



Tuen Mun Park Inclusive Playground User Feedback Study: Survey Findings

Updated September 2019

BEYOND Foundation Hong Kong: Who We Are

- BEYOND Foundation Hong Kong's mission is to create a long-term path to make Hong Kong a better place for children with special needs and their families, and to encourage the public to see the beauty and strength of these children, focusing on their abilities rather than disabilities.
- We undertook this playground user study in the hopes that findings will inform potential government plans for inclusive playgrounds in the future
- Principal investigator:
 - Janet Pau, CEO, BEYOND Foundation Hong Kong
 - Qualifications: Bachelor's in psychology and international studies, Yale University; Master's in public policy focusing on economics and statistics, Harvard University
 - Strategy consulting and thinktank expertise: 20 years of experience with quantitative and qualitative research studies for corporations and governments in Asia and globally
- Team of volunteers:
 - Margaret Chung, Founder and Chairperson, BEYOND Foundation Hong Kong
 - Freda Wong
 - Janet Chow
 - Samuel Chiu

Executive Summary: Survey Overview

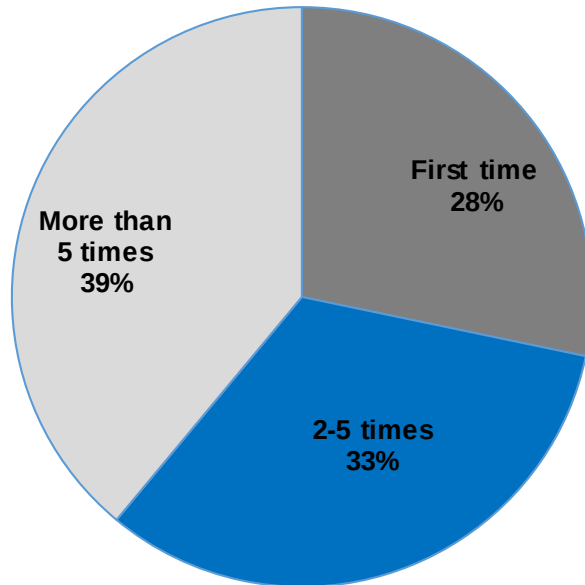
- Mid-March to end of May, 2019
- Online survey in English and Cantonese
- Volunteers took data in-person at Tuen Mun Park Inclusive Playground on random weekdays and weekends, and at different times of day, throughout the survey period
- Survey was also promoted through printed flyers handed out to visitors at the playground, and social media including Facebook, WhatsApp and Instagram, so people could fill it out after visiting the playground
- 100% of survey respondents have actually visited the park
- N=741 (individual responses on overall satisfaction)

Executive Summary: Key Findings

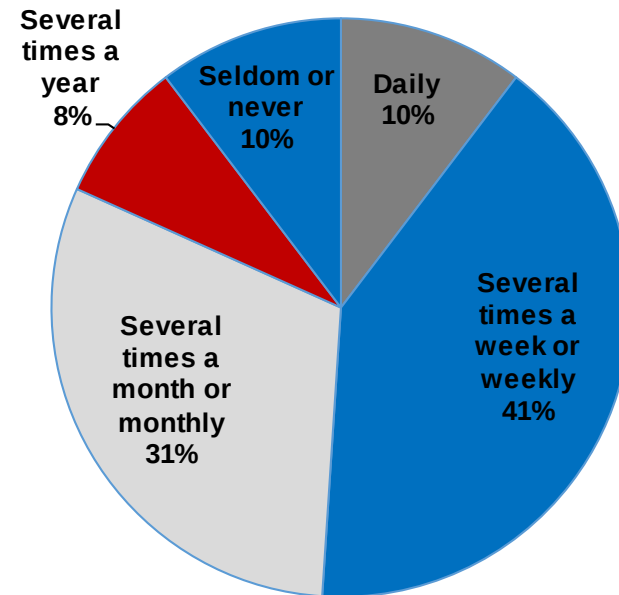
- Overall satisfaction is about two-thirds of respondents
 - Kids are more satisfied than grown-ups
 - Overall satisfaction is higher among respondents with SEN kids
- The most liked equipment are the big slide, sand play, and water play areas; the next tier are climbing/sliding and swinging structures less commonly seen in other public playgrounds
- Overall satisfaction is most highly correlated with satisfaction with signs and display boards, size of playground, and seating
- While respondents described the playground as crowded, it did not significantly affect their overall satisfaction
- Those who were most satisfied with the playground also were most likely to describe the equipment as “fun,” “challenging,” and “can play with other children”
- Very few respondents could describe accurately what “inclusive” means

