



ANNEX E

GENERAL QUESTIONNAIRE

- E1 INTRODUCTION
- E2 METHODOLOGY
- E3 VALIDITY IN TERMS OF AGE PROFILE AND
LOCATION OF RESPONDENTS
- E4 ANALYSIS OF RESPONSES



E1 Introduction

The distribution of the Leatherhead Tomorrow questionnaires was a key element of Leatherhead Tomorrow's community involvement programme. The aims of issuing questionnaires were to supplement the views gained from focus group discussions, to provide:

- Views on features they feel work and those which need to be improved
- Information to help identify the community's Vision for the future of the town and
- Ideas for improvement.

This Annex presents the results of the analysis of the 1158 Questionnaires received by the closing date in October. A further 60 responses were received after the closing date – these views were taken into account in the Healthcheck, but could not be included in the questionnaire analysis.

The information provided in the Annex is summarised in Section 4 of the report, along with information from the following:

- Specialist transport, economy and environmental questionnaires (see Annex G, I and J respectively)
- The Mole Valley Residents Survey 2004 (see Annex A for details)
- The youth consultations and survey (see Annex F for details)
- Findings of the focus group discussions and the public meetings (see Annexes D and B respectively).

E2 Methodology

The Questionnaires

The project coordinator and Work Group leaders designed a four page general questionnaire (the 'long questionnaire') and the pilot was issued in April to 80 people. After including feedback from the pilot, this long questionnaire was distributed between April and October through local clubs and societies, handed to people at school gates and at the three railway stations, and made available for collection in public places. The long questionnaire was also published in online form on Leatherhead Tomorrow's website. In total some 540 long questionnaires were received in time to be processed.

In addition, the Project Team designed a one-page general questionnaire, the 'short questionnaire', designed for one-to-one interviews in the High Street and other public places. This questionnaire was also available from the Help Shop in the High Street for those preferring short questionnaires. 350 short survey questionnaires were completed and analysed.

In 2004, prior to the formation of the Steering Group the Leatherhead town centre forum carried out two surveys of public satisfaction in Leatherhead, Fetcham and Ashted. The first in October 2004 was called a Visits to Leatherhead survey. The second, in November 2004 was an Environmental Audit Questionnaire which focused on environmental issues relating to the town and gateways to the town. Leatherhead Tomorrow had access to the 268 responses from these questionnaires. The team considered it would be useful to be able to include these responses within the overall analysis. Therefore in designing the questionnaires care was taken to ensure consistency in questions where appropriate. The analysis tool was set up to allow the incorporation of these data responses.

Total Questionnaires included in the Analysis

In total, some 1218 questionnaires were returned, 1158 in time to be analysed, broken down as follows:

Type of Questionnaire	Number of questionnaires
Long questionnaire	540 (600 including late responses)
Short survey questionnaire (one-to-one surveys)	350
Town Centre Forum Environmental Audit Questionnaire	119
Town Centre Forum 'Visits to Leatherhead' Survey	149
TOTAL	1158



Approximately 2650 long questionnaires were distributed. This represents a 22% return rate.

Distribution of the Questionnaire

The general questionnaire was issued to the following community groups, selected to ensure diversity of views and ideas.

Group	Name of group/questionnaire	Number of returns
Parents of Pre-school age children	Fetcham footprint mother and toddler group; Greenacres Montessori Nursery; South Bookham Playgroup; Forty foot Playgroup	20
Parents of Infant/ Junior School children	Woodville School Leatherhead (staff/parents;) All Saints School; South Bookham School Eastwick Infant and Junior; Oakfield School	78
Children aged 7-11	Woodville School transport, general and environment questionnaires; and teacher led class questionnaires	Junior school questionnaire (see Annex F)
Secondary School	Therfield general youth questionnaire	316 youth questionnaires (see Annex F)
Youth	Youngsters at youth café and others by personal communication. Youth group at St Georges Church Ashtead	
Public Places (all adults)	Doctors surgery Fetcham and Bookham; Help Shop; CAB; Leatherhead shops; Leisure Centre; Theatre	55
Church Groups	Churches in Leatherhead, Ashtead, Fetcham	78
Parents/teachers of Secondary school students	Therfield School (teachers)	13
Commuters	Commutersat Leatherhead station	38
Residents/Community Associations and Leatherhead Town Centre Forum	Leatherhead Community Association, Leatherhead Society; N Leatherhead Community Association; notified by newsletters and websites to Bookham Residents Assoc; Ashtead Residents Association; Fetcham Residents Association. Also handed out to the Leatherhead Town Centre Forum	34
Business and community orientated organizations	Chamber of Commerce; Leatherhead Round Table; Rotary Club of Leatherhead; Rotary Club of Ashtead; Leatherhead Lions; Probus	41
Ladies groups	Townswomen Guild; WI; Trefoil Club	
Local residents	Tyrrells Wood Residents; Mickleham (doorstep survey); Fetcham Park Association (group of houses); Bookham contacts; Fetcham Contacts	40
Other	Leatherhead Ahead contacts, Leatherhead & District Countryside Protection Society, and handed out at the September meetings	5
Elderly and Disabled	SeeAbility; QEFD; Day Centre; Ashtead Good Neighbour Scheme	2
Miscellaneous		65
Internet		71
TOTAL LONG QUESTIONNAIRES		540

One-to-One Local Surveys

Surveys were carried out on the following local occasions and at the following events, using the short survey questionnaire.

Event	No of completed questionnaires
Ashtead Village Day	56
Bookham Village Day	61
Woodville School Fete	36
All Saints School	4
Survey at One Stop, Kingston Road	17
Fetcham shoppers	9
St Georges Day, Leatherhead	65
Bookham Shoppers	17
Headley Village survey	28
Leatherhead Market Day survey	57
TOTAL SURVEYS	350



The short questionnaire was also available for completion at the Help Shop.

The earlier surveys by Leatherhead Town Centre Forum

The Leatherhead Town Centre Forum questionnaires had been issued to homes in streets in Leatherhead, Fetcham and Ashted. The streets had been selected to provide a good mix of people from different neighbourhoods, ages and socio-economic groups.

Analysis

Two types of question were included in the questionnaires. All the questionnaires contained some open (e.g. 'what do you think are ...') and some closed questions. For the open questions, the Project Team developed codes following the analysis of the first 300 questionnaires to assist in the analysis of the remaining ones.

The results tables in this report show the number of respondents who gave each response to a specific question as follows:

- For closed questions, the response rate is given.
- For the open questions, the tables give the number of respondents as a percentage of the total responses to the question.

The questions provided below are as they appeared in the long general questionnaire. The same question or a question similar to these also appeared on one, two or all of the other questionnaires. For each question, the symbols LG (Long General questionnaire), SG (Short General survey questionnaire), VL (Visit to Leatherhead questionnaire) and EA (Environmental Audit questionnaire) are used to denote where the question or a similar question was included.

Respondents are able to make multiple responses to the open questions so the total number of responses can exceed the number of questionnaires issued.

E3 Validity in Terms of Age Profile and Location of Respondents

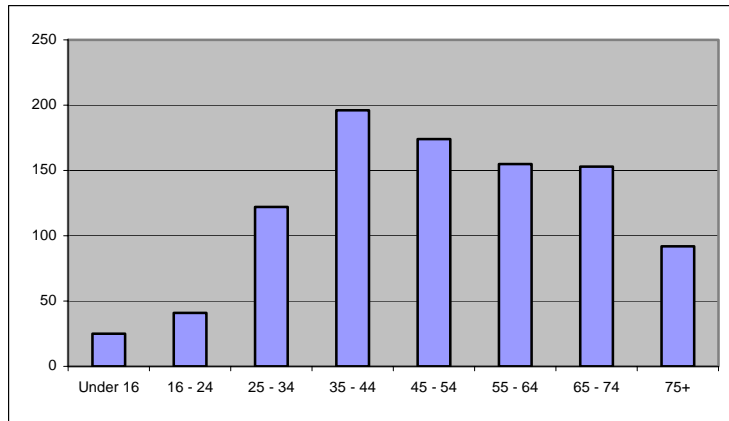
Age Profile compared with Mole Valley as a whole (all questionnaires; total: 1158 responses)

Number of respondents per age band

Age Group	% of sample	% combined to fit census age bands
Under 16	2.6	2.6
16 – 24	4.3	4.3
25 – 34	12.7	33.2
35 – 44	20.5	
45 – 54	18.2	34.4
55 – 64	16.2	
65 – 74	16.0	16.0
75+	9.6	9.6

Population Age Structure 2001 Census figures Mole Valley

Age Group	% in the population
Under 16	19
16-24	8.2
25-44	26.6
45-64	27.2
65-74	9.7
75+	9.3



Approximately 62% of the questionnaire respondents were female and 38% male.

