



Cyfarthfa Park.

Summary of Signage and
Wayfinding Feedback

May 2025





Introduction & Context.

Cyfarthfa Park is a historic and cherished destination in Merthyr Tydfil, attracting over 300,000 visitors annually for various activities. To support an ambitious future vision for the site, The Cyfarthfa Foundation and Merthyr Tydfil County Borough Council are collaborating to develop a new signage, wayfinding, and branding strategy.

Clear and effective signage is recognised as vital for ensuring visitors, staff, and business owners can easily and safely navigate the park, find key locations and attractions, and enjoy a high-quality experience. This feedback gathering exercise aimed to understand current strengths, identify issues, improve navigation and visitor experience, ensure inclusivity, strengthen the park's identity, and address safety and maintenance concerns related to signage. The feedback was gathered through a public survey and a forum with park employees and businesses.

Overall Sentiment & General Issues.

The feedback indicates a strong consensus that the current signage at Cyfarthfa Park is largely **unclear, missing, damaged, or ineffective**. Many respondents have not noticed the signs or find them generally unnoticeable. A recurring theme is that the current signage often appears **uncared for**, with issues such as **peeling paint, worn-off lettering, and an outdated appearance**. The lack of a consistent design makes it difficult for visitors to trust the information displayed, and many signs are perceived as very old. The text on many signs is small and not clearly visible, partly due to poor condition and colour choices.



Detailed Findings - Specific Issues.

1. Navigation and Directional Problems:

A major challenge highlighted is the difficulty visitors face in finding key facilities and attractions.

The Cafe

Finding the cafe is frequently cited as difficult, with many noting a lack of signage or insufficient information for new visitors. One person mentioned visiting the park for a year before realising the main cafe was there. Deliveries also struggle to locate it.

The Splash Park

Finding the splash park is another common problem; it is described as feeling “hidden away in the woods”.

Toilets

Locating toilets is a specific area of confusion for visitors.

Car Parking

Parking information is particularly unclear for those driving in. There is confusion regarding designated spaces at the Canolfan and the clarity of disabled parking advertising in the Castle quadrangle. Clearer signage for parking near the side of the castle is needed.

Other difficult-to-find areas include the **Children’s Park / Playground, Walking Trails, Historical Buildings** (like the Greenhouse and Ice House), and the **Museum & Art Gallery**. There is a noted lack of signs for the upper areas of the park or specific walks.



2. Condition, Maintenance, and Appearance Issues:

The condition of existing signage received significant negative comments.

Many signs are described as **dirty, covered in moss, and looking uncared for**.

Writing is often worn off or unclear. Finger post signs, in particular, are faded.

Notice boards are often empty or contain minimal notices, rendering them pointless. Their design is seen as old and tired, with condensation affecting visibility in poor weather.

The colour of many signs (often green) blends into the background, making them difficult to spot.

Signs near the spa were reportedly not working or accessible. Metal swing signs have also been moved.

There is a clear need for regular cleaning and upkeep.

3. Accessibility and Inclusivity Barriers:

Feedback indicates several issues related to accessibility and inclusivity, often exacerbated by poor signage.

Accessibility signage (e.g., for step-free routes, disabled access, accessible parking) is described as missing or unclear. Disabled parking spaces are not clearly marked or advertised.

Pedestrian access to the park is seen as difficult in places, not well signposted, and unsuitable or even dangerous for disabled individuals or people with prams.

Steep inclines make reaching attractions like the splashpad challenging for those with mobility issues or prams.

It is **not obvious that the museum and cafe can be accessed with a pram or wheelchair**.

Toilets for disabled users require a key, but it is unclear where to obtain one.

4. Safety Concerns:

Some safety issues are linked to inadequate wayfinding and signage.

There is a lack of clarity on **where dogs should be on leads versus off-lead**, which causes confusion, potential conflict, and safety issues with other park users.

More safety signs are needed around the lake due to crowding and potential conflicts with runners and bikes.

Concerns were raised about quad/motorbikes on fields used by dog walkers and horses being exercised without warning signs.

Terrain on paths, particularly in autumn, can be hazardous, and warning signs could help.

Dog fouling is an issue, partly linked to dogs being off leads in inappropriate areas.

Confusion exists regarding areas where cars and pedestrians are allowed.

5. Heritage and Interpretation Deficiencies:

Many feel that the current signage does not adequately reflect the heritage, history, and character of Cyfarthfa Park.

There is a general lack of signs providing information about the park’s heritage or past uses.

Existing information tends to focus narrowly on the industrial revolution, overlooking other historical aspects, including more modern events or people (like Fred Perry playing tennis there).

There is a lack of information about the Crawshay family, who lived in the castle, or the visible iron works.

Some signage is seen as lacking identity and consistency.



