



ANNEX D

INVOLVING COMMUNITY GROUPS

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D1 INTRODUCTION

The Leatherhead Tomorrow consultation strategy involved:

1. Public meetings (see Annex B)
2. Questionnaires and Surveys (see Annex E)
3. Involvement of young people (see Annex F)
4. Work Group consultations and specialist questionnaires (see Annexes G to I)
5. Involvement of specific groups across the community.

Nearly 3000 adults were involved directly in the project: This represents 9.5% of the adult population of the Ashted, Bookham, Fetcham Leatherhead area.

This Annex describes the findings of our activities involving 5. above, the involvement of specific community groups across the community. Information from all 1-5 above was then evaluated together in order to identify:

- Key findings, including the strengths and weaknesses, opportunities and threats for Leatherhead
- The community's Vision for the future
- Project ideas

D2 COMMUNITY GROUP INVOLVEMENT

We identified a number of community groups with whom we could hold discussions at one of their regular meetings or at a specially arranged meeting.

The aims of all the consultations were to gather information on:

- People's views on the things they like about Leatherhead and the surrounding area
- People's views on the things that could be improved
- Their vision for Leatherhead
- People's ideas for projects or improvements that could be made

By carefully identifying the groups, the team ensured representation across the diversity of the community, for example specific age bands, or various interests, hobby groups and residential location. We also arranged meetings with specific people who could give us an insight into a particular issue. Some 678 people were involved as part of these focus group activities.

The form of the meetings varied from group to group. At some meetings the team gave a formal presentation which was followed by a question and answer session. With other groups, an informal session worked best, where people were asked to record their views on post-its which they then applied to record sheets



for each theme entitled ‘Things we like,’ ‘Things which could be Improved’ and ‘Ideas for Improvement.’ We also took the opportunity to give them questionnaires to pass to their friends and colleagues which were then analysed as part of the 1158 questionnaires in the data analysis (Annex E).

We took care to include hard to reach groups such as the disabled, elderly, young and more vulnerable members of the community. There is a higher than average percentage of disabled people living in Leatherhead due to the presence of the Queen Elizabeth Foundation, SeeAbility and other organizations. We helped them identify issues of concern and where improvements could be made, by meeting on a one-to-one basis and by holding group discussions. The most valuable information was obtained through arranging supervised walks to town and around town with disabled and elderly people to see first hand where improvements are needed.

We also identified groups within the community who we could consult through questionnaire, but did not meet formally as a group, for example parents outside school gates, or commuters. These identified groups are included in the list below and the questionnaires they returned analysed with questionnaires received from across the community, in Annex E.

D3 LIST OF COMMUNITY GROUPS INVOLVED IN THE PROJECT

Table D3.1 lists the community groups involved in the project and describes how they were involved. Where reference is made in the table to questionnaires (Q), we refer to the long general questionnaire unless otherwise stated.

Table D3.1 – List of Groups involved in the Community

COMMUNITY SECTOR	INVOLVEMENT	NUMBER OF PEOPLE INVOLVED IN ACTIVITY OR NUMBER OF QUESTIONNAIRES (Q) RETURNED
YOUNG CHILDREN		
Parents of pre-school age children	Focus Group discussions with: All Saints Parish Church (St Mary's) Mother and toddler group Butterflies Toddler Group, Fetcham Questionnaires handed out to Fetcham Footprint Mother and Toddler Group, Greenacres Montessori Nursery Leatherhead, South Bookham Play Group, Forty foot playgroup Leatherhead,	Number involved: Approx 90 Q: 115 issued; 20 returned.
Parents of infant school children 5-7 year olds	Questionnaires handed out to all parents at Eastwick Infant school Bookham in school bags, and at the school gates at South Bookham School and Fetcham Infants School, All Saints School and at the Woodville School Fete	Q: 715 issued; 78 returned
Parents of junior school children, 7-11 year olds	Questionnaires handed out to all parents at Woodville School Summer Fete, and at Oakfield Junior School in book bags, also at school gates at Eastwick Junior School (Bookham) and All Saints School Leatherhead	
Children aged 7-11	Woodville school children were involved in teacher-led discussions and class group questionnaires. Focus group discussion with school council. Individual questionnaires on	Class Discussions and group questionnaire: All classes



COMMUNITY SECTOR	INVOLVEMENT	NUMBER OF PEOPLE INVOLVED IN ACTIVITY OR NUMBER OF QUESTIONNAIRES (Q) RETURNED
	<p>transport and the environment. They also took photographs of good and bad things about Leatherhead which was excellent material for the report and the September meetings.</p> <p>Children at the Greville School in Ashtead were involved in discussions to let us know what they considered the good and bad points about Leatherhead.</p>	<p>Photographs: all classes. Focus group discussion: 20 Individual questionnaires focused to the age group: 50 issued/returned</p> <p>Number involved: 30 (See Annex F):</p>
YOUTH		
Youngsters aged 11-18	Meeting with Therfield School Council: Group discussions on the four themes and recording of individual views.	Number at the meeting: 20 (See Annex F)
	Meetings with Youth Voice	Number at the meeting: 15
	Youth Questionnaires handed out at Therfield school and to other youngsters via Youth Café and personal contact	Number of responses to youth questionnaire: 316 (See Annex F)
Ashtead Youth and Church Youth Groups	Focus group discussion with 11-14 year old members of The House Questionnaires handed out to 14-18 year olds at The Moderns Youth Group	Number at the meeting: 12 Number of responses : included in the above 316
Young parents group at All Saints Family Project	Discussion with clients and community workers	
ADULTS		
Adults of all ages	Questionnaire available in public places: doctors surgery in Fetcham and Bookham, Help Shop, CAB, Leatherhead shops, Leisure centre	Q:235 issued; 55 returned
	Handed out at churches	Q:590 issued; 78 returned
All Saints Family Project	Focus Group discussion and interview with Manager of project	Number involved: 10
Working in Leatherhead	Handed out to Therfield School teachers	Q:45 issued; 13 returned
Ashtead Churches Together Men's Breakfast	Brief presentation and distribution of questionnaires	Number at meeting: 20
Working away from home	Surveys at stations in Bookham, Ashtead and Leatherhead	Q: 100 general questionnaires issued; 38 returned Additionally, 261 commuter and transport questionnaires were received from commuters and the general public



COMMUNITY SECTOR	INVOLVEMENT	NUMBER OF PEOPLE INVOLVED IN ACTIVITY OR NUMBER OF QUESTIONNAIRES (Q) RETURNED
Residents and Community Associations	<ul style="list-style-type: none"> • Presentations to and meetings with Leatherhead Society (involving short introduction followed by group discussions recording individual views). • Meetings with Town Centre Forum and questionnaires distributed. • Meetings with Leatherhead Community Association and questionnaires. • Presentations and informal discussions with member of the village residents associations • Questionnaires to North Leatherhead Community Association 	Number involved:150 Q: 85 issued; 34 returned
Representing residents and business in Leatherhead	Regular feedback to the Town Centre Forum meetings on progress with the project	Regular attendance: 30
Business and community orientated organizations, retailers and local business managers	Meetings with Parish Councils, Leatherhead and Ashtead Rotary Clubs, Round Table; Rotary, Leatherhead Lions, Chamber of Commerce, Probus, Breakfast Fellowship and distribution of questionnaires. Questionnaires handed out at the Chamber of Commerce Events	Number involved: 240 Q: 256 issued;41 returned
Ladies groups	Questionnaires to Townswomen’s Guild, Trefoil Club	Q: 70 issued; 0 returned
Local: Surveys (short questionnaire) ; plus consultations and distribution of long questionnaires Leatherhead Adults Fetcham residents Bookham residents Ashtead residents Headley residents Tyrell Wood North Leatherhead residents and key workers Mickleham and Boxhill	In addition to the above consultation around the community, the Team also carried out local surveys (using the short questionnaire), held consultations and handed out long questionnaires locally within the town and villages, as follows: Surveys (short questionnaire) in Town Centre, St Georges’ Day Celebration, Woodville School Fete, All Saints School, Survey at One Stop Kingston Road, Surveys (short questionnaire) in High Street; Presentation at Residents Association AGM, handed out long questionnaire to Fetcham Park Association and personal contact Surveys (short questionnaire) in High Street and Village Day; Long questionnaire to personal contacts Survey (short questionnaire) at Village Day and long questionnaire by personal contact and via ARA Survey (short questionnaire) at Headley Event Long questionnaire delivered to doorsteps Survey(short questionnaire) outside One Stop (Kingston Road), and one to one interviews	350 short surveys (see below) Q: 300 long general questionnaires issued; 40 returned
Other	Meetings with Leatherhead Ahead and Leatherhead & District Countryside Protection Society. Focus group discussion and questionnaires. Questionnaires also handed out at the September meetings	Number involved: 85 Q: 30 general questionnaires issued; 5 returned. In addition, environment questionnaires issued to LDCPS



COMMUNITY SECTOR	INVOLVEMENT	NUMBER OF PEOPLE INVOLVED IN ACTIVITY OR NUMBER OF QUESTIONNAIRES (Q) RETURNED
ELDERLY AND DISABLED ADULTS		
Day Centre QEFD, SeeAbility, Club House, The Swans	Questionnaires and one-to-one discussions Meetings with trainees or clients; one to one interviews and access studies, guided walks into town with disabled people.	Number involved in focus groups and walkabouts: 53 Q: 50 issued; 2 returned
Miscellaneous	Questionnaires	Q: 100 issued; 65 returned
Internet	Questionnaires	Q: 71 returned
Others	Questionnaires which although returned too late to be included in the quantitative analysis, were considered within the Healthcheck findings	Q: 60+

In total, some 678 adults from across the community were involved in the above focus groups and specific Work Group activities. Feedback from the community group consultations is provided in this Annex.

