



ANNEX K

CONSULTATIONS IN THE VILLAGES

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K1 INTRODUCTION

The Leatherhead Tomorrow team consulted widely across the community as part of the consultation programme. Of the 1158 general questionnaires received in time for data collection, the profile of the respondents were fairly evenly distributed between Leatherhead residents and those of Bookham, Fetcham and Ashted although views from the smaller villages were less represented. In the main report, no attempt has been made to distinguish between the views expressed by people from different locations. This Annex examines the results of the consultations from the point of view of each of the villages concerned. It provides a comparative analysis of the views expressed on Leatherhead by residents of each of Leatherhead, Fetcham, Ashted, Bookham, Mickleham and Headley based on the questionnaires, surveys and public consultations.

The Annex brings together:

- The views of residents from each village on Leatherhead
- The views of residents from each village on their own village.
- Ideas for improvements or projects

These views will be brought to the attention of the Residents Associations of the villages concerned.

K2 DATA SOURCES

The views on Leatherhead and the villages of village residents were obtained from the following data sources:

- The main general questionnaire and the survey questionnaires were distributed in High Streets throughout the community, at Bookham and Ashted Village Days and at the Headley Event. All the questionnaires asked people to identify their town/place of residence. Of the respondents to the general questionnaire, 30.7% were residents of Leatherhead, 22.6% from Fetcham, 18.8% from Ashted, 16.7% from Bookham and 3.4% from Headley, Boxhill and Mickleham.
- Focus group discussions in the villages
- Views expressed at the launch of the project and at the September meetings (see Annex B) and focus group meetings (Annex D)
- *Questionnaire Analysis – Views on Leatherhead:* Annex E provides an analysis of peoples' views on Leatherhead, from across the entire community. The team examined responses relating to five key topics to see if there were any differences in views on Leatherhead depending on the location of the respondent. The team also segregated the questionnaires from each of the villages so that the team could then examine the comments of respondents in each village in more detail. The results are described in K3.
- *Questionnaire Analysis – Views on the Villages:* A key question on the questionnaires was 'What do you think are the best features of your village.' Additionally, the questionnaires used for surveys in the villages asked for respondents' views on where improvements could be made. Responses specific to the village concerned were not included in overall Healthcheck analysis of Annex E, but the relevant questionnaires were sorted and analysed manually.

K3 VIEWS ON LEATHERHEAD - FROM VILLAGE AND TOWN RESIDENTS

The data were further analysed to compare the views of residents of Leatherhead and residents of the Villages on specific transport and economy issues.

In response to the question 'Please list any other issues or concerns relating to transport and access,' top of the list of concerns for both the village and town residents was inadequate parking; this was expressed by similar percentages for both locations. Overall the responses were very similar.

A priority for both town and villages was 'remove the ramps', which evidence suggests meant to some people remove the ironwork, whilst to others it meant open up the High Street/Church Street. Because



the real meaning of peoples responses was unclear, we had to group 'remove the ramps' with the responses 'open up the High Street' and 'open up Church Street.' It was not possible to do more detailed analysis of the questionnaires to more fully identify these views in the time available.

For Leatherhead residents, residents parking, and footpaths were key concerns, whereas for Village residents, the poor traffic flow around the town and the design of the Swan Centre car park attracted more comment. The inadequate buses were raised as an issue, equally by Town and Village Residents.

Town Priorities		Village Priorities	
Inadequate parking	19%	Inadequate parking	16%
Inadequate short term parking	10%	Poor design of Swan centre car park	10%
Insufficient bus services and routes	8%	Don't like the ramps or HS closure	9%
Don't like the ramps or HS closure	8%	Circulation and poor traffic flow	8%
Poor parking for residents	6%	Insufficient bus services and routes	7%
Circulation and poor traffic flow	6%	Don't like one way system	6%
Poor design of Swan centre car park	6%	Poor signs	6%
Don't like one way system	4%	Inadequate short term parking	6%
Poor state of footpaths, kerbs	4%	Circulation of traffic taking you away from town	5%
Poor verges, overhanging branches	4%	Poor state of footpaths, kerbs	4%

In response to the question 'What can be done to improve Leatherhead?', the top priorities regarding transport were the same for both Town and Village residents - more or better parking, better bus/train provision, reducing parking charges and better traffic flow.

Town Priorities for Improvement		Village Priorities for Improvement	
More parking	15%	More parking	17%
Better bus and train frequency	11%	Better bus and train frequency	13%
Cheaper/Free parking for shoppers	10%	Cheaper/Free parking for shoppers	14%
Better traffic flow around town	8%	Accessible parking	7%
Improve condition of roads	7%	Better traffic flow around town	6%
Improved state of footpaths	6%	Improved road safety	5%
Pavements	5%	Better cycle routes	5%
Accessible parking	5%	Improved state of footpaths	4%
More effective parking enforcement	4%	Open High Street	4%
Better cycle routes	4%	More pop and shop car parking	4%
Improved road safety	4%	Improve condition of roads	3%

In response to the question 'How parking could be improved?', the greatest % of responses from both the Town and Village respondents was for 'more parking' or more adequate/convenient parking. The poor parking design was the fourth most important issue for the Villages but of less importance to Town residents, whereas Town residents were keen to ensure better parking enforcement and improve parking for residents. Leatherhead residents put more emphasis on short term parking (10%) than the villagers (7%), but the Village residents asked for more of the very short term (pop and shop) parking (5%) than their Town counterparts (1%)

