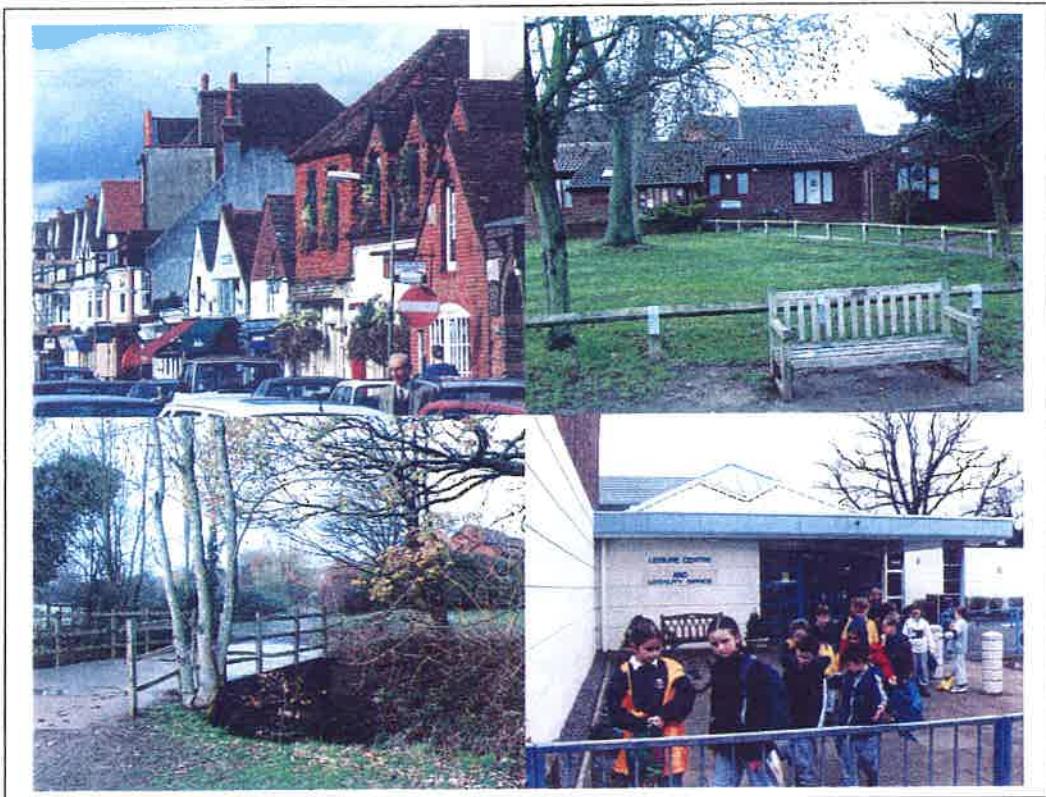


# Action for Cranleigh

**Report of the Cranleigh Healthcheck 2002/03**



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Cranleigh Parish Council  
Waverley Borough Council  
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## 1.0 Executive Summary

### 1.1 Introduction

'Action for Cranleigh' is the report of a six month Healthcheck of Cranleigh, researching how the village serves its residential and business communities, and those of the surrounding area. The Healthcheck focused on four key themes:

- the economy
- transport and access
- social and community facilities, and
- the environment.

The aim of the project is to establish a Vision for the future of Cranleigh, and an Action Plan to help residents and businesses in the village and the surrounding area to work towards that Vision. Following extensive research into the availability of facilities and services, and into what the community thinks about the village, our vision for Cranleigh in the future is to be:

“A vibrant village, in an attractive rural setting, serving its community and neighbouring villages with a wide range of shops and accessible and relevant services; providing a safe and secure environment for people of all ages.”

### 1.2 The Healthcheck Process

The Healthcheck is a key part of the Countryside Agency's Market Towns Initiative. It is designed to help local communities find ways to assess and improve the vitality of their town and surrounding countryside. Central to the ethos of the Healthcheck are two factors, full community participation, and partnership.

In Cranleigh, the project has been led by the Cranleigh Initiative in partnership with Cranleigh Parish Council. The work has been carried out by volunteers from the community supported by a Co-ordinator based at Waverley Borough Council with officer support from Waverley Borough Council and Surrey County Council, and has involved extensive research into the opinions of the residents, the voluntary sector organisations and the business community of Cranleigh and the surrounding area.

