Baker	X			
	Hairdresser	X			
	Other, specify				

27.	Are any refreshments available?	No	Yes	Open	Hours
	Café				
	Restaurant				
	Pub serving food	X	X		12-2

Take away				
Other (specify)				

28.	Is any public seating available in the settlement?	No	Yes
			X

29.	Are bicycle racks provided?	X	
29a.	Are these conveniently located near shops		
	Attractions		
	Toilets		
	Public transport terminus		

PUBLIC TRANSPORT

30.	Is there public transport available to and from the settlement?	No	Yes
			X

31.	How easy is it to find out information about public transport provision?			
	Very hard (1)	Hard (2)	Easy (3)	Very easy (4)
		X		

If 1 -2 please explain:

32.	Where is the information?	No	Yes
	At bus stop		X
	Shop windows		
	Info board		
32a.	Is it up to date?		X

PUBLIC CONVENIENCES

33.	Are there any public conveniences available in the settlement?	No	Yes
			X

33a.	Were these signposted well?			
	Very poor (1)	Poor (2)	Good (3)	Very Good (4)
			X	

If 1- 2 please explain:

33b	Were they well located	No	Yes
	Car park		X
	Close to settlement centre		X

33c.	Were these clean to an acceptable standard?			
	Very poor (1)	Poor (2)	Good (3)	Very good (4)
		X		

If 1-2 please explain:Rubbish on floor, toilet tissue

33d.	Did they have hot and cold running water?	No X	Yes
33e	Did they have baby changing facilities?	X no sink	
34.	Was there toilet provision for less able people available?	X	
	RADA keys		
	Open		
35.	Were the toilets for less able people accessible to their helpers/companions? (i.e. with separate access to allow persons of both sexes in simultaneously)		

OVERALL IMPRESSIONS

37.	What was the general 'feel' of the settlement?				
	Very poor (1)	Poor (2)	Good (3)	Very good (4)	
		X			

If 1-2 please explain: Pretty but nothing to attract or keep visitors

38.	Did you find it easy to find your way around the settlement?				
	Very poor (1)	Poor (2)	Good (3)	Very good (4)	
				X	

If 1-2 please explain:

39 **Any other comments:**

5. Community Welcome Audit

This community welcome audit is carried out on behalf the Tourism Partnership Mid Wales Research Project as an integral element of the Integrated Quality Management research project. The results of this survey will be made available to Project Officers, TPMW, other stakeholders with an interest in rural tourism, tourism businesses in Mid Wales and WAG. The results remain the property of the Tourism Partnership Mid Wales and may be published.

Settlement: Corris **Date:** 6/9/06

Surveyor: Nerys, Teresa, staff at Craft Centre

ARRIVAL

1. **Was the settlement easy to find from major roads?**

Very Hard (1)	Hard (2)	Fairly easy (3)	Very easy (4)
		X	

If rated 1-2, please explain:

2. **Was the village/town sign clear?**

Very poor (1)	Poor (2)	Good (3)	Very good (4)
		X	

If rated 1-2, please explain:

2a. **Was the village/town sign clean? (include graffiti)**

Dirty (1)	Grubby (2)	Clean (3)	Very clean (4)
	X		

If rated 1-2, please explain:

2b. **Was the village/town sign attractive (flowers, planting?)**

Very poor (1)	Poor (2)	Good (3)	Very good (4)
	X		

If rated 1-2, please explain no flowers etc

2c. **Were major services/attractions highlighted on sign?**

No	Yes
	X

2c(i). **If no were there separate signs as you enter for attractions, services?**

--	--

2c(ii). **If yes, was this confusing?**

X	
---	--

3. **What overall impression did the town signage create on entry?**

Very poor (1)	Poor (2)	Good (3)	Very good (4)

		X	
--	--	---	--

If 1-2, please explain: no flowers etc

CAR PARKS & ORIENTATION

4.	Was it easy to park?	No	Yes
			X

If no, please explain: no designated parking area – park in housing estate

4a.	Were there designated car parks?		X
4b.	If yes, were there designated spaces for less able people to park?		X

5.	Were the car park(s) signposted and easy to find from the main entry points?			
	Very poor (1)	Poor (2)	Good (3)	Very good (4)
				X

If 1-2 please explain

6.	Was there information provided in (each of) the car park(s) of what there is to do in the settlement and its surrounds?:		
		No	Yes
6a.	Info panel (permanent info)		X
6b.	Poster/leaflets (temporary info)?		
6c.	If yes, were these up to date?		
6d.	Finger posts indicating attractions/centre		X

7.	If information was provided was it easy to understand?				
		Very hard (1)	Hard (2)	Easy (3)	Very easy (4)
7a.	Text			X	
7b.	Illustrations			X	
7c.	Map			X	
7d.	Directional Signposting				

If rated between 1-2 please explain:

8.	If information was provided was it multilingual?	No	Yes
		X	
8a.	Welsh/english		

9.	Did you feel it was safe to leave your car in the car park?			
	Unsafe (1)	Adequate (2)	Safe (3)	Very safe (4)
			X	

If rated 1-2 please explain:

AMBIENCE

		Very poor (1)	Poor (2)	Good (3)	Very good (4)
10.	Please rate the following between 1 and 4, if rated between 1 and 2 explain:				
10a.	Does the settlement appear well maintained / attractive?			X	
10b.	Is it littered?			X	
10c.	Availability of litter bins?			X	
10d.	Litter bins generally well located			X	
10e.	Litter bins emptied?	X			
10f.	vandalism?			X	
10g.	Pavements well maintained			X	
10h.	Pavements/walkways suitable for wheelchairs, pushchairs and/or less able people?			X	
10i.	Pavements, streets not fouled by dog mess				
10j.	Adequate dog mess bins				
10k.	Dog mess bins emptied				