Leatherhead Parking Issues		Villages Parking Issues	
More parking	26%	More parking	25%
Inadequate parking	20%	Cheaper parking	20%
Cheaper parking	18%	Inadequate parking	20%



Leatherhead Parking Issues		Villages Parking Issues	
Inadequate short term parking	10%	Poor design of Swan centre car park	12%
More effective parking enforcement	8%	Inadequate short term parking	7%
Poor parking for residents	7%	More pop and shop car parking	5%
Poor design of Swan centre car park	6%	Inadequate long term parking	3%
Inadequate long term parking	3%	More effective parking enforcement	3%
More pop and shop car parking	1%	Poor parking for residents	3%
Inadequate very short term parking	1%	Inadequate very short term parking	2%

For both Town and Village residents, the key short-coming with regard to the economy was the lack of shops and the need for more variety of shops (about 40% of all responses on the economy, for both town and villages). For both groups, the lack of a shop or group of shops which act as a magnet to draw people into the town was considered important. For the village dwellers, the lack of a good group of such shops was more important than any one particular shop, whereas for the town dwellers, the lack of a single ‘magnet’ was of slightly higher priority.

Leatherhead		Villages	
Shops	41%	Shops	42%
Pulling Shop	15%	Pulling	18%
Pulling	13%	Pulling Shop	13%
Balance	9%	Improvements	7%
More Eateries	8%	More Eateries	6%
Improvements	6%	Balance	5%
Fewer Eateries	4%	Fewer Eateries	3%
Housing	2%	No Change	2%
Local CP	1%	Local CP	1%
No Change	0%	Other	1%
Other	0%	Housing	1%
Training	0%	Training	0%

K4 VIEWS FROM ASHTEAD

K4.1 Introduction

This section is based on information gathered from the February and September public meetings, surveys carried out on Ashted Village Day (50) from long and short questionnaires (57) and 6 street surveys.

K4.2 What Ashted people think about Ashted

K4.2.1 Features

The most striking aspect of Ashted is its village atmosphere. It has a strong sense of community fostered by its Village day and fetes, the lively well-attended churches, the many activities which take place in the Peace Memorial Hall, the Ashted Resident’s Association, and the Ashted Good Neighbours Scheme. The village is also fortunate in having excellent infant and junior schools.

The second best feature of the village is that has a wide variety of small, friendly independent shops which gives it a special character. Although there are those who would favour a good supermarket being built on the site of the old Esso garage in The Street there are those who fear that such a building would



put the small shops out of business and the village would lose its unique feel. There is a shared feeling for more independent shops and those that are there need to be protected from being turned into yet more charity shops.

Another attraction of the village is its close proximity to the countryside. In Ashtead itself there are good parks, places to walk the dog, good nearby sports facilities and places to cycle. To add to this, as well as its setting, Ashtead has the advantage of easy access to nearby towns, London and the M25.

K4.2.2 What specific changes could improve Ashtead?

The greatest need in Ashtead is for somewhere for the young to meet in the evenings. Suggestions from the under 16s include benches where they can sit and talk, a coffee bar and a skate park in the recreation ground. More money should be channelled into the Youth Centre so that it can have a full time youth leader. A lack of jobs is also a concern of the young.

Parents with young children would like somewhere where they can eat as a family. With two out of the three pubs banning children, families have to go further afield to be able to eat together.

Other improvements include a better bus service especially on Sundays and a bus stop on the south side of The Street, an emergency crossing for those living on the north side of the railway, free half hour parking and more affordable housing but not at the expense of inappropriate over-development. Many complain about the weight of traffic in The Street, the speed of traffic in the village and the poor standard of the roads and pavements. The long-term problem of a right hand turn out of Woodfield Lane onto the A24 still remains to be solved.

K 4.3 What Ashtead people feel about Leatherhead

K4.3.1 What they like

Ashtead residents appreciate the River Mole with its variety of wildlife and valley views and the MVDC parks and gardens which are well-designed and looked after. Buildings of character such as the church, The Institute, the Woolwich building, the NatWest Bank, the buildings in North Street and the bridge all get honourable mentions. The vacant Bull Hill site is seen as an opportunity for it to be developed as a star feature.

Leatherhead has the Club House, and the Day Centre has good activities and facilities. The Leisure Centre is popular but the exit turning right is difficult. The Leatherhead Institute and local history museum are seen as assets to the town. The town centre itself has plenty of banks, hairdressers, charity shops, travel agents and a fantastic bookshop in Corbett's. The theatre provides a good meeting place with its café/bar and gives the opportunity to see shows and films so it should be supported. On a less favourable note, the fly tower of the theatre is seen as ugly and in need of some form of disguise.

K4.3.2 What they would like improved

Environmentally, there is concern that the green belt is being lost and needs to be protected in the Leatherhead area and there is a suggestion that the Hawks Hill Elmer Water Works which is built on green belt land should be screened and landscaped. Recycling should be extended to public and commercial litterbins and litter and waste collections need to be more efficient in the area of the local schools. For walkers, encroaching undergrowth and bushes on paths needs to be better managed and verges better maintained especially along the path from Bull Hill to the station.

More affordable housing is needed in Leatherhead for the 20-30 year olds. There should be less empty offices and more low cost housing which would allow the young to stay in the area and bring life to the town. On the other hand there is concern that too many flats are being built in the town and that by doing so more pressure is being put on the parking problem. As it is Leatherhead is seen as not having sufficient parking and not enough shops to browse in.