Age bands sampled in Questionnaires

The sample of under 16 is lower than the % in the Mole Valley age profile. The team considers this acceptable for three reasons:

- Young people were involved through focus group discussion in schools (numbers of attendees not appearing in these figures) – see Annex F.
- Young people were handed the youth questionnaire in preference to this general questionnaire
- Youth Voice, as representatives of young people, have been consulted as part of the Leatherhead Tomorrow consultation strategy. They have also been consulted through the Community Strategy and Local Development Framework consultations. Having found out the key issues affecting youngsters from our consultations and these earlier studies, it was considered best to focus our discussions with youngsters when we are at the appropriate time to discuss definitive proposals for action; this would be in the next phase of the project.

The age range of 16 to 24 was under represented. The team is setting up a process to ensure we gain the views of more people in this age range in the next phase of the project. A key strategy for involving this age range was:

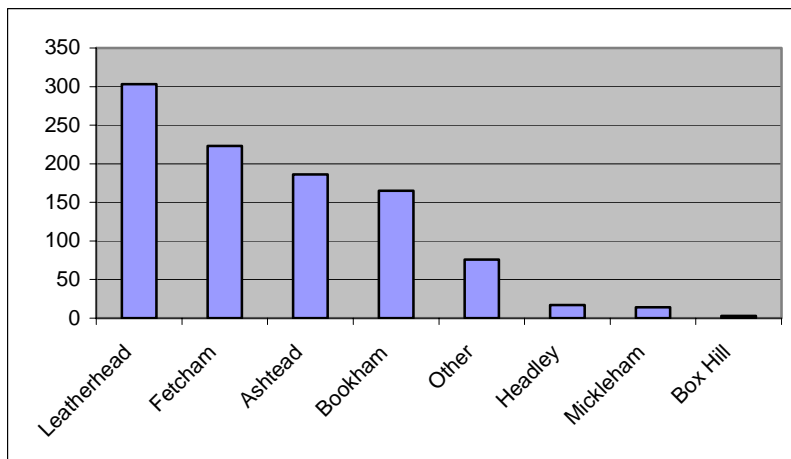
- We had intended to gain the views of this age group through targeting the attendees at the leisure facilities, at the same time as carrying out the leisure survey. This did not occur because the project put the leisure survey on hold when MVDC published their Leisure Centre survey.
- Involvement through personal discussions in pubs, the new tapas bar and other venues. Unfortunately owing to the small number of volunteers, this element of the project could not be undertaken during this initial phase and is delayed until the next phase.

Consulting over specific proposals with the age range 16-24 will be a key priority during phase 2 of the Healthcheck.

The respondents over-represented the Mole Valley profile in the rest of the age ranges, particularly in the 65-75 age range. This is not surprising as it is this age range who were most often present at the various community groups.

Location of Respondents (LG, SG)

The long and short questionnaires asked respondents to record where they live. The long questionnaire also asked respondents where they work.



Of the 1158 responses, 31% of the respondents were from Leatherhead, 23% from Fetcham, 19% from Ashtead and 16% from Bookham. The remainder were from the smaller villages or elsewhere.

Of the 540 asked the question 'where do you work?' 381 people responded. 45% said they worked outside the study area, 35% in Leatherhead, 10% in Bookham, 6% in Fetcham, 3% in Ashtead and 1% in the smaller villages. However it should be noted that this may not be representative of the whole population as men were under represented.

It cannot be concluded that the questionnaire results were 100% valid but owing to the large number of respondents, even though the age and male/female profiles do not exactly mirror that of the Mole Valley survey, we feel confident that the views broadly represent those of the community. We fulfilled our aim to consult more Leatherhead residents than from the larger villages and felt it was appropriate to consult a large number of people in the villages because their attitudes to Leatherhead and in particular, their attitudes towards shopping in Leatherhead and the theatre will have considerable influence on the success of the town.

E4 Analysis of Responses

This section presents the analysis of the response to the questions on the questionnaires.

Q4a. What do you think are the best features of Leatherhead?

Type of Question: Open, LG, SG, VL, EA

In terms of Economy issues:

Response	No.	% of Total
Eateries	177	27.7
Shops	157	24.6
Market	108	16.9
Supermarkets	81	12.7
Independent shops	55	8.6
The new Argos and other shops it will bring in	20	3.1
Banks and other services	20	3.1
The thing you need on a regular basis	20	3.1
Total	638	

In terms of Transport and Access issues:

Response	No.	% of Total
Access to London, Countryside, UK	127	42.8
Traffic free	85	28.6
Road/Rail	37	12.5
Convenient	21	7.1
Park in High Street	13	4.4
Shop access	12	4.0
Buses	2	0.7
Total	297	



In terms of Social and Community Issues:

Response	No.	% of Total
Entertainment	181	22.4
Recreation	143	17.7
Friendly	127	15.7
Compact	122	15.1
Improving	108	13.4
Library	46	5.7
Location	41	5.1
Safe	19	2.4
School	15	1.9
Youth	5	0.6
Total	807	

In terms of Environmental Issues:

Response	No.	% of Total
Riverside	277	41.5
Architecture	178	26.6
Beautiful	117	17.5
Gardens	46	6.9
Quiet	32	4.8
Clean	18	2.7
Total	668	

From these analyses, in terms of number of positive comments, it appears that the aspect of Leatherhead which people think is best is the river. People like the eateries and the shops which people perceive to be improving; they welcome the recently reopened theatre and value the accessibility of the town on foot and the traffic free area. The architecture of the town receives considerable positive comment and people value the beautiful surrounding countryside.

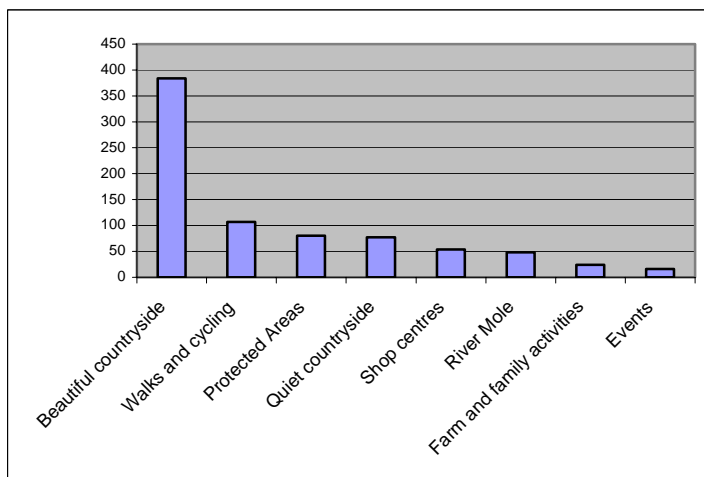
There were less positive comments about transport in the area.

Q4b. What do you think are the best features of your Village?

The responses to this question are evaluated in Section 4.8 of the main report and details provided in Annex K.

Q4c. What do you think are the best features of the Surrounding Area?

Type of Question: Open, LG, SG



Response	No.	%Total
Beautiful countryside	384	48.6
Marvellous for country walks, cycling, horse riding etc	107	13.5
Protected areas	80	10.1
Quiet	77	9.7
Shop centres	54	6.8
River Mole	48	6.1
Bocketts Farm and other family activities	24	3.0
Events	16	2.0
Total	790	

The high response rate demonstrates the large amount of interest in this topic and in particular the high value given to the beautiful surrounding countryside.



Q5. What generally are the THREE main purposes of your visits to Leatherhead?

Type of Question: Closed, LG, SG, VL

Reason 1

Response	No.	% of Total
Shopping	591	65.2
Work	96	10.6
Bank	78	8.6
Recreation	41	4.5
Theatre	22	2.4
Other	19	2.1
Library	18	2.0
Hairdresser	14	1.5
Meal	14	1.5
People	13	1.4
Total	906	
Response rate	78%	

Reason 2

Response	No.	% of Total
Bank	232	30.5
Meal	93	12.2
Shopping	90	11.8
Theatre	89	11.7
Recreation	81	10.7
Library	52	6.8
Hairdresser	39	5.1
Work	38	5.0
People	31	4.1
Other	15	2.0
Total	760	
Response rate	66%	

Reason 3

Response	No.	% of Total
Meal	128	20.6
Theatre	83	13.3
Recreation	74	11.9
Hairdresser	70	11.3
Bank	69	11.1
Library	68	10.9
Other	45	7.2
People	44	7.1
Shopping	36	5.8
Work	5	0.8
Total	622	
Response rate	54%	

65% of respondents said that their prime reason for going to Leatherhead was to go shopping. The second reason for going to Leatherhead appears to be for banking and the respondents' third reason is for eating out.

