

Tolworth Project – Summary of Analysis of Questionnaire Responses

- Consultation via the questionnaire in the Newssheet 6-27 March 2009
- Newssheet delivered to 4500 addresses in the Tolworth area (shops, businesses and residents); handed out at Tolworth Station and placed in Tolworth library and Hook Centre
- 361 questionnaires completed: 290 by post and 71 on-line
- 344 from residents; 1 from a business (Tolworth Photographic); 3 local employees; 1 local organisation (Radio Jackie); 1 other and 11 anonymous.

Main findings:

Q1. Use of Tolworth shopping centre:

- Over a third of residents use Tolworth for main food shopping at least once a week
- A third of residents do not use Tolworth at all for their main food shopping
- Over two thirds residents use Tolworth for top-up shopping at least once a week
- A third of residents use Tolworth for non-food shopping at least once a week
- Two thirds of residents use Tolworth for eats/drinks
- 40% residents use other services e.g. library/post office

Q2. Travel to Tolworth shopping centre

- 73% walk; 35% use a car, 9% bus; 7% cycle

Q3. Attitudes to Tolworth

- Clear agreement on the following:
 - it is easy to walk to Tolworth shops/facilities (81%) and to get there by public transport (77%);
 - the pavements are wide enough (72%)
 - the range of shops is not good (66%)
- less consensus on the following:
 - ease of cycling to Tolworth (55% easy to cycle, 15% don't know)
 - ease of crossing roads (59% easy to cross, 24% not easy to cross)
 - sufficient parking (51% not enough parking, 17% not enough parking)
 - pavements well maintained (54% agree, 20% disagree, 18% neither)
 - usually clean and tidy (54% agree, 22% disagree, 18% neither)
 - shopping area looks nice (17% agree, 49% disagree, 24% neither)
 - not enough places to sit (41% agree, 18% disagree, 23% neither)
 - good range of services (21% agree, 48% disagree, 20% neither)

Q4. Areas most in need of improvement (in descending order)

- range of non-food shops 73% respondents
- traffic congestion 53%
- car parking 44%
- pavements/appearance of streets 35%
- range of food/grocery shops 34%
- seating areas 31%
- road crossings for pedestrians 25%
- local services 22%
- cycle parking 13%
- other services/facilities 8%
- public transport 6%