There is a plea that the town centre should be distinct and avoid chain shops and that older residents need shops (especially clothes shops) and the town should cater for them together with a shop similar to Pimms. The Help Shop should be promoted as a Tourist Information Centre.



There is call for a large hydrotherapy pool for the disabled and elderly at the Leisure Centre and a good training swimming pool to support and extend the strong local swimming club and the schools. More support is also needed for the restoration of adult education in Leatherhead.

The Swan Centre car park should be replaced. The present one is frightening at night when the shops are closed and it is dark, it is too low and the spaces too narrow and difficult for modern 'average' cars to park in and the lavatories should be updated and open longer. More short term and disabled spaces are needed and parking in general needs to be cheaper or free for short-term stays.

The one-way system is seen as a barrier to the town, and too complicated for visitors to gain access to the centre. Leret Way is divisive and out of character but could be improved by allowing extra short-term parking along its length.

K4.4 Supporting Data

K4.4.1 The Best Features of Ashted

A Village Atmosphere

- Nice, friendly village with a community spirit and atmosphere - 45
- Manageable size, with boundaries which works like a village – 4
- Pleasant, clean place – 2
- It's quiet - 4 and peaceful - 2 / Pace – not fast
- Child-friendly
- Not commercial

Lots of Activities

- Ashted Peace Memorial Hall is good - 3
- Lots of societies, clubs and cultural events – 4
- Village day - 3 / many activities and fetes
- St George's church and community with its restaurant serving good food – 9

Good Shops and Parking

- Good range of small friendly, independent shops - 16
- Two shopping centres within easy walking distance – 4 / a drive-through High Street
- Good fishmonger, butcher and greengrocer x 2
- Parking is good - 7 so don't make it more expensive
- Good range of pubs and eating places / Farm Lane Nursery / Library x 2
- Moonlight Movie store

The Immediate Environment

- The common – 18, ancient trees and tree-lined avenues - 4, open spaces – 4, green surroundings – 7, woods –1, Ashted Park –1, pond x 3
- The park - 9 and a good children's' play area - 4 / tennis courts
- Close proximity to the countryside – 3
- Many fine well-maintained houses
- Old buildings and The Street is pretty and interesting / History
- Ideal residential surroundings /Not too built up yet

Easy Access to the Surrounding Countryside and local towns

- Easy access to the countryside - 12,
- Country walks - 8
- Epsom Downs – 7/ Box Hill – 4 / Leith Hill / Ranmore Common / Norbury Park / Bocketts Farm
- Open spaces and easy to get away from crowds - 4
- Riding on Headley
- The River Mole - 2
- Variety of landscapes
- Nice little villages.
- Interesting, old houses
- Polesden Lacey - 3. NT properties - 2
- Good sports facilities
- Safe cycling / Good places to cycle
- Shopping in Epsom and Guildford - 2 (under 16)
- Its diversity
- Nice for dog walking
- A village but with easy access to surrounding towns and London - 11 / M25
- Close to railway / good rail service / easy access to London by rail – 4
- Good access to everywhere - 3



Good Services

- Good convenient schools - 7
- Something for all ages
- Friendly, after-school place (16 yr old)
- Very good community police officer

K 4.4.2 What People are Least Satisfied about Ashtead

- A bit dull (male)
- Youth facilities.
- Not enough for teenagers - 5 / Nowhere to meet and sit and talk - 2
- Have to go to Epsom or Guildford for fun
- Shop keepers not friendly to youngsters
- Graffiti (U16)
- Quality of the roads and pavements - 6
- Too much traffic - 5 and the M25
- Shops aren't that great (16 yr old)
- Lack of police presence
- Bus service only 1 to Epsom and Leatherhead
- Youths that hang around One Stop in the evenings are intimidating x 2 / Teenagers out of control

K 4.4.3 What Specific Changes Could Improve Ashtead?

- Like it as it is - no improvements – 4

Shops

- Don't make it a dormitory town with hotels and supermarkets
- Fewer charity shops - 2 / protect independent shops
- More independent shops - 5
- No supermarket – 2 / No Waitrose – 3
- A Waitrose – 2 / A small supermarket on the Esso site not massive block of flats
- Keep it the same with Waitrose in Leatherhead!!
- Garden Centre on Esso site
- Clothes shops for the younger people

Development

- Protect from over - development
- Keep it as a village. We've got enough houses for the facilities – so no more - 7
- We need starter homes and more affordable housing –2
- No inappropriate developments - mainly houses and flats
- No to a hotel - 2.

Young People

- More for young people x 8 / More for boys to do plenty for girls
- Improve the facilities for the youth centre by putting in more money for youth leader
- Benches where the young can sit and chat
- Lads off the street in the evenings x 2
- Eating places that welcome children x 2
- Starbucks x 2
- Swimming pool
- A skate park
- More jobs

Transport and Roads

- Two elderly people have tripped on the south side of the level crossing. There must be something causing it
- Rail crossing barriers down too long
- Less traffic, divert it away from A24
- More buses
- Speed bumps - 2
- Better cycle tracks
- A pedestrian crossing at the bottom of Grove Road
- The police to restrain traffic speeds Slower traffic in High Street
- Too many potholes
- No obvious parking enforcement
- Right hand turn at the top of Woodfield Lane

Environment

- Investigate rats in the TV cable cavities
- Recycling – the public areas at APMH and Tesco need to be cleared more regularly.



K5 VIEWS FROM BOOKHAM

K5.1 What do the residents of Bookham think of Bookham?