Q6. How do you get to Leatherhead town centre, your local shops, other centres?

Type of Question: Closed, LG, SG, VL

To Leatherhead?

Response	No.	% of Total
Car	558	63.7
Walk	227	25.9
Bus	44	5.0
Cycle	34	3.9
Train	9	1.0
Motorbike	3	0.3
Taxi	1	0.1
Total	876	

To Local Shops?

Response	No.	% of Total
Car	251	48.7
Walk	228	44.3
Cycle	27	5.2
Bus	6	1.2
Motorbike	2	0.4
Train	1	0.2
Total	515	

The majority of respondents (65%) generally drive to Leatherhead. However some 26% of the respondents walked. Assuming, (though this has not been quantified), that the walkers are all Leatherhead and Fetcham residents, who together make up 54% of the respondents, this means that over half the Leatherhead and Fetcham respondents say they generally walk to town. This clearly provides a justification for people's comments in focus group discussions, that they would like to see more provision for pedestrians e.g. safe pavements, clear of encroaching vegetation and overhanging branches, and seating.

A smaller percentage of visitors to the villages drive there. More people walk, reflecting the closer proximity of the shopping areas to people's homes. The same need for pedestrian provision applies.



In contrast, some 79% of respondents drove to the larger centres and 92% drove to the Tesco/B&Q area of Leatherhead.

Q7. What facilities do you think Leatherhead should provide in comparison with a) the towns/villages around and b) larger towns (e.g. Guildford, Epsom, Kingston)

Type of Question: Open, LG, SG

This question received a very large number of useful responses. They were not analysed as part of the questionnaire but provided very useful information on peoples' views on where they feel Leatherhead should fit between the villages and the larger centres. The data were useful input to the economy section and also provided useful information for developing the community's vision.

VIEWS ON THE LOCAL ECONOMY

Q8a. How do you feel about these issues?

Type of Question: Closed, LG

Response	Good %	Satis. %	Fair %	Poor %	Response Rate %
Range of shops in Leatherhead	7	21	36	35	89
Range of services (e.g. banks, solicitors, hairdressing)	36	36	17	2	82
The general market and farmers' market	22	33	31	13	75
Range of shops and services in your local village	43	30	19	9	65
Restaurants during day time	41	37	17	5	68
Pubs and restaurants in the evening	40	36	17	5	68
Employment opportunities	27	33	25	15	36
Training / skills development opportunities	14	28	28	30	27
Childcare for your training or employment needs	11	24	21	44	16

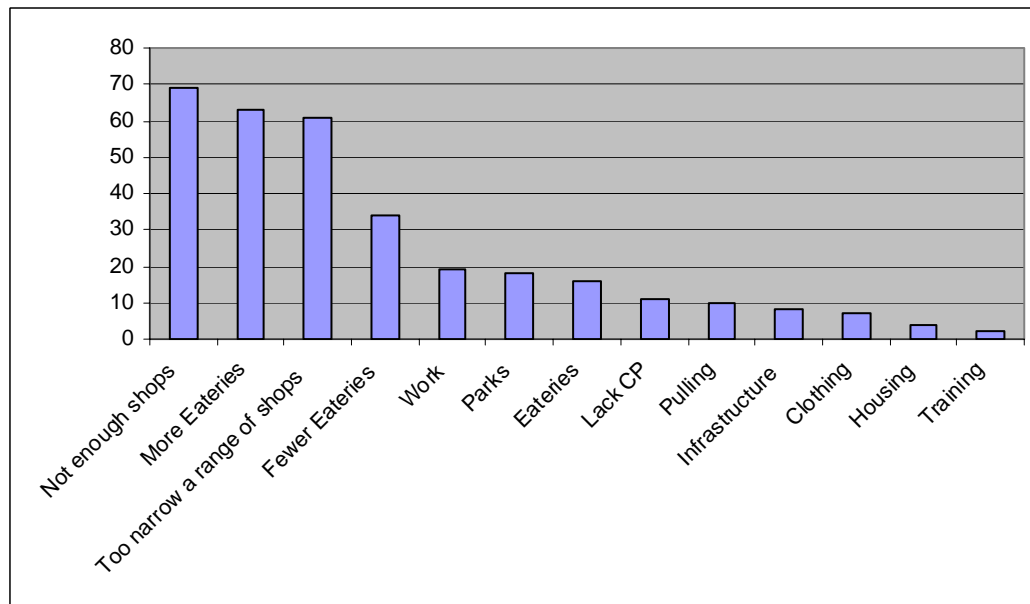
Of the above, the issues which are noted are:

- The lack of satisfaction with the shops
- The 40% percentage who felt that the restaurants in the day time or evening are good.
- The need for better childcare for training and employment needs.



Q8b List any other issues to do with the local economy

Type of Question: Open, LG, SG, VL, EA



Response	No.	% of Total
Not enough shops	69	21.4
Insufficient eateries	63	19.6
Too narrow a range of shops	61	18.9
Too many eateries	50	15.5
Insufficient manufacturing	19	5.9
Too many business parks	18	5.6
Lack of 'pop & shop parking - compare villages	11	3.4
Lack of a 'magnet' shop	10	3.1
Need infrastructure e.g. Swan Centre doors	8	2.5
Too few clothing shops	7	2.2
Inadequate Affordable housing	4	1.2
Inadequate training for employment	2	0.6
Total	322	

It is clear from this analysis that the key concern of respondents is the need for more shops and a greater range of shops. There were mixed views on whether there should be more or less eateries.

Q8c. What changes would make the town increasingly successful?

Type of Question: Open, LG, SG, EA, VL

Response	No.	% of Total
More shops and variety of shops	361	41.8
Shops which act as a magnet to 'pull' shoppers into town	144	16.7
A single shop/Department store which attracts people into town	119	13.8
More eateries	59	6.8
Improvements to infrastructure	56	6.5
Balance between eateries and shops (i.e. mostly viewed as 'fewer' eateries)	55	6.4
Fewer eateries	28	3.2
More affordable housing	11	1.3
Local pop-and-shop parking near shops	11	1.3
No change	11	1.3
Other	8	0.9
More training for workers	1	0.1
Total	864	



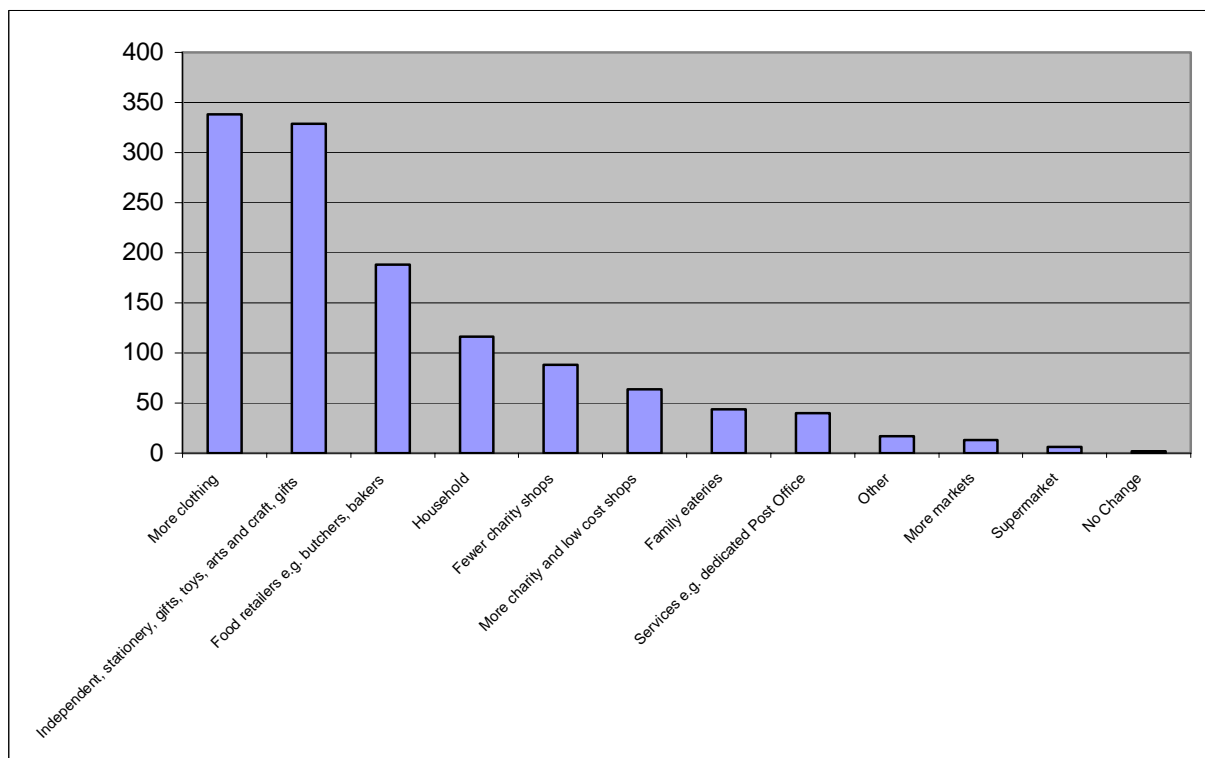
It is evident from the number of responses on this question, that the community put a high priority on improving the shops.

