



ANNEX B

FEEDBACK FROM COMMUNITY EVENTS

- B1 LAUNCH OF LEATHERHEAD TOMORROW**
- B2 PUBLIC INVOLVEMENT IN IDENTIFYING KEY ISSUES AND IDEAS FOR IMPROVEMENT**
- B3 PUBLIC INVOLVEMENT IN DEVELOPING THE VISION AND STRATEGIC OBJECTIVES**



B1 LAUNCH

B1.1 Introduction

Leatherhead Tomorrow was launched at public meetings in February and March 2005 at the following venues.

Venue	Date	Attendees
Leatherhead Theatre	24 February	100
North Leatherhead Community Centre	28 February	5
Bookham Baptist Church	3 March	30
Fetcham Village Hall	4 March	39
Ashted Peace Memorial Hall	8 March	58

In total some 232 attendees visited the day and evening events.

Prior to the meetings, letters of invitation had been written to community groups, the voluntary sector and business. The public were encouraged to attend by posters and advertisements in newspapers.

At each of the venues, the public were invited for afternoon and evening sessions. Attendees viewed the displays covering the aims of Leatherhead Tomorrow and the topics which each work group theme would be covering. These displays facilitated discussion and the generation of a wide range of ideas. Attendees were invited to record their views on what was good about Leatherhead, what they were less keen on and where they felt improvements were needed, writing their views on post-it notes to stick to prepared record sheets.

At two of the venues, the evening meetings began with a short presentation on the scope of the Healthcheck, the areas it will be covering and how the community will be involved. At the end of these evenings, after the public had had time to record their views, there was a feedback session to inform the attendees of the issues which had been raised. Attendees were given the opportunity to volunteer to join one of the working groups.

The findings of the evenings were fed into the Healthcheck research and used in the compilation of the worksheets and the SWOT analysis (Annexes G-J). The findings are summarised in Section 4 of the report.

We would like to thank all attendees for their help with this important early stage of the project.



B1.2 Findings

The findings from the Launches are shown below:

1. ECONOMY – views from Leatherhead residents

KEY GOOD THINGS ABOUT LEATHERHEAD	KEY THINGS TO WORK ON	
<ul style="list-style-type: none"> o The Theatre (four mentions) o Cinema o Cannons Gym (three mentions) o Sainsbury's (three mentions) "Very good & helpful" "Within walking distance for town residents" o Restaurants (two mentions) o Specsavers o The new hotel o Oxfam, B@ttitude o That we have <i>any</i> shops left in town o Pedestrian shopping area o Huge town centre improvements in the past couple of years – less empty shops o The number of new small dwellings in the precinct o Many world leading companies – let's celebrate their success o The individually owned businesses 	<ul style="list-style-type: none"> o Bull Hill site (four mentions) "Sort out Bull Hill site" "Bull Hotel site should be developed" "Rebuild the Bull Hotel and have live band evenings" "A decent sized hotel on LIDL site" o Parking (three mentions) o Free Parking (two mentions) "Especially for residents" o Limit of three hours in Church Street Car Park does not give sufficient time to visit cinema for the full programme o Why allow a hotel to be built without parking o Place to have breakfast if you're staying at the Travelodge o More hotel accommodation o Need small shops – deli, fishmonger (4 mentions), haberdasher, butcher (4 mentions), greengrocer o Dreadful shop window displays at Argos o Clothes for larger sizes o Too little variety in the shops o No menswear outlet o Woolworth's needed o Department store needed, e.g. Debenhams o Need a record shop; more cheap clothes shops o Household linen shop ("we miss Pimms") o Need more shops ("(a) to add interest and variety and (b) to break the food monopoly") o More shops selling new clothes o No LIDL 	<ul style="list-style-type: none"> o Furniture shop; craft shop; toy shop o Supermarket to compete with Sainsbury's o Better shops ("Everyday cheap clothes") o TKMaxx; Quality Seconds; Dress shop; shop selling clothes for children; moderately-priced ladies clothes o More variety of shops o Fewer estate agents; fewer hairdressers and restaurants o Peace and quiet at night (no yobs) o Quiet o Please: no 24-hour drinking o Nice quiet pub o Light airy bar/café open in the evening o Somewhere for people to go that doesn't involve alcohol (non-alcoholic bar) o More entertainment for young people o Access for all to shops o Why do people having tattoos have to stand outside on the pavement smoking with a patch on their arm – it lowers the tone of the place o An interface between the large employers and the town centre retail outlets o Why was the afternoon opening of the High St. delayed until 4.30pm (4pm was very convenient for NatWest customers) o Seek more private sector sponsorship for the Town Centre manager



2. ECONOMY– views from Fetcham

KEY GOOD THINGS ABOUT LEATHERHEAD	KEY THINGS TO WORK ON	
<ul style="list-style-type: none"> o Buoyant service economy (knowledge based) o "The Bell" public house has got its dignity back o Cinema o Good choice of restaurants in Leatherhead o Argos o New shops – a reason to go to Leatherhead o Full employment o Free parking in Sainsbury's if you spend £15 o Village amenities so good we don't need to go to Leatherhead 	<ul style="list-style-type: none"> o Better and more shops – <i>suggest a shopping mall on Bull Hotel site with LIDL, TKMaxx, BHS – plus food outlets such as McDonald's, Spud-U-Like, Sandwiches, etc. with seating areas with large window overlooking the river and hills</i> o New Look o Tesco <i>Extra</i> o Sport Shop o Get workers in local businesses to spend their money in Leatherhead and stay in the evening o The disposal of illegal traveller sites in the area – tough action required o Quality of shops – require special stores such as Woolworth's o Keeping the Fetcham village identity o Try to attract small shops (e.g. greengrocer) back to village o Town is for workers not residents o More employment opportunities in Fetcham o Need a butcher, fishmonger, men's outfitters, haberdasher 	<ul style="list-style-type: none"> o Need an alternative supermarket o More shops for 9-16 year olds (toys, gadgets, clothes) o Wilkinsons o Quality Seconds o TKMaxx o LIDL o More shops required in Leatherhead Town Centre o Another supermarket to compete with Sainsbury's o More useful shops in Leatherhead that remain there (Bookham is a good example) o Do not want Wilkinsons, LIDL, TkMaxx – keep them elsewhere o A toy shop or a teddy bear shop o Rates for small businesses are too high o A bigger doctors' surgery to support all the people of Fetcham, with parking o To encourage people to use the shops in Leatherhead why not have a two-hour free parking limit in car parks – then start charging when the two hours are up. At the moment many people use Tesco, Sainsbury's in Cobham or go to Cobham where parking is free so that they do not have to watch their clock whilst shopping.