In addition to focus group discussions, the project team also involved the community as follows:

- Completion of General Questionnaires (See Annex E):
 - Some 2730 long general questionnaires were issued or collected for completion. 600 were returned (540 in time to be included in the quantitative analysis). A 22% return rate.
 - 350 survey questionnaires were also completed by people across the community
 - 268 questionnaires were completed in earlier studies (see Annex A)
 - In total 1218 questionnaires returned, of which 1158 are used in the quantitative analysis (see Annex E).
- Two schools were involved, and a number of youngsters from youth groups. Some 316 youth (11-18 year old) questionnaires were returned plus a large number of individual and class group questionnaires from the Junior school pupils (Annex F).
- Approximately 400 people attended the public meetings (see Annex B)
- Approximately 60 individuals were involved in some way in Work Group meetings, discussions, workshops, walkabouts and other activities. (See Annexes G –J)
- Approximately 434 people completed specific Work Group related questionnaires (see annexes G to J).
 - Environment survey 190 issued; 34 returned
 - Sustainability issues 200 issued; 79 returned
 - Commuter questionnaires 409 issued; 158 returned
 - Transport questionnaires: 103 returned
 - Employees survey 200 issued and included on website; 60 received



In total, nearly 3000 adults from across the community participated in the project by becoming involved in focus groups, attending public meetings, responding to questionnaires and taking part in other activities. This represents 9.5 % of the over 18 adult population in the area, in addition to the large number of youngsters involved.

D4 FEEDBACK FROM GENERAL COMMUNITY GROUPS

This section provides feedback from the following general community groups involved in the project:

Table D4.1 Feedback from General Community Groups

Community Group
Leatherhead Community Association
Leatherhead Society
North Leatherhead All Saints Family Project
Residents in North Leatherhead and Community Workers
Churches together
Friends of North Leatherhead
St Mary Parish Church Mother and Toddler Group, Leatherhead
Butterflies Playgroup, Fetcham
Leatherhead Round Table
Leatherhead Rotary
Leatherhead Ahead
Leatherhead & District Countryside Protection Society

Group	Leatherhead Community Association - 24 March	Leatherhead Society - 6 June
Background to the Group	Community Group based at the Leatherhead Institute. Welcomes any age but tends to be over 55. Runs visits, bus trips, meetings and clubs Non-political, non religious.	Local amenity group for Leatherhead, affiliated to the Civic Trust
Attendees	Meeting with representatives from the Group	Approx 50
Purpose of meeting/issues discussed	Consultation on their views of Leatherhead and improvements they would like to see.	Consultation on their views of Leatherhead and improvements they would like to see.
Form of meeting	Discussion	Very brief introduction, discussion groups with views recorded on post-its; review of key findings.
Comments/Views:		
Economy	<ul style="list-style-type: none"> Feel the shops are not focusing on the needs of residents. Need basics that residents need (equivalent to the range the people in Bookham or Ashtead have for their local needs), rather than changing to meet needs of the office workers. Too many restaurants. Many would like the High Street opened up with a pavement. 	<p>Good Things: Leatherhead has a rural village feel but with some really good shops and restaurants all within walking distance.</p> <p>To work on:</p> <ul style="list-style-type: none"> Introduce variety of shops (inc. Woolworth & Wilkinson) for low income families Introduce more local shops Introduce more shops for children, particularly clothes shops



Group	Leatherhead Community Association - 24 March	Leatherhead Society - 6 June
Social and Community	<ul style="list-style-type: none"> • Feel it is wrong that the Dorking Halls receives a grant but not the Leatherhead Theatre, • Concerned about vandalism. • Concerned about safety at the stations, especially as they are not manned. 	<ul style="list-style-type: none"> • Encourage shops to open later in the evenings and on Sundays • Expanding the markets <p>Good Things: A friendly place - people talk to you".</p> <ul style="list-style-type: none"> • Town centre usually quiet and civilised at night - no yobs • The people • The Theatre (2) • The restaurants (2) • The Institute (2) • LCA (2), incl. the library • U3A • The Library • The Museum <p>To work on:</p> <ul style="list-style-type: none"> • Police presence, lack of police on Epsom Road • Vandalism when pubs close • Lighting in St John's Road poor • Traffic in High Street on market days is dangerous • Access • Surrey Hills bus to call at Leatherhead Station <ul style="list-style-type: none"> • Red House Grounds • River Mole and the river banks • Credit Union • Our churches • The alleyways from High Street • Woolwich Building • The trees they haven't cut down • Long established shops with very helpful staff • Sports activities for young and old people <p>To work on:</p> <ul style="list-style-type: none"> • Entertainment for families - would like a bowling alley • No pub with character in town - are 2 Italian restaurants necessary? • Suggest Health Centres liaise with Dial-a-Ride or similar to enable elderly to keep appointments as appts can only be made same day • Poor communication of interests - too much reliance on internet i.e. health.
Transport and Access	<ul style="list-style-type: none"> • Buses – insufficient routes. Members can not get to the MV meetings to do with transport, which are in Dorking. • Heritage days – meetings are all in Dorking, and their members who are involved in organizing it, can not get there – why not in Leatherhead. • Insufficient bus stops • Need more long term parking. The lack of long term parking (of e.g. 4 hours) say at the Swan Centre, puts people off coming to the Association's courses/visits and going to the Theatre. People have to park in the streets. Office workers too. • Suggest Bull Hill used for parking. • MV/others should provide more for residents, rather than the office workers (they park in residents streets, influence the balance of the shops). • MV are channelling too much into Dorking rather than Leatherhead – Theatre grant, new sports centre, then focus of the Heritage days. 	<p>Good Things:</p> <ul style="list-style-type: none"> • Dial-a-Ride • Good train service • 465 to Kingston, excellent half hourly service; only 60p each way for OAPs <p>To work on:</p> <p>Trains</p> <ul style="list-style-type: none"> • Good train service to London but a faster service would be good <p>Buses</p> <ul style="list-style-type: none"> • Ought to be more buses to Randall Park Crematorium • Weekend country bus (NT1) should call at Leatherhead to pick up OAPs and families without cars x 2 • Like Woking, we need a bus to Heathrow and Gatwick • 408 to Epsom every 2 hours and is the only bus along Epsom Road. This needs consideration • Hopper Bus to be paid for by the retailers and big firms • Dial-a-Ride is not good enough – too much notice has to be given. No good for doctor's appointment the next day. • Transport to B & Q and Tesco from Upper Epsom Road