In answer to this question, the key changes which people would like are 'more shops' or 'more variety of shops', together with a single shop which acts as a 'magnet,' or a number of shops which together attract people to the town.

There are constraints to encouraging more shops, in particular there are few vacant premises, and the unit size of Leatherhead shops are small, which preclude the larger shops that people are looking for. This concern by residents is noted and the Healthcheck will actively look into ways to achieve more retail outlets.

Q8d. What additional shops and services would you like in Leatherhead? (mention up to 4 but excluding a department store)

Type of Question: Open, all questionnaires



Response	No.	% of Total
More clothing	338	27.1
Independent, stationery, gifts, toys, arts and craft	329	26.4
Food retailers e.g. butchers, bakers	188	15.1
Household	116	9.3
Fewer charity shops	88	7.1
More charity and low cost shops	64	5.1
Family eateries	44	3.5
Services e.g. dedicated Post Office	40	3.2
Other	17	1.4
More markets	13	1.0
Supermarket	6	0.5
No change	2	0.2
Total	1245	

The demand for a department store is already noted in responses to Question 8c.

Again, the large response rate is noted indicating people's interest in improving the shopping area. From the analysis, the categories of shops which people are looking for are a department store and more clothing. The second highest category is for specialist shops including the independent shops (rather than chains), stationery, arts and craft shops. People living in Leatherhead, many of whom walk to the town on a regular basis, compare their shopping experience with that of people in Bookham or Ashted and would like to see butchers, bakers and other food outlets.

A large number complained about there being too many charity shops. However others said they would benefit from more low cost shops.



VIEWS ON LOCAL COMMUNITY SERVICES AND LEISURE

Q9a. How do you feel about the following in Leatherhead and surrounding area?

Type of Question: Closed, LG

Response	Good %	Satis. %	Fair %	Poor %	Response Rate %
Provision of doctors and dentists	44.2	35.6	12.7	7.4	79.8
Provision of hospital and other medical services	27.3	34.9	24.5	13.0	70.9
Leisure/recreational activities for children & families	34.0	31.8	23.1	11.0	56.9
Youth leisure and recreational activities	16.6	27.7	29.0	26.5	46.7
Adult leisure and recreational activities	28.5	37.2	25.8	8.4	74.4
Entertainment	22.6	32.5	32.2	12.7	67.0
Provision of primary education	57.0	23.7	14.2	4.7	18.2
Provision of secondary education	51.0	29.0	14.0	6.0	17.8
Provision of adult and community education	18.7	30.7	27.7	22.8	49.1
Consultation processes with District/County Councils	8.4	21.0	33.6	37.1	53.0

There is a concern over dentist and doctor provision. Evidence from other surveys and focus group meetings indicates the concern is due to the decreasing number of NHS dentists, and the merging of the Fetcham and Bookham Doctors Surgery, together with uncertainties over hospital plans.

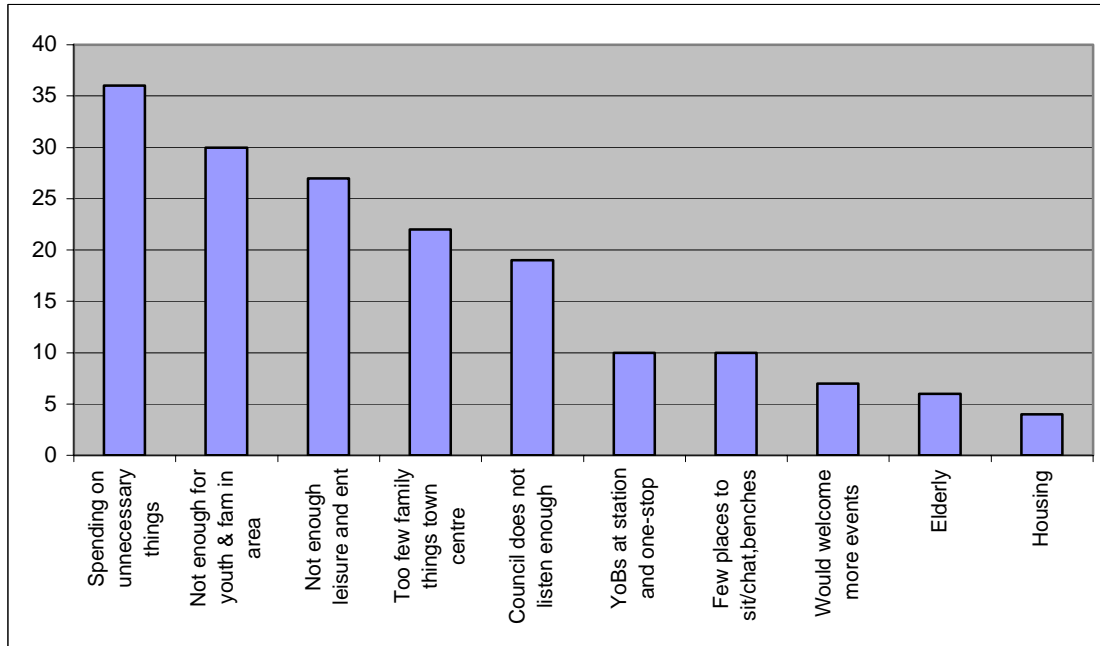
Current leisure activities are considered good to fair by the majority of respondents depending on the age category. However it is noted that this questionnaire was carried out prior to Mole Valley DC announcing the uncertainties over the future of the Leisure Centre and their survey. In the Leatherhead Tomorrow survey, residents were commenting on the facilities which currently exist in Leatherhead, mostly at the Leisure Centre, and anecdotal evidence is that people find the Leisure Centre adequate and functional but would welcome improvements. Improving the Leisure Centre is one of the key community priorities from this survey. It should be noted that these questionnaires were issued prior to Mole Valley DC issuing their questionnaire on the future of the Leisure Centre

From these data, it is evident that the majority are happy with primary and secondary education although there is a concern on the provision of further, higher and adult education, especially given the distance to the nearest further education college and the recent withdrawal of Nescot's training provision in Leatherhead (the latter was probably not known to respondents at the time of the questionnaire).



Q9b. Any other issues/concerns affecting the strength of the local community

Type of Question: Open, all questionnaires



Response	No.	% of Total
Spending on unnecessary things	36	20.5
Not enough for youth & families in area	30	17.0
Not enough leisure and entertainment	27	15.3
Too few family things in town centre	22	12.5
Council does not listen enough	19	10.8
YobBs at station and One Stop	10	5.7
Few places to sit/chat, benches, shelter	10	5.7
Would welcome more events	7	4.0
Elderly	6	3.4
Housing	4	2.3
Total	176	

There was a relatively low response to this question reflecting the fact that people were generally satisfied with these issues.

21% of respondents were concerned that the council has spent money on infrastructure which was unnecessary in the view of the respondents, or has spent money on items which were not community priorities. This response may reflect people's views on actions taken in the past, rather than in the present, but this has not been analysed.