The key stages of the Healthcheck are:

1. Establishing a partnership
2. Gaining community support
3. Researching facts and opinions about the area on the four main themes
4. Creating a Vision for the future of Cranleigh
5. Preparing an Action Plan to help work towards the Vision
6. Putting the Plan into action

The Cranleigh Partnership is now at stage five of this process: preparing an Action Plan, which will include many of the projects arising from this work.

## 1.3 Key Findings

The main issues raised in each of the Healthcheck areas are as follows:

### 1.3.1 Economy

- Falling unemployment is causing problems in businesses finding the staff they need.
- There is potential to improve the links between education (school and FE colleges) and commerce to increase the number of residents employed locally.
- The redevelopment of Dunsfold Aerodrome is expected to have a significant impact on the community over the next 5-10 years.
- Support is high amongst the existing customer base for the range and quality of independent retailers.
- There is significant leakage of retail custom to neighbouring larger towns.
- The retail mix in Cranleigh does not cater for young people's needs.
- Retail vacancy rates are not a current problem, in fact there appears to be a demand for space.
- Some ad hoc promotional activity takes place, however, Cranleigh's shopping area is not comprehensively managed, and greater co-ordination is required to ensure the village can compete with larger centres.
- Availability of local shopping in the surrounding villages is generally acceptable, but threats have been identified.
- There is potential to develop Cranleigh's visitor economy, particularly focussing on the walking and cycling market. A significant improvement in facilities is required to achieve this.

### 1.3.2 Transport and Access

- Public Transport in Cranleigh consists of commercial and Community Transport bus services, which provide a varied standard of coverage and service.
- There is a regular and reliable bus service from Cranleigh and Shamley Green to Guildford from early morning to early evening, and surrounding villages tend to have an hourly or two hourly service.
- Most people feel the buses are too expensive, and that services are too limited in the evenings and on Sundays. There is no direct service to Royal Surrey County Hospital at Guildford.
- There is good coverage of buses suited for use by the mobility impaired, but there are concerns about information on these services, and under use of buses by wheelchair users.
- Information on bus services needs to be improved.
- Pedestrian and cycle provision needs improvement to improve safety and attractiveness in order to encourage people to walk and cycle, particularly in the High Street.
- The minor casualty rate appears to be unacceptably high and needs further investigation.
- Road traffic congestion is a problem at peak times, with illegal and inconsiderate parking compounding the problem.

### 1.3.3 Social and Community

- The lack of affordable housing is a serious issue, particularly for young married couples and single parents.
- There are plans for a new Cranleigh Village Hospital and Health Centre. There is demand for an increase in the services to be provided by this new Hospital/ Health Centre.
- In association with the new Hospital, there is demand for community and home based health care support.
- Additionally, there is need for access to a more extensive range of services, for example, by the Hoppa bus.
- Crime rates are very low, however, perceptions are of a more serious problem leading to a significant level of fear of crime.
- Formal recreational facilities are good, but potential improvements have been identified, in both formal and informal provision for adults and children.
- Cranleigh has a strong community spirit and significant community infrastructure in terms of local organisations and local government. However, information provision should be improved.
- Cranleigh Arts Centre and other facilities provide infrastructure for a range of cultural activities; however, demand for a cinema is high.
- The history and culture of Cranleigh could be better recognised and promoted to residents and visitors alike.
- Development of a 'Visitor Centre' is suggested, to meet the information needs of visitors and residents alike.

### 1.3.4 Environment

- Cranleigh is located within a beautiful natural environment some of which benefits from protective designations such as the Green Belt and Surrey Hills Area of Outstanding Natural Beauty.
- Residents of Cranleigh are proud of the character of the village, however, while there is a Conservation Area in the village centre, there is no comprehensive Village Design Statement to guide future development.
- The natural environment reaches into the heart of the village and should be protected and enhanced for the community, in particular, the High Street maple trees, and the village ponds and streams.
- The unobtrusive way in which the village is felt to blend well into the countryside is appreciated by the community and should be maintained.
- There are opportunities to encourage the recreational enjoyment of the natural and built environment of the area, by both residents and visitors, for example, by improvements to the Downs Link.
- There are concerns about the deterioration of the general environment, particularly due to litter.

### 1.3.5 Young People

- Over 90% of young people do not see themselves working in Cranleigh and the surrounding area in the future. This has serious implications for employers in and around the village.
- Young people do not perceive that their needs are met in Cranleigh.
- There appear to be unmet business opportunities, particularly in the retail sector, to cater for young people.

- The travel needs of young people are not met by current public transport provision.
- Young people would like more leisure opportunities, in particular, a cinema.
- There are some concerns about community safety issues amongst younger people, including pedestrian safety and perceptual issues such as police presence and vandalism.
- Young people would like opportunities to contribute to the local community through volunteering.