The level of satisfaction with the village of Bookham as a place to live which was apparent from the survey and completed questionnaires was remarkably high with virtually no dissent. This was not to say that some people were not critical and concerned over recent trends in the way in which development has been taking place in the village over recent years, but these observations were more directed at preserving aspects of the village that they valued and considered to be under threat than any sense of wishing to encourage change.

Attributing reasons to the high level of satisfaction was, however, rather more difficult, although the principal factor in the minds of many was the atmosphere and character of the village centre grouped around an historic Parish Church, with a community hall (The Old Barn Hall) and a wide range of shops and local services. The fact that the range of shops available in the village includes a significant number of independent retailers was regarded as particularly important, notably in the minds of many the butchers, a fish shop as well as bakers and greengrocers. At the same time the recently refurbished and extended supermarket operated by Somerfield was appreciated for the range of product lines and the fact that it avoided the necessity of travelling outside of the village on a regular basis.

Accessibility and convenient parking was considered important by many people reflecting the size of Bookham with a resident population of over 10,350 people spread over an area which means that for many the car is the only practical means of transport in to the village centre.

The fact that Bookham lies within open country, much of it owned by the National Trust and designated as an Area of Outstanding Natural Beauty, was considered important by people in Bookham as in Leatherhead. There was however a high level of concern that over recent years protection of the Green Belt and open country has meant that development activity in the village has been focusing increasingly on infilling. A frequent comment was that this was having the affect of changing the character of the village giving it a more urban feel. This was of particular concern to older people recalling Bookham as it existed years ago. All generations however recognised the need for affordable housing, more especially for younger people unable to remain in the village due to high house prices.

From a social perspective many of those who participated in the survey felt that the most important feature of Bookham to which they attached considerable importance was the sense of community that the village offered. There was particular approval for the community facilities available in the Old Barn Hall and the local library.

Looking to the future the predominant and almost universal comment was that Bookham so far as possible should be allowed to retain its character and the many features which they felt contributed to what they saw as life in a village.

K5.2 What do residents of Bookham think of Leatherhead?

The overall impression from those questioned who participated in the survey was that Leatherhead, although much improved recently, has yet to find a focus and clear function as a town in the North of Mole Valley. Of the features most immediately recognised as representing aspects of Leatherhead which people value over 1/3rd identified the River Mole and the riverside paths as most important, while nearly 30% considered that the shopping facilities which the town now offers was Leatherhead's principle asset. However the number of people living in Bookham shopping in Leatherhead Town Centre was relatively low, reflecting the range of shops available in Bookham and the fact that for supermarket shopping most would travel to Tesco in North Leatherhead which was felt to be convenient and offered free parking.

The increasing role of the town as a destination for those engaged in leisure activities attracted comment and support with restaurants in the High Street and The Leatherhead Theatre identified as important by many. Of the two the diversity as well as the number of restaurants now available in the High Street was more frequently referred to, although to many Bookham residents, more especially those in the older age bracket who recalled the theatre's days as The Thorndike, the Leatherhead theatre was regarded as a potential opportunity which should be more actively exploited.



Away from Leatherhead Town Centre Bookham people identified strong transport links as a feature of the town giving it a strategic position on the M25 between Heathrow and Gatwick airports. At the same time there was also awareness of the town's rail links, notably to Central London. Leatherhead is also seen as a centre of employment, although its importance in this respect to residents of Bookham was not always apparent reflecting the fact that many residents in Bookham look to Central London, M25 towns and the M4 corridor for employment opportunities.

From a social perspective residents of Bookham had rather less awareness of any sense of community existing in Leatherhead, in marked contrast to the importance which they attached to this as far as Bookham was concerned. In both cases however open and accessible countryside was highly valued.

Bookham residents had no single and clear vision of what they hoped Leatherhead might offer in years to come, either as a town or as a centre of population within the district. Maintaining and wherever possible extending the range of shopping and services was identified and received some comment, and widening further the range and scope of the town's leisure offer was thought important, more particularly to younger people. Overall while supportive of the initiative to maintain and extend recent progress by those living and working in Leatherhead the prevailing view was that this was predominantly a matter for those living and working in the town, and less an issue for those living elsewhere in the district

K5.3 Supporting Data

This Section of the annex summarises: the responses to 136 completed questionnaires (66 general, 70 short), information gathered between February and September 2005 at Bookham Village Day; interviews in Bookham High Street, and public meetings. Where numbers are shown below they indicate the number of occasions on which individual items were mentioned. They will not equate to the total as in some instances questions were not answered, and in others a single answer pointed to a number of factors.

What do Bookham people think are the best features of Bookham?

Top of the list by a wide margin was the level of satisfaction with Bookham High Street, the range of shops available, and the village centre grouped around the Parish Church. Of the total number of respondents 84% identified this as the most valued feature of Bookham to them. Next came the feeling of belonging to a community which 40.4% identified as important. Moving down the scale the range of individual as opposed to multiple shops linked to readily available, and in part free parking, also received favourable comment. This was also the case with The Old Barn Hall and the quality of local schools.

Access to properties owned by the National Trust at Bookham Common and Polesden Lacey was widely appreciated, as well as the location of the village within easy reach of other areas of open space such as Norbury Park.

From within the village itself the wide range and diversity of community groups was recognised as important with particular mention of the roll of Churches Together. People also noted the relative peace and quiet of Bookham as a place to live.

Individual buildings were noted as well as the collective value attaching to the village centre within the Bookham Village Conservation Area. These included The Old Barn Hall.

What specific changes would improve Bookham?