Group	Leatherhead Community Association - 24 March	Leatherhead Society - 6 June
	<ul style="list-style-type: none"> Concern about the lack of enforcement of driving in the High St.; drivers accessing the high street by driving down the road when the barrier is closed at the lower end; people parking in the High St. all day. 	<p>Roads</p> <ul style="list-style-type: none"> Air pollution, traffic noise to be addressed re M25 and bypass One-way system need rethinking Heavy lorries to be banned from town centre unless delivering. Notice on roundabout on bypass road <p>Parking</p> <ul style="list-style-type: none"> Not enough parking x 2 Park and Ride between the leisure centre and High Street Better parking facilities for shopper and residents Better access to the car park <p>High Street</p> <ul style="list-style-type: none"> Pedestrianisation to be more rigorously enforced. <p>Signing</p> <ul style="list-style-type: none"> Don't send lorries up cul-de-sacs (Oaks Close) thinking they are heading for the M25 Signing should be better to Tesco, Travis Perkins, the station and crematorium <p>Voluntary Transport Help Your Neighbour scheme needed for Leatherhead and Fetcham</p>
Environment	Would like to see glass collected from door steps in future.	<p>Good Things</p> <ul style="list-style-type: none"> Surrey villages Surrey wildlife support in the area Surrey nature Bocketts Farm x2 – good for children River Mole Norbury Park, Box Hill, Headley Heath, Ashtead Common, the river, Mansion House, Gravel Hill, the Theatre. Church Gardens, George V Gardens, Common Meadow, Wildlife care The bridge and the river, the Mansion, Hampton Cottage, Wesley House, all the churches, the Institute. Allotments, a valuable community resource. St Nicholas Church and the church of Our Lady and St Peter The Scope building Excellent shops in Bookham
		<p>To work on:</p> <ul style="list-style-type: none"> Lovely scenery all around but inaccessible without car. National Trust has to operate from Leatherhead as well as Dorking. Opportunities for access to walk into the surrounding countryside Car park closer to Norbury Park, for elderly Footpath to river, near fireplace shop, could be improved River Mole and Bridge: a riverside café would be nice, or an island tea garden. Site boards of wildlife at Norbury and River Mole Saving the Green Belt from further development More tree preservation orders to reduce pollution and noise Lack of parks and car parking areas Overgrown footpaths and pavements



Group	Leatherhead Community Association - 24 March	Leatherhead Society - 6 June
		<ul style="list-style-type: none"> • Too much litter • Rubbish from fast food outlets – too many food shops • Improve waste collection, roads and planning • Disgraceful condition of tree area beside raised footpath in Epsom Road. It encourages foxes to invade gardens and cuts down light to Windfield flats. The trees need thinning, saplings cut down and dead trees removed. • Some approaches to town are appalling, particularly Epsom Road. At present, road sign completely covered by foliage. • Clutter of road signs and overgrowth obscuring road signs. • A-boards and clutter in High Street. • Building Supplies shop looks ugly – too many products on show. • Station very unattractive as are the approaches • Rail embankment along Waterways Road has potential for spectacular planting of flowering shrubs and autumn colour.

Group	Leatherhead Community Association - 11 October	
Background to group	Community and social Group based at the Leatherhead Institute.	
Attendees	Approx 40	
Purpose of meeting / Issues	Feedback on the key issues arising from the September meetings. Issues discussed: all	
Form of meeting	Presentation of key issues followed by questions and answers and then discussions on ideas for projects	
Comments/Views:		
Economy	<ul style="list-style-type: none"> • More shops selling 'goods,' less services, and less charity shops. • Control on business rents which are sending shop keepers away. • Replace Swan Centre pay on foot, with a pay on exit car park 	<ul style="list-style-type: none"> • Reopen the cross roads, open at restricted hours to prevent a rat-run. • Indoor market hall with little stalls such as haberdashery.
Social and Community	<ul style="list-style-type: none"> • More adult education facilities and courses • Concern over the Leisure centre's future • Would like to see improvements to the Theatre – greater range of plays etc, and increased range of activities within the building. 	<ul style="list-style-type: none"> • Greater use of the Institute for a range of adult leisure and educational purposes. • Increased publicity at Help Shop for community activities.
Transport and Access	<ul style="list-style-type: none"> • A bus to Polesden Lacey • More signage showing where you can park in the High Street • Greater designations on where you should park and walk in the High Street 	<ul style="list-style-type: none"> • Restrictions on business parking in residential streets • Residents permits ad more public parking • Park and ride at the Leisure Centre • Buses along the A24.
Environment	<ul style="list-style-type: none"> • Concern that Open Day/Heritage Day taken over by Dorking 	<ul style="list-style-type: none"> • Would like to see glass recycling collection



Group	Manager, North Leatherhead All Saints Family Project	All Saints Family Project 1 st September 2005
Background to the Group	All Saints Family Project is a registered charity which supports very young children and their families, living in Leatherhead Common. The main activities are Play Link (a home visiting service for vulnerable families with very young children; parent and toddler drop in sessions, a young parents group (for young parents and teenage pregnant girls), and a toy library.	
Attendees	Jean Cox	A group of eight mothers of very young children.
Comments/Views:		
General issues	<p>1. How do you feel about the town? We like Leatherhead. It's not too busy.</p> <p>2. This part of the town? My kids love the rec. now. It makes it look like a community. Loads of people in the park. People having picnics on the grass. Something to be proud of. The barbecues in the rec. have been fantastic – it has brought the community together.</p>	
Economy	<ul style="list-style-type: none"> • Concern amongst residents of having to go to the Help Shop of Epsom to charge their electricity cards – would like to have a location nearby. • Need affordable day care – Jean trying to set up. • Many of the mothers find Leatherhead shops are too expensive so they go to Epsom / elsewhere for Primark, Wilkinsons. • Go to Leatherhead for e.g. markets, banks, charity shops • Don't necessarily want more shops around N Leatherhead. Don't want the ghetto idea – they want Leatherhead town centre to cater for them too. 	<p>We would like more children's shops. (One lady sells quality seconds in the market – she's doing well.) We'd like a toyshop and clothes shops, affordable ones like Woolworth's or Wilkinson's. What's happened about that Lidl?</p> <p>We've got enough restaurants – but we'd like a McDonald's or a Wimpy. Less charity shops, hairdressers and travel agents.</p>
Social and Community	<ul style="list-style-type: none"> • Many mothers looking forward to the new junior school as a way of linking north and south, and because it will be a through school to age 11. • Leisure – many projects in N Leatherhead to support youth – the Bridge Youth club, new design of the Recreation ground, with new equipment. Fun Day at the Recreation ground – now considering widening the scope in future to bring the town centre in. • Need affordable day care • Many would welcome more opportunities for skills training/other courses. 	<p>3. What about local health services? My GP surgery is shut too often – Molebridge – there is nothing from 6.00 on Friday evening until Monday morning. Even then, it is only open half a day at a time. The Linden surgery is OK but it's further to go. Epsom Hospital is OK. The Health Visitors are variable; some are brilliant but some are patronising.</p> <p>4. Schools? OK.</p> <p>5. Housing? Our house is falling apart. The roof is breaking up. The Housing Association (<i>William Sutton Trust</i>) didn't do the repairs. Bourne Housing Association charge too much and don't do repairs. They have asbestos in the walls and they haven't done anything about it.</p>



Group	Manager, North Leatherhead All Saints Family Project	All Saints Family Project 1 st September 2005
Transport and Access	Taxi vouchers are good.	<p>6. How about parking in the town, for those who drive? I usually have to drive to the top of the Swan Centre Car Park.</p> <p>7. Any road safety issues? The Therfield kids all go on the road on their bikes because there are loads of kids walking on the cycle path. The Old Kingston Road is dangerous in the morning because children go along there on their bikes but the people who work at the end of it drive there too fast. There should be no right turn into the business park behind the car wash, so that the pavement crossing isn't so wide.</p> <p>8. Other safety issues? We need more police on the beat and under cover police in cars. (One person present had been a victim of racial abuse. She said that the police were really good.) It is confusing to know which number to ring. I don't feel safe in the alleyway behind Longshaw and Randalls Park Avenue. It needs better lighting, which lights up the whole path. It needs tarmacing. The whole of the path from Old Kingston Road to the Station is worrying because anybody could be lurking in the bushes. In the evening, young people hang around the station – the ones who are too young to go in the pub. The Bridge is only open twice a week. That's for 7s to 18s. There is not much even for 19/20 year olds. What about a juice bar disco – maybe we should ask them.</p> <p>9. How do you feel about the Leisure Centre? People would like to have a flume and more equipment in the little pool. There should be special times for young people. There should also be a better variety of books in Leatherhead library and they should be easier to find.</p>
Environment	Not discussed.	<p>10. Do you ever go into the countryside? We can't reach it without a car. We go to the Splash. If I was going to Box Hill I'd go by train, go to the stepping stones and then up the hill. We went into the woods behind Tesco once – we got lost in there and ended up at Queen Elizabeth's.</p> <p>11. How do you like the wheelie bins? We normally end up with a black bag too much – we have a family of five. I put mine in my mother's as she has plenty of room. I'd have to pay for an extra black bin. Two weeks is a long time for rubbish.</p>

Group	North Leatherhead Partnership - Worker	North Leatherhead Partnership
Attendees	Richard Bailey	16-year-old girl, who wanted to have her say in private
Background to the Group	Leatherhead Common is one of the five 'Self-Reliance' areas identified by SCC as is also prioritized in the Mole Valley DC community Strategy.	I find the shops in Leatherhead boring. There is nothing for my age, especially clothes. I don't go up to the town; it's a long walk. I like the park. I go up there in the evening and go into the little children's area but not the skate park, because all the kids who cause trouble and drop out of school are there. The lights aren't working on the side near the school.
Working on 4 priorities – reduction in crime/community safety; affordable things for youngsters to do; improving the built environment. Improved early years education.		I don't like Wetherspoons being in the middle of the town because if you've been to Elysium at the theatre you have to walk right past it.
Reduction in Crime; community safety	Achievements: Examples are working in the area around One Stop on Kingston Road, extension of CCTV coverage; campaign on graffiti.	
Affordable things for youth to do	Achievements: Introduction of the Youth Café, improvement of Youth Club, extension of appeal of the Theatre, skate park in recreation ground.	