3. ECONOMY– views from Bookham

KEY GOOD THINGS ABOUT LEATHERHEAD	KEY THINGS TO WORK ON
<ul style="list-style-type: none"> o Countryside o Polesden Lacey o Bookham Village Day o Late night Christmas Opening in High Street 	<ul style="list-style-type: none"> o Attracting a larger variety of shops to Leatherhead o Farmers' Market – prices not always displayed; goods not labelled; may have been short changed o Traffic flow of HGVs control of HGVs o New Enterprise hub near Bookham Station (managed workspace) o Attract small businesses to Bookham so that staff don't have far to travel to work o Control to avoid over development



4. ECONOMY – views from Ashtead

KEY GOOD THINGS ABOUT LEATHERHEAD	KEY THINGS TO WORK ON
<ul style="list-style-type: none"> o Tight community – plenty of small (non chain) shops of all types o Small unique non-chain shops – much more interesting o Leatherhead is a small town but is like a village o Full employment and a good community spirit o Plenty of banks, hairdressers, charity shops and travel agents o Corbett’s Harry Potter launch evening – fantastic, fun and a good idea 	<ul style="list-style-type: none"> o Swan Centre Car Park discourages shoppers o Crazy Mole Valley planners giving permission for yet more flats etc. and insufficient parking places o Plenty of offices around Leatherhead – they will move if staff cannot shop and walk in the High Street o Remember lots of people are old and need shops (esp. clothes) to cater for them o Encourage someone to open shop similar to Pimms (it is sorely missed), or same in Ashtead o Create more jobs in Ashtead o Dealing with “fortress Leatherhead” to uncover a jewel hidden from sight o Keep small employment/commercial areas in use o A well advertised and convenient local bus network o Not enough parking and not enough shops to browse in o If Waitrose/Tesco opens on the old Esso petrol station site it will knock out a great number of local small shops – this is a fact proven by retail modelling Leatherhead needs more nice places to eat (see how successful the new Italians have been). More hotels and B&Bs. What about a Waitrose?

5. ECONOMY – views from North Leatherhead

KEY GOOD THINGS ABOUT LEATHERHEAD	KEY THINGS TO WORK ON
<ul style="list-style-type: none"> o Lots of jobs o Tesco o B&Q o The car wash – excellent job 	<ul style="list-style-type: none"> o Men’s Shops needed; Kids shops o Play areas in shops for kids while parents are shopping o Need more shops o Woolworths, Wilkinsons o Affordable clothing shops o Late night supplier for gas and electricity key cards o Off licence o Late night pharmacy o Music shops o Day Centre – could it be used for youth in the evening? o Lidl – is it going ahead? o Permanent cinema



6. SOCIAL AND COMMUNITY ISSUES – views from Leatherhead

KEY GOOD THINGS ABOUT LEATHERHEAD	KEY THINGS TO WORK ON
<ul style="list-style-type: none"> o Help shop o Theatre <ul style="list-style-type: none"> • The excellent facilities of the theatre • Thorndike Theatre – Great!! • The Theatre- which has done more for the people of Leatherhead than everyone else put together – despite little encouragement from Mole Valley Council • Thorndike Film Service • The Cinema at the theatre ((x2)) • Having a good cinema/ theatre and community association • Film society at Theatre (x2) o B@ttitude o Community Life: Many projects which reach out to people in need – Clubhouse, Night Hostel, Pitstop, All Saints Family Project o Good working together by many different people to develop Leatherhead town centre and wider a field o The Clubhouse – Promoting good mental health o All Saints Family Project (x2) o Increased youth work in Leatherhead (Liquid Youth) o The Learning Shop (NESCOT) o Community learning at All Saints School; Adult education o High achieving schools; good schools o University of the Third Age – groups in Fetcham, Leatherhead and Bookham o Leatherhead Hospital o The Institute; The marvellous activities at the Institute o Church Life: Churches working together closely and with partners in the community e.g. schools o Fireworks display and Christmas festival, great for families o Leatherhead History Society; o Leatherhead Museum (x2) o Many social groups diversity of People o Diversity of housing stock 	<ul style="list-style-type: none"> o More police presence o Low cost housing for local people, not just <u>key</u> workers (x3) o More affordable housing o Affordable low cost housing i.e. half the price or less of units in ‘Royal Swan Court’ o We need a residents association: why not join the Leatherhead Society and Leatherhead Ahead together & form Leatherhead Residents Association? Bookham and Ashted both have one o Remember Leatherhead Carnival and Mole Valley Show! o Prom on the Park o Advertising o Our history o Theatre could screen films on Saturday Morning for children. Parents could leave them and then go shopping o Buses calling nearer Leatherhead Hospital (Supplementary) Constant shuttle as to combat congestion o Healthcare waiting lists o A&E closer to home o Youth Clubs in South Leatherhead o More community learning opportunities o Keeping our decent schools o Primary schools: 2 young families have left our road due to St Mary’s closing. Other friends who live In Leatherhead are looking into sending children to Fetcham/ Oxshott/ Ashted schools. Not only is this negative effect on the community it also increases traffic to these areas o A Credit Union needed for those who have to resort to loan sharks and to educate all in saving and budgeting o Build ten pin bowling centre at leisure centre where old water park is. o Ten pin bowling centre near by o It isn’t a community – but a mix of several (not all compatible with no unifying ethos or thread discernible)

7. SOCIAL AND COMMUNITY ISSUES – views from Fetcham

KEY GOOD THINGS ABOUT LEATHERHEAD	KEY THINGS TO WORK ON	
<ul style="list-style-type: none"> o Great to have the theatre alive again o Theatre and Museum o Leatherhead Hospital o Skate park (x2) o Theatre o Cannons o Leisure centre – good facilities, clean and tidy with friendly staff 	<p>In Fetcham:</p> <ul style="list-style-type: none"> o Doctors surgery with parking facilities o Anti-social behaviour o Need a neighbourhood watch scheme (Lodge Road) o Larger medical centre in Fetcham (x3) o Funding for a new scout hut o Free up houses in Fetcham occupied by elderly single people - provide sheltered housing! 	<p>In Leatherhead cont.</p> <ul style="list-style-type: none"> o Get to the 25-40s age group through school PTAs and Church groups – often difficult to reach because working o Public conveniences are required both for visitors and residents. The ones in the Swan centre do not seem to be well signposted if at all. o Could the swimming pool have doors that open out the grass so you can sit outside in the summer



KEY GOOD THINGS ABOUT LEATHERHEAD	KEY THINGS TO WORK ON	
<ul style="list-style-type: none"> o Low crime rate o Leatherhead Drama Festival – Great feeling of community that I have not felt before o Definitely theatre; o theatre active again o Youth café o Exhibitions at leisure centre are well done 	<p>In Leatherhead</p> <ul style="list-style-type: none"> o Smaller appropriate housing for retirees o Too much infilling without additional services being supplied. o Type of houses built are the large expensive variety. Time has come to put a stop to this sort of building and if infilling is necessary then build smaller houses that young families can afford and the builder should pay towards additional services required o Advertise what we have to offer o More police visibility in evenings o Better booking system for theatre x5 o Ice skating at Christmas 	<ul style="list-style-type: none"> o Indoor tennis centre o Flood light the skate park o More rainy day activities for children o More slides and rides o More fun family activities o Running track o Graffiti o Clothes shops o No more restaurants o Anti-social behaviour in Leatherhead – too many professional drunks o No more gypsies – a ‘pest’ and damage the countryside and small local businesses o More things for teenagers to do