If 1 -2 please explain: bins overflowing at craft centre

		Very poor (1)	Poor (2)	Good (3)	Very good (4)
11.	Please rate the following between 1 and 4, if 1-2 please explain				
11a.	Was the signposting clear			X	
11b.	Was it directionally consistent			X	
11c.	Was it consistent in style			X	
11d.	Was it correct (ie did you get where you wanted to?)			X	

If 1 – 2 please explain:

FACILITIES & SERVICES

12	Is there a tourism information point in the settlement?		TIC	CWC	TIP
		X			
12a.	If TIC/CWC was it open	Yes	No	Hours	
		X		9-5.30	
12b.	If TIP, was it up to date				
13.	Are there any advertised events within the settlement	Annual major		Regular	Community events

Yes			X
No	X	X	

13a.	How are these communicated?	Up to date				
		No	Yes			
	Permanent signpost					
	Temporary sign					
	Posters					X
	Leaflets					X
	On info board					

14. **Were there signs linking the settlement to tourist attractions etc :**

		No	Yes
14a.	Attractions		X
	Walks		X
	Rides	X	

15. **What public facilities are available in the settlement?**

		No	Yes
15a.	Swimming Pool	X	
15b.	Library	X	
16c.	Other	X	

If other please detail:

17.	What evidence is there in the settlement by way of public green space and / or parks? By car park	None	Signposted
		X	

18.	Are there any signposted facilities aimed specifically at children (play areas etc)?	No	Yes
		X	
	Safe		X
	Clean		X
	Free from litter		X
	Free from dog mess		X

19.	Is this settlement on an advertised trail	No	Yes	Trail name
	Car trail			
	Bike trail		X	Climachx
	Walking trail		X	Glyndwr

19a.	What evidence was there?	Signs	Literature	None
	Car trail			
	Bike trail	X	X	
	Walking trail	X	X	

20.	Are there any advertised/ marketed town	No	Yes
-----	--	-----------	------------

.	trails?		X	
20a.	What type of publicity?	Signs	Leaflets	Posters
21.	Were there any advertised circular walks (footpaths) from the town giving access to the countryside?		No	Yes
21a.	Were these signposted as such from town?		X	
22.	Are any local heritage / cultural attractions promoted within the settlement? Slate quarry			X

23.	Are there any nature / environment conservation interests associated with the settlement that are promoted within the settlement?	No	Yes
.	Nature reserve		X

24	What interpretation is provided within the settlement? (excluding in car parks)	Info boards	Plaques	Public art (statues/monuments)
.	Other (specify)	X		

25a.	Was this interpretation:	Informative	Clear	Up to date
25b.	Is this multilingual?	No	Yes	
.	Specify languages: welsh/english	X	X	

26.	What shops are available?	No	Yes	Open?	Hours
	Grocers/village store	X			
	Post Office	X			
	Hardware	X			
	Butcher	X			
	Baker	X			
	Hairdresser	X			
.	Other, specify				

27.	Are any refreshments available?	No	Yes	Open	Hours
	Café		x	x	9-5 at craft centre
	Restaurant	x			
	Pub serving food		X	X	12-8 in villages

Take away	<input checked="" type="checkbox"/>			
Other (specify) good selection of craft shops		<input checked="" type="checkbox"/>		

28.	Is any public seating available in the settlement?	No	Yes
			<input checked="" type="checkbox"/>

29.	Are bicycle racks provided?		<input checked="" type="checkbox"/>
29a.	Are these conveniently located near shops		
	Attractions		<input checked="" type="checkbox"/>
	Toilets		
	Public transport terminus		

PUBLIC TRANSPORT

30.	Is there public transport available to and from the settlement?	No	Yes
			<input checked="" type="checkbox"/>

31.	How easy is it to find out information about public transport provision?			
	Very hard (1)	Hard (2)	Easy (3)	Very easy (4)
			<input checked="" type="checkbox"/>	

If 1 -2 please explain:

32.	Where is the information?	No	Yes
	At bus stop		<input checked="" type="checkbox"/>
	Shop windows		
	Info board		<input checked="" type="checkbox"/>
32a.	Is it up to date?		<input checked="" type="checkbox"/>

PUBLIC CONVENIENCES

33.	Are there any public conveniences available in the settlement?	No	Yes
			<input checked="" type="checkbox"/>

33a.	Were these signposted well? Craft centre			
	Very poor (1)	Poor (2)	Good (3)	Very Good (4)
			<input checked="" type="checkbox"/>	

If 1- 2 please explain:

33b	Were they well located	No	Yes
	Car park		<input checked="" type="checkbox"/>
	Close to settlement centre	<input checked="" type="checkbox"/>	

33c.	Were these clean to an acceptable standard?			
	Very poor (1)	Poor (2)	Good (3)	Very good (4)
			<input checked="" type="checkbox"/>	

If 1-2 please explain:

This section is about toilets at the Craft Centre

33d.	Did they have hot and cold running water?	No	Yes
			X
33e	Did they have baby changing facilities?		X
34.	Was there toilet provision for less able people available?		X
	RADA keys		
	Open		X
35.	Were the toilets for less able people accessible to their helpers/companions? (i.e. with separate access to allow persons of both sexes in simultaneously)		X

OVERALL IMPRESSIONS

37. What was the general 'feel' of the settlement?

Very poor (1)	Poor (2)	Good (3)	Very good (4)
	X for corris	X for Craft Centre	

If 1-2 please explain: nothing to attract or keep visitors

38. Did you find it easy to find your way around the settlement?

Very poor (1)	Poor (2)	Good (3)	Very good (4)
		X	

If 1-2 please explain:

39. Any other comments:

Bit tired looking up at the craft centre – lichen on signs, bins overflowing, but generally good. Nothing much attracting people into the village, except railway.