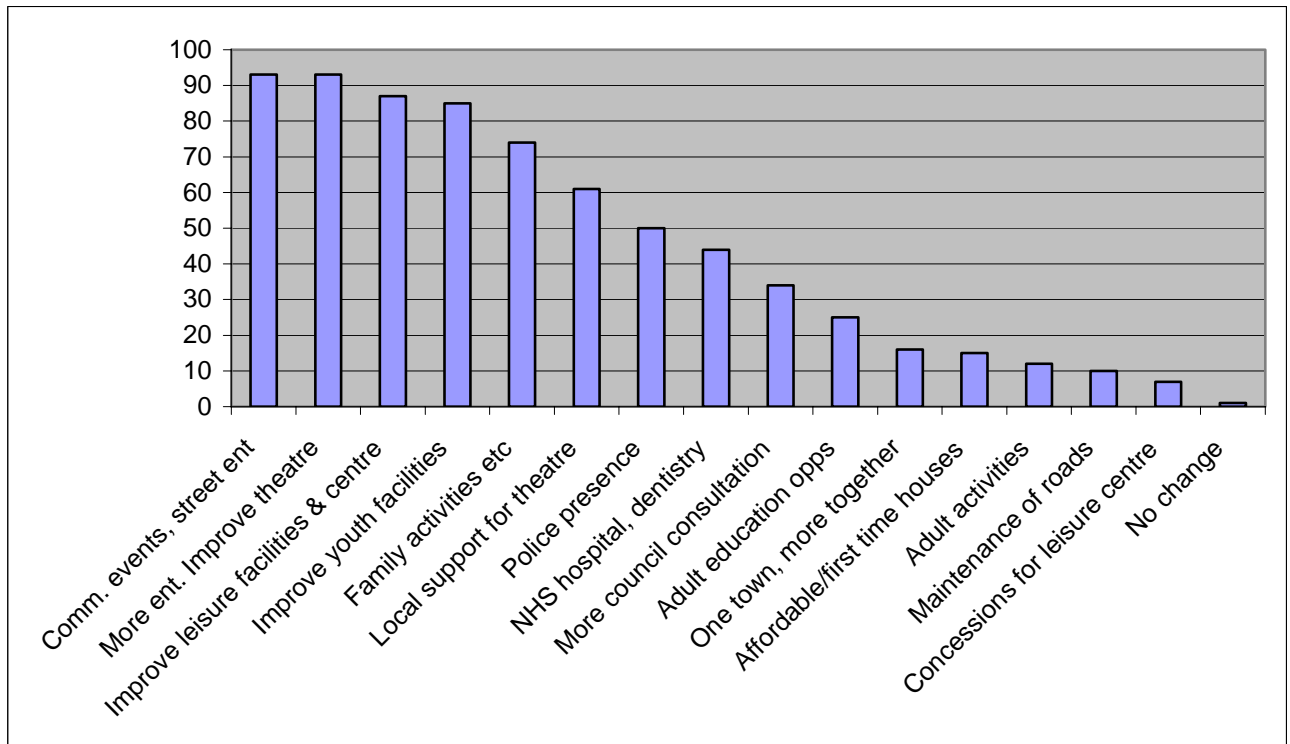
15% of respondents commented that the leisure and entertainment was insufficient or inadequate. This was before Mole Valley's survey on the future of the Leisure Centre was published. It can be assumed that there would have been even more comments on how it could be improved if it had been known at the time that the future of the Centre was under discussion.

The other key comments relate to an insufficient number of activities for young people and families in the area (17%) and in the town centre (12.5%).



Q9b. What could be improved to strengthen the local community?

Type of Question: Open, all questionnaires



Response	No.	% of Total
More community events, street entertainment	93	9.9
More entertainment. Improve theatre	93	9.9
Improve leisure facilities, Leisure Centre	87	9.2
Improve youth facilities	85	9.0
More family activities, entertainment, eateries, things to do in town and area	74	7.9
Local support for theatre, library	61	6.5
Police presence	50	5.3
Local NHS hospital and dentistry	44	4.7
More council consultation	34	3.6
Adult education opportunities	25	2.7
One town, more togetherness	16	1.7
More affordable and first time buying	15	1.6
Adult activities	12	1.3
Maintenance of roads	10	1.1
Concessions for e.g. Leisure Centre	7	0.7
No change	1	0.1
Total	941	

There was a much greater response to this question than the question immediately above.

The main changes which people suggested were more community events, more entertainment and improved leisure facilities.

Data show that people would like to see improvements to the Leisure Centre. It is likely that had the Leisure Centre Survey been issued earlier, there would have been even more comments on how the Centre needs to be improved.



Q9e. Have you contacted the District or County Councils in the last year (Yes/No)?

Q9f. If 'Yes' was the response satisfactory (Yes/No)?

Type of Question: Closed, LG only

Have you contacted the District or County Councils in the last year (Yes/No)?

Response	No.	% of Total
Yes	231	56.3
No	179	43.7
Total	410	
Response Rate	76%	

If 'Yes' was the response satisfactory (Yes/No)?

Response	No.	% of Total
Yes	155	70.8
No	64	29.2
Total	219	
Response Rate	40%	

Q9h. Have you been the victim of crime in the last 12 months?

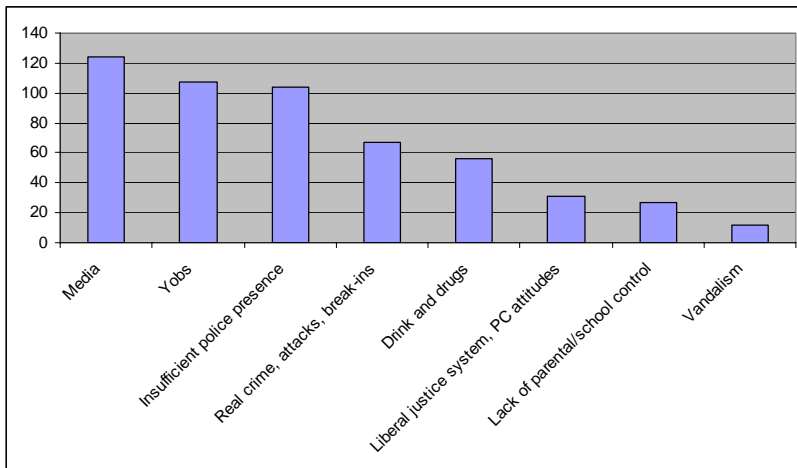
Type of Question: Closed, LG only

Response	No.	% of Total
No	349	87.9
Yes	48	12.1
Total	397	
Response Rate	73%	

12% of the respondents had been a victim of crime in the last year.

Q9i. What do you believe to be the causes of the fear of crime?

Type of Question: Closed, LG only



Response	No.	% of Total
Media	124	23.5
Yobs	107	20.3
Insufficient police presence	104	19.7
Real crime, attacks, break-ins	67	12.7
Drink and drugs	56	10.6
Liberal justice system, PC attitudes	31	5.9
Lack of parental/school control	27	5.1
Vandalism	12	2.3
Total	528	

The main causes of the fear of crime in the area appear to be the media, the presence of groups of 'yobs', and the perception of insufficient police presence.



Q9j. Where, if anywhere do you feel unsafe in the area?

Type of Question: Open, LG only

Response	No.	% of Total
Dark	128	27.0
Station	92	19.4
Nowhere	58	12.2
Alleyways	56	11.8
Commons and Downs	45	9.5
Swan Centre	38	8.0
Kingston Road	28	5.9
Pubs	25	5.3
Other	4	0.8
Total	474	

27% of respondents felt unsafe after dark. The station and alleyways were specifically mentioned. However some 19% responded that they did not feel unsafe.

Q9g. How well do you think the current health service meets your needs?

Type of Question: Open, LG only

Response	No.	% of Total
Good	191	39.5
Concern	130	26.9
Poor	70	14.5
Adequate	36	7.4
Excellent	30	6.2
Fair	27	5.6
Total	484	

In answer to the question 'How well do you think the current health service meets your needs,' some 53% answered positively - either excellent, good or adequate.

However some 47% specifically expressed concern over proposed changes and/or indicated that they considered the current health service only fair or poor.



Q10a. GETTING INTO LEATHERHEAD AND MOVING AROUND

Type of Question: Closed, LG only

Response		Good %	Satis. %	Fair %	Poor %	Resp. rate %
Travel by train	Access to Leatherhead by train	50	35	11	4	66
	Provision of train services for shopping	29	39	21	11	48
	Provision of train services for leisure	26	40	24	10	52
	Work/school train provision	35	30	20	14	32
Travel by bus	Getting around by bus	8	15	30	47	45
	Provision of bus services for shopping	7	14	32	47	41
	Provision of bus services for leisure	6	13	24	57	38
	Work/school bus provision	9	18	25	42	25
Drivers and cyclists	Getting around by car	24	47	18	11	74
	Provision of cycle routes and facilities	50	35	11	4	66
	Traffic flow	5	34	39	22	76
	Standard of road signs to centre of town	13	40	27	22	72
	On-street parking facilities in Leatherhead	4	10	20	66	73
	Off-street parking facilities in Leatherhead	9	19	29	44	73
	Enforcement of parking restrictions in Leatherhead	10	27	30	33	59
Movement around Leatherhead	Access to Leatherhead on foot	45	38	13	5	74
	Access around Leatherhead on foot	45	38	13	4	75
	Disabled and pushchair access	23	37	25	15	33
	Pedestrian signs to main facilities	25	39	28	8	69
	Maintenance of roads and paths	7	19	30	43	77

From these analyses, it is evident that the majority of respondents consider that travel by train is good or satisfactory, but consider travel by bus to be only fair or poor.