8. SOCIAL AND COMMUNITY ISSUES – views from Bookham

KEY GOOD THINGS ABOUT ...	KEY THINGS TO WORK ON	
<p>Bookham</p> <ul style="list-style-type: none"> o Great Community Spirit (x2) o Lots to do at the Barn Hall (x2) o Vast range of leisure organisations for U3A o Theatre (x2) o Leisure Centre <p>Leatherhead</p> <ul style="list-style-type: none"> o Theatre opening o Leisure centre and good facilities (x2) 	<p>In Bookham</p> <ul style="list-style-type: none"> o More police on the beat (not in cars), particularly at night time. o Too many jobs 	<p>In Leatherhead</p> <ul style="list-style-type: none"> o Loss of amenity of a local hospital. We still need Epsom hospital or make Leatherhead cottage hospital large o Need long term community policemen o More affordable housing so our young people can stay in the area (x2) o More housing, cheaper homes o Community transport for short journeys (Bookham/Fetcham/Effingham at economical prices o Residents to keep overhanging hedges from the public footpaths – cut back to stop accidents o More facilities for young people - sport

9. SOCIAL AND COMMUNITY ISSUES – views from Ashtead

KEY GOOD THINGS ABOUT LEATHERHEAD	KEY THINGS TO WORK ON	
<ul style="list-style-type: none"> o Ashtead Residents Association o Village atmosphere in Ashtead, with its sense of community, must be the envy of many small towns and villages o Ashtead Christmas trees are great (and the flags) o Ashtead High Street o Ashtead High Street is THE best at Christmas o MVDC and Housing Association sheltered accommodation – many buildings with many levels of support, lovely flora and plant displays o City of London work on Ashtead Common excellent x3 o Start of Ashtead Good Neighbours scheme, but more 	<p>In Ashtead:</p> <ul style="list-style-type: none"> o Skateboard park in Ashtead and organise competitions with those using other parks. o Would be good sited at Barnett Wood Land Rec o Ashtead (the Street) .Hanging baskets are very high maintenance. If it’s up to the office or shop occupants some will be beautiful and others will be dreadful and worse than nothing. Maintenance should be organised such that they are all cared for equally. Automatic watering system for the baskets! o Press for re-instatement of traditional pub sign and frontage at Leg of Mutton and Cauliflower. 	<p>In Leatherhead:</p> <ul style="list-style-type: none"> o Theatre should be a theatre and not the venue for a youth club with loud music in such a residential area o Closure of Adult Education Centre o Promote the help shop as a tourist information office. o Nine scout groups in the areas - great for young people but not enough leaders o Litter and waste collection in Linden Pit Path between Grange Road and St Johns Close, and around St Andrews and St Peter’s schools. o Large community hydrotherapy pool at leisure centre for disabled and elderly. Would be valuable for large aged



KEY GOOD THINGS ABOUT LEATHERHEAD	KEY THINGS TO WORK ON	
<ul style="list-style-type: none"> ○ drivers needed ○ Village halls ○ Club house in Leatherhead – one of the first independent health authorities ○ Leisure Centre ○ Leatherhead Institute ○ Local History Museum ○ Leatherhead Day centre and all its activities and facilities ○ Café / bar in theatre is good meeting place ○ Theatre – good x3 but needs to be supported 	<ul style="list-style-type: none"> ○ Lavatories in Ashtead – need updating. ○ Ashtead (the Street - north side) 1859 horse trough planter needs to be raised slightly off the group to prevent dirt, rubbish, rainwater getting trapped ○ Woodville Lane / A24 junction needs a permanent solution to reduce danger and difficulty for drivers and pedestrians ○ Shop/restaurant frontage should be in keeping with the area e.g. Peking Palace ○ The Sign at the new Chinese restaurant is not in keeping with Ashtead ○ Keep our privately owned shops in Ashtead. Turn down any application for supermarkets e.g. on Esso plot. ○ High quality supermarket on former ESSO petrol station site could be beneficial to most shops (or is it shoppers?) in the Street ○ Stop building new houses in Ashtead. Roads and schools are full. Convert and repair old housing ○ More Dial a Ride services 	<ul style="list-style-type: none"> ○ population. Must be located within public leisure complex to be well used ○ Lavatories in Leatherhead – need updating and open longer ○ Street trees ○ Please don't let Leatherhead turn into another Epsom, with McDonalds, Wilkinson, TKMaxx etc. We need to keep the small interesting shops (a variety of smaller shops) along with selected larger ones. ○ Leatherhead might be a good centre for 20-30 yr olds if more housing were available. It would bring life to the town ○ Epsom Hospital. Good access by public transport. Proposed new site at Sutton has very poor public transport. Keep Epsom hospital ○ Swan Centre should be replaced with a better car park. Feel frightened walking through it when shops are closed and it's dark. ○ More affordable housing for 20-30 yr olds so children can start families close to their parents. Less empty offices in Leatherhead and more low cost housing please. ○ The theatre should be a theatre and will then attract more fun-loving people ○ The area needs a good training swimming pool to support and extend strong local swimming club and schools

10. SOCIAL AND COMMUNITY ISSUES – views from North Leatherhead

KEY GOOD THINGS ABOUT LEATHERHEAD	KEY THINGS TO WORK ON	
<ul style="list-style-type: none"> ○ Leisure Centre ○ Friendly little town ○ Libraries 	<p>In N Leatherhead</p> <ul style="list-style-type: none"> ○ Dumping ground for undesirables ○ N Leatherhead Ignored ○ Lack of facilities for disabled in community centre – toilets and ramp ○ Wheel chairs find it difficult to get round Cleeve Road estate ○ Promises not kept ○ Big community meeting 3-4 years ago, filled community centre. Lots of promises from SCC, MVDC, Chief of Police – fizzled out within 6 months, that's why people won't come to more consultations ○ No follow through with initiatives ○ Under-age drinking causing problems – One Stop ○ Cynicism that nothing will be concluded ○ Too many yobs – more policing needed ○ Undercurrent of fear to speak to police 	<p>In Leatherhead</p> <ul style="list-style-type: none"> ○ Community copper not replaced ○ Ten pin bowling at Leisure Centre ○ More shops in town for girls and boys ○ Need something more for girls like a netball court ○ Young people/adolescents – some place to go rather than One Stop