6. Community Welcome Audit

This community welcome audit is carried out on behalf the Tourism Partnership Mid Wales Research Project as an integral element of the Integrated Quality Management research project. The results of this survey will be made available to Project Officers, TPMW, other stakeholders with an interest in rural tourism, tourism businesses in Mid Wales and WAG. The results remain the property of the Tourism Partnership Mid Wales and may be published.

Settlement: __Dinas Mawddwy_____ **Date:** _____ July 17 06

Surveyor: Nerys

ARRIVAL

1. **Was the settlement easy to find from major roads?**

Very Hard (1)	Hard (2)	Fairly easy (3)	Very easy (4)
			X

If rated 1-2, please explain problems:

2. **Was the village/town sign clear?**

Very poor (1)	Poor (2)	Good (3)	Very good (4)

If rated 1-2, please explain:

2a. **Was the village/town sign clean? (include graffiti)**

Dirty (1)	Grubby (2)	Clean (3)	Very clean (4)
	X		

If rated 1-2, please explain: 'P' sign is dirty and hidden behind bus

2b. **Was the village/town sign attractive (flowers, planting?)**

Very poor (1)	Poor (2)	Good (3)	Very good (4)
X			

If rated 1-2, please explain nothing there

2c. **Were major services/attractions highlighted on sign?**

No	Yes
X	

2c(i). **If no were there separate signs as you enter for attractions, services?**

	X
--	---

2c(ii) **If yes, was this confusing?**

X	
---	--

3. **What overall impression did the town signage create on entry?**

Very poor (1)	Poor (2)	Good (3)	Very good (4)
	X		

If 1-2, please explain: nothing to say 'stop here'

CAR PARKS & ORIENTATION

		No	Yes
4.	Was it easy to park? If no, please explain: no designated parking area	X	

4a.	Were there designated car parks?	X	
4b.	If yes, were there designated spaces for less able people to park?		

5. Were the car park(s) signposted and easy to find from the main entry points?		Very poor (1)	Poor (2)	Good (3)	Very good (4)
				X	

If 1-2 please explain: only one sign on actual turning – nothing to tell visitors coming from other directions

6. Was there information provided in (each of) the car park(s) of what there is to do in the settlement and its surrounds?:		No	Yes
6a.	Info panel (permanent info)	X	
6b.	Poster/leaflets (temporary info)?		
6c.	If yes, were these up to date?	X	
6d.	Finger posts indicating attractions/centre	X	

7. If information was provided was it easy to understand?		Very hard (1)	Hard (2)	Easy (3)	Very easy (4)
7a.	Text				
7b.	Illustrations				
7c.	Map				
7d.	Directional Signposting				

If rated between 1-2 please explain:

8. If information was provided was it multilingual?		No	Yes
8a.	English/Welsh		

9. Did you feel it was safe to leave your car in the car park?		Unsafe (1)	Adequate (2)	Safe (3)	Very safe (4)
		X			

If rated 1-2 please explain: middle of council estate, not a lot of activity

AMBIENCE

		Very poor (1)	Poor (2)	Good (3)	Very good (4)
10.	Please rate the following between 1 and 4, if rated between 1 and 2 explain:				
10a.	Does the settlement appear well maintained / attractive?			X	
10b.	Is it littered?				X
10c.	Availability of litter bins?			X	
10d.	Litter bins generally well located			X	
10e.	Litter bins emptied?				X
10f.	vandalism?			X	
10g.	Pavements well maintained				X
10h.	Pavements/walkways suitable for wheelchairs, pushchairs and/or less able people?		X some too small due to size of road	X	X
10i.	Pavements, streets not fouled by dog mess			X	
10j.	Adequate dog mess bins				
10k.	Dog mess bins emptied				

If 1 -2 please explain:

		Very poor (1)	Poor (2)	Good (3)	Very good (4)
11.	Please rate the following between 1 and 4, if 1-2 please explain				
11a.	Was the signposting clear				
11b.	Was it directionally consistent				
11c.	Was it consistent in style				
11d.	Was it correct (ie did you get where you wanted to?)				

If 1 – 2 please explain:

FACILITIES & SERVICES

12	Is there a tourism information point in the settlement?			TIC	CWC	TIP
12a.	If TIC/CWC was it open	Yes	No	Hours		
12b.	If TIP, was it up to date					
13.	Are there any advertised events within the settlement			Annual major	Regular	Community events

Yes			X
No			

13a.	How are these communicated?	Up to date				
		No	Yes			
	Permanent signpost					
	Temporary sign					
	Posters					X
	Leaflets					
	On info board					

14. **Were there signs linking the settlement to tourist attractions etc :**

		No	Yes
14a.	Attractions		x
	Walks		
	Rides		

15. **What public facilities are available in the settlement?**

		No	Yes
15a.	Swimming Pool	X	
15b.	Library	X	
16c.	Other	X	

If other please detail:

17.	What evidence is there in the settlement by way of public green space and / or parks? By car park	None	Signposted visible
-----	--	-------------	---------------------------

18.	Are there any signposted facilities aimed specifically at children (play areas etc)?	No	Yes
		X	
	Safe		X
	Clean		X
	Free from litter		X
	Free from dog mess		X

19.	Is this settlement on an advertised trail	No	Yes	Trail name
	Car trail	X		
	Bike trail	X		
	Walking trail		X	Dyfi Valley Way, Cambrian Way

19a.	What evidence was there?	Signs	Literature	None
	Car trail			
	Bike trail			
	Walking trail			

20.	Are there any advertised/ marketed town trails?		No	Yes
20a.	What type of publicity?	Signs	Leaflets	Posters
		X		
21.	Were there any advertised circular walks (footpaths) from the town giving access to the countryside?		No	Yes
		X		
21a.	Were these signposted as such from town?	X		
22.	Are any local heritage / cultural attractions promoted within the settlement?	X		

23.	Are there any nature / environment conservation interests associated with the settlement that are promoted within the settlement?		No	Yes
		X		