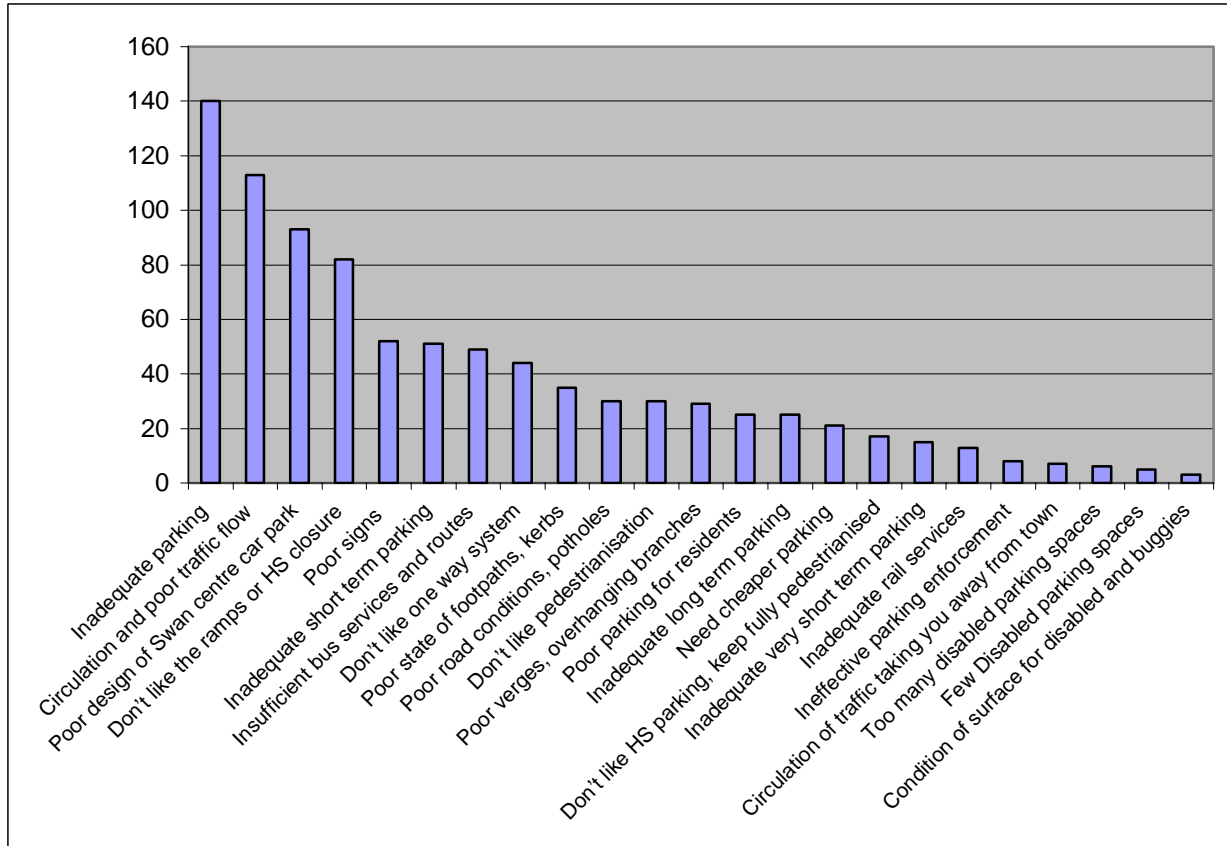
In terms of travel by car, there is a clear dissatisfaction with traffic flow, parking and parking enforcement.

The majority of residents consider that access to and around Leatherhead on foot is good or satisfactory, but the majority feel that the maintenance of roads and paths is only fair or poor.



Q10b Any other issues/concerns relating to transport and access

Type of Question: Open, all questionnaires



Response	No.	% of Total
Inadequate parking	140	27.3
Circulation and poor traffic flow	113	22.0
Poor design of Swan Centre car park	93	18.1
Don't like the ramps and/or don't like High Street / crossroads closed	82	16.0
Poor signs	52	10.1
Inadequate short term parking	51	9.9
Insufficient bus services and routes	49	9.6
Don't like one way system	44	8.6
Poor state of footpaths, kerbs	35	6.8
Poor road conditions, potholes	30	5.8
Don't like pedestrianisation	30	5.8
Poor verges, overhanging branches	29	5.7
Poor parking for residents	25	4.9
Inadequate long term parking	25	4.9
Need cheaper parking	21	4.1
Don't like High Street parking, keep fully pedestrianised	17	3.3
Inadequate very short term parking	15	2.9
Inadequate rail services	13	2.5
Ineffective parking enforcement	8	1.6
Circulation of traffic taking you away from town	7	1.4
Too many disabled parking spaces	6	1.2
Few disabled parking spaces	5	1.0
Condition of surface for disabled and buggies	3	0.6
Total	513	

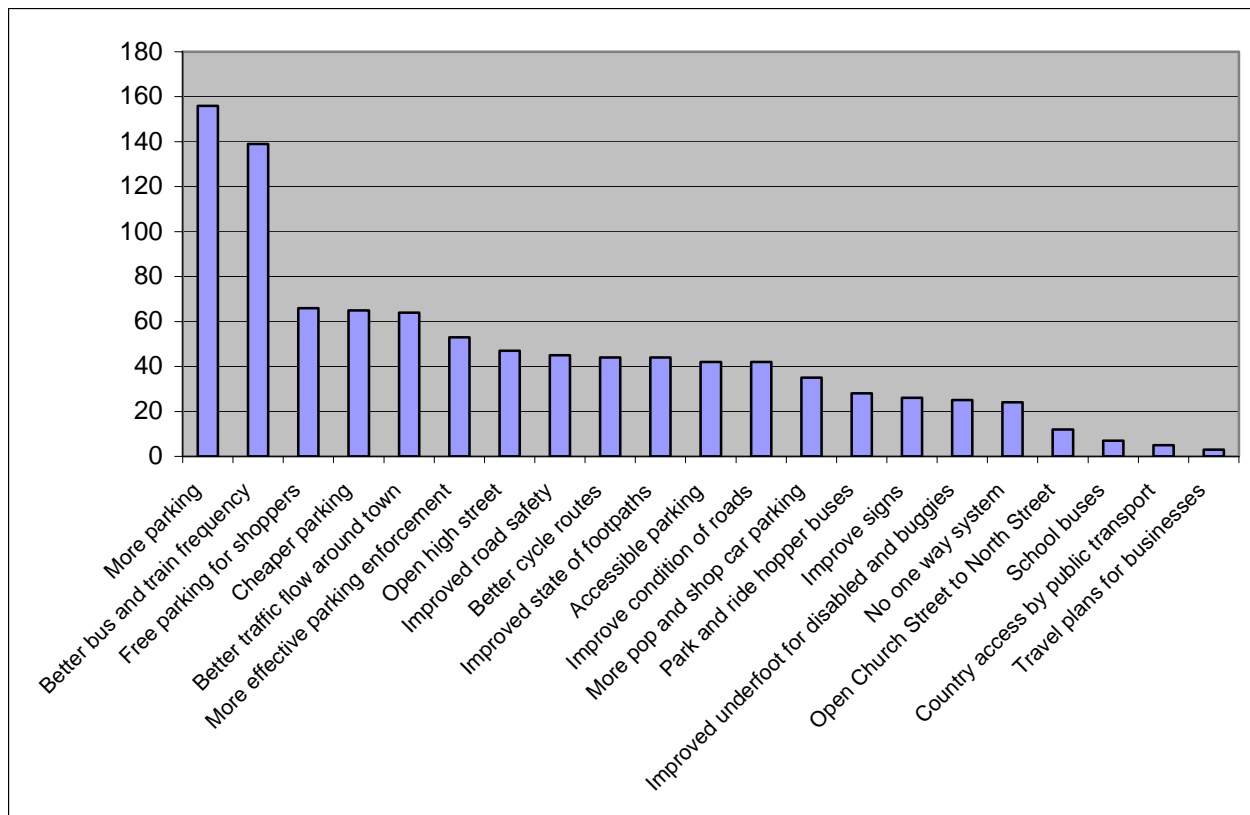
The three key issues raised were inadequate parking, circulation and traffic flow, and the design of the main car park.