11. TRANSPORT AND ACCESS – views from Leatherhead

KEY GOOD THINGS ABOUT LEATHERHEAD	KEY THINGS TO WORK ON	
<ul style="list-style-type: none"> ○ Offices to give up their parking spaces to residents in evenings and weekends ○ Shop mobility ○ Small size, easy to get round ○ Good cycling provision beside A24 to Mickleham ○ Trains to London (x2) ○ Train service ○ Free short term parking works well ○ 465 excellent service ○ Cheap fares to Kingston and ½ hourly service (x2) ○ The Xmas shopping Park and Ride a very good idea ○ The M25 	<p>Cars and Parking</p> <ul style="list-style-type: none"> ○ Residents parking (many Victorian houses have no parking facilities) (x2) ○ Residents parking in all adjacent roads to the town centre ○ Less parking on residential roads ○ Everyday, residents near the station get crowded out by commuters and shoppers out from Leatherhead. Windfield residents are fed up with the town staff clogging up our roads. (x2). Suggest restricted parking on residential streets (x2) ○ Parking near town centre ○ Car parking in town centre (x3) ○ Long term and short term, i.e. 20 mins ○ More short term parking – redevelop Church Street , outside theatre and Bull site ○ Problems in finding spaces in Swan Centre for short stay shopping. Too many long stay places? ○ Car parking inadequate. 4 hours in Swan Centre not long enough for a meal and going to the cinema/theatre ○ Are all the disabled parking spaces in the Swan Centre ever fully occupied? ○ More parking. How about another deck on the Swan Centre? How about an underground car park in front of Parish church gardens? ○ Free parking for the first hour ○ Free parking ○ More spaces at a reasonable cost ○ Need more affordable parking. Cost puts people off to pay that much ○ Easier off-street parking – more convenient and accessible ○ Move recycling bins in Station Road car park to Randalls Road to create more spaces ○ Station parking off-peak ○ Parking for more than four hours nearer to the centre than the station (Randalls Road) ○ Street parking i.e. Park Rise often no ESV access ○ Parking season tickets for mildly disabled and very old 	<p>Cars and Parking cont.</p> <ul style="list-style-type: none"> ○ Recognise that cars are here to stay and need to stop. ○ Traffic wardens who enforce parking restrictions at all times of the day and night ○ High Street must be controlled – parking bumper to bumper ○ Cycle paths to cover the dangerous bits, not where it is easy to put one in ○ Cross town access ○ Reopen road between Church Street and North Street (x2) ○ More effective signposting of the one way system ○ Development of the Bull site well overdue ○ Remove rat runs and remove residents only parking e.g. Poplar Ford, St John's Road and Windfield <p>Buses, Trains and Roads</p> <ul style="list-style-type: none"> ○ No bus or train service in Bookham – Leatherhead at weekends ○ Bookham-Fetcham-Leatherhead shuttle bus needed – cheap ○ Fetcham - Bookham shopper bus you know will turn up ○ Better bus service to and from Fetcham ○ Transport to Kingston – buses are few and far between and often unreliable ○ Bus services too infrequent – too few destinations ○ 20% increase in fares on 465 ○ 465 never on time ○ Bring back green line buses – great alternative to travel to London ○ Free bus travel for the over 60s / 65s (x3) ○ All buses to go via the station ○ Public transport to Heathrow ○ Flooding/problems with drains in some residential roads ○ Better roads, improve the state of the roads, get rid of pot holes <p>Trains</p> <ul style="list-style-type: none"> ○ Faster trains to London ○ No trains to Guildford at weekends



12. TRANSPORT AND ACCESS – views from Fetcham

KEY GOOD THINGS ABOUT LEATHERHEAD	KEY THINGS TO WORK ON	
<ul style="list-style-type: none"> o Pedestrianised High Street (x2) o Countryliners regular 479 bus service during the day o Buses 4U o Close to London - airports road and rail o Good access to wonderful countryside o Good rail travel to London (but time keeping could be improved) 	<p>In Fetcham - Cars, Parking and Cycles</p> <ul style="list-style-type: none"> o More cycle tracks needed o Safe cycle routes to schools needed (x2) o Stop parking in the Cobham Road, The Street, School Lane and other main roads in the village as many of the houses have drives but the drivers are too lazy to use them o More car parking is needed on the Fetcham side of Leatherhead <p>Buses and Trains</p> <ul style="list-style-type: none"> o Buses 4U at the weekends please (x2) o Better transport links between the villages and Leatherhead. Circular non-stop bus route. o Hoppa buses to connect the surrounding villages to Leatherhead town centre o The only way to get from Leatherhead rail station to Fetcham is by taxi although you can get to the station on the bus. o Variable geometry buses o No trains to Horsham in the evenings or on Sundays o Fares should be lower. o Buses should run to schedule o Too few buses on the A246 and not going far enough o Connect Fetcham to the rail network with a station in the village. This would stop people driving to Leatherhead Station and take up parking spaces in the nearby car parks o Greater use of school buses to cart children to and from school instead of the unnecessary use of private cars at specific times during the term. 	<p>In Leatherhead - Cars and Parking</p> <ul style="list-style-type: none"> o Why does MVDC take up important car parking spaces in Station Road o New offices in Leatherhead should provide adequate car parking o Too many offices in Leatherhead o Car parking is expensive in town centre. More short term parking needed o Pedestrians have difficulty walking from the Institute to the Swan Centre car park after 4.30 because of the cars parked both side s of the High Street (x2) o Do we need so many disabled spaces in the Swan Centre? (x3) Ration according to time? o Remove the pinch point in North Street o Keep the pinch point because it controls the right of way at the moment o Leret Way acts as a bypass. It does not welcome people into the town. An extra floor to the car park would allow the ground floor to be shops. o Free short term parking o Swan centre difficult to park in and very expensive_(x3)_ o Have free parking like Cobham o Prohibit any parking in Bridge Street to prevent congestion and allow freedom of movement for buses and traffic o Very poor Sainsbury's. Tesco better for parking and service o Roads overloaded. Too many office blocks and not enough parking. o Develop Bull Hill for parking (x2) o More short term parking for residents – office workers don't bother to come to Leatherhead. <p>Buses, Trains and Taxis</p> <ul style="list-style-type: none"> o Bus routes and fares not sufficiently advertised o Bus services still not regular enough o A better taxi service is needed at the station. Taxis are needed throughout the day o Taxis only wait on the down line side of the station o The route between Leatherhead hospital and the station should be included in one of the more frequent and reliable bus routes o Station arrival areas are not attractive or welcoming o Sunday buses needed