Group	North Leatherhead Partnership - Worker	North Leatherhead Partnership
Improving the built environment	Improving the recreation ground by involving the community in design and implementation of a newly refurbished park suitable for all ages. Improving the highways (pot holes etc), improving street furniture	The cycle path next to the railway is dangerous – it's overgrown. At night walking home from the station I don't use it. I don't go across the Red House Grounds either because I don't feel safe. I go round by the road. I'm not allowed to go to The Splash on my own.
Early years education	New child care services will be part of integrated Children's Centre, a one-stop shop for local parents of young children to include help with health, parenting, lifelong learning, benefits advice and lots more.	
Other	Introduction on B@ttitude (cheap second hand clothing) run by the church.	

Group	Residents of North Leatherhead	Professionals working in North Leatherhead	Youth worker in North Leatherhead
Form of meeting	Individual interviews	Individual interviews	Individual interview
Comments/Views:			
Economy	<ul style="list-style-type: none"> Old people suffer from a lack of information on where to shop. Hard for them to go out shopping. They tend to go to One Stop because this is closer but it is too expensive. 		
Social and Community	<ul style="list-style-type: none"> Constant vandalism 5 years ago, then started to report it. Local school are very important to the local community schools have improved enormously Youngsters need more happening, bridge, football, cricket, rounders. Festival at the recreation ground? Good band? Organised activities for 12-16 age group would be good Need somewhere to kick a ball around. Could the car park be turned into a football pitch? Churches organise a play scheme for children but it's only for 1 week - more in the summer. Youth club needs to be open more Leisure centre is too far away and too expensive Kids need somewhere where they can 'hang out' without necessarily doing anything Much more need for provision of youth facilities More mixed housing, not ghetto Neighbourhood wardens? CCTV would be good Alcohol and drugs easily available Main problem is intimidation One Stop problem. It used not be licensed - wasn't an issue then. Fights outside One Stop over 21 policy is not working Police don't turn up and are too slow Children have no respect for the law and know that they can get away with anything 	<ul style="list-style-type: none"> Better range of adult education? Vandalism More police presence Council etc. don't appear to take complaints that people have very seriously Alcohol a big problem in the community Need more positive information in the public domain Need for advice on dealing with difficult children. Parents of young teenagers need support Community centre and youth centres are key places Community centre not to everyone's liking <p>Would be good to have things like coffee mornings, line dancing.</p>	<ul style="list-style-type: none"> Activities for youngsters: Combination of the Bridge youth club, the mobile youth facilities and extra curricular activities at Therfield. Would like to see the Bridge open more often Good if Bridge YC to do something at lunchtime? Need to work in 10-1 ratio i.e. Having 1 worker to 10 young people Need more youth workers Graffiti project was very successful



Group	Residents of North Leatherhead	Professionals working in North Leatherhead	Youth worker in North Leatherhead
Transport and Access	<ul style="list-style-type: none"> Pavement too congested at the bridge at school deliver/collection times Cycle track by station, cut bushes down, sort out trees, lighting is terrible Mobile cameras on cycle track? More kids walk Lots of mothers around Cleeve Rd don't drive Crossing would be good around Tesco. Tesco and B & Q lorries come down Kingston Rd when they are not supposed to between 11pm and 6am. People drive v. fast down Kingston Rd. Speed cameras? Bridge is falling into disrepair Walkway to station is a problem, need to cut bushes back/ litter/ rats Have been trying to get Paul and Dennis to sort out kerbstones Roads need resurfacing 	<ul style="list-style-type: none"> Pavements poor condition. Double yellow lines ignored Free bus pass? 	
Environment	<ul style="list-style-type: none"> Abandoned cars now a bit better Council takes a long time to get rid of them. 'Things get done quicker on the other side of the Bridge' Litter is problem Grass isn't being cut- county say that they can't cut it because litter is being put there. Perhaps if it was cut more regularly this wouldn't be a problem? Path on the way to the station needs cleaning 	<ul style="list-style-type: none"> Litter around Aperedle Rd Broken Glass Green rubbish 	

Group	Churches Together	Member of the friends of North Leatherhead
Background to the Group	URC; Methodist (Ian Howarth); Anglican (St Mary's) One worker who is 50% within the church and 50% within the community	Friends of North Leatherhead raise money to fund things in the local area. There are 4 young people on the committee for the Friends on North Leatherhead.
Purpose of meeting/issues discussed	<ul style="list-style-type: none"> The Churches Together worker goes into Therfield once a week, and Wednesday night at the Bridge. There are some 18-22 year olds who are in and out of prison-petty crime, who nobody is working with Concern over the number of socially deprived-no easy way to get out of cycle. Lots of family breakdown. Lots of people get bullied in the rec. ground. Would be good to get families involved in doing things Elysium night club (drugs/drink free, with drugs etc advice) at the theatre is good A Leatherhead youth forum which involves the getting together of youth workers would be good 	<ul style="list-style-type: none"> Feeling that the railway bridge divides the town in two. Objective now is to get football back onto the recreation ground To be in leagues you need a dressing room for each team and changing rooms for the ref Kids need to be more active Nothing for kids in the Summer Kids are priority Staffing is a problem Kids need something that belongs to them that they can run Cricket square? Stool Ball Bridge hard court is underused-get 5 a side football started? Need a pavilion



Group	St Mary's Parish Church Toddler Group, Leatherhead - 8 June	Butterflies Playgroup, Fetcham
Background to the group	Mothers of pre-school children	Mothers of pre-school children
Number of attendees	About 40	About 30
Purpose of meeting / Issues discussed	To find out what this group of residents think are good and less good things about the town and ideas for improvement.	To find out what this group of residents think are good and less good things about the town and ideas for improvement.
Form of meeting	Very short introduction, flip charts to indicate things they like and would like to improve in Leatherhead under the WG headings. Carried out during a normal Wednesday morning get-together	Very brief introduction followed by recording key issues on post its.
Economy	<p>Things that are good about Leatherhead:</p> <ul style="list-style-type: none"> • Farmers' Market • Number and range of shops – would not like to see any big chains • Not too many large shops so Leatherhead is not too busy <p>Things to work on:</p> <ul style="list-style-type: none"> • Need more clothes shops for kids • Provide more mother/baby parking • More variety in shops • Ways of introducing more independent traders • Introduce more smoke free, reasonably priced, child friendly restaurants. 	<p>Things that are good about Leatherhead:</p> <ul style="list-style-type: none"> • Small shops mean it's not too busy <p>Things to work on:</p> <ul style="list-style-type: none"> • More market stalls perhaps with more toys and clothes for children • More "value for money" shops • Fewer restaurants and takeaways • More crèche facilities
Social and Community	<p>Things that are good about Leatherhead:</p> <p>Great restaurants to meet friends and walk to (2)</p> <ul style="list-style-type: none"> • Special Christmas, St George's Day, Duck Racing type family events in town centre - help foster sense of community • New play area in Red House Grounds (pity can't keep the winos out) • Having theatre back is great <p>Things to work on:</p> <p>Pond in Mansion Gardens should be better maintained</p> <ul style="list-style-type: none"> • Out of hours doctors not easily available • More info on entering school children via nurseries etc • The choice of schools in relevant areas. <p>Ideas for Improvement:</p> <ul style="list-style-type: none"> • A late night chemist (2) • A "Leatherhead Day" like Ashted and Bookham; like carnivals we used to have (2) • A summer fete • Update Forty Foot Road park - looking tired (2) • More outside child friendly recreation grounds for young children/teenagers • Another park close to town centre • Rainy day activities for small children • Make the pubs more family friendly • More variety of retail shops and fewer charity shops • More variety of stalls at the market • More to be done to tackle vandalism - especially Sat. nights. 	<p>Things that are good about Leatherhead:</p> <ul style="list-style-type: none"> • Leisure Centre (5); activities for children good; swimming, pay as you go is good, quite small and compact but could be more • Firework display is excellent; well arranged and impressive display • Lots of playgroups, toddler groups (2), guides/cubs for children up to teenage - give plenty of opportunity to meet people • Schools very good; Good restaurants <p>Things to work on:</p> <ul style="list-style-type: none"> • Leisure Centre - could be a lovely place to socialise, take children to for lunch, but very uninviting. Need kids eateries • Safety worries - feel safer on the roads than cycling by the Mill Pond • With Fetcham Harvester gone, nowhere to take children to eat <p>Ideas for improvement:</p> <ul style="list-style-type: none"> • More cheap fun events for families to promote future wellbeing/community • Could do more at theatre - such a big place. Kids activities? • Encourage more kids and families by having kiddy activities at kid-friendly eateries and shops for kids in the centre.