Frequency of visiting park

Frequency of visiting
Tuen Mun Park Inclusive Playground

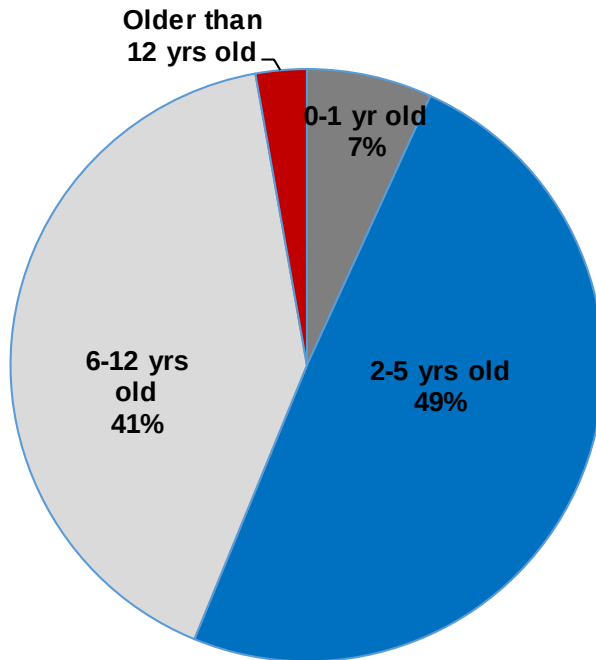


Frequency of visiting
playground in general

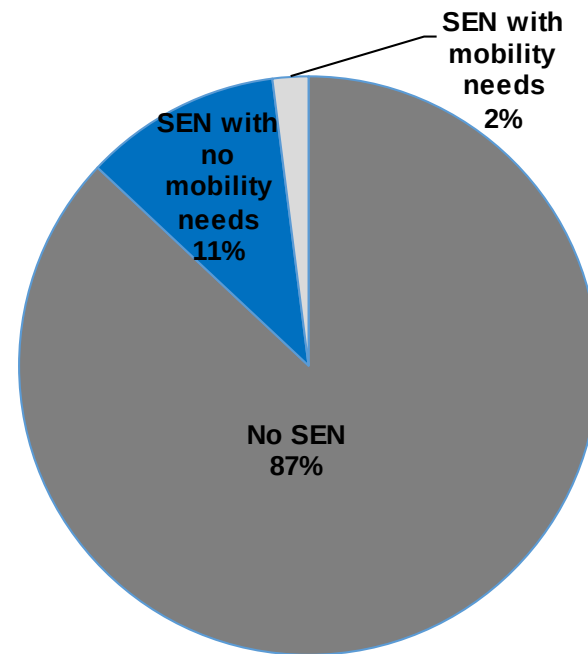


Children's ages and needs

Children's ages

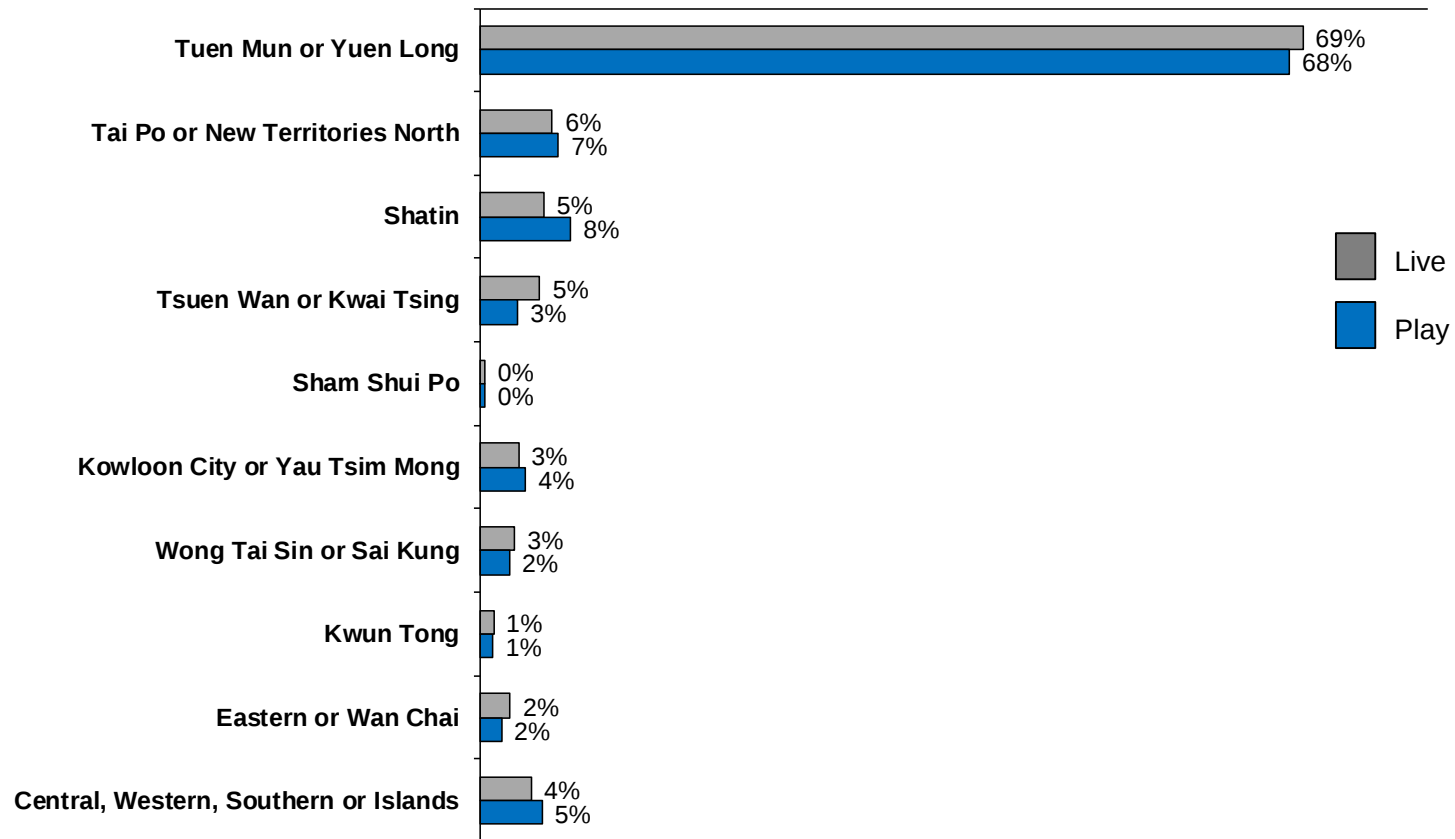


Children's needs

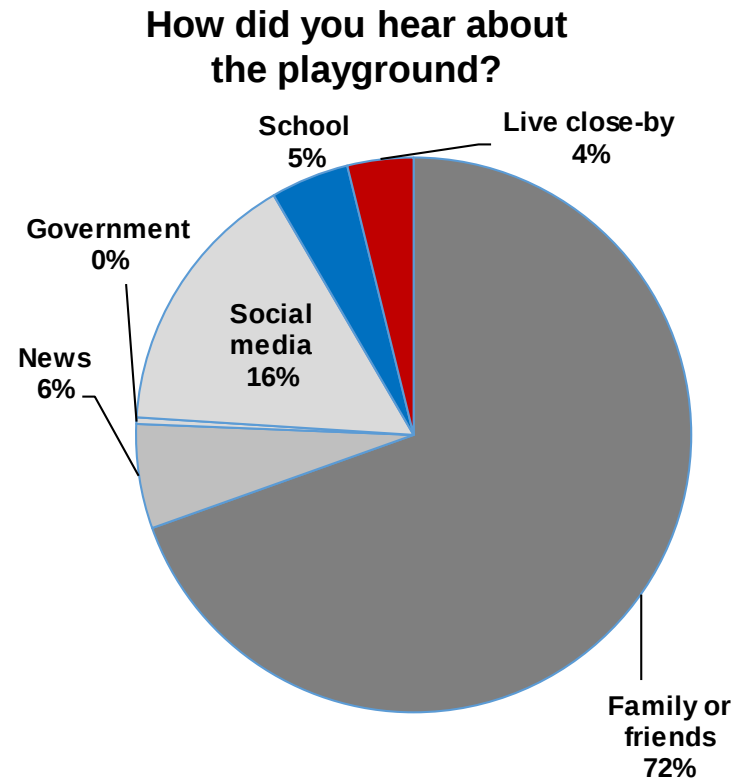


Generally, people play where they live

