

Tolworth Project
Report on Questionnaire
May 2009

- **Introduction**

The consultation on Tolworth took place between the 6th and 27th March 2009. The leaflet and questionnaire were sent to approximately 4500 addresses in and around the Tolworth shopping area including shops, local businesses and local residents. In addition, leaflets and questionnaires were handed out to commuters and other users at Tolworth railway station.

- **Questionnaire Responses**

In total 361 questionnaire responses were received consisting of 290 postal questionnaires and 71 electronic form responses via the Council website.

A breakdown of the types of respondents is as follows:

- Type of respondent:
 - Local resident: 344
 - Business: 1 (Tolworth Photographic)
 - Local employee: 3 (anonymous)
 - Organisation: 1 (Radio Jackie)
 - Other: 1 (anonymous)
 - Anonymous respondents: 11
- Age breakdown:
 - 16-24 years: 5
 - 25-44 years: 88
 - 45-64 years: 149
 - 65+ years: 100
 - No answer: 19
- Disability: 2% of respondents have a disability
- Ethnic group:
 - 85% of respondents are white.
 - 1.1% of respondents are black
 - 5% of respondents are Asian
 - 1.1% of respondents are of mixed ethnicity
 - 0.8% of respondents are of Chinese or 'other ethnic group'

- **Questionnaire Analysis**

The results of the questionnaire are summarised below.

Question 1: Frequency of use of facilities in Tolworth shopping centre

a) Main food/grocery shopping

It is mainly residents who use Tolworth shopping centre for their main food/grocery shopping. Approximately 25% of residents who responded carry out their shopping once or twice a week, while 10% of residents use Tolworth for their main food shop once or twice a month. Almost 35% of local residents who responded do not carry out their main food shopping in Tolworth at all.

Almost a third of all respondents never do their main food shopping in Tolworth.

b) Top-up food/grocery shopping

The majority of respondents (64%) usually use Tolworth shopping Centre for their top-up food shopping several times a week. Almost 43% of all respondents use Tolworth shopping Centre once or twice a week for their top-up food shopping, including the three respondents who work in the area. 6% of residents do not use Tolworth for this purpose.

c) Non-food shopping

Fewer than 2% of respondents, and only residents, use Tolworth on a daily basis for non-food shopping, and three times this number use it 3-4 times a week.

A quarter of all respondents do not use Tolworth for non-food shopping at all. One-fifth of residents who responded do not use Tolworth for this purpose.

d) Bank/Cash points

Approximately 86% of all respondents use banks and cash points along Tolworth Broadway shopping area, however these services are more likely to be used once or twice a week or month.

e) Getting something to eat or drink

Almost two-thirds of respondents eat or drink out in Tolworth. Of the local residents 33% do not eat or drink out in Tolworth.

f) For work

Almost 6% of respondents work in the Tolworth shopping area, with 90% of them also living close by.

g) Other services

Almost 40% of all respondents use Tolworth shopping area for other services as follows:

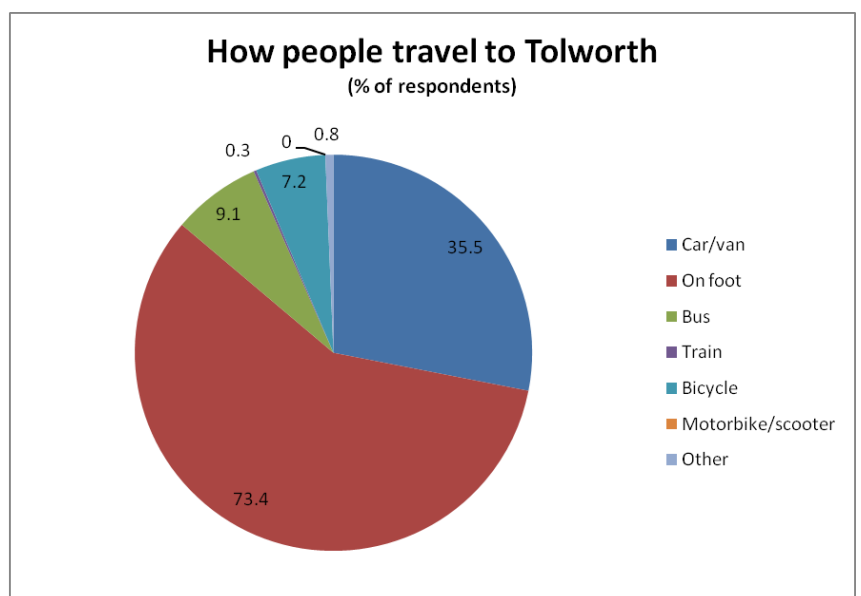
- Library
- Petrol filling station

- Post Office
- School
- Hairdresser/ beautician services
- Church
- Access public transport
- Chemist
- Leisure facilities
- Dentist
- Tolworth Hospital