24	What interpretation is provided within the settlement? (excluding in car parks)	Info boards	Plaques	Public art (statues/monuments)
		X		

Other (specify)

25a.	Was this interpretation:	Informative	Clear	Up to date
		X	X	X

25b.	Is this multilingual?	No	Yes

Specify languages: welsh/english

26.	What shops are available?	No	Yes	Open?	Hours
	Grocers/village store	X			
	Post Office		X	X	?
	Hardware	X			
	Butcher	X			
	Baker	X			
	Hairdresser	X			

Other, specify

27.	Are any refreshments available?	No	Yes	Open	Hours
	Café				
	Restaurant				
	Pub serving food	X		X	

Take away				
Other (specify)				

28.	Is any public seating available in the settlement?	No	Yes
			X

29. 29a.	Are bicycle racks provided? Are these conveniently located near shops Attractions Toilets Public transport terminus	X	

PUBLIC TRANSPORT

30.	Is there public transport available to and from the settlement?	No	Yes
			X

31.	How easy is it to find out information about public transport provision?			
	Very hard (1)	Hard (2)	Easy (3)	Very easy (4)
		X		

If 1 -2 please explain:

32.	Where is the information? At bus stop Shop windows Info board	No	Yes
			X
32a.	Is it up to date?		X

PUBLIC CONVENIENCES

33.	Are there any public conveniences available in the settlement?	No	Yes
			X

33a.	Were these signposted well?			
	Very poor (1)	Poor (2)	Good (3)	Very Good (4)
			X	

If 1- 2 please explain:

33b	Were they well located Car park Close to settlement centre	No	Yes
			X
			X

33c.	Were these clean to an acceptable standard?			
	Very poor (1)	Poor (2)	Good (3)	Very good (4)
		X		

If 1-2 please explain:Rubbish on floor

33d.	Did they have hot and cold running water?	No	Yes
		X	
33e	Did they have baby changing facilities?	X	
34.	Was there toilet provision for less able people available?	X	
	RADA keys		
	Open		
35.	Were the toilets for less able people accessible to their helpers/companions? (i.e. with separate access to allow persons of both sexes in simultaneously)		

OVERALL IMPRESSIONS

37.	What was the general 'feel' of the settlement?				
		Very poor (1)	Poor (2)	Good (3)	Very good (4)
			X		

If 1-2 please explain: Nothing to attract visitors or keep them here.

38.	Did you find it easy to find your way around the settlement?				
		Very poor (1)	Poor (2)	Good (3)	Very good (4)
				X	

If 1-2 please explain:

39 **Any other comments:**

Very pretty village, with flowers and hanging baskets, but nothing to invite people in – needs some kind of promotion to encourage people to come.

7. Community Welcome Audit

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Settlement: __Dinas Mawddwy_____ **Date:** _____1/9/06

Surveyor: Nerys

ARRIVAL

1. **Was the settlement easy to find from major roads?**

Very Hard (1)	Hard (2)	Fairly easy (3)	Very easy (4)
			X

If rated 1-2, please explain problems:

2. **Was the village/town sign clear?**

Very poor (1)	Poor (2)	Good (3)	Very good (4)
		X	

If rated 1-2, please explain:

2a. **Was the village/town sign clean? (include graffiti)**

Dirty (1)	Grubby (2)	Clean (3)	Very clean (4)
	X		

If rated 1-2, please explain:

2b. **Was the village/town sign attractive (flowers, planting?)**

Very poor (1)	Poor (2)	Good (3)	Very good (4)
X			

If rated 1-2, please explain nothing there

2c. **Were major services/attractions highlighted on sign?**

No	Yes
X	

2c(i). **If no were there separate signs as you enter for attractions, services?**

	X
--	---

2c(ii) **If yes, was this confusing?**

X	
---	--

3. **What overall impression did the town signage create on entry?**

Very poor (1)	Poor (2)	Good (3)	Very good (4)
	X		

If 1-2, please explain: village nice with flowers, but nothing to welcome visitors in

CAR PARKS & ORIENTATION

		No	Yes
4.	Was it easy to park? If no, please explain: no designated parking area – park in housing estate	X	

4a.	Were there designated car parks?	X	
-----	---	---	--

4b.	If yes, were there designated spaces for less able people to park?		
-----	---	--	--

5. Were the car park(s) signposted and easy to find from the main entry points?			
Very poor (1)	Poor (2)	Good (3)	Very good (4)
		X	

If 1-2 please explain: only one sign on actual turning – nothing to tell visitors coming from other directions

6. Was there information provided in (each of) the car park(s) of what there is to do in the settlement and its surrounds?:		No	Yes
6a.	Info panel (permanent info)	X	
6b.	Poster/leaflets (temporary info)?	X	
6c.	If yes, were these up to date?		
6d.	Finger posts indicating attractions/centre	X	

7. If information was provided was it easy to understand?					
		Very hard (1)	Hard (2)	Easy (3)	Very easy (4)
7a.	Text				
7b.	Illustrations				
7c.	Map				
7d.	Directional Signposting				

If rated between 1-2 please explain:

8. If information was provided was it multilingual?		No	Yes

8a.

9. Did you feel it was safe to leave your car in the car park?			
Unsafe (1)	Adequate (2)	Safe (3)	Very safe (4)
	X		

If rated 1-2 please explain: middle of council estate

AMBIENCE

		Very poor (1)	Poor (2)	Good (3)	Very good (4)
10.	Please rate the following between 1 and 4, if rated between 1 and 2 explain:				
10a.	Does the settlement appear well maintained / attractive?			X	
10b.	Is it littered?				X
10c.	Availability of litter bins?			X	
10d.	Litter bins generally well located			X	
10e.	Litter bins emptied?				X
10f.	vandalism?				X
10g.	Pavements well maintained				X
10h.	Pavements/walkways suitable for wheelchairs, pushchairs and/or less able people?			X some too small due to size of road	
10i.	Pavements, streets not fouled by dog mess			X	
10j.	Adequate dog mess bins		X		
10k.	Dog mess bins emptied		X		

If 1 -2 please explain: can't see any

		Very poor (1)	Poor (2)	Good (3)	Very good (4)
11.	Please rate the following between 1 and 4, if 1-2 please explain				
11a.	Was the signposting clear				
11b.	Was it directionally consistent				
11c.	Was it consistent in style				
11d.	Was it correct (ie did you get where you wanted to?)				