Group	St Mary's Parish Church Toddler Group, Leatherhead - 8 June	Butterflies Playgroup, Fetcham
Transport and Access	<p>Things that are good about Leatherhead:</p> <ul style="list-style-type: none"> • Pedestrianisation of the town x 4 • Pedestrianisation should be all hours <p>Things to work on:</p> <p>Car and Roads</p> <ul style="list-style-type: none"> • No car access through Leatherhead • One way system doesn't allow passers by to see the High Street • No easy access • Too many confusing road signs • One way system always congested • Traffic • One way system <p>Parking</p> <ul style="list-style-type: none"> • The town centre end of Kingston Road needs to be restricted to residential parking only. Too many people from SCC offices and others prevent residents parking close to their homes. • Parking on residential roads should be monitored more for residents. • There needs to be more parking for those visiting the shops. <p>Buses</p> <ul style="list-style-type: none"> • Bus service not very good. More buses for people who can't drive <p>Trains</p> <ul style="list-style-type: none"> • Better Sunday service. Monday to Saturday good but Sunday you cannot go anywhere without going to Epsom or London and changing <p>Ideas for Improvement</p> <ul style="list-style-type: none"> • One way system – people put off by the way it is • Crossing on the Epsom Road near to schools (Downsend and Little Oaks) • More traffic control around the school areas • Free parking • Better public transport – buses are too few and limited in their routes • Free parking or change given on parking machines 	<p>Things to work on:</p> <p>Cars and Traffic</p> <ul style="list-style-type: none"> • Too much traffic for the area. Chaos whenever there are roadworks. Not enough planning/speed in completing jobs. Nightmare driving to Epsom Hospital • Parking on yellow lines outside building societies not policed well enough. Cars always parked on yellow lines • Get rid of road narrowing in Town centre <p>Parking</p> <ul style="list-style-type: none"> • More short term parking • No change given in some car parks – why not? x 2. Often end up putting in £1 for 45 min stay • More parking for mother and toddler <p>Trains</p> <ul style="list-style-type: none"> • No trains from Bookham on Sundays • Yobs on trains in the evenings and during the holidays – intimidating <p>Buses</p> <ul style="list-style-type: none"> • Last bus to Fetcham so early. Local mini bus needed to serve Leatherhead, Bookham, Fetcham, Effingham linking the stations • No buses on Sundays. • Not used public transport - would probably not know where the bus routes are - could find this a problem when the children are older <p>Cycling and Walking</p> <ul style="list-style-type: none"> • Railway bridge and Fetcham Splash path is not well lit/overgrown. Doesn't feel safe • Double buggy access on the walking route to Leatherhead is difficult because the path is overgrown • Dangerous cycling along Lower Road • Need cycle path from Fetcham to Leatherhead • Cycle path needed from roundabout where Lower Road and Cobham Road meet to Leatherhead centre • Need a crossing by the water pumping station x 2
Environment	<p>Things to work on:</p> <ul style="list-style-type: none"> • Pond in Mansion Gardens could be better maintained • River not kept maintained - clean & safe • Fence upper tier of Park Gardens so it can be used by children for games and picnics 	<p>Things that are good about Leatherhead:</p> <ul style="list-style-type: none"> • Countryside • Easy access to motorways, seaside, airports etc. • Safe area • Schools are good • Access to countryside - Bookham Common, Norbury Park • Nearness to woodland and green spaces • Ducks to feed at The Splash on River Mole in Leatherhead • Access to countryside fantastic • Plenty to do – Boxhill, Bookham Common etc.



Group	St Mary's Parish Church Toddler Group, Leatherhead - 8 June	Butterflies Playgroup, Fetcham
		<p>Things to work on:</p> <ul style="list-style-type: none"> • Pathways in Norbury Park are not suited to buggies • Teenagers using playgrounds to drink in, leave broken glass and graffiti <p>Ideas for Improvement</p> <ul style="list-style-type: none"> • Have a buggy/wheelchair route around Norbury Park • Improve pedestrian access to Norbury Park / Bocketts Farm across A246 from Bookham

Group	Leatherhead Round Table - 27 June 2005	Leatherhead Rotary - 16 July 2005
Background to group	Fellowship and promoting good works in the community. Businessmen aged up to 40.	Fellowship, networking and community. Businessmen aged 40 plus.
Number of attendees	14	
Purpose of meeting / Issues discussed	To inform about the project, get feedback and issue the general questionnaire	To inform about the project, get feedback and issue the general questionnaire
Form of meeting	Monthly dinner meeting	Monthly dinner meeting
Comments/Views:		
General	Expressed surprise at the small size of Leatherhead's population relative to the 3 main villages and to the influx of daily employees.	Feedback - Disappointing as it was the occasion for handing over the chains of office, and they seem to have a practice that every member attending makes a point before we on this occasion could speak. As a result we barely introduced the project and got two items of feedback before the session closed.
Economy	<ul style="list-style-type: none"> • Would like more local work opportunities as most of them commute out of the area for work related to their skills. • A perception of bias in favour of Dorking at MVDC when it comes to expenditures and planning applications e.g. re-designations to allow restaurants in West Street. 	
Social and Community	<ul style="list-style-type: none"> • They have difficulty in staging community events due to lack of local support from MVDC and the bigger companies. There used to be a Leatherhead Carnival. For the Jubilee Fireworks attended by some 5000 MVDC provided only £500 seed money and local companies very little 	<ul style="list-style-type: none"> • There is a need to develop a better balance of housing stock as there is virtually no social housing and affordable starter homes.
Transport and Access	<ul style="list-style-type: none"> • Too many people by-pass Leatherhead due to the road system and poor signage. e.g. at the A24 at the M25 a main sign is to the Crematorium 	<ul style="list-style-type: none"> • Rail services from Leatherhead are good as they offer choice of Waterloo and Victoria one way and to Dorking/Horsham and Guildford the other way.
Environment	<ul style="list-style-type: none"> • See opportunity for better access to and facilities along the river for local families and to attract visitors. Instanced what done at Richmond, Kingston, Chiswick and Windsor (all bigger and more urban). 	



Group	Leatherhead Ahead AGM 15 April 2005
Number of attendees	About 60
Purpose of meeting/issues discussed	To explain the Healthcheck process and the benefits of undertaking the study.
Form of meeting	Presentation and Q&A session

Group	Leatherhead & District Countryside Protection Society	
Number of attendees		
Purpose of meeting/issues discussed	All but focused on environment as it was the interest of the group.	
Form of meeting	Short presentation and then attendees wrote notes on post-its and attached to record sheets.	
Comments/Views:		
Transport and Access	<p>Which, if any, routes into the town are in poor condition or create a poor impression?</p> <ul style="list-style-type: none"> • From the North – busy with traffic, visually unappealing, little in way of trees, small park on left near school poor. • Kingston Road from Tesco to beginning of Bull Hill is too congested and needs an uplift 	<ul style="list-style-type: none"> • Bull Hill – derelict and boarded up buildings and a jungle of road signs. The route via Bull Hill is poor. • There are too many hoardings near the station.