Question 2: Travelling to Tolworth

People usually travel to Tolworth in the following ways:

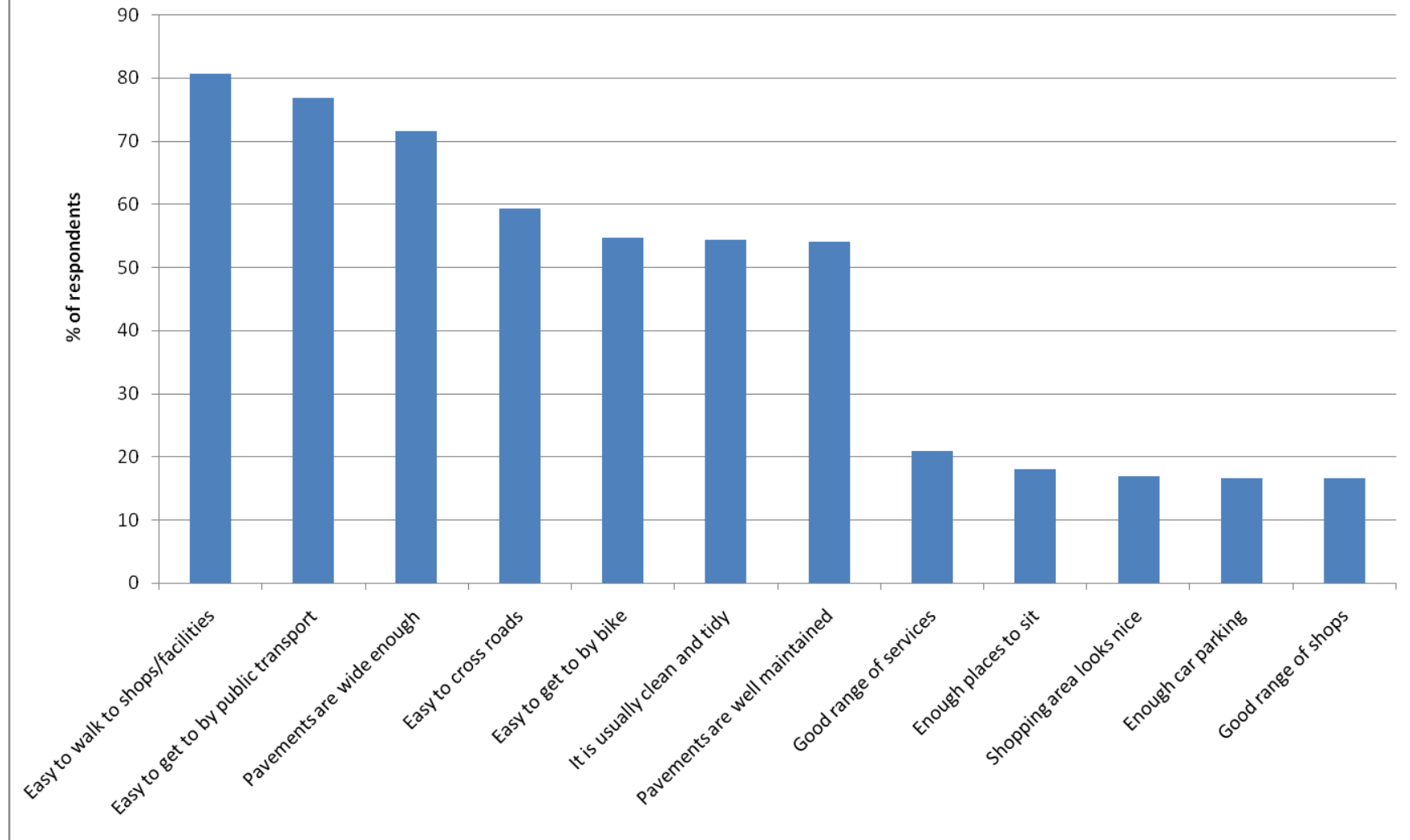
Method of travel	% of respondents
Car/van	35
On foot	73
Bus	9
Train	0
Bicycle	7
Motorbike/scooter	0
Other	1



Question 3: Attitudes to Tolworth shopping centre

	% of respondents				
	Agree	Neither	Disagree	Don't know	No response
Easy to walk to shops/facilities	80.6	4.4	7.2	0.8	3.6
Easy to get to by public transport	76.7	5.3	6.1	4.4	4.2
Easy to cross roads	59.3	10.5	23.8	0.3	2.8
Easy to get to by bike	54.6	6.9	8.3	15.5	11.1
Pavements are well maintained	54.0	18.0	19.9	2.5	2.2
Not enough car parking	51.0	14.1	16.6	8.6	6.4
Not enough places to sit	41.0	23.0	18.0	11.4	3.3
Good range of services	20.8	19.9	47.9	3.3	4.7
Shopping area looks nice	16.9	24.4	49.3	1.4	4.7
Good range of shops	16.6	12.2	65.7	0.3	2.2
It is usually clean and tidy	15.0	5.0	5.5	0.7	0.6
Pavements are not wide enough	6.1	14.4	71.5	0.6	4.4