6. Impact on Visitor Experience and Under-used Areas:

Poor wayfinding has a tangible negative impact on the visitor experience, leading to frustration and frequent inquiries.

The difficulty in finding destinations, such as the cafe, may **discourage visits or spending**.

Visitors often tend to stick to the most obvious areas like the lake and castle forecourt. This means other potentially interesting areas, including parts of the woods, other heritage sites, the sensory garden, top trails/walks, and the bothy, are perceived as **under-used**.

The splash pool and its refreshment area are under-used, partly because the splash pool is not open consistently enough.

Some feel the children's park is under-used and potentially in the wrong location.

Lack of clear parking information means visitors might miss out on exploring woodland trails accessible from different parking areas.



Suggestions for Improvement.

Respondents offered a range of suggestions to improve signage and wayfinding:

More and Better Maps

Install comprehensive maps of the park at entrances and key locations. These maps should show all amenities, suggested trails, historical sites, toilets, and parking. Maps should clearly indicate the visitor's current location ("You Are Here").

Clearer Directional Signs

Implement clear signs at critical junctions, entrances, and car parks. These signs should use arrows and distances to guide visitors and include universally recognised symbols for different facilities.

Improved Trail Systems

Introduce identifiable trail systems, such as colour-coded or named routes, to help visitors navigate different paths.

Enhanced Maintenance

Establish a schedule for the regular cleaning, repainting, and general upkeep of all signage and notice boards.

Updated Design

Adopt a more user-friendly design and colour scheme. Signs should be bolder, potentially at a lower height, and consider using a consistent logo like the castle picture. Avoid colours and lettering (like black and gold or green) that are hard to see or blend in.

Accessibility Features

Provide clear, visible signage indicating the location and accessibility of toilets, especially when main buildings (like the cafe and castle) are closed. Clearly identify accessible routes and potentially grade walks/paths by accessibility level. Improve signage for disabled access and parking locations.

Heritage and Interpretation

Incorporate more historical information, storytelling, and interpretive elements on signage. This could cover the park's history, the Crawshay family, industrial heritage, and even more modern events, potentially using photos or storyboards. Consider interactive elements like audio descriptions for enhanced accessibility.



Safety Signage

Install clearer dog control signs indicating where dogs must be on leads. Add caution signs for hazardous terrain and warnings about potential presence of bikes, motorbikes, or horses on fields/paths. Include guidance on wildlife etiquette.

Promotional Signage

Use signage to promote park facilities like the cafe, detailing offerings, opening hours, and features like being family-friendly or dog-friendly. Pictures of facilities could also entice visitors.

Digital Options

Some suggested digital solutions like QR codes linking to maps or information, or making maps available digitally. However, concerns were raised about excluding older visitors or those without smartphones if digital is the primary method.

Communication

Improve communication channels between different venues and staff on site to better answer visitor queries.

Other Suggestions

Consider road crossings and markings, provide accessibility grading for signs and routes, and add more dog bins with reminders to take litter home.



Conclusion.

The feedback gathered from both the public survey and the park forum consistently highlights significant deficiencies in the current signage and wayfinding system at Cyfarthfa Park.

Issues related to **clarity, condition, placement, and the lack of comprehensive information** negatively impact visitor experience, accessibility, and potentially the commercial success of park facilities. The numerous suggestions provided offer clear direction for developing a new strategy focusing on **improved maps, clear directional signs, better maintenance, enhanced accessibility features, and incorporating the park's rich heritage**.

Addressing these areas through a thoughtful and consistent new signage approach is seen as essential for creating a more navigable, inclusive, and enjoyable experience for all users of Cyfarthfa Park.