A large number of respondents noted concern over the 'ramps' on the High Street. However, from the response, the % of respondents who are concerned about the disabled ramps themselves, or the money spent on the feature, or with the resultant closure of the Church/North Street or High Street is unclear.



Q10c. What changes would make it easier to get around the area?

Type of Question: Open, all questionnaires



Response	No.	% of Total
More parking	156	16.0
Better bus and train frequency	139	14.3
Free parking for shoppers	66	6.8
Cheaper parking	65	6.7
Better traffic flow around town	64	6.6
More effective parking enforcement	53	5.4
Open High Street	47	4.8
Improved road safety	45	4.6
Better cycle routes	44	4.5
Improved state of footpaths	44	4.5
Accessible parking	42	4.3
Improve condition of roads	42	4.3
More pop and shop car parking	35	3.6
Park and ride hopper buses	28	2.9
Improve signs	26	2.7
Improved underfoot for disabled and buggies	25	2.6
No one way system	24	2.5
Open Church Street to North Street	12	1.2
School buses	7	0.7
Country access by public transport	5	0.5
Travel plans for businesses	3	0.3
Total	974	

This question received a large response, demonstrating the important attached to improving transport and access in the town.

The key changes people are seeking, to improve transport and access, are more parking and better public transport.



Q10c. Do you drive a car?

Type of Question: Closed, LG

Response	No.	% of Total
Yes	370	84.9
No	44	10.1
Occasionally	22	5.0
Total	436	
Response rate	81%	

Q10d. If you would like to walk/cycle/take the bus or train into Leatherhead, but currently don't, what is stopping you?

Type of Question: Open, all questionnaires

Response	No.	% of Total
Buses aren't at the right time or suitable route, bus stops at inconvenient places	158	50
Takes too long/too lazy	63	19.8
Dangerous for cycling/walking	42	13.2
Price	21	6.6
Too far to the station	18	5.7
Concern for personal safety	14	4.4
Poor state of verges	2	0.6
Total	318	

The view given is that public transport provision is inadequate. However it is evident that other factors are also important in determining why it is that the community generally drives.

VIEWS ON THE ENVIRONMENT

Q11a. Can you go for a walk in the country without a car (Yes/No/With difficulty/No interest)?

Type of Question: Closed, LG

Response	No.	% of Total
Yes	315	79.5
Difficult	43	10.9
No	38	9.6
Total	396	
Response Rate	73%	

Q11b. If 'No' or 'With difficulty', why is this?

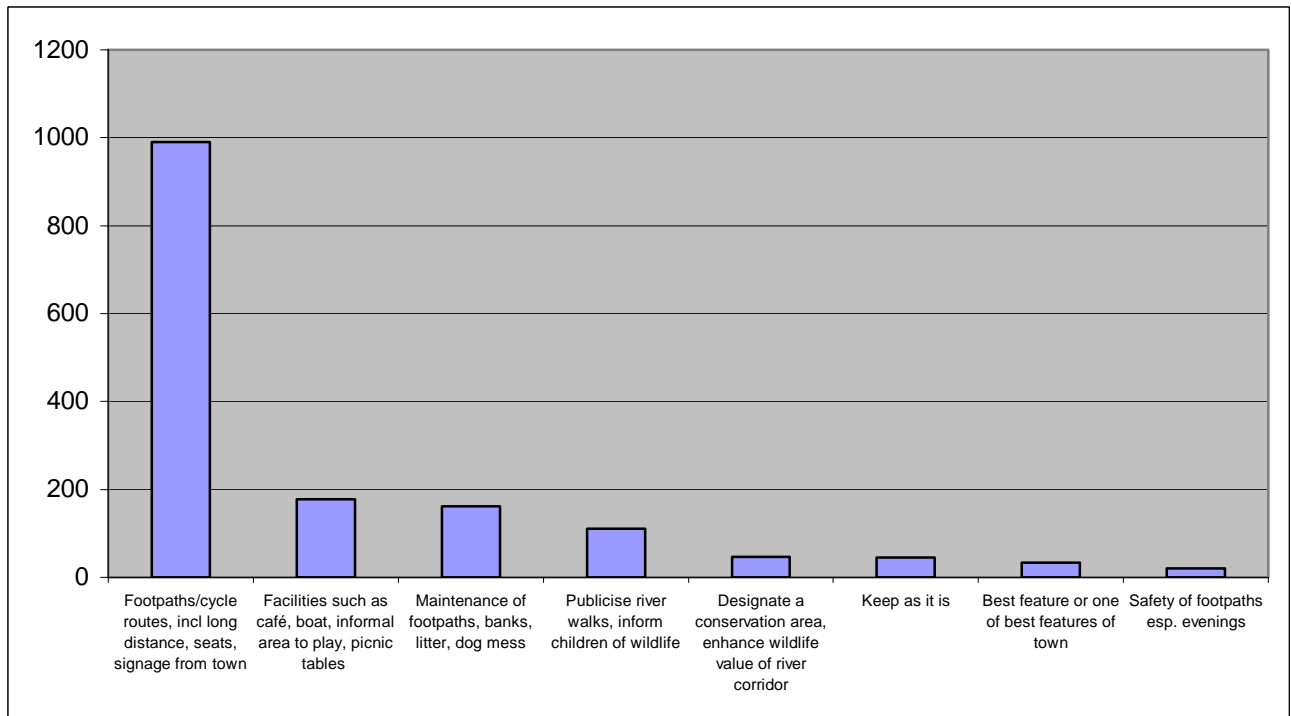
Type of Question: Open, LG

Response	No.	% of Total
Far	43	36.4
Transport	31	26.3
Bus	21	17.8
Difficult	20	16.9
Unsafe	3	2.5
Total	118	



Q11d. How could we make more of the River Mole?

Type of Question: Open, all questionnaires/surveys



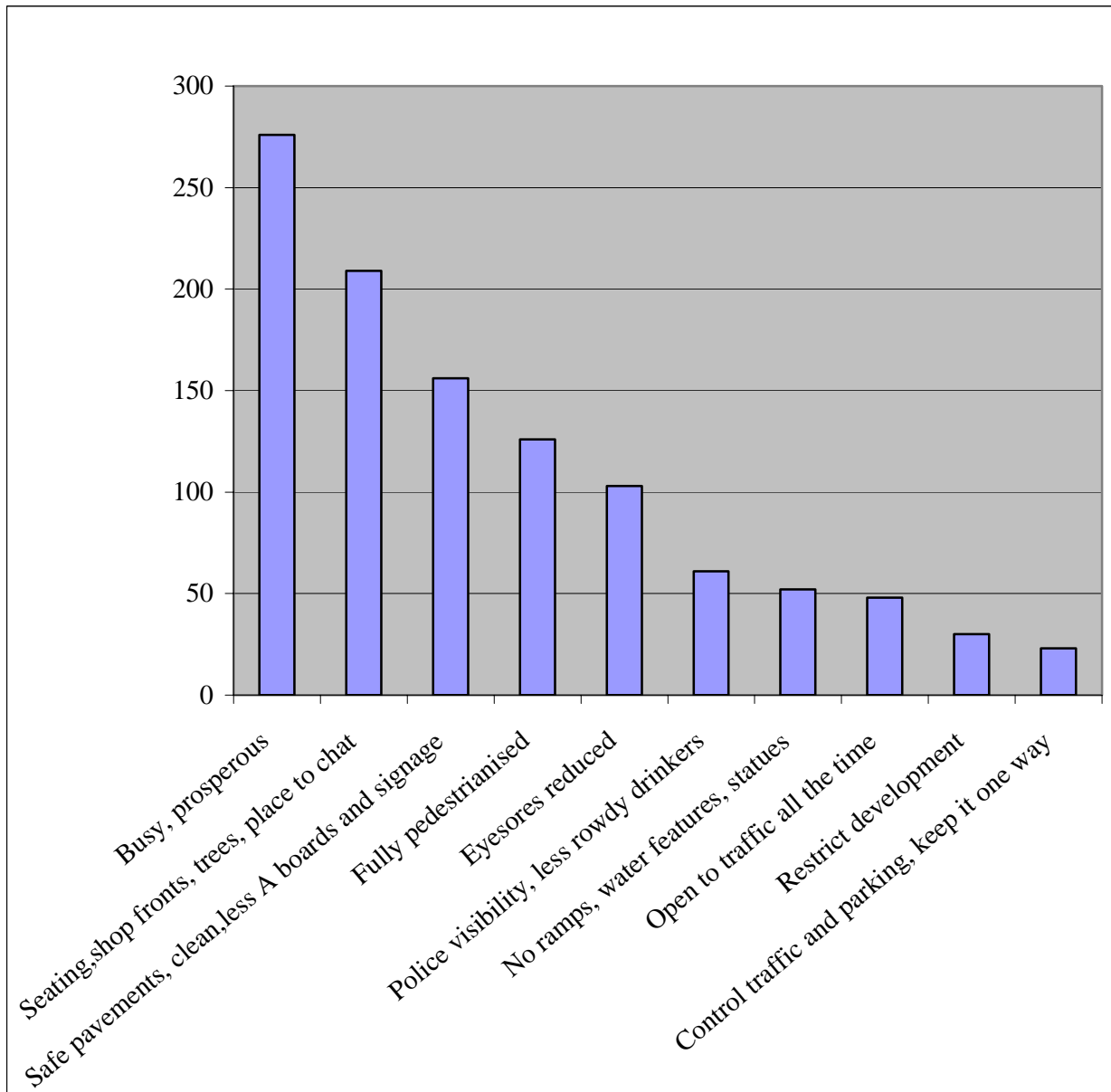
Response	No.	% of Total
Footpaths/cycle routes, including long distance, seats, signage from town	991	62.5
Facilities such as café, boats, informal area to play, picnic tables	177	11.2
Maintenance of footpaths, banks, litter, dog mess	161	10.2
Publicise river walks, inform children of wildlife	110	6.9
Designate a conservation area, enhance wildlife value of river corridor	47	3.0
Keep as it is	45	2.8
Best feature or one of best features of town	33	2.1
Safety of footpaths especially in evenings	21	1.3
Total	1585	