Where children live and play

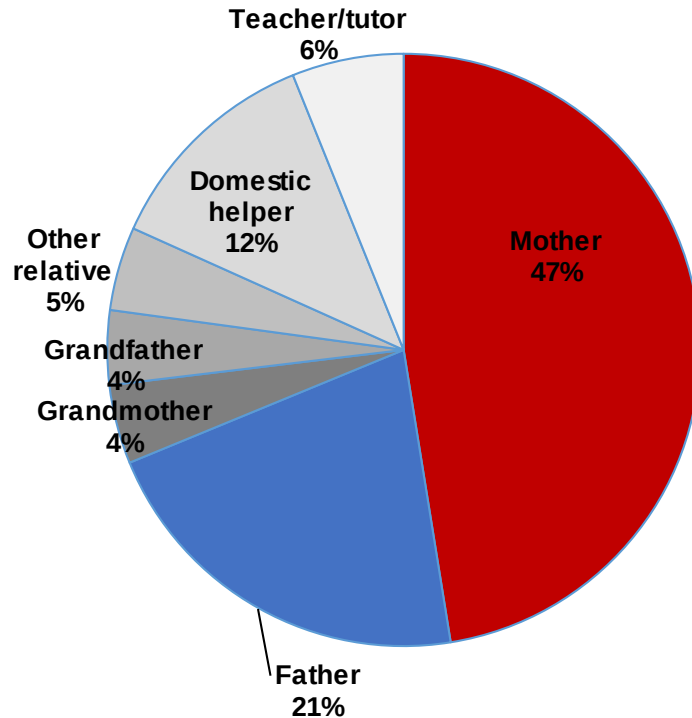


Most visitors heard about the playground through family and friends

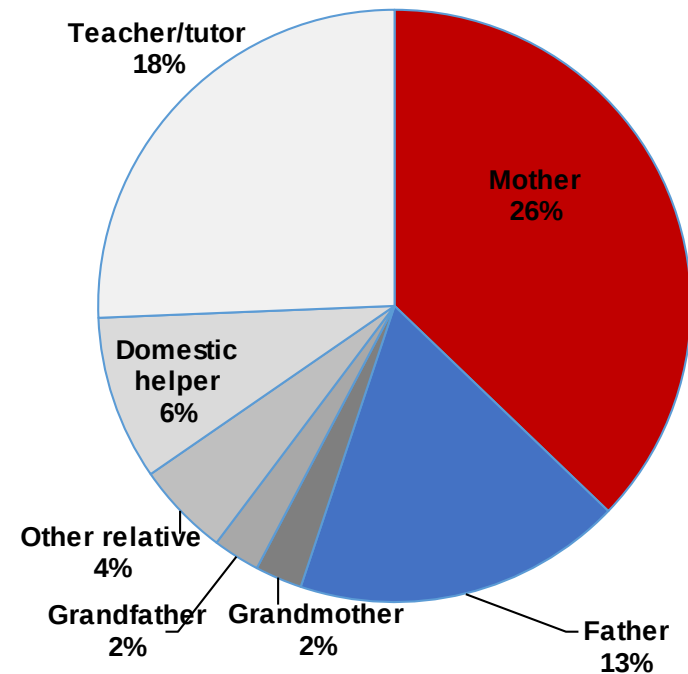


Most children visited with parents but children with SEN were more likely to visit with teachers/tutors

Who brought the children to the playground (all children)?



Who brought the children to the playground (children with SEN)?