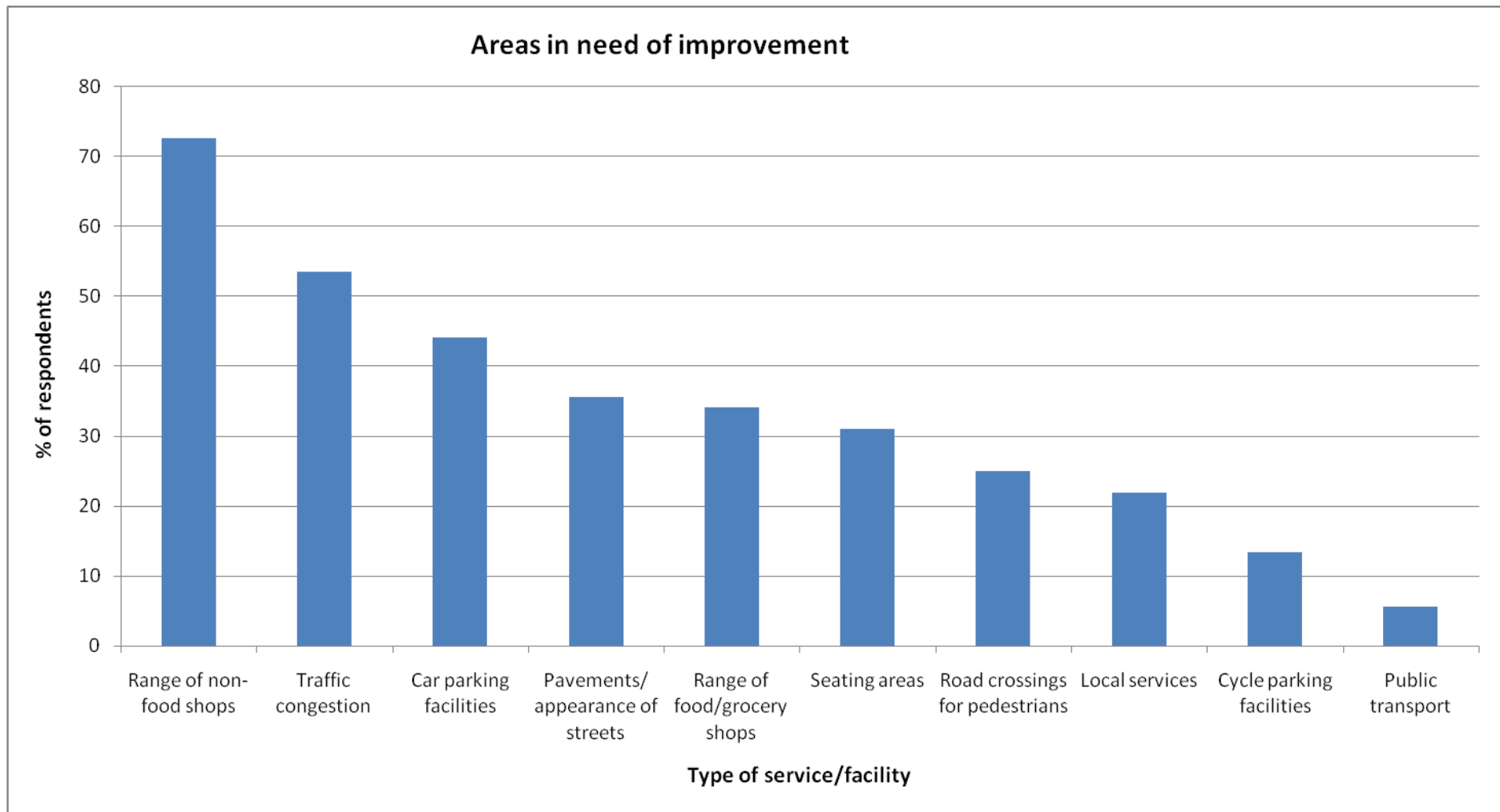
Attitudes to Tolworth Shopping Centre



Question 4: Areas for Improvement

People were asked which services and facilities were considered to be most in need of improvement. The results are as follows:

	No. of responses						Total	% of respondents
	Local resident	Business	Local employee	Organisation	Other	Anon.		
Range of non-food shops	248	1	2	0	1	10	262	73
Traffic congestion	188	0	1	0	0	4	193	53
Car parking facilities	149	1	3	1	1	4	159	44
Pavements/ appearance of streets	121	1	0	1	0	5	128	35
Range of food/grocery shops	117	0	0	0	0	6	123	34
Seating areas	105	0	1	1	0	5	112	31
Road crossings for pedestrians	86	1	0	0	0	3	90	25
Local services	75	0	0	0	1	3	79	22
Cycle parking facilities	43	0	2	1	1	1	48	13
Other services/facilities	27	1	0	0	0	1	29	8
Public transport	18	0	0	1	0	1	20	6



Question 5: Changes and improvements to the Tolworth area

People were asked what changes or improvements they would like to see in the area. These are set out below.

a) Public transport and access

- Improve the train station and train service frequency. Need earlier and later service
- Buses - Need later bus services, better bus connections – to Kingston, Hook, London, Heathrow and wider area, including Surrey, bus stop on Jubilee Way.
- Locate a central bus stop on Broadway rather than near A3.
- New bus service to Dittons
- Need transport interchange with buses/bicycles

b) Pedestrian connections

- Lack of feeling of safety using roundabout subways
- Remove central barrier
- Crossing between the station and town is poor. Subways should be filled in – improve pedestrian links on the roundabout
- Build a bridge instead of subways
- Crossings should be made safer
- Suggestion to pedestrianise the Broadway
- Need a better crossing by Iceland
- Need extra crossing on Ewell Road opposite police station - bus stop is well used

c) Cycle connections

- Cycle lanes – need to improve safety for cyclists with better cycle lane markings, remove parked cars and use space for cycle lane and raise so not in line with road, or use part of the wide pavements for cycle lanes
- More bicycle locking facilities
- Non-dismount options for cyclists crossing A3, Sunray Estate to Malden Manor
- Better connections across roundabout needed.

d) Leisure facilities

- Provision of leisure facilities on Toby Jug site – swimming, tennis
- New swimming pool at TRC
- Gym/swimming pool
- Ice rink
- Cinema
- Community centre
- Facilities for children at Alexandra Recreation Ground
- Facilities in the middle of Tolworth
- Need facilities for young people, e.g. indoor kids play area, Youth Centre
- Facilities affordable for families
- More attractive parks
- Traditional pub
- Performance space for music

e) Open space

- Provision of a nature trail
- More facilities for younger children, e.g. update Alexandra Park
- Open space and seating needed near Tolworth tower
- Replace the central barrier in the middle of the road with something green. It is wide enough for some nice greenery
- Creation of more green spaces in any new developments
- The area should be softened with more trees and shrubs.
- Improve access to existing open spaces
- New park on former government office area
- Children's play area (swings) nearer to Broadway
- Conservation areas (pond/woods)
- Better paths on Tolworth Court Farm
- More allotments

f) Local services

- Encourage small businesses to stay on the Broadway
- More community officers, better police presence, e.g. Neighbourhood Police Office in one of the empty shops, to give them more profile and visibility
- Bigger library
- Better library opening times
- Improve refuse collection and street cleaning
- Medical centre/GP clinic
- Community centre/meeting space
- More bank branches

g) Housing

- More mixed housing developments, not just flats
- More affordable housing
- Houses for families that can't afford to buy, like old council houses
- Housing for young couples
- Safer housing
- Keep existing character
- Tolworth needs an injection of luxury apartments to create a better mix
- Infrastructure provision to serve more houses
- On Brownfield only, and housing that is environmentally sound e.g. solar heated photo electric cells
- prevent the conversion of houses to flats

h) Environment

- Recycling point at Tolworth Tower
- Improve air quality by reducing congestion
- Reduce litter and plant more trees on the Sunray Estate.
- Introduce traffic calming measures along Warren Drive South
- Get rid of all speed humps they are a menace to cyclists and vehicles alike. Get rid of 'traffic calming' measure in King Charles Road and elsewhere.
- More trees, ideally along the A3 to help pollution levels and deaden the noise pollution
- Reduce traffic noise and reclaim land by putting A3 into tunnel at some points - maybe Hook – Tolworth
- Hogsmill area could be improved for walkers

- Restrict vehicles from parking and driving over grass verges and destroying them
- Subways on A3 need to be cleaned more frequently.
- General appearance of shops - lots look dilapidated
- Remove central barrier along Broadway and replace with shrubbery, benches and crossings - make footpaths either side narrower to allow this
- Need to clean buildings and add more greenery
- Improve pavement access at the exit of the M&S/public car park. Currently the pavement is too narrow for prams, wheelchair users and trolley basket users
- The area feels dominated by the road system and the needs of motor traffic. The feel of a shopping centre and a place where people feel relaxed on foot seems secondary to the needs of the motoring sector

i) Other changes

- More motorcycle parking
- Tesco would improve Tolworth!
- No to Tesco!
- More schools
- New public toilets
- Need to improve feeling of public safety – on streets at night and within pedestrian subways. Better lighting and CCTV is needed.