Survey feedback

Are there any signs that work particularly well? What is it that you like about these, and where are they located? (e.g., clear, helpful, well-placed)	Are there any signs in the park that are unclear, missing, damaged or ineffective, and where are these located? (please describe)	Do you have any other comments about the condition of the current signage?	How easy is it for visitors to Cyfarthfa to find the following facilities and attractions? [Cafe]	How easy is it for visitors to Cyfarthfa to find the following facilities and attractions? [Toilet]	How easy is it for visitors to Cyfarthfa to find the following facilities and attractions? [Car Park]	How easy is it for visitors to Cyfarthfa to find the following facilities and attractions? [Walking Trails]	How easy is it for visitors to Cyfarthfa to find the following facilities and attractions? [Museum & Art Gallery]	How easy is it for visitors to Cyfarthfa to find the following facilities and attractions? [Historical Buildings /Greenhouses, Ice house]	How easy is it for visitors to Cyfarthfa to find the following facilities and attractions? [Playground]	Based on your experience, are there specific locations where you or other visitors seem to get lost or confused?	Based on your experience, are there specific locations of the park that are under-used, or that visitors do not seem to go to?
The signs with maps are the most helpful and there should be more of these as it helps you understand how big the park is and all the other bits there are to look & beyond the obvious parts. I also like the signs that tell you about the history of the park, and the important heritage sites.	The parking signage is very unclear. If you drive into the park you aren't sure whether you have to park at the bottom of the pit, or up in front of the castle, or round the corner of the other hill. I think there is only one blue parking sign attached to a lampost, and I don't care where it is directing you to go.	Lots of the signs look very uncasted for and have read or is outdated.	Difficult	Difficult	Very Difficult	Difficult	Easy	Difficult	Difficult	I find that lots of people don't know where the splashpad and cafe is. It's uphill which is another problem, especially for people with prams. I feel silly to have to have splashpad hidden away in the woods. It should be in a place where it is more easy to find.	People tend to focus on the lake and the castle forecourt as these are the most obvious places to find. That means that they don't go to the nice places in the woods or the other important heritage sites in the park. And it doesn't help that there aren't any signs showing you how to get to these.
Some of the info signage at locations is good.	There should be master boards of whole park - Bryn Bach park has them - I have photos. Large board - shows all amenities and suggested trails etc.	Signage to cafe is non-existent. The main cafe is a good facility and should be signposted / with photos to show it off. I met a person who had walked in park for a year and didn't realise the main cafe was there.	Very Difficult	Easy	Easy	Difficult	Easy	Neutral	Difficult	If you visit park and are down at lower lake area on foot. You need to go on road or across grassed area to the castle and upper sections of park. I think there should be a pathway link between castle area and lake / some people just go around lake if parked at bottom etc.	At lakeside gardens end of lake. Access to the trail at bottom should be signposted with a board. Just looks like a field access at present.
I haven't noticed the signs.	I would say they're all ineffective as they're fairly unnoticeable.	No	Very Difficult	Very Difficult	Very Difficult	Very Difficult	Very Difficult	Very Difficult	Neutral	Splash pool, because it's not open often enough. Refreshment area - same reason. Toilets	
The notice boards could be used more showing easy to read and understand information about what services are on offer at the park and where people can find things - showing some pictures of what is available to entice people to go around the park more.	I am unsure - I know the one by the spa wasn't working but not sure if that has been fixed now.	They are abit old and could do with a refresh. I think some painting has happened in some of the notice boards themselves.	Difficult	Difficult	Difficult	Difficult	Difficult	Difficult	Difficult	I think people naturally make there way up to the castle but then wouldn't necessarily know what is on offer if you are not local.	Yes - up to the spa
No	No signs for upper area of park/walks. Signs for cafe/splashpad are not informative for visitors who are new to the park.	No information on what the park contains posh/ such as splashpad is ineffective	Very Difficult	Neutral	Difficult	Very Difficult	Neutral	Difficult	Difficult	Visitors are unaware of different locations	Top trails/paths