If 1 – 2 please explain:

FACILITIES & SERVICES

12	Is there a tourism information point in the settlement?			TIC	CWC	TIP
12a.	If TIC/CWC was it open	Yes	No	Hours		
12b.	If TIP, was it up to date					
13.	Are there any advertised events within the settlement			Annual major	Regular	Community events

Yes			X
No			

13a.	How are these communicated?	Up to date				
		No	Yes			
	Permanent signpost					
	Temporary sign					X
	Posters					X
	Leaflets					
	On info board					

14. **Were there signs linking the settlement to tourist attractions etc :**

14a.	Attractions	No	Yes
			X
	Walks		
	Rides		

15. **What public facilities are available in the settlement?**

15a.	Swimming Pool	No	Yes
		X	
15b.	Library	X	
16c.	Other	X	

If other please detail:

17.	What evidence is there in the settlement by way of public green space and / or parks? By car park	None	Signposted
			visible

18.	Are there any signposted facilities aimed specifically at children (play areas etc)?	No	Yes
		X	
	Safe		X
	Clean		X
	Free from litter		X
	Free from dog mess		X

19.	Is this settlement on an advertised trail	No	Yes	Trail name
	Car trail	X		
	Bike trail	X		
	Walking trail		X	Dyfi Valley Way, Cambrian Way

19a.	What evidence was there?	Signs	Literature	None
	Car trail			
	Bike trail			
	Walking trail			X

20.	Are there any advertised/ marketed town trails?		No	Yes
20a.	What type of publicity?	Signs	Leaflets	Posters
		X		
21.	Were there any advertised circular walks (footpaths) from the town giving access to the countryside?		No	Yes
		X		
21a.	Were these signposted as such from town?			
22.	Are any local heritage / cultural attractions promoted within the settlement?	X		

23.	Are there any nature / environment conservation interests associated with the settlement that are promoted within the settlement?		No	Yes
		X		

24	What interpretation is provided within the settlement? (excluding in car parks)	Info boards	Plaques	Public art (statues/monuments)
		X		

Other (specify)

25a.	Was this interpretation:	Informative	Clear	Up to date
		X	X	X

25b.	Is this multilingual?	No	Yes

Specify languages: welsh/english

26.	What shops are available?	No	Yes	Open?	Hours
	Grocers/village store	X			
	Post Office		X	X	?
	Hardware	X			
	Butcher	X			
	Baker	X			
	Hairdresser	X			

Other, specify

27.	Are any refreshments available?	No	Yes	Open	Hours
	Café				
	Restaurant				
	Pub serving food	X	X	X	12-2

Take away				
Other (specify)				

28.	Is any public seating available in the settlement?	No	Yes
			X

29. 29a.	Are bicycle racks provided? Are these conveniently located near shops Attractions Toilets Public transport terminus	X	

PUBLIC TRANSPORT

30.	Is there public transport available to and from the settlement?	No	Yes
			X

31.	How easy is it to find out information about public transport provision?			
	Very hard (1)	Hard (2)	Easy (3)	Very easy (4)
	X			

If 1 -2 please explain:

32.	Where is the information? At bus stop Shop windows Info board	No	Yes
			X
32a.	Is it up to date?		X

PUBLIC CONVENIENCES

33.	Are there any public conveniences available in the settlement?	No	Yes
			X

33a.	Were these signposted well?			
	Very poor (1)	Poor (2)	Good (3)	Very Good (4)
		X		

If 1- 2 please explain:

33b	Were they well located Car park Close to settlement centre	No	Yes
			X
			X

33c.	Were these clean to an acceptable standard?			
	Very poor (1)	Poor (2)	Good (3)	Very good (4)
	X			

If 1-2 please explain:Rubbish on floor, toilet tissue

33d.	Did they have hot and cold running water?	No	Yes
		X	
33e	Did they have baby changing facilities?	X no sink	
34.	Was there toilet provision for less able people available?	X	
	RADA keys		
	Open		
35.	Were the toilets for less able people accessible to their helpers/companions? (i.e. with separate access to allow persons of both sexes in simultaneously)		

OVERALL IMPRESSIONS

37.	What was the general 'feel' of the settlement?				
		Very poor (1)	Poor (2)	Good (3)	Very good (4)
			X		

If 1-2 please explain: Pretty but nothing to attract or keep visitors

38.	Did you find it easy to find your way around the settlement?				
		Very poor (1)	Poor (2)	Good (3)	Very good (4)
					X

If 1-2 please explain:

39 **Any other comments:**

8. Community Welcome Audit

This community welcome audit is carried out on behalf the Tourism Partnership Mid Wales Research Project as an integral element of the Integrated Quality Management research project. The results of this survey will be made available to Project Officers, TPMW, other stakeholders with an interest in rural tourism, tourism businesses in Mid Wales and WAG. The results remain the property of the Tourism Partnership Mid Wales and may be published.