13. TRANSPORT AND ACCESS – views from Bookham

KEY GOOD THINGS ABOUT LEATHERHEAD	KEY THINGS TO WORK ON	
<ul style="list-style-type: none"> ○ Shop and spend £15 at Sainsbury's and recoup 2hrs of parking. Advertise the fact! 	<p>In Bookham</p> <p>Cars, Parking and Cycles</p> <ul style="list-style-type: none"> ○ Make Grove car park free for 1hr for shoppers and stop all day parking by 'visitors' to training centre ○ Make the High Street one way with East Street (x2) – with traffic calming ○ The parking of cars in Eastwick Park Ave. is just waiting for a serious accident to happen with the infants and juniors. ○ Designate and mark the crossing for pedestrians outside The Crown ○ It is difficult to park short term in Bookham <p>Buses and Trains</p> <ul style="list-style-type: none"> ○ There is no direct bus link from Bookham to Cobham (Sainsburys) or Dorking ○ A better cycling route from Bookham to Leatherhead is needed 	<p>In Leatherhead</p> <p>Cars and Parking</p> <ul style="list-style-type: none"> ○ The parking situation is a deterrent ○ Change the 24hr car parking rate in Randalls Road to Long Term to allow people to use the trains for less than 24 hours ○ Provide proper car parking facilities in the Swan Centre where it is too tight. Open up the spaces. Reduce the 'mums' unoccupied spaces. ○ Sort out decent accessible parking in Leatherhead ○ Church Street should be 4 hrs parking to allow people visiting the theatre to have sufficient time ○ The top of the High Street should have a mini roundabout with lights controlling pedestrian crossing only ○ Road signs should say 'Leatherhead' not just 'Town Centre' ○ Why is Leatherhead parking more expensive than Ashtead, Fetcham and Bookham when the facilities are not more superior. 50p is a disincentive to stop there for small items in view of this extra cost. It is cheaper to drive to Tesco/Ashtead/Fetcham with all the negative environmental effects that this implies ○ Free parking in car parks – charge for parking on the street 08.00 – 18.00. Help develop the shops ○ Accessibility to Leatherhead centre and parking is impossible to describe to strangers ○ There is no short term parking. ½ hr parking is needed <p>Buses and Trains</p> <ul style="list-style-type: none"> ○ Better bus services needed

14. TRANSPORT AND ACCESS – views from Ashtead

KEY GOOD THINGS ABOUT LEATHERHEAD	KEY THINGS TO WORK ON	
<ul style="list-style-type: none"> ○ Nothing! What a miserable bunch of people. 	<p>In Ashtead</p> <p>Cars and Parking</p> <ul style="list-style-type: none"> ○ We need an emergency crossing over the railway for Links Road, Overdale etc when it is closed for repairs ○ Improve Woodfield Lane/A24 junction especially the blind corner when turning left/right out of Woodfield Lane. Have two sets of 	<p>In Leatherhead</p> <p>Cars and Parking</p> <ul style="list-style-type: none"> ○ Need motor cycle parking in Leatherhead ○ One-way system discourages people visiting Leatherhead. High vehicles can get trapped. Try using width-limiting bollards to allow cars/small vans through Leatherhead town centre



KEY GOOD THINGS ABOUT LEATHERHEAD	KEY THINGS TO WORK ON	
	<p>traffic lights in the street. Both should go red at the same time, then no difficulty driving out of side roads.</p> <ul style="list-style-type: none"> o Enforce speed limit – MORE road cushions o Traffic lights are needed at the top of Woodfield Lane <p>Trains, Buses and Footpaths</p> <ul style="list-style-type: none"> o It can be cheaper to use a car than use public transport. It's certainly more convenient and comfortable o Bus shelter outside Ashtead Club to provide shelter from the N.E. winds and will allow view of approaching buses o Bus services at rush hour are hopeless so have to drive o Public transport to Heathrow and Gatwick airports. Encourage the National Express buses to stop at Leatherhead. Currently non-stop along the M25. National Express serves over 200 destinations from Heathrow why not Leatherhead? Would National Express consider running coaches around the M25 one route clockwise, the other anticlockwise stopping at town centres close to the M25 such as Leatherhead o We need a Sunday service from Ashtead to Guildford. Needed to be able to visit the hospital, walks, shopping and theatre. o More public transport needed for non-drivers o More buses on Sundays and after 7.00 o More buses to Lower Ashtead o Train station should be manned during rush hour and not closed at 17.30 o Ashtead Station is not staffed for long enough during the day and at weekends o When Ashtead station is not staffed the ticket machines have to be used but there isn't one that takes credit cards o We want ticket machines which are more reliable and vandal proof at the station o We want a more frequent train service between Gatwick airport and Reading (via Dorking Deepdene) o Level the footpaths o If walking from Ashtead to Leatherhead along Green Lane it's very difficult to cross the road at the Knoll roundabout. Bridge by the schools is quite a long way down if walking 	<ul style="list-style-type: none"> o Road from Bull Hill to Leatherhead station is terrible for walkers. On the north side footpath you get soaked from traffic when gullies flood. The south side is very overgrown. Bushes restrict the width of the footpath. It's difficult to cross to the island by the Shell garage o Park and Ride to Leatherhead Leisure Centre to Leatherhead town centre to reduce traffic congestion and parking problems o More short term parking spaces wanted o Should have parking discs for all Mole Valley car parks. Free parking or a small fee to buy a disc o Make it easier for pedestrians to cross the road where Grove Road goes into The Street. An accident there recently. o Bus services through Ashtead are very irregular and do not run to time. o Remove bottlenecks in traffic system so that a problem in one area does not jam up the whole of Leatherhead o Swan Centre car park is too low and spaces too narrow for modern 'average' cars o Swan Centre difficult to park in (x2) o More disabled parking spaces o Most roads take one away from Leatherhead o ½ hr - ½ price parking o Leret Way is divisive and out of character. Allow short term parking along the whole length o Improve exit from Leisure Centre into Guildford Road. Very difficult to turn right into Leatherhead o High Street should have normal 2-way traffic o ½ hr free parking as in Ewell village to help clear street parking (x2) o Short term parking in Leatherhead and Ashtead too much to encourage you to 'pop in' o Simplify one-way system to improve access (especially for visitors) to centre of Leatherhead from Bull Hill, Fetcham and the south. Important for access to Travelodge o More 20 mins car parking for free particularly since car parking charges are going up to 50p. What price a loaf of bread? o Parking charge for short term stays drive people away o Encourage people to come to town by providing friendly low-cost/free parking o Every road takes you out of Leatherhead and around it. o Leatherhead centre needs more short term car parking (Cheap or free – as Cobham) to draw car driving shoppers in. Such spaces must be barred to commuters and office workers.



15. TRANSPORT AND ACCESS – views from North Leatherhead

KEY GOOD THINGS ABOUT LEATHERHEAD	KEY THINGS TO WORK ON	
<ul style="list-style-type: none"> o Norton Bikes o Bus services 	<p>In North Leatherhead Cars and Parking</p> <ul style="list-style-type: none"> o More car parks because people park on the road and you have to take it in turns along Cleeve Road. o Stop people parking on the pavements because it is impossible for buggies and wheelchairs to use them at the moment. <p>Buses and Trains</p> <ul style="list-style-type: none"> o No buses to Ashtead after 7.00 	<p>In Leatherhead South Cars and Parking</p> <ul style="list-style-type: none"> o More and cheaper car parking o More traffic lights on main roads to help avoid crashes o Open the high street at 4.00 not 4.30 o Elm Road spaces. The sign should say 'weekend' as it used to but it has been changed. Confusing as to whether OK to park at w/ends or not. o Parking on the Lidl site so long as the traffic is controlled.