Signs on the path to the top ponds	Need more directions to the splash park	Needs to be cleaned are very unclear	Difficult	Difficult	Difficult	Difficult	Easy	Difficult	Difficult	From the lake to play ground	Ice house
	No aware of any	I would like more "map" signs showing the park	Easy	Very Difficult	Neutral	Neutral	Easy	Very Difficult	Difficult	Behind the castle greenhouse area	Not sure
	Much confusion over parking at the Canolfan. Are the spaces designated for the disabled or are they general parking spaces? Similarly, the disabled parking in the Castle quadrangle is not clearly advertised. Signs to indicate where dogs should be on leads are misplaced or missing. The sign pointing to parking on the levels below the Botchy is misplaced. It does not allow time for turning safely.	Not of a consistent design.	Neutral	Neutral	Difficult	Don't Know	Easy	Neutral	Easy	The sensory garden. It is surprising how many people don't know of its existence	
Not reallyneed refurbishing	The finger post signs are particularly faded -no clear directions to splash park / cafe / dog friendly aspects wheelchair access to castle - poor -toilet facilities.	No	Difficult	Difficult	Neutral	Difficult	At front ...ice house ...Gwasbygarth entrance	Sensory garden - geo & orienteering	Difficult		
	No. We needs signs to make it clear when dogs should be on leads.	Better notice boards	Easy	Easy	Very Easy	Easy	At the car park near the top entrance	Slightly I like it quiet...	Neutral		
Opening times outside the top west grove gate	All the park general information signs are the majority never cleaned or well kept, covered in moss etc, they look a bit embarrassing to visitors, the notice boards have little to zero notices even in them so are pointless, the green and gold sign posts could do with refurbishing as they are often to high up and again dirty, they are hard to read the writing doesn't stand out.	Needs more regular cleaning and upkeep	Easy	Difficult	Neutral	Neutral	Easy	Easy	Neutral	Parking and finding the top car park, finding the play area, as a pedestrian cars often end up where they shouldn't	The sensory garden which is shambolic and an embarrassment
Signs are to high up	Up by the castle		Difficult	Difficult	Difficult	Easy	Difficult	Difficult	Difficult	Toilets. The botchy isn't available but people go there thinking it is	Woods and top end and you coming from the Cleve or gurnos
Splash Park sign	Sign guiding people to open toilets. If you're there before the cafe/museum and castle open the only toilets are at the entrance. It's difficult for people with bladder problems to have to get there. Signage could help	Needs cleaning and painting	Easy	Difficult	Very Easy	Neutral	Very Easy	Easy	Difficult	Botchy	
Most signs at the front of the park by the museum	Back of the park, Gurnos area, very few signs	No	Difficult	Difficult	Neutral	Difficult	Neutral	Difficult	Difficult	No/The	The meadows
At the moment none of the signs in the park are particularly clear or helpful.	Parking is not clearly sign posted. In addition disabled access and toilets are not clearly identified.	Sign posts are difficult to see. Writing is small and not clearly visible on many signs. This is due to the colour of the signs and the writing, but also due to the dirty condition of many sign.	Difficult	Difficult	Difficult	Difficult	Neutral	Difficult	Difficult	Looking for toilets, parking and pedestrian access to the park	Many areas of the park are under used. As parking is not clearly sign posted, many visitors miss out on the woodland trails and walks as they can seem difficult to access from lower parking areas.
No	Didn't know where children's park was located		Difficult	Difficult	Difficult				Difficult	The children's park is under used , in wrong location	
No	Didn't know where children's park was located		Difficult	Difficult	Difficult				Difficult	The children's park is under used , in wrong location	
Back park gate entrance is helpful for visitors to the Rose Retreat.	I feel like several signs don't direct people to some of the children's play areas like the splash pad and the park, I've often had to give family directions to these places.	Signage should be repainted regularly as it has worn over the last few years.	Very Difficult	Very Difficult	Very Difficult	Neutral	Easy	Very Difficult	Very Difficult	Normally lost looking for the park or splash pad/cafe from the terrace. Also lots of confusion that there is another car park around the side of the castle - very easy to sign post and would stop congestion.	Side car park (essential really as there isn't enough parking on the terrace). AstroTurf.