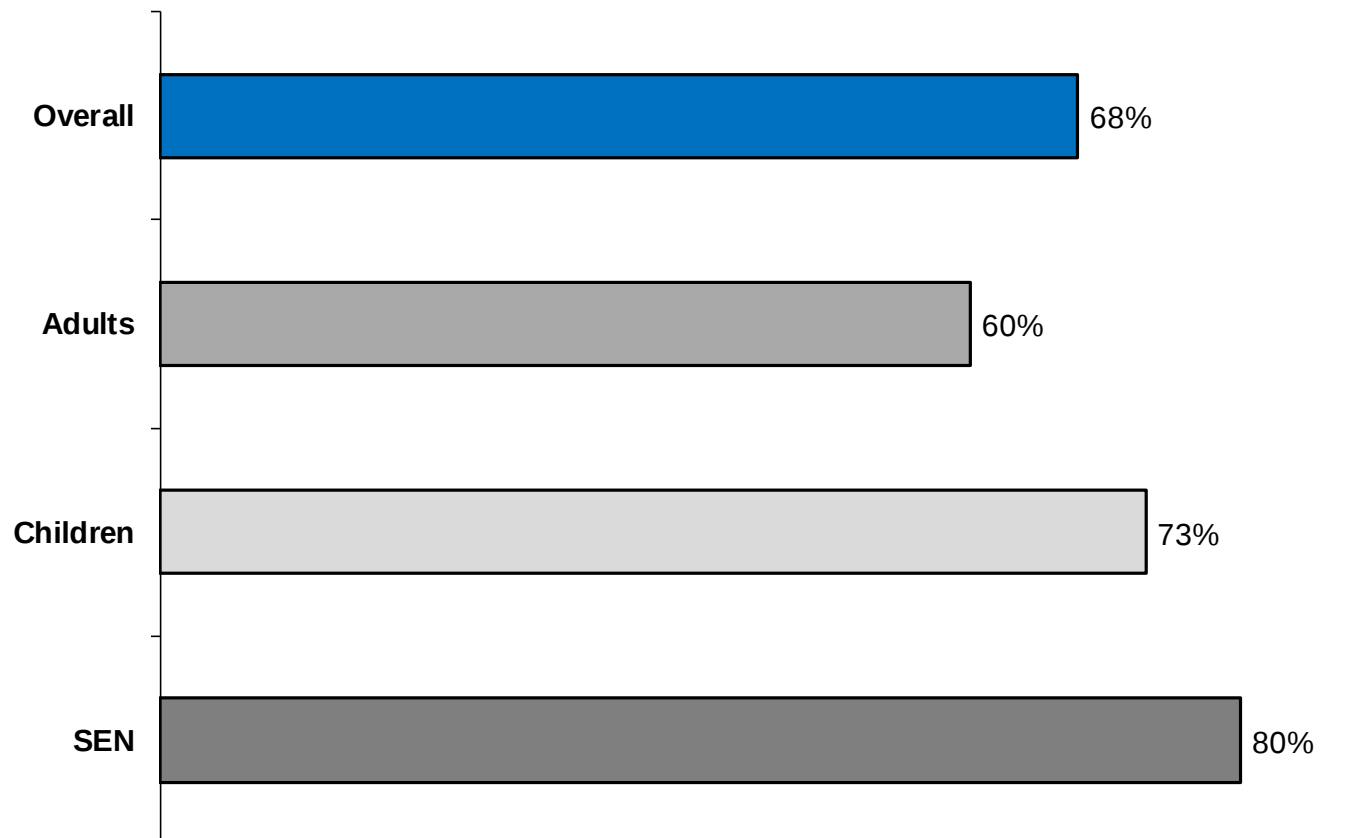


Note: Some children are accompanied by more than one adult

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About two-thirds of all respondents were very satisfied or satisfied with the playground

