



Leatherhead High Street

This questionnaire is being circulated by Mole Valley District Council and Surrey County Council to encourage those who visit, work or live in Leatherhead to put forward ideas that will make it more successful. In a time of recession, the local authorities want to provide an environment in which the shops, restaurants and other businesses will thrive in surroundings that are attractive and customer friendly.

Leatherhead High Street

This questionnaire is divided into three parts. All individual responses will be treated in confidence. A separate survey of High Street and Church Street businesses has already been completed. A variety of opinions have been expressed, with the majority in favour of retaining vehicular access to High Street and Church Street in the evening and rationalising car parking arrangements. However, we want to know what you think.

Leatherhead High Street

-Part 1 asks some questions about you. -Part 2 asks some questions about what you think of the town centre at the moment. -Part 3 asks questions about the management of access and car parking in the High Street and Church Street. -Part 4 asks about the changes you would like to see in the longer term if funding becomes available.

Part 1: About you

Q1 Please enter your home postcode

324 (100.0%)

Part 1: About you

131 (41.3%) *Four or more times a week*

90 (28.4%) *2-3 times a week* 57 (18.0%)

Once a week 39 (12.3%) *Less than once*

a week

If different, please state how often

16 (100.0%)

Part 1: About you

Q3 When you visit the town, what do you usually do? (please tick the appropriate box(es))

290 (92.1%) *Shopping*
56 (17.8%) *Work*
173 (54.9%) *Leisure (theatre/restaurants etc)*
69 (21.9%) *Other If 'Other', please specify*

63 (100.0%)

Part 1: About you

Q4 How do you normally travel into Leatherhead town centre?

169 (53.5%) *Walk* 45 (14.2%)
Bus 22 (7.0%) *Bicycle* 175
(55.4%) *Car* 24 (7.6%) *Other If*
'Other', please specify

23 (100.0%)

Part 1: About you

4 (1.3%) *Under 18*
7 (2.2%) *18-25*
42 (13.3%) *26-39* 153
(48.4%) *40-64* 110
(34.8%) *65 and over*

Part 1: About you

Q6 Do you regard yourself as disabled?

21 (6.7%) Yes 293 (93.3%)

No If 'Yes', please specify

15 (100.0%)

Part 2: What do you think about Leatherhead Town Centre?

The following are a list of statements that are drawn from the vision of Leatherhead as stated in one of the Council's Planning documents. Please indicate the extent to which you think Leatherhead already fulfils this vision. There is space to give reasons for your responses.

Part 2: What do you think about Leatherhead Town Centre?

Q7 The town has a strong character and identity

11 (3.5%) *Strongly Agree*

74 (23.6%) *Agree*

81 (25.9%) *Neither Agree or Disagree*

107 (34.2%) *Disagree*

40 (12.8%) *Strongly Disagree Please add
any additional comments*

109 (100.0%)

Part 2: What do you think about Leatherhead Town Centre?

66 (21.0%) *Neither Agree or Disagree*
136 (43.2%) *Disagree*
50 (15.9%) *Strongly Disagree Please add
any additional comments*
146 (100.0%)

Part 2: What do you think about Leatherhead Town Centre?

Q9 The town has appropriate information and signage to find your way around

9 (2.9%) *Strongly Agree* 157
(50.3%) *Agree*
101 (32.4%) *Neither Agree or Disagree*
37 (11.9%) *Disagree*
8 (2.6%) *Strongly Disagree Please add
any additional comments*
69 (100.0%)

Part 2: What do you think about Leatherhead Town Centre?

106 (34.1%) *Neither Agree or Disagree*

93 (29.9%) *Disagree*

19 (6.1%) *Strongly Disagree Please add
any additional comments*

91 (100.0%)

Part 2: What do you think about Leatherhead Town Centre?

Q11 The town is a safe and comfortable place to be

24 (7.7%) *Strongly Agree*

171 (54.6%) *Agree*

68 (21.7%) *Neither Agree or Disagree*

45 (14.4%) *Disagree*

5 (1.6%) *Strongly Disagree Please add
any additional comments*

93 (100.0%)

Part 2: What do you think about Leatherhead Town Centre?

128 (41.2%) *Agree*
66 (21.2%) *Neither Agree or Disagree*
69 (22.2%) *Disagree*
34 (10.9%) *Strongly Disagree Please add
any additional comments*
113 (100.0%)

Part 3: Church Street and High Street

This section of the questionnaire asks about the management of the High Street and Church Street. The District and County Councils have a small amount of money to spend on improvements to these streets in the short term and your answers to the following questions will help both Councils to decide how that money should be spent.