Group	Leatherhead & District Countryside Protection Society	
Environment	<p>Which, if any, areas of the town are over-cluttered with signs, street furniture or advertising?</p> <ul style="list-style-type: none"> • Too many hoardings on Guildford Road • Bull Hill has too many signs. (x2) <p>Which, if any, buildings or places are eyesores that could be improved, and how?</p> <ul style="list-style-type: none"> • Waterway Road Bridge • Kingston Road from Tesco to Bull Hill and Waterway Road • Land on Bull Hill opposite Wesley House • Bull site needs developing but not with a Lidl as that would be dangerous. • Railway bridges near Leisure Centre, Waterway Road and the Station. • Bull Hotel Site • View in town centre spoilt by sculptures at the crossroads. • Waterway Road Bridge. <p>What are your views on the pedestrianised High Street and Church Street areas?</p> <ul style="list-style-type: none"> • We leave the central area pedestrianised but use Bridge Street both ways: up and left into North Street and in from Church Street and down. • Good balance, but admit cars from 4.00 p.m. (4.30 too late for the bank) <p>How would you like the High Street to look in five years time?</p> <ul style="list-style-type: none"> • MVDC could do with a design consultant to the planning department • Shop front design is boring compared with the attractive main streets of nearby centres like Cobham, Bookham and Ashtead. • Car parking is insufficient and too expensive for a short visit, which, because of the poor quality of the shops, is all one needs. • Renew parts of blocks in High Street roadway. • Too many estate agents, charity shops and eateries. • More trees and <u>useful</u> shops, fewer cafes. • Better lighting over crossroads area in centre of the town. • Make the centre more interesting – the buildings more attractive – also gardens, pot plants etc. • Fewer charity shops. The theatre more active. Don't spend money foolishly on paving and disabled steps, which are not used. 	<p>What links are there, between the activities in the town and the surrounding countryside, and how could they be strengthened?</p> <ul style="list-style-type: none"> • River route from Young Street along the river, needs highlighting • More big signs to river from many points • Easier public access to the river • Picnic tables • Better signage • Running routes • More cycle paths needed, away from busy roads • Bus links via Leatherhead, including the station and Bookham Station, to the countryside • N.T, Explorer bus needs to go through the town • Publicise rural industry, such as locally produced charcoal <p>How could we make more of the River Mole?</p> <ul style="list-style-type: none"> • Simple plan illustrating things to see • Involve the schools • Posters of wild birds & animals seen around the river. Posters to be sent to schools and also put up around Leatherhead. • Signposting, particularly from Town Centre • Complete riverside walk • Consider cycle paths • Parking area for viewing water, like Walton-on-Thames car park, especially for elderly. Also to enable walking alongside the Mole. • Picnic tables on the island at Fetcham Splash • Make picnic area near Randalls Road Common Meadow • Flood plain cum children's paddling lake cum education area • Create a pond area between Mill Pond and the river • Explore the possibility of isolating nesting areas for bird life • Refreshment and play centre when the River Lane site is vacated • Ferry from Fetcham to other bank • Enlist the help of youth groups such as Scouts, to keep it clear of debris • Create a trout (or other type of fish) hatchery • Illuminate the bridges (x2) • Son et lumiere • Dredge to canoe depth



Feedback from Leatherhead society

Leatherhead Society Annual General Meeting April 2004 prior to the Healthcheck																					
Background to group	Local amenity group for Leatherhead, affiliated to the Civic Trust																				
Purpose of meeting / Issues discussed	To inform about the project and get feedback.																				
Form of meeting	Annual General Meeting																				
General	<p>The members were asked what they valued about living in Leatherhead. Top of the list came the River Mole, riverside walks and the beautiful countryside. Next came the friendly community and the “village” atmosphere. Thirdly came the theatre; it was clear that the residents appreciate being able to watch films at the theatre. Also mentioned by many members were the historic buildings in the town, the variety of shops and restaurants, the church and the convenient access to trains and the motorway network.</p> <table border="1"> <tbody> <tr> <td>Friendly community/village atmosphere</td> <td>18</td> </tr> <tr> <td>River/riverside walks</td> <td>13</td> </tr> <tr> <td>Countryside</td> <td>13</td> </tr> <tr> <td>Theatre</td> <td>10</td> </tr> <tr> <td>Historic buildings</td> <td>9</td> </tr> <tr> <td>Shops & services</td> <td>8</td> </tr> <tr> <td>Church</td> <td>5</td> </tr> <tr> <td>Trains</td> <td>4</td> </tr> <tr> <td>M25</td> <td>3</td> </tr> <tr> <td>Restaurants</td> <td>3</td> </tr> </tbody> </table>	Friendly community/village atmosphere	18	River/riverside walks	13	Countryside	13	Theatre	10	Historic buildings	9	Shops & services	8	Church	5	Trains	4	M25	3	Restaurants	3
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D5 FEEDBACK FROM DISABLED GROUPS AND GROUPS WITH MOBILITY PROBLEMS

D5.1 Introduction

Leatherhead has long been the home of the Royal School for the Blind, now called SeeAbility. Local residents have been used to seeing people with visual impairment making their way around the town. Nowadays, many of the former residents have their own flats and live fairly independently.

Queen Elizabeth’s Foundation for the Disabled (QEFD) has been in Leatherhead since 1935. Basically a training institution, it has assisted some of its former residents to move into their own adapted flats in the town; they regularly use the local facilities, many of them with the aid of wheelchairs.

Charities continue to be set up by the community of Leatherhead.

In 1975 the Leatherhead churches set up a working group to create a hostel for homeless people. This was the first of its kind in Surrey. A homeless person could come to the hostel straight from the street and be given a safe place to stay, bed, food and company. This is a direct access hostel. With tremendous support from the people of the district, in the form of money, gifts and the time of volunteers, the hostel has flourished ever since.



In 1995, a steering group set up the Leatherhead Clubhouse, for people with severe and enduring mental health needs. Here, there are no patients or clients, only members, who take part in the running of the house including cooking, keeping accounts and producing newsletters. Members are supported in seeking and retaining employment or lifelong learning. The service is evolving, but the Clubhouse continues to give members a safe place to be, to grow in confidence and to launch out into new activities.

In 1998, the Pitstop was set up in Leatherhead Football Club. Anyone who needs support can go there to find a welcome, food, company and opportunities to learn new skills or polish up old ones. Homeless people can go there during the day, instead of roaming the streets. Local volunteers help to run Pitstop and it is supported by donations as well as grants.

The Grange in Bookham and Headley Court in Headley also work with people with disabilities of various kinds, some of whom are regularly to be seen in the shops and cafes of the town.

In 1999, the All Saints Family Project was set up, to give better opportunities to young children and their families living in Leatherhead Common. Next year it will become a partner in the new Children's Centre, the first of its kind in Surrey.

Yet another development is under way: the creation of a Credit Union to provide financial services for all who live or work in Leatherhead. The Credit Union Study Group has obtained funding to commission the Association of British Credit Unions to undertake a feasibility study. The report is expected in Spring 2006.

Leatherhead people are used to associating with all sorts of people with all sorts of needs, making allowances for them and making them welcome. It is a warm community. Evidence of this warmth is to be seen in the response of the members of the Leatherhead Society to the question, "What do you most value about Leatherhead?" They nominated the friendly community and the "village" atmosphere, second only to our beautiful countryside as the best asset of the town.

We involved the following disabled groups and groups with mobility problems in the project.

Community Group
Queen Elizabeth's Foundation for the Disabled
SeeAbility
QEFD Empowerment Group
3 Access Studies (walks) with partially sighted
Living Streets Audit
Community Safety Walkabout



D5.2 QEFD

Group	QEFD
Attendees	Carole Shea
Purpose	Initial meeting to identify how best to engage; introduction to problems faced by trainees before meeting with them.
Comments/Views:	
Economy	Local businesses provide some on-site training or work experience, but most training is at the QEFD site. Little contact therefore made with the business community. Views of trainees about Leatherhead as a retail centre to be examined in future sessions.
Social and Community	Views about Leatherhead on social and community issues to be examined in future sessions. Trainees are taken for visits to Leatherhead for an afternoon a week, often a 4 hour period. Not much to do in Leatherhead, often go to pubs.
Transport and Access	Our walk to Leatherhead provided clear indication of problems faced by someone with any level of disability trying to get to the town - dangerous speed of cars, lack of dropped curbs, uneven and rutted pavement, overhanging branches and brambles, cars parked on pavements. Clear need for action to improve safety and access to and from Leatherhead and within the town.