16. ENVIRONMENT – views from Leatherhead

KEY GOOD THINGS ABOUT LEATHERHEAD	KEY THINGS TO WORK ON	
<ul style="list-style-type: none"> o The river o The river and associated wildlife habitat and public access to enjoy it o River walk (x3) o I like the river walk very much, could it be extended? o The river and its walks o Our allotments and countryside o Beautiful countryside and walks o Well publicised walking routes from Leatherhead – Dorking – access to beautiful countryside (walking or cycling) o The amazing, beauty, the hills, the river o Norbury Park (x2) o Polesden Lacy o It is important to emphasis our history. Also retain character of town and surrounding areas. o Headley behind Cockhorse o Headley Heath o Ashtead Common o Nower Wood o Parish Church o Churches and their gardens o Town Bridge o Paved pedestrian areas (when not spoiled by vehicles!) 	<ul style="list-style-type: none"> o Railway embankment Waterways Road – spectacular planting could make this a reason for visiting Leatherhead o Preferred it when the trees etc were there rather than the iron railings o New Waterworks Building –an eyesore! The developers have said that they will screen with trees but they are now saying this is not viable! The roof needs painting/ cladding as well as the walls. o The Waterworks building. Very ugly! o (Supplementary) No. It is not. o An appropriately prestigious development of the Bull Hotel site o Red House Grounds – 1) Needs seats urgently 2) Does NOT need money wasting on altering the paths: all that is needed is a few shrubs/ flowerbeds and seats o Develop the Red House park into a lovely park/ garden. o Recreational areas for youngsters – and activities subsidies from Council o Ivy overhanging the walls in Minchin Close footpath o The pavements need to be cleaned regularly to get rid of chewing gum, oil and dirt. o Keep cars out. o High Street pavements ruined. o Paving removed for utility access from time to time should be replaced properly, not with a lump of black tarmac. Then inspect the work. 	<ul style="list-style-type: none"> o Clean up behind shops. o Some form of windbreak structure/ planting in High Street. o More trees in High Street o Please could we have trees in Leatherhead High Street (well protected trunks o Change the blue plastic lights to lights appropriate for a historical town. o Shouldn't park in High Street (Supplementary) At least not on footpaths. o People not cars in pedestrian area! o Too many garish posters in the windows of Argos. Distracts from the artistic ironwork o The pavements are uneven on both sides of Bridge Street, and need to be looked at. o Shopping Centre o The entrances to the town o Retention of rural character i.e. Halliburton HQ Randalls Road – meadows and hedges should be managed, not treated as ordinary amenity grassland o Fetcham Ponds aka. Eastwick Park o Wildlife areas to connect the various areas of countryside. o Buses to Denbies integrated with Surrey Hills bus route o No more office blocks o Move gargoyles to Red House Grounds



17. ENVIRONMENT –views from Fetcham

KEY GOOD THINGS ABOUT LEATHERHEAD	KEY THINGS TO WORK ON
<p>In Fetcham</p> <ul style="list-style-type: none"> ○ The ‘new’ pond in the field at the end of Raymead Road ○ River walk ○ Fetcham Splash area ○ Fetcham common ○ Norbury Park ○ Country town atmosphere ○ Fetcham shops <p>In Leatherhead</p> <ul style="list-style-type: none"> ○ Flower displays in high street ○ Improvements to alleyways ○ Lots of countryside (x2) ○ Reopening of theatre 	<p>In Fetcham</p> <ul style="list-style-type: none"> ○ Get MVDC to encourage the rail authority to plant the right type of trees along railway bank in Fetcham ○ Better street cleaning ○ Improve quality of roads particularly Cobham Road and through the village ○ Effective use of the field by Fetcham pond. Current use as usually unkempt land is not attractive and attracts unwelcome uses <p>In Leatherhead</p> <ul style="list-style-type: none"> ○ Make more of River Mole by Bridge Street ○ Make more of River Islands – perhaps bridges over to the islands ○ Tea van or hut so people can site by river and relax ○ Improve lighting in Leret way ○ Land between Cobham Road and Industrial park (Town Meadows) to be used as a county park or public open space ○ Cobbled stones in High Street are very hard if pushing wheelchairs etc ○ Be careful not to cut too many mature trees down ○ Litter (x2); Parked cars in wrong place (x2) ○ Develop the river walk – a river is such a beautiful asset

18. ENVIRONMENT –views from Bookham

KEY GOOD THINGS ABOUT LEATHERHEAD	KEY THINGS TO WORK ON
<p>In Bookham:</p> <ul style="list-style-type: none"> ○ Polesden Lacey ○ Polesden Lacey – lovely safe place to walk ○ Good variety of shops ○ The Common <p>In Leatherhead</p> <ul style="list-style-type: none"> ○ None mentioned 	<p>In Bookham:</p> <ul style="list-style-type: none"> ○ Polesden Lacey spoilt by cutting trees down ○ Don’t cut trees in the village ○ Bookham squarabout – improve signage from ALL directions – need signs further away from crossroads to give better warning to drivers <p>In Leatherhead:</p> <ul style="list-style-type: none"> ○ Improve lighting in central area

19. ENVIRONMENT –views from Ashtead

KEY GOOD THINGS ABOUT LEATHERHEAD	KEY THINGS TO WORK ON
<ul style="list-style-type: none"> ○ Kingfishers, grey wagtails, swans and herons – all visible from Leatherhead Bridge. What more can you ask for? ○ River Mole and surroundings – full of wildlife ○ MVDC parks and gardens well designed and looked after – very attractive ○ Planting/flowers outside MVDC sheltered housing ○ River Mole walks and nature reserve 	<ul style="list-style-type: none"> ○ Thorndike Tower – need to disguise ○ Recycling facility in public litter bins and village halls ○ Think hard about removing trees in The Street Ashtead ○ More Trees in The Street ○ Replace trees in Craddocks Parade ○ More trees in verges in Newton Wood Road ○ Clear litter bins from Barnett Wood Lane (M25 feeder road), ○ No more housing until parking problems resolved ○ Protect the green belt – stop removing trees ○ Preserve the established green belt and stop shoehorning houses into small spaces ○ Driving over grass verge in Craddocks Parade (Volkspeed) ○ Stop building flats in Leatherhead