Overall satisfaction with the Tuen Mun Park Inclusive Playground

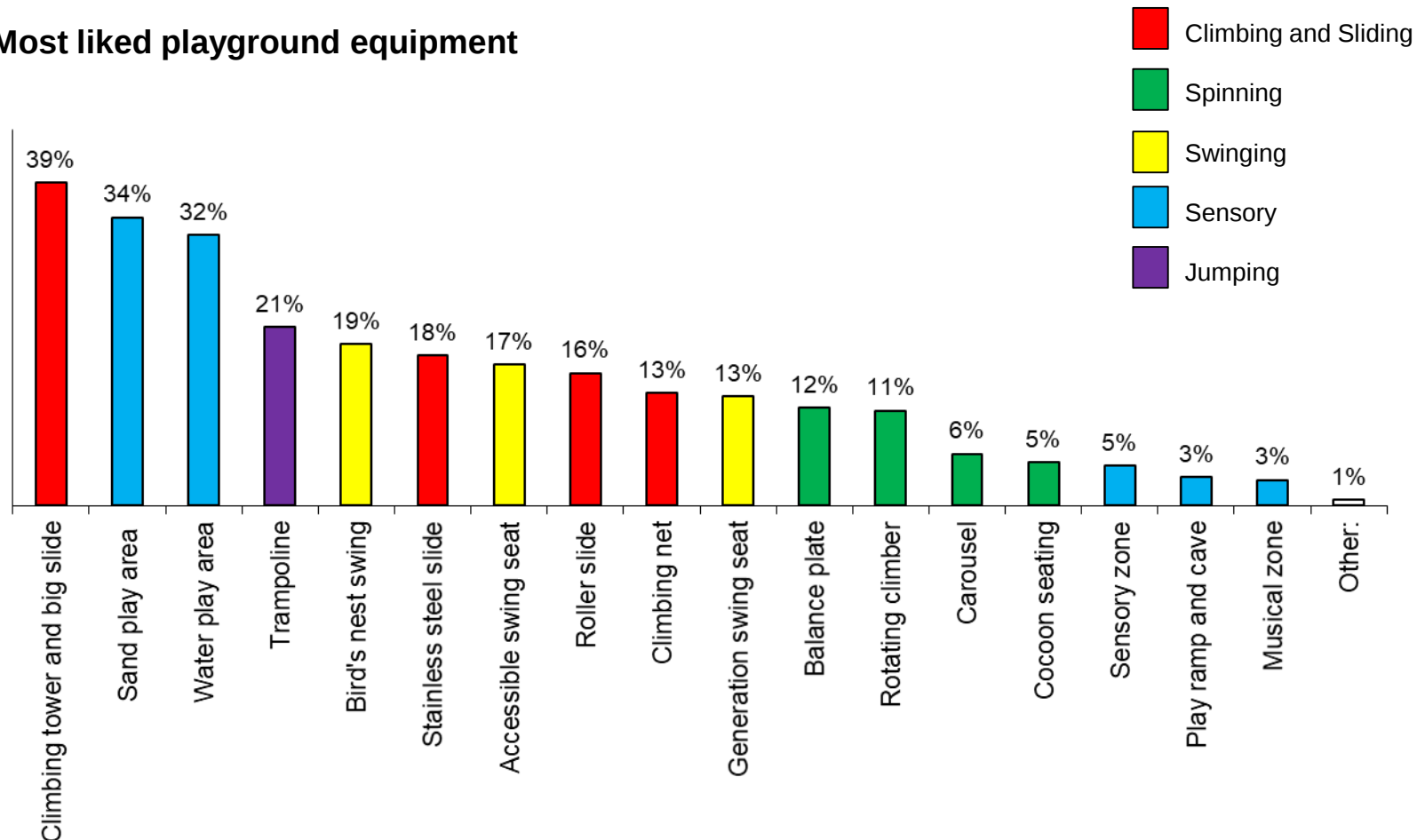


Note: For children who did not answer on their own, parents helped provide responses