#### **1.4 Next Steps**

An Action Plan will be developed based on the findings of this report, to provide a focus for the implementation of projects to meet the shared vision for Cranleigh. Ninety-one potential projects have been identified from the Healthcheck. These were refined during the consultation process and seventy-two were approved. A Project Co-ordinator is to be employed on a part time basis to support the community in turning the plan into action; existing local organisations will play a key part in this.

The Healthcheck and Action Plan will not be static documents, as the circumstances and conditions in Cranleigh and the surrounding area change, monitoring and updates will be required to ensure that the Action Plan continues to provide the guidance needed.

## 2.0 Introduction

### 2.1 Why Was Action for Cranleigh Written?

The ‘Action for Cranleigh’ report is based on a six month ‘Healthcheck’ of Cranleigh, about the way in which the village serves its residential and business communities, and those of the surrounding area. The Healthcheck research focused on four key themes:

- the economy
- transport and access
- social and community facilities, and
- the environment.

The aim of the project is to establish a Vision for the future development of Cranleigh; and an Action Plan to help residents and businesses in the village and the surrounding area to work towards that Vision. Following extensive research into the availability of facilities and services, and into what the community thinks about the village, our Vision for Cranleigh in the future is:

“A vibrant village, in an attractive rural setting, serving its community and neighbouring villages with a wide range of shops and accessible and relevant services; providing a safe and secure environment for people of all ages.”

The project has endeavoured to involve as many members of the community as possible, and has been led by the Cranleigh Initiative and Cranleigh Parish Council.

Richard Womack, Cranleigh Initiative Chairman:

*“The Healthcheck is a golden opportunity for all stakeholders in Cranleigh to have access to and ownership of the true picture of life in the village and its needs. I hope that future decisions are made using this research based on facts and the wishes of the whole community. Thirty volunteers from the community have been actively involved in carrying out the Healthcheck, and over 2,000 people have contributed their ideas, and this provides a strong mandate for action.*

*A strong sense of community is needed to ensure all partners work for the benefit of all our futures but in particular the young. Cranleigh has the community spirit to achieve these aims.”*

Brian Cheesman, Cranleigh Parish Council Chairman:

*“Making Cranleigh into a village which serves the needs of everyone is an on-going task. The Healthcheck is a starting point for organisations and individuals in Cranleigh and the surrounding villages to start working to the common goal of our shared Vision.*

*The future of the village will depend on maintaining excellent schools, health centres, shops and industrial parks for creating new job opportunities as well as a good mix of housing opportunities catering for a huge variance in*

*incomes. The community needs good leisure facilities for sports and the arts. I also hope that there is a better understanding of the importance of a strong business community in the village which needs to adapt to today's rapidly changing environment in order to survive and prosper."*

County Councillor Dr Andrew Povey, Steering Group Chairman:

*"I am so pleased that Cranleigh decided to undertake the Healthcheck process. Having been involved with local government and many local organisations over the last twelve years I have felt concerned that the village is in a state of constant change but without a clear idea of where it wants to be. I believe this process will help the community be proactive in securing the future of the village and ensure it remains such an attractive place to live."*

## 2.2 Origins of the Cranleigh Healthcheck

In 1998 the Cranleigh Initiative was set up to grow Cranleigh and surrounding villages for the benefit and enjoyment of all the community and to strengthen Cranleigh as a 'brand', continuously improving it as a place to work, live and visit. The Initiative and its partners have achieved many successes, and various projects that the village desired are already in place.

An initial ‘Vision’ for the village was created by the Cranleigh Initiative in 2002, as part of the ‘Rural Towns: Rural Life’ funding programme. Building on this, and recognising the need to plan for continued improvement in the future, the Initiative decided to use the new Countryside Agency Market Towns Initiative. The Healthcheck is at the heart of the Countryside Agency’s work in market towns, it is designed to help local communities to find ways to improve the vitality of their town and the surrounding countryside.

With officer support from Waverley Borough Council, Cranleigh was successful in a joint bid with Haslemere to the Countryside Agency for Healthcheck funding. The bid was made jointly with Haslemere to help the Countryside Agency in the South East test the benefits of towns



working together. Consequently, Cranleigh and Haslemere have been able to share their experiences, success and lessons as they progressed, and have learnt from each other throughout. This bid was successful in March 2002, and the project began in earnest in Cranleigh in September 2002.