Requests were made for:

- The village to be left as it is (34)
- The High Street to be made one way (6)
- Traffic restrictions generally (5)
- More restaurants (4)
- No more infill development (4)
- More parking (4)
- Free parking (3)
- More for children (3)
- Action to restrict lorries from side roads (2)



- More visible policing (2)
- A small leisure centre
- Bookshops
- Improvement to the appearance of the car park of The Old Crown Public House
- Improvement to the appearance of the High Street
- Improved street cleaning
- More effective and speedy removal of graffiti
- Better pubs serving food
- Preservation of historic buildings
- Removal of speed humps
- More starter homes
- Greater encouragement to walk or cycle rather than use the car

From face to face interviews it was apparent that the respondents who failed to identify individual improvements and projects would probably regard themselves as offering support to the 34 respondents who said that they wanted the village left as it is.

How often do you visit the village shops?

Daily	More than twice	Weekly	Fortnightly	Monthly	Less often
7	57	43	0	1	0

How do you get there?

By car 62%, Walk 22% Bicycle 16%

Note: Of the total number of people responding to the questionnaire 17% did not nominate a normal means of travel.

What do Bookham people think are the best features of Leatherhead?

Range of shops	45
Theatre / Cinema	37
River Mole & riverside	36
Leisure Centre	23
Good communications	15
Restaurants	13
Sainsburys	8
Pedestrianised area	8
The Swan Centre	5
Historic buildings	5
The Institute	4
Railway Station	4
Farmers Markets	3
Entertainment	3
Library	3
Good services	3
Parish Church	3
Good parking	2
Charity shops	
Sense of community	
Building Supplies	

Comments:

Cover in the Swan Centre.
Encourage use of living space above shops to give the town centre a greater feeling of being part of a town in which people live as well as work.

What specific changes would improve Leatherhead?

Better / wider range of shops	45
Easier parking	31
More large store retailers such as Woolworths or a Dept Store	28
More for family entertainment	7
Improved funding for the theatre	6



- Open up the one way system to Through traffic 6
- More clothes shops 5
- Improved public transport 4
- Improve the Leisure Centre 2
- Better parking enforcement
- Less traffic
- A Tesco 'Metro'
- More use of the River Mole
- Remove the railings feature
- More 'Town Gigs'
- More sense of community
- A coffee shop for young people
- More affordable housing
- Use the site of The Old Bull hotel for a McDonalds Drive Thru
- Encourage more durable goods retail outlets
- Open up River Lane as a road to reduce congestion in the town centre

How do you feel about the following in your area? (% of those answering)

	Good	Satisfactory	Fair	Poor
Range of shops / services in Bookham	63	29	7	1
Range of shops in Leatherhead	6	21	31	42
Range of services in Leatherhead	35	48	17	0
General and Farmers Markets	21	25	45	9
Pubs and restaurants (Daytime)	32	55	12	1
Pubs and restaurants (Evening)	50	31	18	1
Employment opportunities	25	36	28	11
Training skills / development opportunities	29	14	48	9
Childcare for training/employment needs	20	13	47	20
Doctors	29	34	14	1
Hospitals	18	47	26	9
Leisure / recreation facilities for families	30	40	14	16
Youth leisure and recreational activities	5	37	29	29
Adult leisure and recreational activities	20	49	26	5
Entertainment	16	39	21	24
Provision of primary education	67	22	10	1
Provision of secondary education	55	24	16	5
Provision of further and higher education	23	18	41	18
Provision of adult and community educ.	27	21	40	12
Consultation processes with District and County Councils	10	22	41	27

What do you believe to be the causes of the fear of crime (number of times given)?

- Anti social youths and yobbish behaviour 16
- Lack of visible police presence 7
- Unbalanced and exaggerated media coverage 3
- Drugs / alcohol abuse 3
- Lack of leisure facilities
- Lack of fairness in the justice system
- Experience of Abigail Witchalls
- Poor quality of TV and education

Of the total of 56 respondents 6 (10.7%) had been the victims of crime in the previous twelve months

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

- Railway Stations 9
- Generally 7
- Open land 5
- Bookham High Street after dark 3
- Unlit streets generally 2
- Bookham Common
- Little Bookham
- River Mole and River Lane
- Near Therfield



Which green open space is nearest to you and how could it be improved?

Bookham Common	21	<p>Improve the path from Commonside to Bookham Station for cyclists</p> <p>Improve the maintenance of roadside verges in Little Bookham Street</p> <p>Provide lighting in Tunnel Car Park</p> <p>Provide paths suitable for Wheelchairs</p>
Polesden Lacey	17	Too expensive to use for walking by people not members of the National Trust
Norbury Park	15	Improve car park and paths At Young Street (2)
Dorking Road Recreation Ground	3	More play equipment (3)
Fetcham Downs	2	
Lower Road Recreation Ground	1	
Boxhill	1	
Ranmore	1	

Few comments suggesting ways of improvement were recorded. The overwhelming response from face to face interviews was that the open spaces surrounding Bookham should be left as they are.

How could more be made of the River Mole?

Improve paths	13
Provide opportunities for boating	6
Advertise more widely	4
Create picnic spots	2
Improve cleanliness	2
Provide better access for cyclists	2
Leave it as it is	2
Light it at night	
Create a waterfront with cafes etc	
Encourage natural wildlife	
Arrange organised walks	
Dam to form a lake	
Discourage cars and bad behaviour	

K6 VIEWS FROM FETCHAM

K6.1 What Fetcham people think about Fetcham

Fetcham people are generally very satisfied with their village. They see a good community spirit and like the residential character, quietness and ease of walking to most places. Fetcham people appreciate the churches being active in the community and they rate the schools very highly.