The huge response to this question provides an indication of the interest in the River Mole as a key feature of the area. It is evident that the greatest proportion of those surveyed are keen to make the best use of the river and riverside with footpaths/cycle routes and seating. Many people like it as it is, and are keen to preserve the environment. These two are not opposing, and the challenge will be to find the optimal way to enable the community to best make use of the important resource in a way which harmonises with the environment.



Q11e. How would you like Leatherhead High Street to LOOK in two years time?

Type of Question: Open, all questionnaires



Response	No.	% of Total
Busy, prosperous, community feeling	276	25.5
More seating, covered in places, planting, more attractive shop fronts, more trees, outside meeting area	209	19.3
Safe pavements, clean, tidy, better lights, fewer A boards and signage	156	14.4
Fully pedestrianised	126	11.6
Eyesores reduced	103	9.5
Police visibility, less rowdy drinkers	61	5.6
No ramps, water features, statues	52	4.8
Open to traffic all the time	48	4.4
Restrictions on development	30	2.8
Control traffic, keep it one way, control parking	23	2.1
Total	1084	



Again, a large response is noted. A variety of improvements were identified. Respondents would like to see the High Street busier, more bustling. They also consider the High Street somewhere where they would like to meet friends and socialize and consider there is a need for more seating and more attractive places to meet.

Q11f. How do you feel about the following?

Type of Question: Closed, LG

Response	Good	Satis.	Fair	Poor	Resp. Rate %
Character and attractiveness of the town	15.9	31.3	32.9	20.0	81.7
Attractiveness of routes into the town	7.1	31.9	37.4	23.6	70.7
Action to preserve wildlife in the area	19.5	40.7	27.9	11.9	68.3
Pedestrianisation	24.8	38.4	22.9	13.8	77.6

Any other views and concerns about the town’s appearance and the wider environment?

Type of Question: Open, LG, SG, EA

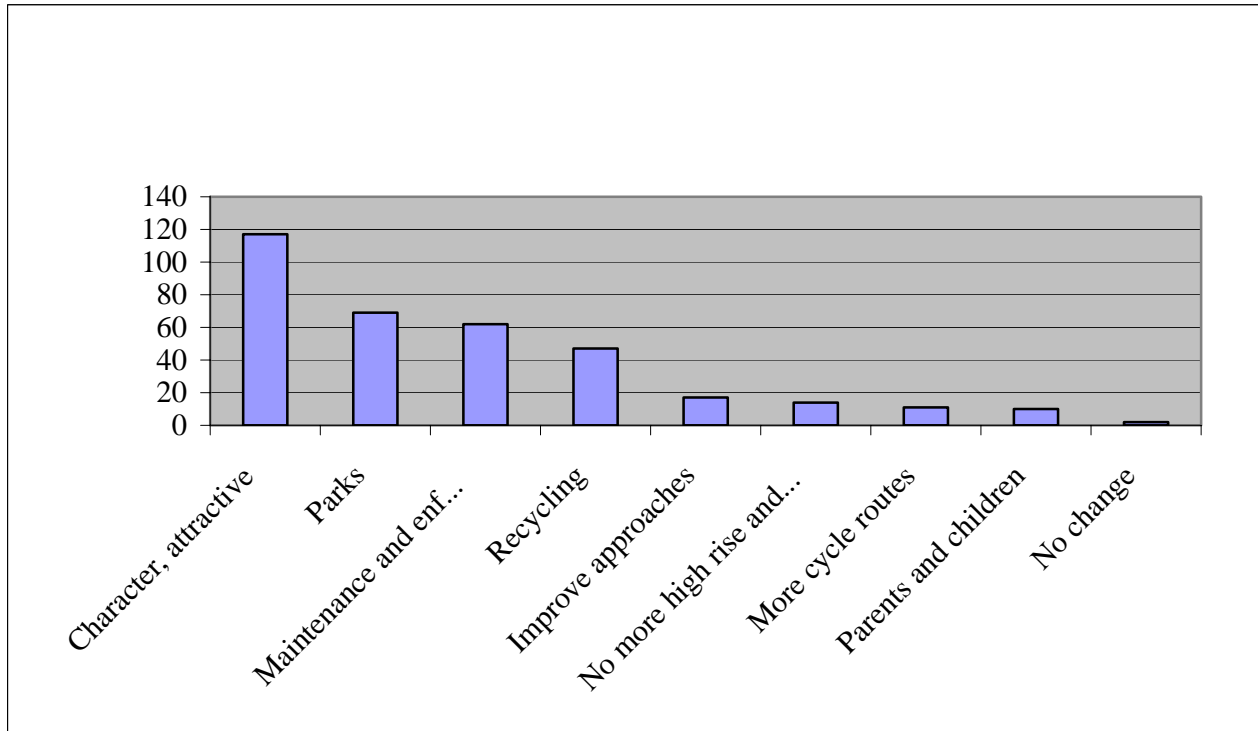
Response	No.	% of Total
Lack of trees in town centre, need maintenance	71	22.4
Litter and management, vandalism, graffiti	60	18.9
Eyesores (Leret Way, Back of Swan Centre, Theatre fly tower, Leatherhead approaches)	59	18.6
Too much infill	37	11.7
Station safety, litter and neglect	31	9.8
Dull town centre, lack of charisma	25	7.9
Unappealing	14	4.4
Motorway noise	9	2.8
Planning	7	2.2
Waterworks	4	1.3

A variety of issues was noted, although there was no clear priority.



Q11g. What changes could be implemented to improve the environment?

Type of Question: Open, All questionnaires



Response	No.	% of Total
More character, more attractive	117	33.5
More parks and improved	69	19.8
Maintenance and enforcement - clean up graffiti, vandalism, litter, maintain roads, punish fly tipping	62	17.8
Recycling	47	13.5
Improve approaches to town, station, traffic circ	17	4.9
No more high rise and large houses	14	4.0
More cycle routes	11	3.2
Somewhere for parents and young children, cycle tracks	10	2.9
No change	2	0.6
Total	349	

The key improvements cited by respondents would be efforts to improve the attractiveness and character of the town centre.



Q12. To what extent do you consider the following in your everyday life?

Type of Question: Closed, LG only

Issue	A lot	Quite a lot	Very little	Resp. Rate %
Reducing waste and recycling	69.5	26.5	4.0	80.1
Energy conservation; renewable energy sourcing	40.3	42.0	17.7	79.9
Use of locally produced food products	30.9	35.2	33.9	78.4
Reducing the use of the car	27.1	38.2	34.6	77.9

Q13. What sort of place would you like Leatherhead to be in the future?

This important question was considered separately in analyzing the community's view on vision.