Have you experienced any occasions when wayfinding and navigation impacted either your own, or a visitor's, time at Cyfarthfa (either positively or negatively) – tell us about this.	How easy is it for visitors to find key attractions?	Which of the following do you feel would most effectively help visitors navigate the park more easily? Please tick all that apply.	How likely would you be to make use of digital signage solutions (e.g. apps, QR codes, audio resources etc)?	Do you have any other comments about navigation and finding your way around the park?	Do you know of any locations where accessibility signage (e.g. step-free routes, disabled access, accessible parking) is either missing or unclear? Tell us about these.	Are there any barriers you know of that might make spending time at Cyfarthfa difficult for wheelchair users, parents with prams, visually impaired visitors or anyone else with additional access requirements?	Do you have any ideas for ways in which signage and wayfinding could help make Cyfarthfa more accessible and inclusive?
I helped a mother with three children find her way to the splashpad. She had driven to the park and parked next to the main entrance, and hadn't realised that the cafe and splashpad were up two further steep hills and through the woods. It can't help with the use of these places, it with encouraging people to spend money in the cafe, that they are so tricky to find. Lots of people have asked me where the toilets are as well.	Difficult	A map of the park at entrances and key locationsA colour-coded trail system (e.g. different colours for different routes)A named trail system (e.g. different names for different routes)Digital signage solutions (e.g. QR codes etc)	Very Likely		The access to the splashpad is difficult for wheelchairs, prams etc from some approaches so this should be better mapped out and signed. Also, there are lots of parts of the park where it is unclear where cars can go and where pedestrians can go. This can be a safety issue.	Yes - the location of the main attraction (e.g. splashpad) being so far into the park is difficult for accessibility needs. This is especially true if you can't see where it is located and	More interactive signage (e.g. audio-descriptors etc) would be good for accessibility.
There is no natural information hub / visitor centre into point like Bryn Bach park. Master boards with updated times when cafe and facilities open would help.	Difficult	A map of the park at entrances and key locationsA colour-coded trail system (e.g. different colours for different routes)A named trail system (e.g. different names for different routes)	Neutral	Consider crossing points on road / Roadmarkings.			
No. I used to visit often but due to the toilet situation, I'm unable to do so.	Difficult	A map of the park at entrances and key locationsAn app	Unlikely	No	Again, haven't noticed any	Toilet access, steep inclines, parking	
No but we do get alot of phonecalls to the museum asking us for information on different locations and we don't always know the answer. Perhaps a radio communication system would help - we could instantly communicate with each other.	Somewhat easy	A map of the park at entrances and key locationsA colour-coded trail system (e.g. different colours for different routes)A named trail system (e.g. different names for different routes)Digital signage solutions (e.g. QR codes etc)An app	Likely		Unsure	Better communication between the venues on site.	
Negatively	Difficult	A map of the park at entrances and key locationsA colour-coded trail system (e.g. different colours for different routes)A named trail system (e.g. different names for different routes)Digital signage solutions (e.g. QR codes etc)An app	Very Unlikely	Lots of elderly visitors so please do not over rely on QR codes and technology	Unsure	Cannot comment	
	Difficult	A map of the park at entrances and key locationsA colour-coded trail system (e.g. different colours for different routes)A named trail system (e.g. different names for different routes)Digital signage solutions (e.g. QR codes etc)An app	Very Likely		No	No	More signage from the lake to guide to the playground as there's no clear signs
	Somewhat easy	A map of the park at entrances and key locationsA colour-coded trail system (e.g. different colours for different routes)Digital signage solutions (e.g. QR codes etc)	Unlikely	I haven't noticed any signs that identify disabled access	Unsure of path ways to use, steep hills, difficulty entering the museum	Identifying accessible routes is a good idea	
	Don't know	A map of the park at entrances and key locationsA named trail system (e.g. different names for different routes)	Unlikely	It would be useful if any proposed signs are graded according to accessibility levels	I'm not aware of accessibility signs, except for the entrance to the museum. Disabled parking spaces on the forecourt are not clearly marked. Direction to the disabled parking spaces and parent and child parking spaces is not clear.	The upper level of the children's playpark is difficult to access with a pram. The pedestrian path to the Canolfan is so littered with decaying leaves and mud that it is a danger.	Walks and paths should be graded according to accessibility and difficulty.
Lack of information in several languages	Difficult	A colour-coded trail system (e.g. different colours for different routes)A named trail system (e.g. different names for different routes)	Neutral	No apparent signage for accessibility ...	Drop off point at splash park poor signage - obscure route into castle & cafe almost medieval - round the back	Bolder - at a lower height - colour coded	