The shops provide everyday goods and services and are supplemented by a number of good specialist shops and two well-rated restaurants. The gap missed by some is fresh food from a greengrocer and butcher. The easy, convenient and free parking is a key beneficial feature for shoppers.



The village is well endowed with green open spaces within its boundaries and in the nearby countryside. Its location for easy access to London, the airports, M25 and Surrey areas of outstanding natural beauty is a reason given for living in Fetcham.

There are some areas of concern. People would like the state of the roads improved, see more evidence of police presence on the streets, more activities for teenagers in the evenings, a comprehensive medical centre and NHS dental service and better bus services, especially in the evenings and on Sundays.

K6.2 What Fetcham people think about Leatherhead

The best features of Leatherhead in order of mentions are seen to be the River Mole and its riverside, the restaurants and other places to eat, the theatre including the film shows, the chain stores for things they cannot get in the village, the Leisure Centre, its location accessible, like the village, to London and routes around the South East, its pedestrianisation.

In order to improve its attraction the main things Fetcham people want are a better range of shops, particularly independent traders for fresh food, clothes and haberdashery; better, cheaper and more parking facilities close to the centre and the theatre operating full time.

K6.3 Supporting Data

This Section of the annex summarises: the responses to 146 completed questionnaires (127 general, 19 short); information gathered at the February and September public meetings; a mums and toddlers group and 50 household interviews carried out in June/July 2004. Where numbers of responses are shown below, they are not always strictly comparable as not all of the questions were asked on all occasions

What do Fetcham people think are the best features of Fetcham?

Top of the list comes the good range of everyday local shops and services followed by specialist shops such as the pet shop and sports/school uniforms shop. They are often linked with comments about friendly and helpful independent traders. Alongside these Budgens is also well rated as are the two restaurants.

The second best feature is the easy, convenient and free parking close to the shops and services.

The village is seen as friendly, with a good community feeling or spirit. This is expressed as a function of its size, compactness, residential character, quietness, familiarity, ease of walking to most places people want to go and the number of community activities for all the family.

Although now contiguous with Bookham to the west, there are well appreciated open spaces in the recreation grounds, the Mill Pond area, the River Mole corridor, Fetcham Splash and on the outskirts at Fetcham Common and Norbury Park. General green appearance.

The churches are active in the community and well rated by young families as are the village schools.

The location with easy access to London, other large towns, the airports, M25 and Surrey countryside is a key benefit for some and a reason to live here.

In lower numbers the revived Bell village pub, the scout troop, tennis courts and U3A are listed.

Buildings and places noted were St Mary's Church, Fetcham Park House the Village Hall, the Reading Room and The Old Street.

What specific changes would improve Fetcham?

Requests were made for:

- Evening and Sunday bus service to Leatherhead and Epsom (6)
- A greengrocer (5)
- A butcher (4)



- More smaller/affordable houses (4)
- More frequent local bus to Leatherhead, station, schools and work areas to ease congestion and parking problems (4)
- Improve the state of the roads (4)
- Less infill building/overdevelopment; roads, schools, infrastructure too stretched (3)
- NHS dentist (3)
- A Medical Centre (3) - with doctors available in evenings and at weekends
- More activities for teenagers in the evenings (3)
- More police presence (3)
- More village days and other community events (3)
- Affordable childcare for working parents (2)
- More sheltered housing (2)
- A bank (2)
- Recycling bins (2)
- Getting householders to cut back hedges that overhang footpaths (2)
- A better selection of shops
- Improvement to the look of the shopping parade
- Removing the garage from the central corner
- More for young families to do in the village hall
- After school club facilities
- A library
- Better social leisure facilities - entertainment areas for music, comedians etc. and bowling
- More publicity for local clubs; promote Leatherhead FC to local families
- A children friendly eatery now the Harvester has gone - could be done at the Leisure Centre if there was a better area to socialise
- More affordable daytime adult education opportunities
- A better scout hut
- More easy ways to the river
- Bus service to Polesden Lacey and Norbury Park

How often do you visit the village shops?

<u>Daily</u>	<u>More than twice a week</u>	<u>Weekly</u>	<u>Fortnightly</u>	<u>Monthly</u>	<u>Less often</u>
12	50	40	10	4	3

How do you get there?

By car 51%, walk 54%, cycle 8%

Note: Some people did not nominate how they travel and some indicated more than one means.

What do Fetcham people think are the best features of Leatherhead?

River and riverside	37
Restaurants/places to eat	34 (Coffee shops, 5 nominated in addition)
Theatre/cinema	33
Chain stores	27 (Argos, Boots, Dorothy Perkins, Next Sainsbury's, WH Smith named)
Leisure Centre	27
Location	22 (Access to London, airports, M25, Guildford, Kingston, South Coast and countryside)
Has basic shops needed	22
Pedestrianisation	21
Range/character of buildings	15
Town bridge	10
Library	9
Parish Church	8
Banks & building societies	7
Compact, easy to get to know	7
Institute/LCA	6
Swan Centre/precinct	6
Quiet	6
The markets	5
Hairdressers	5
Friendly	4



Convenient/close to Fetcham	4
Ease of access	4
Mansion House	4
Nice/great little town	3
Accessible by bike	3
Access to High St early/late	3
Improved shops	3
Museum	3
Safe	2
Semi rural/central green spaces	2
Flower displays	2
Charity shops	2
Railway station	2
Tesco	2
Buses stop near centre	
Easy parking	
Hospital	
War memorial	
Events - fireworks, drama etc	
Sports facilities/Leatherhead FC	
Cannons	

Shops named: Corbetts (3), Building Supplies (3), Savers (3), Help Shop (2), Tesco

Comments:

I like the Shopping Centre being "open air"

Build living space above shops to keep centre busier and less spooky when dark

What specific changes would improve Leatherhead?