KEY GOOD THINGS ABOUT LEATHERHEAD	KEY THINGS TO WORK ON	
<ul style="list-style-type: none"> ○ Excellent wildlife and Mole Gap Trail ○ Buildings of character around Leatherhead: Parish Church, Woolwich Building, National Westminster Bank, Institute, buildings in North Street, the bridge ○ Green spaces – commons and parks ○ River Mole and valley views ○ Leatherhead Theatre opening for films, shows and food every day ○ River Mole, Theatre, Green Belt ○ Theatre ○ Ashtead ponds and trees around it ○ The Woodfield with mature oaks ○ Management and improvement on Ashtead Common ○ Ashtead Common 	<ul style="list-style-type: none"> ○ A24 all roads in and out of Ashtead weekly. ○ Flooding – stop building until drains improved to take the run-off ○ Ashtead The Street poor drainage on footways ○ Building Supplies Shop in High Street - display too prominent and obscures views ○ Pressure from developers to build new houses in back gardens – protect gardens and trees ○ Graffiti, litter and vandalism – clean it ○ Make more use of River Mole ○ Bull Hotel site developed as star feature ○ Eyesores in town ○ Regular grass cutting – trim overhanging hedges and bushes at back of footpaths ○ Bull Hotel site could be made into a lovely park near river 	<ul style="list-style-type: none"> ○ Stop parking on the verge ○ Moat Court – keep entrance clear of overgrown bushes etc ○ Peking Palace sign on High Street is horrid and out of keeping with lively High Street ○ Sweep up and remove fallen leaves in passage from car park to The Street as they become messy in wet weather and encourage dogs to perform ○ Reduce Chinese Restaurant sign in Ashtead – not in keeping ○ Flooding – Ottways Lane/Grange Road, Agates Lane/South View Road, Horritts (?) Lane, Agates Lane/Barnett Wood Lane, Barnett Wood Lane by Shops ○ Hawks Hill – Elmer Water Works on Green Belt site needs screening and landscaping ○ Do more – walks, trails like at Ashtead Common at Ashtead Park

20. ENVIRONMENT –views from North Leatherhead

KEY GOOD THINGS ABOUT LEATHERHEAD	KEY THINGS TO WORK ON
<ul style="list-style-type: none"> ○ Lovely walks ○ River Mole 	<ul style="list-style-type: none"> ○ Litter



B2 PUBLIC INVOLVEMENT IN IDENTIFYING KEY ISSUES AND IDEAS FOR IMPROVEMENT

B2.1 Introduction

In September, the project team held a series of evening forums around the community aimed at:

- Providing feedback to the community on the progress of consultations to date
- Seeking views on the priorities to be attached to each of the key issues
- Finding out attendees ‘ Vision for Leatherhead’
- Ideas for initiatives and projects

The venues and attendance were as follows:

Venue	Date	Attendees
Leatherhead Theatre	12 September	70
Fetcham St Mary’s Parish Church	13 September	14
Bookham Baptist Church	16 September	22
Ashted Peace Memorial Hall	20 September	30
North Leatherhead Community Association	22 September	10

In total, some 150 people attended the meetings.

The meetings began with a short introduction to the Project, progress so far, and aims for the meeting. Each of the Work Group leaders then provided a short resume of the findings or key issues to date. Display boards provided the key findings from the Work Group consultations and the general consultations held over the previous six months. These stimulated discussion which continued as the attendees looked at the display boards and provided their views.

Attendees were asked to contribute as follows:

- To give their views on the priorities which should be attached to each of the key issues to assist the team in scoping the key projects and initiatives for the future.
- To give views on their Vision for Leatherhead.
- To identify projects or ideas for improvement which would be combined with ideas already identified and used as a basis for developing the action plan.

A twelve page report of findings to date was available for those attending meetings and for other key contributors.

Asking the attendees to help prioritise the key issues and to identify project ideas provided useful input to the Healthcheck consultations. The following Section summarises the results of this consultation.

The views expressed can not be considered representative of the community as a whole, due to the small number of attendees, the smaller number of attendees who found the time to provide input in the very full evening of activities, and the narrow spectrum of the community who attended (as is typical for public meetings). However together with the Work Group consultations, focus groups and the responses from the 1158 questionnaires, these data formed a very useful contribution as the Work Groups developed their work plan for the second phase of the Healthcheck.



B2.2 Economy

Attendees were asked to place dots against the key issues of concern identified from the consultations to date. The analysis was as follows:

Key Issues	No. of dots	% age
Make more use of theatre & tourist attractions	39	22.3%
Not enough specialist retail outlets	24	13.7%
Not enough suitable jobs for young people	19	10.9%
Not enough variety in shops	15	8.6%
Existing retail premises too small	15	8.6%
Shortage of business "incubator" units / Few facilities for people to start their own businesses	13	7.4%
No further education facilities	11	6.3%
Not enough multiple retail outlets	7	4.0%
Not enough manufacturing jobs	7	4.0%
Influence of commercial landlords	6	3.4%
No readily available land for retail development	5	2.9%
Too many catering establishments	5	2.9%
Few training facilities	3	1.7%
No Visitor Information Centre	2	1.1%
Not enough suitable recruitment agencies	1	0.6%
More specialist jobs needed	1	0.6%
No public conveniences for evening visitors	1	0.6%
Leisure Centre underdeveloped resource	1	0.6%
Not enough restaurants	0	0.0%
TOTALS	175	100%

B2.3 Social and Community

Key Issues Derived from Consultations to Date	Importance attached to improving these issues (no of dots received):				Note: - indicates issue not listed for comment	
	Leatherhead	Fetcham	Bookham	Ashtead	North Leatherhead	
Availability of affordable housing	1 added comment			1	-	1
Shortage of suitable accommodation for elderly to downsize	6			-	-	6
Concern over Acute Hospital siting	-			2	-	2
Concern over changes at Leatherhead Hospital	-			1	-	1
Inconvenience of booking at GP surgery	14	2	1	4	-	21



Key Issues Derived from Consultations to Date	Importance attached to improving these issues (no of dots received):					Note: - indicates issue not listed for comment
	Leatherhead	Fetcham	Bookham	Ashtead	North Leatherhead	
Young feel stigmatised by bad behaviour of few/misunderstood	9		4	2		15
Lots of consultation with little tangible benefit	-			1		1
No unifying organisation in Leatherhead	16	1	2	-	2	21
Community newsletter needed	16		2	3	2	23
More Leatherhead-wide events wanted	13	1	1		-	15
Good Neighbour Scheme needed Leatherhead/Fetcham	18		2		-	20
Support for Leisure Centre but concern at changes	22	8	7	7	2	46
Change in population profile – who is taking action?	-			1	-	1
Disabled concerned about Leisure centre changes	-			2	2	4
Lack of opportunities for youth	-			3		3
Lack of proper swimming training pool in area	-			2	-	2
Need to improve visibility of Theatre and area in front	-			2		2
Better signposting incl. for illiterate	8		4			12
Improve park areas	10	1	7			18
Financial literacy a problem	-			1		1
Need for Credit Union	5	1	3	-		9
Members of community to subsidise coffee for young	-	2	6	2		10
CAB needs more money		1				1
Number of attendees	70+team	14+team	22+team	30+team	10+team	



<i>Following were added by attendees:</i>	Leatherhead	Fetcham	Bookham	Ashtead	North Leatherhead	
Leatherhead Magazine	X					
Affordable housing	X					
Cover over Swan Centre		X				
Members of community to contribute to fund to subsidise coffee prices for youngsters to encourage to realise possible to enjoy evening outside pubs		X				
(Support for) Theatre			9			
CAB and Tourist info			1			
Only one public toilet in Leatherhead						
Ensure max provision at Leisure Centre – this is one of few facilities that sets Leatherhead apart and serves wide area				X		
Don't cover Swan Centre				X		
Fix old crossroads with community seating/eating area				X		
CAB a very valuable service (from experience)				X		
Share good practice-good stuff happening but does not travel over railway bridge by The Plough					X	
Community Centre that appeals to everyone					X	