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Favorite playground equipment

Most liked playground equipment



Note: Some children are accompanied by more than one adult

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Favorite playground equipment

First Tier

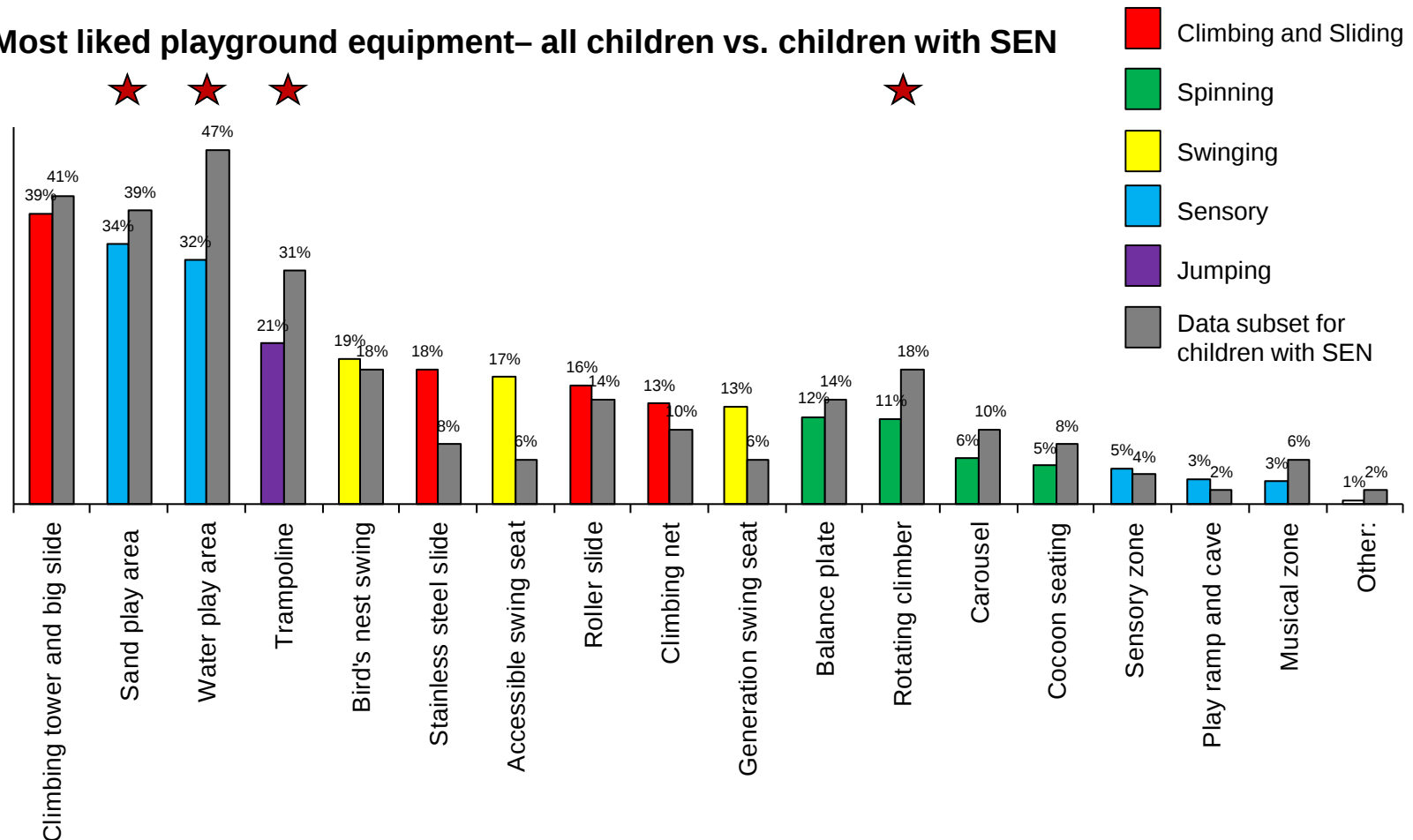


Next Tier



Children with SEN especially liked sand play, water play, the trampoline, and the rotating climber