No	Very easy	A map of the park at entrances and key locationsA colour-coded trail system (e.g. different colours for different routes)A named trail system (e.g. different names for different routes)	Very Unlikely	No	No	No	No
	Very easy	A map of the park at entrances and key locationsA colour-coded trail system (e.g. different colours for different routes)A named trail system (e.g. different names for different routes)	Very Likely		No	No	No
I've had many happy accidental finds of largely untouched by litter forest paths	Somewhat easy	A map of the park at entrances and key locationsA colour-coded trail system (e.g. different colours for different routes)A named trail system (e.g. different names for different routes)	Unlikely	I've never noticed any at all (that's not a good thing!)	Not knowing what path leads where, is it safe to navigate, what the terrain is like	Do the above including where the cafes are	
When the security locked the gates without checking the park is empty and the number for them to be on the outside of the gates not even up by their office	Difficult	A map of the park at entrances and key locationsA colour-coded trail system (e.g. different colours for different routes)Digital signage solutions (e.g. QR codes etc)	Likely	The toilets down by the lake are disabled but you need a key but there's no one to ask	Car parking		
Early morning walk through the woods then finding there was no available toilet	Somewhat easy	A map of the park at entrances and key locationsA colour-coded trail system (e.g. different colours for different routes)Digital signage solutions (e.g. QR codes etc)An app	Very Likely	Toilet signage	Inability to access a toilet	Clear visible signage about location and accessibility to toilets when cafe and castle are closed	
No	Difficult	A map of the park at entrances and key locationsA colour-coded trail system (e.g. different colours for different routes)Digital signage solutions (e.g. QR codes etc)An app	Likely	Didn't know of any such signage	No	No	No
Yes - when trying to access toilets and cafe facilities with elderly relatives.	Difficult	A map of the park at entrances and key locationsA colour-coded trail system (e.g. different colours for different routes)A named trail system (e.g. different names for different routes)An app	Very Likely	The parking areas situated by the greenhouses are not clearly sign posted. In addition, pedestrian access to the park is limited, not well signposted, unsuitable for disabled individuals or people with prams and in some areas dangerous.	Personally I would not push my grandson in his pram from gate entrance to top of park to use park or cafe, as caring grandparents this is 5 days a week every week, to me the park is not accessible unless husband drives to castle.	Clearer signage with a more user friendly design and colour scheme. More maps with clearer indication of walking trails, toilets, cafe facilities and parking. In addition, park opening/closing times need to be more clearly displayed.	
	Difficult	A map of the park at entrances and key locationsA colour-coded trail system (e.g. different colours for different routes)	Very Unlikely	Not all people especially the older generation have a smart iPhone to access the apps if this was put in place, not all 50 year old and older can use a QR code... nor partial sighted visitors can use small apps on iPhone	Personally I would not push my grandson in his pram from gate entrance to top of park to use park or cafe, as caring grandparents this is 5 days a week every week, to me the park is not accessible unless husband drives to castle.	I would use simple signs with the picture of the castle as a logo in foreground and point the direction... do not use black and gold lettering as writing can look blurred into each other when looked at from a distance hopefully visual large enough not to use space	
	Difficult	A map of the park at entrances and key locationsA colour-coded trail system (e.g. different colours for different routes)	Very Unlikely	Not all people especially the older generation have a smart iPhone to access the apps if this was put in place, not all 50 year old and older can use a QR code... nor partial sighted visitors can use small apps on iPhone	Personally I would not push my grandson in his pram from gate entrance to top of park to use park or cafe, as caring grandparents this is 5 days a week every week, to me the park is not accessible unless husband drives to castle.	I would use simple signs with the picture of the castle as a logo in foreground and point the direction... do not use black and gold lettering as writing can look blurred into each other when looked at from a distance hopefully visual large enough not to use space	
I spend a lot of my time walking my dog around the park directing people to where they want to go. I'm happy to do it, but there should be a map and appropriate signage as soon as they leave their vehicles/cars. A map would be excellent.	Difficult	A map of the park at entrances and key locationsA named trail system (e.g. different names for different routes)	Very Unlikely	I'm 28 and definitely would not use digital signage! Especially if you are juggling children and pets.	There is no information on how to find accessible accessible signage as you enter the park, I would say it's missing completely as I've never seen any (and I have walked every inch of the park).	As above.	