A better/wider range of shops	31
More independent traders	22 (butcher, greengrocer, fishmonger, delicatessen, haberdashery, specialists, mens/womens/childrens clothes, toys)
Cheaper parking	18
Better/more parking	17
Full time theatre	13
Quick stop car parking	12
Department store	10
Easier parking	7
Better balance retail/leisure	6
More welcoming/better service in shops	6
Remove one way system	4
Upgraded Swan Centre/enclose	4
Fewer charity shops	4
Lower shop rents	4
Stronger community links with villages	4
More family activities at Leisure Centre	3
More seats for shoppers	3
Keep cars out of High Street until shops close	3
Pay on exit parking	2
Fully pedestrianise High Street	2
Bridge St one way/parking one side	2
Easier access by cycle	2
Larger weekly & farmers markets	2
A coffee shop chain	2
Fewer eateries	2
More trees in the town centre	2
Be more family friendly, incl. evenings	2
Police the binge drinkers at night	2
Full time cinema	2
A wine bar	2
Bowling alley at Leisure Centre	2
Upgraded Leisure Centre	
Provide more visitor attractions	



More activities for teenagers; sports,
entertainment, music
Toilet in Bridge/North St area
Improved traffic flow for town/M25
Better access by bus
Better access to town/river by foot

How do you feel about the following? (% for those answering)

	Good	Satisfactory	Fair	Poor
Range of shops/services in Fetcham	40	29	28	3
Provision of doctors, dentists	43	34	10	11
Provision of hospital/other medical services	19	41	20	20
Leisure/recreation for children & families	43	25	19	13
Youth leisure/recreation	16	32	32	20
Adult leisure/ recreation	25	41	23	11
Entertainment	5	32	38	25
Provision of primary education	80	16	4	-
Provision of secondary education	58	30	6	6
Provision of further/higher education	20	22	16	42
Provision of adult/community education	24	40	17	19
Consultation process with District and County Councils	6	19	37	38

What do you believe to be the causes of the fear of crime? (No. of times given)

Media coverage/unbalanced reporting/hype	29
Lack of police presence, especially at night	27
Anti-social youths, yobbish behaviour	25
Crime itself; awareness of actual crimes	20
Offenders dealt with too liberally	5
Lack of parental/school discipline	5
Slow police response times	3
Paranoia/gossip	2
Excessive drinking	
Drug abuse	
Poverty	
Too few people walking in the streets	
Poor street lighting	
Non-disclosure of criminal's names	
No response to burglar alarms	
Poor response to reported crimes	
Young lads driving out of control on the roads	
Graffiti	

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

Anywhere, places off the beaten track at night	21
Nowhere	14
Areas not well lit	7
Narrow footpaths and alleyways	4
Path by the Mill Pond	4
Near pubs at closing time	4
Bookham Common	3
Parks	2
On the roads - too much dangerous driving	2
The river footpath	2
Walking the dog in the woods	

Can you go for a walk in the countryside without a car?

Yes	104
With difficulty	20 (too far, lack of mobility, lack of public transport, no footpath, muddy/rutted footpaths)
No	7 (age, distance, pathway access, medical condition, lack of public transport)



Which green open space is nearest to you and how could it be improved?

Norbury Park	33 - Fine as it is, no "improvements" please (15) - Better signage and maps (4) - Better footpaths - Better control of cyclists - Signs to show route to bluebell woods, views, picnic areas
Bookham Common	20 - Well managed, no improvements needed (9) - Better paths for pushchairs (2) - More signposts - Stop fly tipping in car park
Fetcham Common /Downs	15 - Keep natural, don't change (4) - More footpaths - Better (slight) maintenance of paths and bridleways
Recreation Ground	15 - Clear the litter (2) - Control traffic speeds in Cock Lane, dangerous for children - Parking for recreation ground - Better police patrols to stop vandalism - More benches - Better grass surface - Don't allow clubs to take over the entire field - Ensure never built on
Mill Pond & nature reserve field	10 - Keep nettles & branches clear of pathway (3) - Widen path or have two, for cyclists and pedestrians (3) - A seat by the Mill Pond (3) - Lights across the pathway - Improve field opposite Mill Pond; access for walking and recreation - Replace weeds with indigenous vegetation - Keep water level topped up
The Riverside	8 - Clear overgrown river paths (6) - Seats alongside the river (3) - Improve rutted/often muddy footpaths - Wooden assault course for children
Fetcham Splash	5
Bocketts Farm	3
River Lane	2 - Remove travellers caravans (2)
Common Meadow	2
Eastwick Pond	1 - Island in centre to encourage ducks
Hazel Way Park	
Ashwood Park Woods	
Fetcham Park	

General

Less dog mess 6
Make easier to cross to the Downs with children and cycles
More trees and shrubs in the village

K7 VIEWS FROM MICKLEHAM

K7.1 What Mickleham people think about Mickleham

Mickleham people like their village for the people who live there and its unspoilt, quiet, easily accessible features, all set in a rural environment. The pubs, village shop, church and school are all appreciated as important features. There were no suggestions made for improvements to the village.