Very important are the arrangements for access and parking. The current arrangements are:

-Private vehicles: may access the High Street from 6pm until 8am the following morning. -Delivery vehicles: may access the High Street from 4.30pm until 10am the following morning. -Pedestrians: the High Street is pedestrianised from 10am to 4.30pm and should be free of vehicles during these hours. -Parking: On-street is permitted between the hours of 6pm and 8am the following morning.

Please let us know what you think of these current arrangements and add any comments you wish in the space provided.

Part 3: Church Street and High Street

109 (34.8%) *Neither Agree or Disagree*

58 (18.5%) *Disagree*

31 (9.9%) *Strongly Disagree Please add
any additional comments*

93 (100.0%)

Part 3: Church Street and High Street

Q14 The current arrangements encourage customers to come to the town

18 (5.7%) *Strongly Agree*

63 (19.9%) *Agree* 94 (29.7%) *Neither*

Agree or Disagree 99 (31.3%)

Disagree

42 (13.3%) *Strongly Disagree* Please add
any additional comments

91 (100.0%)

Part 3: Church Street and High Street

50 (15.9%) *Neither Agree or Disagree*
57 (18.1%) *Disagree*
27 (8.6%) *Strongly Disagree Please add
any additional comments*
96 (100.0%)

Part 3: Church Street and High Street

Q16 The current arrangements provide a safe environment for users

18 (5.8%) *Strongly Agree*
123 (39.4%) *Agree* 86 (27.6%) *Neither
Agree or Disagree* 64 (20.5%) *Disagree*
21 (6.7%) *Strongly Disagree Please add
any additional comments*
82 (100.0%)

Part 3: Church Street and High Street

30 (9.7%) *Strongly Agree*
149 (48.1%) *Agree* 74 (23.9%) *Neither*
Agree or Disagree 43 (13.9%) *Disagree*

14 (4.5%) *Strongly Disagree* *Please add*
any additional comments
66 (100.0%)

Part 3: Church Street and High Street

Q18 The current arrangements assist in protecting the character of the town

7 (2.2%) *Strongly Agree*
87 (27.6%) *Agree* 84 (26.7%) *Neither*
Agree or Disagree 85 (27.0%)
Disagree
52 (16.5%) *Strongly Disagree* *Please add*
any additional comments
75 (100.0%)

Part 3: Church Street and High Street

84 (27.3%) *Neither Agree or Disagree*
67 (21.8%) *Disagree*
31 (10.1%) *Strongly Disagree Please add
any additional comments*
75 (100.0%)

Part 3: Church Street and High Street

Q20 The current arrangements provide suitable access for disabled drivers

15 (4.9%) *Strongly Agree* 79 (25.6%) *Agree*
160 (51.9%) *Neither Agree or Disagree* 41
(13.3%) *Disagree* 13 (4.2%) *Strongly
Disagree Please add any additional comments*

74 (100.0%)

Part 3: Church Street and High Street

14 (4.5%) *Strongly Agree* 105 (34.1%) *Agree*
131 (42.5%) *Neither Agree or Disagree* 40
(13.0%) *Disagree* 18 (5.8%) *Strongly*
Disagree Please add any additional comments

62 (100.0%)

Part 3: Church Street and High Street

Q22 In light of your answers so far, do you think the arrangements for access and parking in Church Street and the High Street should change?

167 (54.0%) *Yes* 142 (46.0%) *No* If 'Yes', please outline the arrangements you would like to see, including the times when access for cars, pedestrians and parking should begin or end

140 (100.0%)

Part 4: The Future of Leatherhead

In the short to medium term, funding for improvements in the town centre will be very difficult to find. However, a vision for the commercial centre of Leatherhead, supported by the community, will help Mole Valley District Council and Surrey County Council to plan improvements and seek funding when it is available.

SURREY COUNTY COUNCIL MOLE VALLEY LOCAL COMMITTEE ITEM 14 ANNEXE A
Q23 Please let us have your ideas for the town that will help it thrive, respond to future changes and be attractive to visitors and residents. All ideas are welcome, large or small. When completing this section, you might want to refer back to your answers to Part 2 and Part 3.

254 (100.0%)

Thank you for completing this survey. Your feedback will be used to help Mole Valley District Council and Surrey County Council to plan the future of the town centre. The results of this survey will be published in due course but individual responses will remain confidential. Further updates will be posted on Mole Valley District Council's website www.molevalley.gov.uk.