Settlement: Machynlleth **Date:** July 06

Surveyor: Nerys

ARRIVAL

1. **Was the settlement easy to find from major roads?**

Very Hard (1)	Hard (2)	Fairly easy (3)	Very easy (4)
			X

If rated 1-2, please explain problems:

2. **Was the village/town sign clear?**

Very poor (1)	Poor (2)	Good (3)	Very good (4)
		X	

If rated 1-2, please explain: entrance from Gwynedd (dyfi bridge) sign is in the hedge

- 2a. **Was the village/town sign clean? (include graffiti)**

Dirty (1)	Grubby (2)	Clean (3)	Very clean (4)
			X

If rated 1-2, please explain:

- 2b. **Was the village/town sign attractive (flowers, planting?)**

Very poor (1)	Poor (2)	Good (3)	Very good (4)
X			

If rated 1-2, please explain Only has Salop caravan sign – nothing there

- 2c. **Were major services/attractions highlighted on sign?**

No	Yes
X	

- 2c(i). **If no were there separate signs as you enter for attractions, services?**

	X
--	---

- 2c(ii) **If yes, was this confusing?**

X	
---	--

3. **What overall impression did the town signage create on entry?**

Very poor (1)	Poor (2)	Good (3)	Very good (4)
		X	

If 1-2, please explain:

CAR PARKS & ORIENTATION

		No	Yes
4.	Was it easy to park? If no, please explain:		X

4a.	Were there designated car parks?		X
-----	---	--	---

4b.	If yes, were there designated spaces for less able people to park?		X
-----	---	--	---

5. Were the car park(s) signposted and easy to find from the main entry points?			
Very poor (1)	Poor (2)	Good (3)	Very good (4)
	X		

If 1-2 please explain: only one sign on actual turning – nothing to tell visitors coming from other directions

6. Was there information provided in (each of) the car park(s) of what there is to do in the settlement and its surrounds?:		No	Yes
6a.	Info panel (permanent info)		X
6b.	Poster/leaflets (temporary info)?		
6c.	If yes, were these up to date?		X
6d.	Finger posts indicating attractions/centre		X

7. If information was provided was it easy to understand?					
		Very hard (1)	Hard (2)	Easy (3)	Very easy (4)
7a.	Text			X	
7b.	Illustrations				
7c.	Map		X		
7d.	Directional Signposting			X	

If rated between 1-2 please explain: doesn't show where we are

8. If information was provided was it multilingual?		No	Yes
			X

8a. Languages: German, English, Welsh, French,

9. Did you feel it was safe to leave your car in the car park?			
Unsafe (1)	Adequate (2)	Safe (3)	Very safe (4)
		X	

If rated 1-2 please explain:

AMBIENCE

		Very poor (1)	Poor (2)	Good (3)	Very good (4)
10.	Please rate the following between 1 and 4, if rated between 1 and 2 explain:				
10a.	Does the settlement appear well maintained / attractive?			X	
10b.	Is it littered?			X	
10c.	Availability of litter bins?			X	
10d.	Litter bins generally well located			X	
10e.	Litter bins emptied?				X
10f.	vandalism?				X
10g.	Pavements well maintained				X
10h.	Pavements/walkways suitable for wheelchairs, pushchairs and/or less able people?				X
10i.	Pavements, streets not fouled by dog mess			X	
10j.	Adequate dog mess bins			X can't find	
10k.	Dog mess bins emptied				

If 1 -2 please explain:

		Very poor (1)	Poor (2)	Good (3)	Very good (4)
11.	Please rate the following between 1 and 4, if 1-2 please explain				
11a.	Was the signposting clear			X	
11b.	Was it directionally consistent			X except to celtica toilets (now closed(
11c.	Was it consistent in style				X
11d.	Was it correct (ie did you get where you wanted to?)				X

If 1 – 2 please explain:

FACILITIES & SERVICES

12	Is there a tourism information point in the settlement?			TIC	CWC	TIP
				X		
12a.	If TIC/CWC was it open	Yes	No	Hours		
		X		9-5.00 mon sat plus sun 10-4		
12b.	If TIP, was it up to date	X				

13.	Are there any advertised events within the settlement	Annual major	Regular	Community events
	Yes	X		X
	No			

13a.	How are these communicated?	Up to date				
		No	Yes			
	Permanent signpost					
	Temporary sign			X		
	Posters					X
	Leaflets					X
	On info board					

14.	Were there signs linking the settlement to tourist attractions etc :		
14a.	Attractions Walks Rides	No	Yes
			X no mention of CAT centre or RSPB
			X
			X MB rides

15.	What public facilities are available in the settlement?		
15a. 15b. 16c.	Swimming Pool Library Other	No	Yes
			X
			X
			X

If other please detail: Parliament house, market, OGI, shops, galleries, telecentre

17.	What evidence is there in the settlement by way of public green space and / or parks?	None	Signposted
		X	

18.	Are there any signposted facilities aimed specifically at children (play areas etc)?	No	Yes	
		X		
		Safe		X
		Clean		X
		Free from litter		X
	Free from dog mess		X	

19.	Is this settlement on an advertised trail	No	Yes	Trail name
	Car trail			
	Bike trail		X	Mach 123, climachx
	Walking trail		X	Llwybr Glyndwr

19a.	What evidence was there?	Signs	Literature	None
	Car trail			
	Bike trail	X	X	

Walking trail

20. Are there any advertised/marketed town trails? **No** **Yes**

20a. What type of publicity? **Signs** **Leaflets** **Posters**

21. Were there any advertised circular walks (footpaths) from the town giving access to the countryside? **No** **Yes**

21a. Were these signposted as such from town?