## 2.3 The Market Towns Initiative Healthcheck

The Countryside Agency has recognised the importance of market towns for ensuring a sustainable future for the countryside. Traditionally, the definition of a market town is one where agricultural occupations predominate. However, in the face of socio-economic change, the agricultural focus of market towns has changed. To ensure a sustainable future for the countryside, market towns must strive to broaden their role, to be places where people from the town and surrounding countryside can:

- buy most things they need
- obtain a range of basic services, such as legal advice and libraries
- find housing of all types – rental and for purchase
- have a choice of jobs, particularly in businesses related to the products of the surrounding countryside
- obtain the training and education they need
- enjoy eating out, the cinema, theatre and musical events

The Market Towns Initiative Healthcheck is a tool to help local people plan for their community's future by:

- identifying the strengths and weaknesses of the town and surrounding countryside
- obtaining the information and ideas they need to manage change
- providing a basis for creating an action plan

Cranleigh is viewed locally as a village, however, for the purposes of this project it falls into the 'market town' category because it has a population of approximately 11,000, and is a significant centre providing services to a community of approximately 8,000 people in the villages and in the surrounding area.

## 2.4 What is the Healthcheck?

The purpose of the Healthcheck is to help sustain Cranleigh as a viable service centre serving residents and businesses in the village and the surrounding area (the surrounding area is also known as the 'hinterland'). The Healthcheck does this by:

- Looking at what services and amenities are available for businesses and the community in and around Cranleigh
- Creating a shared vision for the future of Cranleigh
- Drawing up an action plan of key priorities that need to be addressed in the short, medium and long term.

The project focuses on four key themes, which reflect the different things a market town provides, and the way people get to, from and around a town. The themes are:

- Social and community facilities
- Access and Transport
- Environment
- Economy

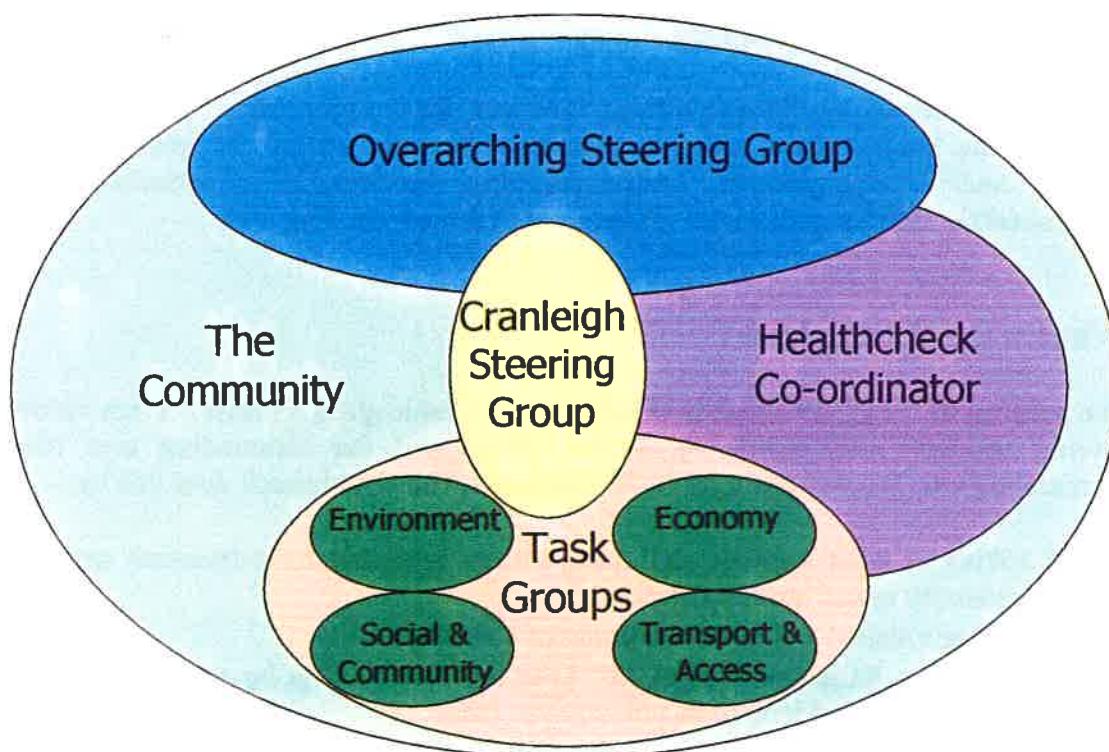
The Healthcheck methodology and guidance is available free on the Countryside Agency's website, and can be found at: [www.countryside.gov.uk/market-towns](http://www.countryside.gov.uk/market-towns) For details of how the Healthcheck was carried out in Cranleigh, see Appendix I: How the Cranleigh Healthcheck was Done.