Survey feedback

Do you have any other comments about accessibility and inclusivity on the park?	Do you feel that current signage reflects the heritage, history, and character of Cyfarthfa Park?	Please describe your answer	Do you feel that more Historical, storytelling or interpretation elements on signage would enhance visitor experience at Cyfarthfa?	Please describe your answer2	What specific themes, ideas or designs do you feel reflect the Cyfarthfa's identity? Is there a key word that you would use to describe the site?	Do you have any other comments about the look and feel of the signage and sense of place on the park?	Are there areas where you feel more safety signs (e.g., dog control, water hazards, no feeding wildlife) are needed?
Some guidance around 'park etiquette' would be good - especially in high usage areas. For example, sometimes joggers push past around the lake in a very confined area and this can feel unsafe.	No	There aren't many signs that give information about the park's heritage, or what would have been in different parts of the park in the past. Where there are these they tend to relate mainly to a certain bit of history (e.g. the industrial revolution). Someone told me that Fred Perry once played on the tennis courts, but it doesn't say this anywhere. It would be good to have some information on more modern history and things that have happened in certain places. Some photos would also be good, showing e.g. the way things are now compared to the way there looked many years ago.	Yes	People would understand more about the importance of the park for the people and town of Merthyr if more things were explained. Also, it doesn't say the name 'Cyfarthfa' many places, or explain what it means (e.g. Barking Dogs).	Rich, money, wealth, industry.	Lots of the signage is mismatched and some of it looks very old. It makes it difficult to know if the information it is giving you is correct, or if it is outdated. Also, the colour of lots of the signage (green) means that it blends in with the trees and the grass and you can't see it clearly.	Yes
	No	Main entrance is unimposing on entry. Granted you drive past castle on way up. But toilet block area - large sign you can read from car maybe.	Yes			Signage - some bigger direction / arrows - vibrant signs pushing people into park area further up.	No
	No	The park is disgraceful. It feels as if it's ignored and everything happens at Tingo row.	No	The council have let it go to ruin. Signs don't help when it's left to rot.			Yes
	Yes	The green and yellow has always been related to the castle and the heritage look is nice but could be brought up to date a little.	Yes	I think having those options would make people stay longer in the park if they had to stop and read things or have links to historical story telling	Classic		Yes
	No	Signs very small	Yes	Definitely need more information in simple formats	Links to the iron works theme		Yes
Not much for people which disabilities park is small and boring	No		Yes				Yes
Would be nice to have toilets available after 4.30 when cafes shut	No		Yes			Ideally, look victorian	Yes
Parking in front of the museum should be reintroduced to make this area of the park accessible to people with mobility difficulties.	No	The signage lacks an identity because it is not always consistent.					Yes
Sensory garden - a poor example of inclusivity ...almost detect	No	An excuse for the vibrant -history of the town & its history...	Yes	Would need to see the proposed changes to comment / Need greater visual impact just to aid movement around park		Some emphasis on the flora & fauna ...bluebell woods ...types of birds / trees etc to look for on the trails	Yes
Its a park ffs !	Don't know		Yes	There is currently no information about the iron works which are visible from the castle			No
	No	I think the park needs more promotion eg social media	Yes				Yes
	Yes	When they are clean and fixed up yes the do.	Yes		Works	Gold could be bolder	Yes
	No	We need people to understand what the park represents now and in the past	Yes	It's a beautiful park which is not being used to it full	Iron works and surrounding areas		Yes
Better access to disability parking around the castle	No	It's only clear when you go into the castle what it's rich heritage is	Yes	Story boards at a few locations referencing the Crawshaw family's input to the town	One of the only natural spaces full of wildlife that Merthyr should protect at all costs.		Yes
No	Don't know		Yes				Yes
In winter months some areas of the park are very dark and would benefit from more effective lighting.	No		Yes		The industrial heritage is very important, but the more modern history and achievements of the town should also be recognised and celebrated.		Yes
Is there a bus stop outside the park ? , would visitors be happy to catch a train or bus from destination and then navigate from there to get to castle ... a taxi no ! Bus stop ! I would not be able to go to walk from Merthyr town to get to castle distance too far as a pensioner	No	There is nothing around outside of castle to tell the story of who lived in the castle, the signage does not tell the story perhaps have a story board with audio headphones or audio speakers so hard of hearing can also be included in the history of the Crawshaw family.	Yes	Perhaps a tour guide could be employed with dress in costume to great visitors from overseas and tell the industrial hardship of the town but also the wealth of the Crawshaw family ... bring history alive	Themed nights at the castle, from the poor household staff their day to day life working for the family, was gardeners employed and what was their role if this happened, themed Halloween party for a small fee, Xmas themed what food would the Crawshaw family have eaten	Would more signage on the wildlife around the lake , species of ducks , seahs wild birds , I love wildlife... the species of fish that I have seen in the lake	Yes
Is there a bus stop outside the park ? , would visitors be happy to catch a train or bus from destination and then navigate from there to get to castle ... a taxi no ! Bus stop ! I would not be able to go to walk from Merthyr town to get to castle distance too far as a pensioner	No	There is nothing around outside of castle to tell the story of who lived in the castle, the signage does not tell the story perhaps have a story board with audio headphones or audio speakers so hard of hearing can also be included in the history of the Crawshaw family.	Yes	Perhaps a tour guide could be employed with dress in costume to great visitors from overseas and tell the industrial hardship of the town but also the wealth of the Crawshaw family ... bring history alive	Themed nights at the castle, from the poor household staff their day to day life working for the family, was gardeners employed and what was their role if this happened, themed Halloween party for a small fee, Xmas themed what food would the Crawshaw family have eaten	Would more signage on the wildlife around the lake , species of ducks , seahs wild birds , I love wildlife... the species of fish that I have seen in the lake	Yes
Disabled and child/family bays would be helpful.	Yes	I like the style of the current green/gold signage it's timeless but needs a fresh coat of paint.	Yes	There is very little by way of history of lots of areas of the park. But vandalism.	Heritage, history, community, wildlife and nature.	No	Yes