Most liked playground equipment– all children vs. children with SEN

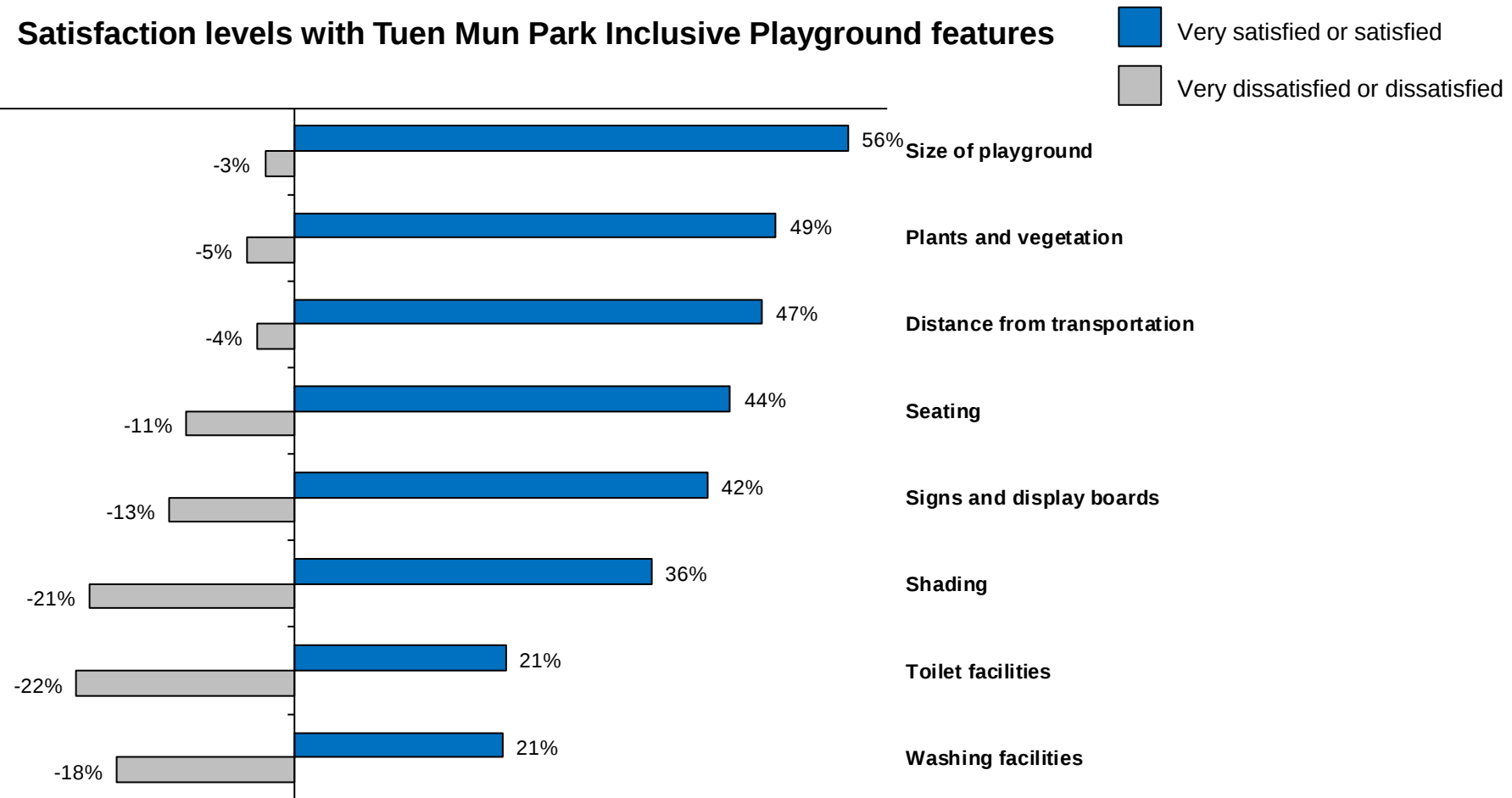


Note: Star sign ★ denotes playground equipment rated as favorite by children with SEN by 5% or more compared to overall

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Satisfaction with playground features