K7.2 What Mickleham people think about Leatherhead

The best features of Leatherhead from their standpoint are the theatre, the pedestrianised High Street and the Swan Centre. Other features listed were the facilities for disabled people, convenient location,



outside cafes, the public art and planters.

The changes that would improve Leatherhead for them are a better range of shops, better, easier and cheaper parking, more restaurants and the perception that reduced rates for shopkeepers are needed to maintain viability. Other suggestions included covering the open areas of the shopping centre, a French market, more shows at the theatre, a cinema, more events to draw people together and getting rid of the one-way system.

K7.3 Supporting Data

This Section of the annex summarises: the responses to 13 completed questionnaires. 80 questionnaires were delivered to households or picked up at the village store/post office.

What do Mickleham people think are the best features of Mickleham?

The three most popular features in order of nominations are the pub(s), the village shop and the church.

These are followed by the people of Mickleham and the community spirit. The village is seen as unspoilt, quiet but easily accessible, set in a rural environment protected by Green Belt policy and providing good country walks. The school was also nominated.

Of those responding, 70% go to the village shop at least once a week and most people walk there. There were no suggestions for improvements in the village.

What do Mickleham people think are the best features of Leatherhead?

The Theatre	3
Pedestrianised High Street	3
The Swan Centre	2
Good selection of shops	
Sainsbury's	
Facilities for disabled	
Outside cafes	
Uncrowded	
Transport convenience	
Public art	
Planters	
Its past as a small town	
Surrounding countryside	

Two respondents indicated they go to Dorking rather than Leatherhead.

What specific changes would improve Leatherhead?

Better range of shops	5
Better/easier parking	4
More restaurants	3
Reduced rates for shopkeepers	2
More choice of clothes shops	
Covered shopping centre	
Better town centre environment	
A French market	
Cheaper parking	
Get rid of the one way system	
Revert to layout of 20 years ago	
More shows at the theatre	
A cinema	
Events to bring people together	



How do you feel about the following? (not all services answered by everyone)

	Good	Satisfactory	Fair	Poor
Range of shops/services in Mickleham	4	5	3	1
Provision of doctors, dentists	5	3	1	3
Provision of hospital/other medical services	2	3	3	3
Leisure/recreation for children & families	3	5	1	1
Youth leisure/recreation	1	5	-	2
Adult leisure/recreation	5	4	-	1
Entertainment	4	-	4	2
Provision of primary education	2	1	1	1
Provision of secondary education	2	-	2	1
Provision of further/higher education	2	-	-	3
Provision of adult/community education	1	-	2	2
Consultation process with District and County Councils	-	1	2	4

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

Shortage of police	2
Leatherhead police station closed in evening	
Slow response from the police	
Level of burglaries committed	
Press reporting	
Non proactive crime statistics given to us	
Excess of people	
Poor housing facilities	
Lack of discipline at home	

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

Nowhere	2
West Humble station - day and night	
Car parks	
In countryside when alone	

Can you go for a walk in the countryside without a car?

Yes	11
No	-
With difficulty	-

Which green open space is nearest to you and how could it be improved?

Mickleham Downs	5 - Do nothing, it's fine as it is - Stop off-roader and quad bikes
Norbury Park	3 - Maps availability and better signage
Box Hill	2 - Excellent as is

Two respondents did not specify an open green space but commented:

'Please leave it alone - no more totem poles or signs'
'It's perfect'

K8 VIEWS FROM HEADLEY

Opportunity was taken just before the official launch of Leatherhead Tomorrow to meet Headley people at an open day in the Village Hall.

K8.1 What Headley people think about Headley

Whilst this question was not posed at this early stage, people were keen to promote Headley for its countryside walks and to businesses in Leatherhead to use the Village Hall for away day conferences for up to 50 people, with catering provided by the Crown Inn.



K8.2 What do Headley people think about Leatherhead

Of the 31 people questioned, 64% come to Leatherhead at least once a week. The main purpose is shopping, followed by use of the restaurants, theatre, leisure centre and services. There is a reasonable level of satisfaction.

To attract them to visit more often, the range of shops, particularly for clothes and fresh food, needs to be improved as do parking facilities. The Swan Centre and Church Street car parks are seen as difficult and expensive. The theatre, leisure centre and markets need to be publicised in the village and a later bus service operated.

K8.3 Supporting Data

At the open day on 12 February 2005 to launch the proposal to develop a Village Plan, 31 people completed a questionnaire on how they see Leatherhead, the purpose of their visits to the town and what needs to be improved from their standpoint. 64% come into Leatherhead daily or at least once a week. All but one travels by car, the bus service being infrequent and not available after 6.30pm.

The main purpose of visits is shopping, followed by the restaurants, theatre, Leisure Centre, doctors, banks, chemist, hairdressers and the library.

In order to attract Headley people to visit Leatherhead more often, improvements are needed to the range of shops, particularly ladies clothes, followed by a Marks & Spencer, more restaurants, a butcher, children's and men's clothes.

The next most important improvement is better parking facilities. The Swan Centre car park is seen as too difficult. Headley people want cheaper parking and spaces for less than the one hour minimum now charged. The Church Street car park is also seen as difficult to enter and for manoeuvring.

Access to the centre of Leatherhead from Headley is not seen as welcoming "as the traffic system takes people round the town not to the centre".

Other suggestions were to publicise the theatre, Leisure Centre and markets more effectively in Headley, to provide more activities for youth and to provide a more regular bus service, with later buses for those going to the theatre and restaurants.