B2.4 Transport and Access

	Leatherhead	Fetcham	Bookham	Ashtead	North Leatherhead	Total
Dots against each of the key issues						
Trains						
A faster service to and from London	4	3	3	3	0	13
Better security on trains and stations	5	2	4	6	2	19
Better station facilities	5	N/A	3	3	0	11
A Sunday service to Guildford	10	2	6	2	0	20
Buses						
A more frequent service	8		3	2	2	15
A later service	1	1	2	1		5
A Sunday service	7	2	2	1		12
More routes and stops	8		3	3		14



	Leatherhead	Fetcham	Bookham	Ashted	North Leatherhead	Total
Better reliability	1	2	1	2	1	7
More information	2	0	0	0		2
More shelters	1	1	2	2		6
Cycles						
Make cycle paths safer	6	0	0	1		7
Make more cycle paths	2	0	1	1		4
Create longer continuous paths	6	0	3	0	1	10
Improve poor standard of roads	3	2	2	1	1	9
Provide more footpath information	1	0	0	0		1
Walking						
Improve surface for High Street	9	3	2	0	1	15
Better management of undergrowth	10	3	3	2	1	19
Make safer crossing points	8	3	7	1	1	20
Minimise obstruction caused by parked cars in High Street	8	5	4	2	1	20
Cars						
Sort parking congestion at certain times of day	5	1	0	1	2	9
Improve standard of Swan Centre parking	11	2	6	5		24
Provide wider range of parking times	4	2	5	1		12
Make more ½ hour parking	4	2	11	13	4	34
Provide more and cheaper short term parking	9	4	7	13	4	37
Fix parking conflict between residents and workers	7	1	0	1		9
Fix congestion and the one way system	1	2	0	1		4
Road signs to be rationalized and made more effective	1	0	3	1		5
Number of Attendees	70	14	22	55	10	171



The attendees were then asked to identify project ideas. The following ideas and initiatives were identified.

Project ideas and Initiatives
<p>Trains</p> <ol style="list-style-type: none"> 1. To work with South West Trains to provide a Sunday service to Guildford. 2. To work with South West Trains, Southern and the Transport Police to improve security on the trains at Ashted, Bookham and Leatherhead stations and in the station car parks. 3. To investigate the possibility of faster services to and from London at peak times 4. To work with South West Trains and Southern to improve the facilities at each of the stations.
<p>Buses</p> <ol style="list-style-type: none"> 1. To work with the bus companies to provide a more frequent service and more routes and stops. 2. To work with the bus companies to provide a Sunday service.
<p>Cycling</p> <ol style="list-style-type: none"> 1. To work with Surrey County Council Highways Department to improve the cycle route coverage by creating safer, longer, more continuous paths and improve the state of the roads.
<p>Walking</p> <ol style="list-style-type: none"> 1. To work with Surrey County Council to improve dangerous crossing on key routes. 2. To improve access to the High Street before 10.00 and after 4.30 by minimising the obstruction caused by parked cars. 3. To work with MVDC to improve the level of undergrowth management on paths into the town and in the villages.
<p>Cars</p> <ol style="list-style-type: none"> 1. To work with MVDC and the Swan Centre to provide more half hour parking and cheaper short term parking. 2. To work with the Swan Centre management to improve the multi-storey car park 3. To work with MVDC and the Swan Centre to provide a wider range of parking times.



B2.5. Environment

Key Project Ideas and Initiatives	Importance Attached (No of Dots Received): All Meetings
TOWN	
Improve appearance of theatre fly tower	28
Safe High Street – keep traffic out during the day	24
Better looking area in front of theatre entrance	23
Improve appearance of Leret Way	15
Provide more seating in High Street	14
Provide more seating in Swan Centre	9
Have some covered seating	1
IN FETCHAM	
Footpath between QEFD and Tesco, through Teazle Wood	21
Wildlife corridors between areas of nature conservation	3

Key Project Ideas and Initiatives	Importance Attached (No of Dots Received): All Meetings
COUNTRYSIDE AND RIVER	17
Footpaths by river – extend them	17
Add seats	10
Add signage	6
Add more information	3
Add board walks where there is no access	1
Improve disabled access to riverside	9
Provide information in local parks and schools	5
Education for local children about river wildlife	4
Riverside café near the Running Horse	3
Manage the river for wildlife but also to prevent flooding	1
SUSTAINABILITY ISSUES	
Reduce waste – provide advice on dealing with rubbish and tell us how we are doing	19
Eat locally produced food	16
Reduce energy use in our homes	10



B3 PUBLIC INVOLVEMENT IN DEVELOPING THE VISION AND STRATEGIC OBJECTIVES

The Vision was developed from the following:

- Data from consultations with a large number of groups across the community
- Data from the 1158 questionnaires. One question specifically asked for the respondent’s vision for Leatherhead
- Information from the September meetings (150 attendees)
- Discussions at a Visioning Workshop

The Project Team developed a list of the words most frequently recorded in answer to the question on ‘Vision’ from the 890 questionnaires which had been returned by mid August and from the consultations and SWOT analyses. At the five public meetings in September the 150 attendees were asked to place three dots against the words which they felt best reflected their vision for the Town. The results of these consultations are listed within the table

Most Frequently Mentioned ‘Vision’ Words In The Questionnaire Responses	Total dots
Safe and secure	17
A centre for arts, leisure and entertainment	13
A place that draws people in	11
A place which listens to all residents	11
Easy and flexible parking	10
Thriving	8
A place with a wide range of shops for all ages	8
Bustling	8
A town which takes pride in its appearance	8
Attractive	7
A town for all ages	7
Friendly and welcoming	7
Good facilities for young people	7
Good quality shops	7

Most Frequently Mentioned ‘Vision’ Words In The Questionnaire Responses	Total dots
Vibrant	7
Affordable housing and shops	6
Sustainable	6
Sense of community	5
All day frequent bus services	5
Easy access to town centre	4
Community events	4
Pedestrianised	2
Greener	2
Links to countryside	2
Individual character	1
Small	0
Clean	3
Flourishing	2

TOTAL NO OF ATTENDEES INVOLVED - 100 dots representing the views of about 33 attendees

NOTE: Whilst the top 30 words are derived from the responses given in up to 890 questionnaires, the above analysis stems from the views of only 33 people out of the 140 attendees. These data informed the next stage of the visioning process, the visioning workshop, but the team has not used the results of the analysis as THE definitive view of the community’s Vision.

Following the September meetings, the team arranged a visioning workshop aimed at developing the vision and strategic objectives for the town. The workshop team examined information obtained from the responses to the questionnaires, Work Group consultations to date and information from the September meetings