D5.3 Empowerment Group at QEFD

Group	Empowerment Group at QEFD Development Centre - Tuesday 5 th July 2005
Attendees:	From the group: Viv, Sam, Peter, James, Jo, Steve, Akhtar, Matthew, Visma, Will, Sonfayou. From Rowhurst Forge: Dick Quinnell, Lucy Quinnell. From Leatherhead Tomorrow: Di Stirling, Heather Ward.
Issues discussed:	Alternative route to Leatherhead for residents at the Development Centre
<p>Dick outlined the need for an alternative route to Leatherhead for residents at the Development Centre; residents cannot reach the town without using a taxi or a minibus. By road the journey is 3 or 4 miles, but through the woods it is half a mile. It may be possible to make a wheelchair friendly path. This would give access, not only to the area around Tesco, but also to the Royal Oak, the planned sensory garden and even the railway station.</p> <p>Dick had four questions:</p> <ol style="list-style-type: none"> 1. Do people want it? 2. Is it achievable? 3. Will the landowner allow it? 4. Would Surrey County Council take responsibility for it? <p>Most group members seemed to want the new path. Dick said that a colleague from Sustrans, who are involved in pedestrian routes as well as cycle routes, had walked it with him, said it could be done and suggested that they may even put some money towards it. The landowners are sympathetic, but the line of the existing path would have to be modified. Heather said that if it were a right of way and if planning permission were given to divert it, SCC would continue to maintain it. Dick was not sure if the owner would agree to that.</p> <p>During the ensuing discussion it was pointed out that other people would use the footpath. Strangers might walk up to the Development Centre. Lucy agreed that people's attention might be drawn to the route, but Dick suggested a "Private" notice be put at the point where the path branched off to the Development Centre. Staff and volunteers already use the path. Will said that strangers can be a problem but James said that they could be helpful too.</p> <p>James suggested that Tesco might help and Lucy thought their customers might help too. Heather said that the Lower Mole Project might provide expertise and volunteer labour. Dick talked about the historical and environmental interest of the wood and told the group that the Beckworth-Smith Trust in Jersey owns it.</p> <p>Viv had met a theatre group at the Surrey Arts Partnership, which wanted to work with Freewheelers. The aim of this company is to link communities. They would help with signposting. She had also met an artist who makes site-specific art. The cost of the project was not yet known.</p>	



Group	Empowerment Group at QFD Development Centre - Tuesday 5 th July 2005
<p>Heather asked if the group would be happy for other wheelchair users from elsewhere to use it, since there were many people who were not ever able to get access to the countryside. Lucy felt that the wood would have to be protected and kept litter free.</p> <p>Lucy asked if the footpath would help access to the station and James replied that it would, but you had to have your wits about you if you wanted to use the trains. Will said he had used a train but he had to have a ramp to get on and off.</p> <p>Heather mentioned the corner between the access road to Tesco and the Kingston road, which has a gradient on it and is difficult to get round safely. Lucy suggested bypassing it by having a pedestrian bridge further downstream, like the one leading into the woods.</p> <p>Di asked how people did get around and the reply was that they used Dial-a-Ride or Buses 4U, but it cost £8 return to Epsom and you had to book in advance for both services. However, it was pointed out that from Tesco there is a wheelchair friendly bus that will take you to Kingston for £1.</p>	

D5.4 SeeAbility

Group	SeeAbility 10 May
Background	SeeAbility provides residential and day services for visually impaired and multiply disabled people
Attendees	Tenants - visual impairment varied from some to severe.
Purpose of meeting/issues discussed	Gain views of a group of tenants
Comments/Views:	
<p>Key issues raised: Reasons for going to Leatherhead: Town centre - Shopping 1, Cafes 2, Theatre 3. Also frequent leisure centre – SWANS. Of the 7 we spoke to, 3 went to the Town Centre once a week, primarily for shopping, 2 go every day for shops and tea room (Annie's) and exercise; 2 go 2-3 times a week for shopping and the tea room</p>	
Economy	<ul style="list-style-type: none"> • Liked the old wool shop - presumably travel further to buy now? • Liked the old Woollies - because of the range of goods under one roof (and accessibility) • Annie's - good, friendly staff, happy to chat • Friendly staff in shops • Can buy many things you need, but could be better – seems worse to some than used to be.
Social and Community	<ul style="list-style-type: none"> • Audio description at theatre during filming (as at Nomads theatre, E Horsley) – we could ask the theatre for feasibility. • Like theatre
Transport and Access	<ul style="list-style-type: none"> • Good access due to pedestrianisation, but problems with cars in High St. (see later) • Good access – Sainsbury and Tesco, but complaints from Tesco about too many from SeeAbility coming at once. <p>Problems with access in High St.:</p> <ul style="list-style-type: none"> • Smiths and Boots, and other shops as appropriate – prefer to have all sliding doors so don't get door swinging and hitting you. Smiths is better than used to be within the shop, • Running Horse in Bridge Street – big steps. • Southbank – terrible for blind people. <p>ACTION - talk to the shopkeepers</p> <p>Tripping hazards:</p> <ul style="list-style-type: none"> • Gullies/dips in the paving, lights in paving and A frames (though getting better), also the market stalls, and goods on show outside shops. <p>ACTION – investigate the talking lampposts; tenants to show LT the hazards.</p> <p>Cars in the High St. – prefer they were not there at all. They find it very unhelpful to have cars there at a time when they should not be there (i.e. when barrier is down) and even worse to have them MOVING during this time i.e. better enforcement needed.</p> <p>ACTION – talk to police about better enforcement; include views on whether cars should be in High St. as part of discussion with other sectors of population.</p>



Group	SeeAbility 10 May
	<p>Walking to town: Pelican crossings – can the time to cross road be lengthened? ACTION – talk to Highways about changing them. Pavements on route to town are narrow in places and overgrown in others and not smooth. Walking at dusk – need better lighting for poorly sighted. ACTION – a day walk and evening walk to town to show LT the problem.</p> <p>Would like a seat at the bus stop going to SeeAbility ACTION – check preferred position. Dial-a-ride – very good.</p>
Environment	<p>SeeAbility has a number of tandem bikes for visually sighted to take visually impaired for rides. Like environment around – woods, cycle routes (many are keen), paths, river A call for more cycle ways – smoother ones preferably, through the woods, between Leatherhead and Epsom. Reduce confusion between cycle routes, paths and bridleways. 5 out of the 7 we spoke to were keen on cycling, loved being out in the open and some described their love of bird song.</p>

D5.5 Access Issues for the Partially Sighted

Event	Access Issues for the Partially Sighted - Walk from Spencer Court to the town and back on 8 th June 2005.
Attendees	Chris Anderson - Chris had no sight and used a stick to sweep in front of him. Leatherhead Tomorrow Team (Heather Ward, Di Stirling).
<p>We studied Chris' sweeping technique with great interest. He had been taught the route which we followed and he crossed the Highlands Road at the point recommended by the SeeAbility staff.</p> <p>We found that Chris could cope with most problems easily and walk at a good pace. He was hardly checked by unexpected objects in his path, since he usually seemed to be able to sense that they were there.</p> <p>The pavement on the North side of Highlands Road is narrow, so Chris had some difficulty with the overgrown hedge outside Surrey Villa. It prevented him from reaching to touch the wall with his stick and tended to push him towards the road.</p> <p>He had some difficulty when he had to cross the entrance to Thistle Close. This had been built after he had received his training. In the town he found his way obstructed by parked cars, but he was able to get around them. What was alarming was his reaction to cars driving up the High Street. He did not seem at all sure what to do. Di asked him if he would normally be in the town at that time of day and he said that he would not.</p> <p>On the way back he lost his way outside the A & H Feeds building. There was no guide for him to follow, between the boundary of the site and the pavement, and he wandered into the site and then was nonplussed. When the site is redeveloped, the design should take account of the needs of visually impaired passers by.</p> <p>Back at Spencer Court, we noticed a spiky plant next to the path outside the Millennium Building that had the potential to damage people's eyes when it had grown a bit bigger.</p>	