22. Are any local heritage / cultural attractions promoted within the settlement?

If yes, specify: Glyndwr Centre, Tabernacl,

23. Are there any nature / environment conservation interests associated with the settlement that are promoted within the settlement? **No** **Yes**

If yes, specify: Recycling bins, CAT, RSPB

24. What interpretation is provided within the settlement? (excluding in car parks) **Info boards** **Plaques** **Public art (statues/monuments)**

in plas in plas + clock

Other (specify)

25a. Was this interpretation: **Informative** **Clear** **Up to date**

25b. Is this multilingual? **No** **Yes**

Specify languages:

26. What shops are available? **No** **Yes** **Open?** **Hours**

Grocers/village store		X	X	7-11
Post Office		X	X	
Hardware		X	X	8.30-5
Butcher – closes thurs pm		X	X	
Baker – closes thurs pm		X	X	
Hairdresser		X	X	8.30-4.30

Other, specify

27. Are any refreshments available? **No** **Yes** **Open** **Hours**

Café 9-5

Restaurant		X	X	12-9
Pub serving food		X	X	12-9
Take away		X		12-12
Other (specify)				

28.	Is any public seating available in the settlement?	No	Yes
			X

29.	Are bicycle racks provided?		X
29a.	Are these conveniently located near shops		X
	Attractions		X
	Toilets		X
	Public transport terminus		X

PUBLIC TRANSPORT

30.	Is there public transport available to and from the settlement?	No	Yes
			X

31.	How easy is it to find out information about public transport provision?			
	Very hard (1)	Hard (2)	Easy (3)	Very easy (4)
			X	

If 1 -2 please explain:

32.	Where is the information?	No	Yes
			X
	At bus stop		
	Shop windows	X	
	Info board	X	

32a.	Is it up to date?		X
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PUBLIC CONVENIENCES

33.	Are there any public conveniences available in the settlement?	No	Yes
			X

33a.	Were these signposted well?			
	Very poor (1)	Poor (2)	Good (3)	Very Good (4)
			X	

If 1- 2 please explain:

33b	Were they well located	No	Yes
			X
	Car park		X
	Close to settlement centre		X

33c.	Were these clean to an acceptable standard?			
	Very poor (1)	Poor (2)	Good (3)	Very good (4)
				X

If 1-2 please explain:

33d.	Did they have hot and cold running water?	No	Yes
33e	Did they have baby changing facilities?		X
34.	Was there toilet provision for less able people available?		
	RADA keys		X
	Open		
35.	Were the toilets for less able people accessible to their helpers/companions? (i.e. with separate access to allow persons of both sexes in simultaneously)		X

OVERALL IMPRESSIONS

37.	What was the general 'feel' of the settlement?	Very poor (1)	Poor (2)	Good (3)	Very good (4)
					X

If 1-2 please explain:

38.	Did you find it easy to find your way around the settlement?	Very poor (1)	Poor (2)	Good (3)	Very good (4)
				X	

If 1-2 please explain: depended on where you parked

39 **Any other comments:**

**Hard to park on market day
 Have to pay for toilets – but they're good
 Would be nice to have flowers and information at entrances to town**

9. Community Welcome Audit

This community welcome audit is carried out on behalf the Tourism Partnership Mid Wales Research Project as an integral element of the Integrated Quality Management research project. The results of this survey will be made available to Project Officers, TPMW, other stakeholders with an interest in rural tourism, tourism businesses in Mid Wales and WAG. The results remain the property of the Tourism Partnership Mid Wales and may be published.

Settlement: Machynlleth **Date:** 6/9/06

Surveyor: Nerys and Teresa

ARRIVAL

1. **Was the settlement easy to find from major roads?**

Very Hard (1)	Hard (2)	Fairly easy (3)	Very easy (4)
			X

If rated 1-2, please explain:

2. **Was the village/town sign clear?**

Very poor (1)	Poor (2)	Good (3)	Very good (4)
		X	

If rated 1-2, please explain:

2a. **Was the village/town sign clean? (include graffiti)**

Dirty (1)	Grubby (2)	Clean (3)	Very clean (4)
		X Bent	

If rated 1-2, please explain:

2b. **Was the village/town sign attractive (flowers, planting?)**

Very poor (1)	Poor (2)	Good (3)	Very good (4)
X			

If rated 1-2, please explain Only has Salop caravan sin

2c. **Were major services/attractions highlighted on sign?**

No	Yes
X	

2c(i). **If no were there separate signs as you enter for attractions, services?**

	X
--	---

2c(ii) **If yes, was this confusing?**

X	
---	--

3. **What overall impression did the town signage create on entry?**

Very poor (1)	Poor (2)	Good (3)	Very good (4)

	X		
--	---	--	--

If 1-2, please explain:

Only advertises Celtica and that's closed

CAR PARKS & ORIENTATION

		No	Yes
4.	Was it easy to park? If no, please explain:		X

4a.	Were there designated car parks?		X
-----	---	--	---

4b.	If yes, were there designated spaces for less able people to park?		X
-----	---	--	---

5. Were the car park(s) signposted and easy to find from the main entry points?		Very poor (1)	Poor (2)	Good (3)	Very good (4)
				X	

If 1-2 please explain:

6.	Was there information provided in (each of) the car park(s) of what there is to do in the settlement and its surrounds?:		
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		No	Yes
6a.	Info panel (permanent info)		
6b.	Poster/leaflets (temporary info)?		
6c.	If yes, were these up to date?		
6d.	Finger posts indicating attractions/centre		

7. If information was provided was it easy to understand?		Very hard (1)	Hard (2)	Easy (3)	Very easy (4)
7a.	Text				
7b.	Illustrations				
7c.	Map				
7d.	Directional Signposting				

If rated between 1-2 please explain:

8.	If information was provided was it multilingual?	No	Yes

8a. Languages:

9..	Did you feel it was safe to leave your car in the car park?
-----	--

Unsafe (1)	Adequate (2)	Safe (3)	Very safe (4)
		X	

If rated 1-2 please explain:

AMBIENCE

		Very poor (1)	Poor (2)	Good (3)	Very good (4)
10.	Please rate the following between 1 and 4, if rated between 1 and 2 explain:				
10a.	Does the settlement appear well maintained / attractive?				X apart from celtica CP
10b.	Is it littered?				X apart from celtica CP
10c.	Availability of litter bins?			X	
10d.	Litter bins generally well located				X
10e.	Litter bins emptied?				X apart from Celtica CP
10f.	vandalism?				X apart from Celtica CP
10g.	Pavements well maintained				X
10h.	Pavements/walkways suitable for wheelchairs, pushchairs and/or less able people?				X
10i.	Pavements, streets not fouled by dog mess			X	
10j.	Adequate dog mess bins			X	
10k.	Dog mess bins emptied			X	