Please describe your answer3	Do you have any other comments about safety and maintenance on the park related to signage and wayfinding?	Do you have any other comments, suggestions or feedback about signage and wayfinding on the park that have not been addressed elsewhere in this survey?	How often do you visit Cyfarthfa Park	What best describes your reasons for coming to Cyfarthfa Park? Tick all that apply.	What age bracket do you fall into?	What is your postcode?	Do you have any physical or mental health conditions or illnesses that reduce your ability to carry out day-to-day activities?	Name	Email
More safety signs are needed at the lake around etiquette etc, as it can get quite crowded. Especially with runners, bikes etc. We also need more safety around quad and motorbikes on the fields as these can clash with dog walkers. I have also seen people exceeding horses on the fields and this can be dangerous as there are no signs to show that this might be taking place or telling people to watch out.	It doesn't seem to be very clear where people are allowed to walk dogs / allowed to have them off the lead, and this causes danger. Also, there isn't anyone to enforce the rules of any signage (e.g. fines, supervision of safety etc).		Between two and five times a week	To spend time being in nature / fresh air;To bring the children to play;To spend time with friends or family;For work / employment	35-44 years old	CF142JQ	No		
			Daily	Exercise;Dog walking;To use the cafes	55-64 years old	CH82LL	No	John Kieran	jkieran@gmail.com
Signs only help so much. Supervision is needed to enforce rules. Not a safe place for anyone now. Dog attacks and unsafe walkways and building. Disgraceful	No		Never	Exercise;Dog walking;To spend time being in nature / fresh air;To go for a walk	Prefer not to say	CF48	Yes		
Clear dog control signs - lots of people still let their dogs off the lead in highly pedestrianised areas.			Daily	For work / employment	35-44 years old	CF48 1AS	No	Zoe Driscoll	Zoe.Driscoll@merthyr.gov.uk
Dogs without leads are causing issues for walkers and other dogs		More photos of what the park has so people understand where they are aiming for when following the signs	Between two and five times a week	Exercise;To spend time being in nature / fresh air;To go for a walk;To bring the children to play;To spend time with friends or family	55-64 years old	CF48 3HA	No		
			Monthly	Dog walking;To bring the children to play	18-24 years old	CH4	No		
I hate dogs, I would love to know there is a section with no dogs allowed			Between two and five times a week	Exercise;To visit the castle;To use the cafes;To spend time being in nature / fresh air;To go for a walk;To bring the children to play;To learn about history and heritage;To spend time with friends or family	25-34 years old	CF478AJ	No	Kiera Moran	Kieramoran.km@gmail.com
Dog control. There is a lot of confusion as to where dogs are allowed to be off leads. There are certain areas where bikes should not be ridden			Weekly	Exercise;To bring the children to play	65+ years old	CF48 1SH	No	Marion Walker	marion16@hotmail.com
Caution signs at top ponds ...clearer signs re dog poop / lead on / off ...no breast waste food to be left	Directions to bins		More than five times a week	Exercise;Dog walking;To use the cafes	65+ years old	CH48 1JN	No	Sue Legge	Suelegge1950@gmail.com
			More than once a day	Exercise;Dog walking;To spend time being in nature / fresh air;To go for a walk	45-54 years old	CH170be	No	Matt	th2887@gmail.com
No signage stating where dog leads must be used			Weekly	Exercise;Dog walking	65+ years old	CH178ep	No	Chris rees	Chrirees1959@gmail.com
The red path in the forest is a death trap in autumn when it's rained with leaves and moss etc. general 'mind the. Terrain' signage would help	I have no idea who or where you would go if there were a problem when the castle is closed other than calling 999		Daily	Dog walking;To visit the castle;To use the cafes;To spend time being in nature / fresh air	35-44 years old	CH178yt	No		
Dogs off leads fouling on grass area where children play around the lake	Doesn't seem to be any maintenance only the gardening up by the castle		Weekly	Exercise;Dog walking;To use the cafes;To spend time being in nature / fresh air;To go for a walk;To bring the children to play	55-64 years old	CH48 1db	No	Sue Patman	Sue.williams1967@yahoo.co.uk
Signs on all pathways and popular grass areas to keep dogs on leads			Between two and five times a week	Exercise;Dog walking;To spend time being in nature / fresh air	65+ years old	CH48 1ja	No	Patricia Lewis	pat.lewis1312@gmail.com
Dog control	No		Weekly	Exercise;To spend time being in nature / fresh air;To go for a walk	65+ years old	CH478sd	No	Simon Williams	rtweed7@yahoo.co.uk
There could be more information in most areas of the park.	Some of these issues are addressed in previous answers		More than five times a week	Exercise;Dog walking;To spend time being in nature / fresh air;To go for a walk;To bring the children to play;To spend time with friends or family	55-64 years old	CF47 0ET	No	Elaine Mahoney	elaineelainemahoney@gmail.com
More dog bins would be useful around the lake and woods ... also signs about when ducks are nesting to be considered as of seahs. signs to take litter home			Fortnightly	Exercise;To use the cafes;To spend time being in nature / fresh air;To go for a walk;To bring the children to play;To learn about history and heritage;For even the weakest child can enjoy the grounds in safety	65+ years old	CF48 4TB	Yes	Jacqueline Watkins	jackiewatkins1959@outlook.com
More dog bins would be useful around the lake and woods ... also signs about when ducks are nesting to be considered as of seahs. signs to take litter home			Fortnightly	Exercise;To use the cafes;To spend time being in nature / fresh air;To go for a walk;To bring the children to play;To learn about history and heritage;For even the weakest child can enjoy the grounds in safety	65+ years old	CF48 4TB	Yes	Jacqueline Watkins	jackiewatkins1959@outlook.com
Recommendations should be made about why feeding bread is not good for ducks/geese. Similarly, dogs are only allowed off lead in the forest and back of the park but not many people know about it (as the signage is limited). It's also useful for people to know who are fearful of dogs.		Parking signage for the side of the castle is a must! I have seen people change their mind about visiting as they believe the car park is full, just from visiting the terrace.	Daily	Exercise;Dog walking;To bring the children to play;To spend time with friends or family	25-34 years old	CF47 8PX	No	Libby Brooks	Libbybrooks3@hotmail.co.uk



Thank you.