D5.6 Access Issues for the Partially Sighted – 2

Event	Access Issues for the Partially Sighted - Walk from Spencer Court to the Leatherhead and back on 8 th June 2005.
Attendees	Brian and Chris Smith - both with very little sight Leatherhead Tomorrow: Di Stirling, Colin Langley and Heather Ward.
<p><u>From Spencer Court to the corner of Reigate Road and Highlands Road</u> A street light would be appreciated, in Reigate Road opposite the entrance to Spencer Court, to reduce sudden reduction in the level of lighting when entering Reigate Road. Bus shelter or seat wanted by 1 – 5 Lavender Cottages. The telephone cover on the corner, Reigate/Highlands Road is loose and rocking.</p> <p><u>Highlands Road down to the path to the allotments</u> Seat wanted by bus stop on South side of Highlands Road opposite no 69. Bus stop post too far out into pavement. Overgrowing bushes on South side opposite 59 Highlands Road down to no. 52, also outside nos. 48, 46 and 40. Overhanging tree opposite no. 42.</p> <p><u>Stretch from there to junction with St Nicholas Hill</u> <i>(This is Brian's preferred route, but not the route which is taught to new SeeAbility residents.)</i> Encroaching vegetation from trees opposite nos. 34, 32 and 30. Encroaching verge from no. 30 to entrance to St Nicholas Hill.</p> <p><u>Church Walk to Kings Head Alley</u> Tactile paving at top of Church Walk uncomfortable to walk on. Cycling in Church Walk. Wheelie bin obstructing footpath at top of Kings Head Alley.</p> <p><u>High Street and Swan Centre</u> Gutter in High Street can cause you to trip. Market can get in the way, but we need it. Seat needed at Leret Way entrance to Swan Centre where people wait for taxis. <i>It could be between the hawthorn trees at the higher road level.</i> Swan Centre toilets: men's entrance door sticks; chain in ladies' cubicle 3 doesn't pull. Cars are sometimes parked in Middle Road (on the route to the surgery).</p> <p><u>Bottom of High Street to Town Bridge</u> Steps at bottom of ramp are deceptive – one foot goes down unexpectedly. Soullinnis' pavement sign completely blocks the way. Blocked drain on town side of bridge on Running Horse side, next to white "pause" lines at mini roundabout – you can get soaked from passing traffic going through puddle. Overgrown vegetation on corner of Waterways Road opposite old water works.</p> <p><u>Church Street to Church Walk via The Crescent</u> Parking on pavement outside Bairstow Eves on corner of Crescent on Saturdays. Bus shelter needs replacing outside Cannons.</p>	



Event	Access Issues for the Partially Sighted - Walk from Spencer Court to the Leatherhead and back on 8 th June 2005.
<p>Poplar Road to Highland Avenue taking in hospital and going through alleyway to Highlands Avenue Undergrowth covers one foot of footway from Leach Grove to the hospital entrance. 3 lime trees at entrance to Poplar Avenue need pollarding – one is leaning right over. Bumps outside 19 Poplar Avenue. Hole outside 26 Highlands Avenue and another at that end of alleyway. Better lighting needed in Highlands Avenue.</p>	
<p>Brian's and Chris' comments about Boots and Smiths have been passed to the Access Group to use in their assessment of the Access Award.</p>	

D5.7 Living Streets Audit

Event	Living Streets Audit
Participants	Bernard Dore-Boize with toddler in buggy Heather Ward with toddler in buggy Lily Harris with walking stick. Mrs Harris had to stop frequently to draw breath and needed her walking stick to keep her balance.
Date	Time: 1.00 p.m.–2.00 p.m., 25 July. Weather: Fine
Route	We met Mrs Harris at the Day Centre and accompanied her to the bottom of the steps to Sainsbury's, where we started to take notes. We walked through the Swan Centre and entered the High Street, where we looked briefly at the entrances to North Street and Church Street before proceeding up the High Street as far as the Fish and Chip shop, before returning to the Day Centre via the car park to the Duke's Head.

Number	Location	Comments	Recommendation
1	Bottom of steps from Day Centre	No sign to High Street	Clear sign to High street
		No greenery in view	More greenery
2	Seats by Sainsbury's	Need to be under cover for when it rains	More seats under cover
3	Western Mall by	Seats in open again	As above
	Boots	Plenty of flowers, unlike central square	
4	Bottom entrance to	Plenty of room for seats	Seats please
	Swan Centre	No sign to High Street	Sign needed
5	Slope outside More's	Steep slope	Handrail needed on wall of More's
6	Bottom of High Street	No seats here	Seats needed
7	Church St	No seats between Toni & Guy and Theatre	Seat needed



Number	Location	Comments	Recommendation
8	Area above ramps	Cycle racks get in the way, obstruct pedestrian flow. Can't be used on market days. Trees good. Plenty of litter bins. More colour needed to complement grey slate. Entrance to retail area is too bland.	Cycle racks repositioned in more convenient location. Flowers and planting needed, possibly in front of grey wall to lighten it.
9	Outside S & P	4 signboards look a mess.	Persuade shopkeepers not to put out signboards
10	Outside Subway	Seat and litter bin needed	Seat and litter bin
11	Kings Head Alley	Surface of bottom of alley and High St in front of it very ugly and uneven	resurface
12	Outside Dixons	Manhole cover too low. Trip hazard.	Reposition
13	Gulley all down High Street	If your stick goes into it at the wrong angle you can fall over. Wheelchair users can go into it with their front wheels and topple over headfirst.	Cover gulley
14	By Annie's	Asphalt infill looks ugly. Mess in alleyway.	Make good. Ask Annie's to keep alley clear.
15	In centre of road outside Manns	Hole in cover - stones loose	Mend
16	Between Savers and Dixons	Trip on York stone	Mend
17	Entrance to Swan Mews	Grass and moss between paving and at edges of alleyway a slip hazard.	Clean
18	In High Street by top entrance to Swan Centre	Loose stones in manhole cover dangerous	Bed stones properly
19	Outside Piazza Firenze	Hole by grating	Repair
20	Outside Building Supplies	Obstructions	Get them to keep a clear footway
21	Outside Oxfam	Dangerous paving in centre of road	Repair
22	From Oxfam to top	No litter bin	Provide litter bin
23	Outside Duke's Head	Flowers here but not in busiest area	
24	Outside Balti Express	Trips in paving	Repair
25	Outside Fish & Chips	Chipped paving, trip hazard	Repair

The reports from the two walks from SeeAbility to town and back, and from the Living Streets survey have been passed to Highways, who have taken action to remedy the hazards identified.



D5.8 Community Safety Walkabout

Event	Community Safety Walkabout - Leatherhead Common
Date	12 th October 2005
Route	<p>Starting from the Community Centre, go into the rec. and follow the path round to The Bridge and back (1) past All Saints School to the new entrance onto the Kingston Road.</p> <p>Back to the crossing and onto the West side of the road, turning right and going into Fairs Road (2) and out again.</p> <p>Back (3) past Dilston Road (4) and into the Old Kingston Road (5). Follow it to the corner (6) and then beside the train track (7) to the end (8), then turn back and follow the alleyway into Randalls Park Avenue (9).</p> <p>Turn right and go to the end of the road, turn left (10) into the alleyway (11) into Longshaw.</p> <p>Turn left and follow Longshaw to Randalls Park Avenue again, calling in at the former garage area (12). Turn right and follow to the end, turn left into Gaveston Road and then right into Randalls Crescent (13).</p> <p>Follow Randalls Crescent back to Cleeve Road (14), turn right and go back along Cleeve Road(15) (16) (17) to the corner with the Old Kingston Road. (18)</p> <p>Walk back past Dilston Road (19) and cross back to Community Centre.</p>

Issues on Route:	
<p>1. Lights alongside new path not working yet.</p> <p>2. Rubbish behind One Stop, including dumped car. Lighting could be improved. Dumped display cabinets beside One-Stop.</p> <p>3. Graffiti on B@ttitude shutters.</p> <p>4. Graffiti on Aqua Spring.</p> <p>5. Eternal puddle in road, opposite new development of terraced houses.</p> <p>6. Street light not working makes for a dark bank beside the road, where people could easily be lurking.</p> <p>7. Light not working at back of 33 Randalls Park Avenue means that that end of the alleyway is not illuminated.</p> <p>8. Light not working at entrance to cycle path. CCTV could help, also CCTV along the cycle path itself would make it safer.</p> <p>9. Tree obscures street light at end of alleyway.</p>	<p>10. Light not working outside 1, Randalls Park Avenue.</p> <p>11. Light not working on corner behind 1, Longshaw and path is impressively overgrown.</p> <p>12. Lots of builder's rubble and black rubbish bags. Waste of land.</p> <p>13. Corner of Randalls Crescent with Gaveston and the next corner along, in Randalls Crescent, both have broken kerbs. Ugly brick planter.</p> <p>14. Broken kerbs on W side of entrance to Randalls Crescent from Cleeve Road.</p> <p>15. Blind corner on W side of entrance to Gaveston from Cleeve Road, caused by brick planter right on the corner.</p> <p>16. Uncut grass outside 16/17 Cleeve Road.</p> <p>17. Road surface breaking up on parking area outside 57 & 53.</p> <p>18. Dangerous corner for pedestrians, junction of Cleeve Road with Old Kingston Road.</p> <p>19. Dangerous for pedestrians to cross entrance to Dilston Road, when traffic is concentrating on making its way round junction.</p>