If 1 -2 please explain:

		Very poor (1)	Poor (2)	Good (3)	Very good (4)
11.	Please rate the following between 1 and 4, if 1-2 please explain				
11a.	Was the signposting clear			X	
11b.	Was it directionally consistent			X	
11c.	Was it consistent in style			X	
11d.	Was it correct (ie did you get where you wanted to?)		X		

If 1 – 2 please explain: Celtica is on all of them, but no longer open to public/visi attraction

FACILITIES & SERVICES

12	Is there a tourism information point in the settlement?	TIC	CWC	TIP
		X		

12a.	If TIC/CWC was it open	Yes	No	Hours
		X		9-5.30
12b.	If TIP, was it up to date	X		

13.	Are there any advertised events within the settlement	Annual major	Regular	Community events
	Yes	X		X
	No		X	

13a.	How are these communicated?	Up to date				
		No	Yes			
	Permanent signpost					
	Temporary sign			X		X
	Posters					X
	Leaflets			X		X
	On info board					

14. **Were there signs linking the settlement to tourist attractions etc :**

14a.	Attractions	No	Yes
			X but should direct to CAT (which it doesn't) not Celtica (which it does)
	Walks		X
	Rides		X MB rides

15. **What public facilities are available in the settlement?**

15a.	Swimming Pool	No	Yes
			X
15b.	Library		X
16c.	Other		X

If other please detail: Parliament house, market, OGI, shops, galleries, telecentre

17.	What evidence is there in the settlement by way of public green space and / or parks?	None	Signposted
		X	

18.	Are there any signposted facilities aimed specifically at children (play areas etc)?	No	Yes
		X	
	Safe		X
	Clean		X
	Free from litter		X
	Free from dog mess		X

19.	Is this settlement on an advertised trail	No	Yes	Trail name
	Car trail			
	Bike trail		X	Mach 123, climachx

	Walking trail		X	Llwybr Glyndwr	
19a.	What evidence was there?	Signs	Literature	None	
	Car trail				
	Bike trail	X	X		
	Walking trail	X	X		
20.	Are there any advertised/ marketed town trails?	No	Yes		
			X but not current		
20a.	What type of publicity?	Signs	Leaflets	Posters	
		X			
21.	Were there any advertised circular walks (footpaths) from the town giving access to the countryside?	No	Yes		
			X tree-walk, only signed from the park		
21a.	Were these signposted as such from town?	X			
22.	Are any local heritage / cultural attractions promoted within the settlement? If yes, specify: Glyndwr Centre, TIC at Royal House, Tabernacl,		X		
23.	Are there any nature / environment conservation interests associated with the settlement that are promoted within the settlement? If yes, specify: Recycling bins, CAT shop/café, CAT centre, RSPB, CCW sites, Mont Wildlife	No	Yes		
			X		
24	What interpretation is provided within the settlement? (excluding in car parks)	Info boards	Plaques	Public art (statues/monuments)	
		X damaged at entrance to Celtica	X in plas	X in plas	
	Other (specify)				
25a.	Was this interpretation:	Informative	Clear	Up to date	
25b.	Is this multilingual?	No	Yes		
	Specify languages:				
26.	What shops are available?	No	Yes	Open?	Hours
	Grocers/village store		X	X	9-5
	Post Office		X	X	
	Hardware		X	X	
	Butcher – closes thurs pm		X	X	
	Baker – closes thurs pm		X	X	
	Hairdresser		X	X	

Other, specify

27.	Are any refreshments available?	No	Yes	Open	Hours
	Café		X	X	8.30-5
	Restaurant		X	X	
	Pub serving food		X	X	
	Take away		X	X	
	Other (specify)		X	X	

28.	Is any public seating available in the settlement?	No	Yes
			X

29.	Are bicycle racks provided?	No	Yes
29a.	Are these conveniently located near shops		X
	Attractions		X
	Toilets		X
	Public transport terminus		X

PUBLIC TRANSPORT

30.	Is there public transport available to and from the settlement?	No	Yes
			X

31.	How easy is it to find out information about public transport provision?			
	Very hard (1)	Hard (2)	Easy (3)	Very easy (4)
			X	

If 1 -2 please explain:

32.	Where is the information?	No	Yes
	At bus stop		X
	Shop windows	X	
	Info board	X	
32a.	Is it up to date?		X

PUBLIC CONVENIENCES

33.	Are there any public conveniences available in the settlement?	No	Yes
			X

33a.	Were these signposted well?			
	Very poor (1)	Poor (2)	Good (3)	Very Good (4)
			X	

If 1- 2 please explain:

33b	Were they well located	No	Yes
	Car park		X
	Close to settlement centre		X

33c. **Were these clean to an acceptable standard?**

Very poor (1)	Poor (2)	Good (3)	Very good (4)
		X	

If 1-2 please explain:

33d. **Did they have hot and cold running water?**

No	Yes
	X

33e **Did they have baby changing facilities?**

	X
--	---

34. **Was there toilet provision for less able people available?**

RADA keys
Open

	X

35. **Were the toilets for less able people accessible to their helpers/companions? (i.e. with separate access to allow persons of both sexes in simultaneously)**

	X
--	---

OVERALL IMPRESSIONS

37. **What was the general 'feel' of the settlement?**

Very poor (1)	Poor (2)	Good (3)	Very good (4)
		X	

If 1-2 please explain:

38. **Did you find it easy to find your way around the settlement?**

Very poor (1)	Poor (2)	Good (3)	Very good (4)
		X	

If 1-2 please explain

39 **Any other comments:**