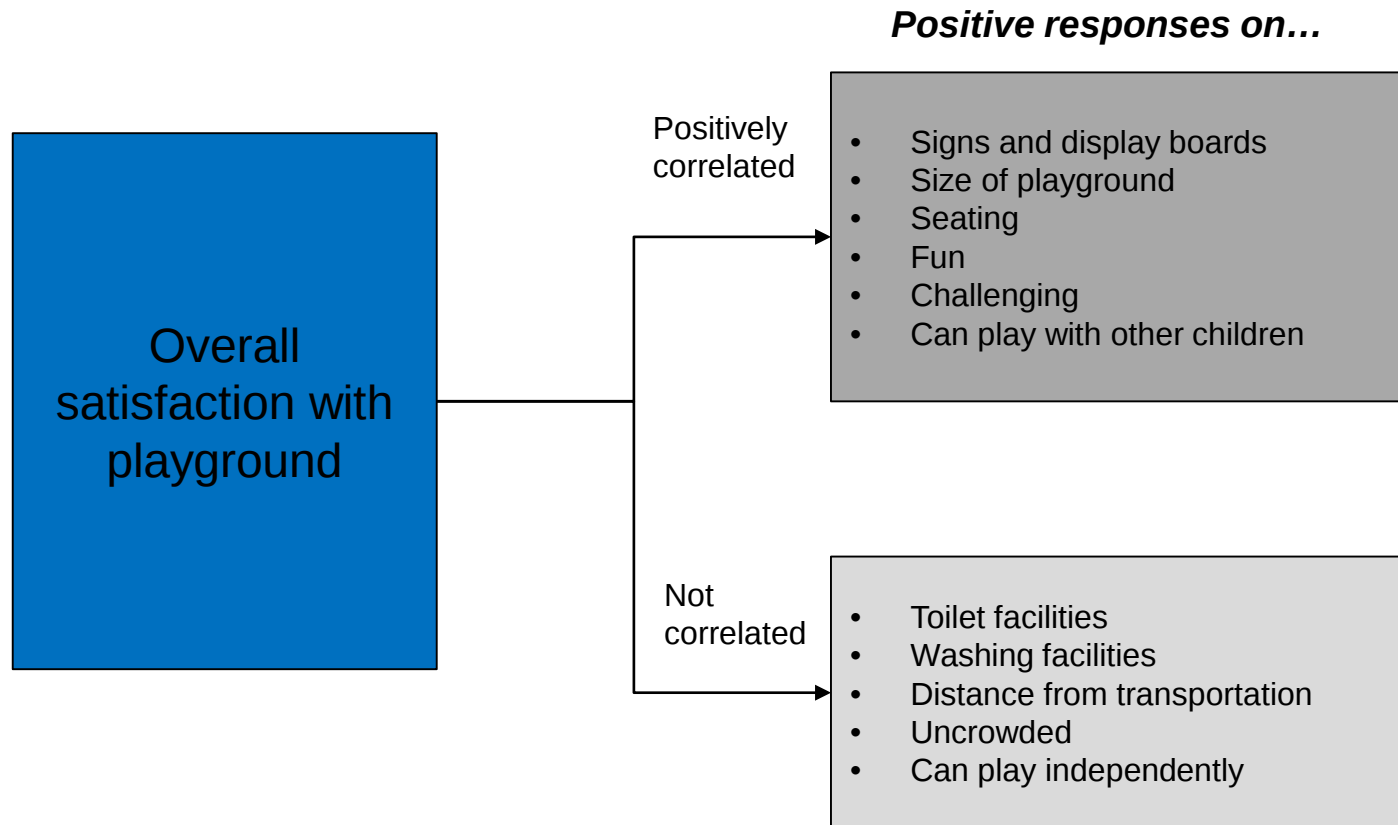
Satisfaction levels with Tuen Mun Park Inclusive Playground features



Note: These were optional questions; dissatisfaction is denoted with negative sign

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Overall satisfaction with the playground is correlated with...



Selected comments

Equipment	Other features	Overall
■ Positive: □ 好好玩 □ 設施都很夠啦 ■ Need to improve: □ Water play was closed for maintenance but not maintenance staff could be seen. We drove all the way from Sai Kung to discover this. □ More equipment for upper body. □ Put some softer pads in the jump bed area. □ 滑梯要高一些，長一些. 要多些繩網 □ 滑梯太矮 □ 要多一個大滑梯, 一個太少 □ 玩的設施可以加多D	■ Positive: □ 大致上都有問題 ■ Need to improve: □ The toilet facilities were not clean enough for kids. □ May install a bit more map. □ Wish they have snack shop. □ Ban smoking around the play areas. □ 洗手間衛生情況惡劣，嗅氣熏天 □ 好曬，無乜座位 □ 唔係好多地方坐 □ 指示牌不清晰 □ 可以有飲水機更好	■ Positive: □ No suggestion. It's really great. ■ Need to improve: □ If more inclusive playground can be built in around Hong Kong, hopefully it won't be so crowded. It was so crowded to a point that the kids just couldn't play. □ Establish more playgrounds around HK areas. □ 各區的人都一起湧來，應該每區都要有。並更新現有遊樂場。更可讓小朋友參與設計 □ 應該控制人流，分時段規定人數入場，人流太多，太多人不守秩序，易生危險，玩樂設施排隊時間太長 □ 太多人了 □ 下午唱歌太大聲,太多

Discussion on inclusion

- Respondent comments specifically related to SEN inclusion:
 - “Insufficient facility, not sufficiently especially for disabled children, more indication of cherishing the environment.”
 - “Address over crowdedness and rowdy behaviour of kids who are not SEN.”
 - “All families have a chance to play together. And to children with special needs they can have achievements of playing in playground.”
 - “Do not know what inclusive means.”
 - “坐輪椅不能玩”
 - “不私家就是共融”
- Additional observations and suggestions by BEYOND Foundation:
 - Possible concrete suggestions include better signs-- buckle instructions, developmental benefits of equipment, turn-taking by showing timer button, etc.
 - More pieces of the same equipment would alleviate crowding
 - Inadequate understanding of inclusion though there is the equipment/hardware. Software is harder as it involves attitudes, kindness, acceptance. How can we foster that through putting in practical accommodations and more education/awareness building
- Design for accessibility:
 - Recognition and respect
 - Adapting and enabling