## 2.5 The Partnership and the People Involved

Central to the ethos of the Healthcheck are two factors, full community participation, and partnership. Full participation from all sectors of the population, and from the communities of both Cranleigh village and the surrounding area, is vital to ensure that the Vision and Action Plan reflect the views and needs of the whole population. In this way the outcome of the Healthcheck will be a powerful mandate for action.

Partnership is essential to ensure that all of the statutory agencies and community and voluntary groups which may be involved in delivering actions in Cranleigh and the surrounding area are working toward the same long term vision.

This model shows how the work was managed within the community:



The Healthcheck has been carried out as part of a shared project with Haslemere. Therefore, an Overarching Steering Group was established to ensure that each community benefits from learning from the other. A local Steering Group dealt with the detail of the project in each town. The Cranleigh Steering Group is shown in the centre of the model above. Working with the Cranleigh Steering Group were four Task Groups, each focused on one of the key Healthcheck themes. The Healthcheck Co-ordinator supported and facilitated the activities of all of these groups. Details of membership of the groups shown in this model can be found in Appendix I: How the Cranleigh Healthcheck was Done.

The community is shown above encompassing all of these groups, because it provides the background to all of the Healthcheck activity, and has been consulted and encouraged to participate at every stage.

## 3.0 Key Findings

### 3.1 Introduction

This chapter sets out the main findings of the Healthcheck from each of the Task Groups. The full research and consultation basis for these findings is available in Appendices II to VIII.

### 3.2 Economy

Economy Task Group Leader, Richard Womack

#### 3.2.1 Employment

Unemployment has fallen steadily over the last five years. This means that local businesses find it difficult to attract staff to their business, particularly low paid jobs. The public consultation showed that there is a major skills shortage in the elderly care sector. In the main the area is characterised by a host of small businesses. Larger employers are the schools (Cranleigh and Glebelands), Cranleigh Freight and the Co-op Supermarket.

Approximately 60% of the working population commutes to work outside the local area as compared to a Waverley average of approximately 46% at the 1991 census (19% net). Due to the limitations of public transport to surrounding employment centres such as Guildford usage of cars for these journeys is significant, resulting in a pattern of heavy usage of traffic in the High Street at key times of the day.

The planned use of Dunsfold Aerodrome may help to fill the gap left by the closure of Dunsfold Aerodrome, with a smaller number of jobs being created. Usage of this site would significantly affect employment possibilities within the Cranleigh area.

#### 3.2.2 Retail

Cranleigh has a range of independent specialist retailers, three small supermarkets and a well established department store. With over 100 shops in the High Street Cranleigh attracts a mature clientele who appreciate the individual service they receive. The High Street is flat and parking available within it. It is a car-centric village, which allows centralised parking as well as having two car parks.

Feedback from the public consultation shows there is strong support for independent shops. There are currently plans to replace one of the existing supermarkets with a larger store by one of the national chains. This may bring additional jobs to the area. Although there was opposition to the planned supermarket there



was also support from residents and businesses in Cranleigh, who considered that more visitors would come into Cranleigh more often to shop at a larger supermarket.

Cranleigh has had little promotion as a place to shop. It does, however, have a web site and will shortly be producing a shopping brochure. Specialist shops do attract visitors and the village also has specific events, such as Bonfire Night, Carnival Day, a French market, weekly local market, a farmers' market, and the Agricultural Show, which attract people to the area.

Due to the huge increase in property prices the area is currently experiencing some huge rent increases, which may put some businesses under threat. However, the general perception is that Cranleigh could attract more individual shops. There is currently no apparent space available for development.

The outlying areas in Cranleigh, such as West Cranleigh and Park Mead retain their local stores along with Ewhurst, Shamley Green, Alfold and Dunsfold but the future of the Wonersh shop is more uncertain. It closed in March 2003 but a local community group raised funds to purchase the vacant site. All of these shops rely on local patronage.



The major concern for Cranleigh's business community is the leakage of people to shop outside the village. Independent research shows that of the 29,000 people who live within a fifteen minute drive of the village, 65% of residents regularly use Godalming, Horsham or Guildford for a main convenience shop. The research also shows that over half of these would "always" or "usually" visit non-food stores when carrying out a main shop.

### **3.2.3 Training and Education**

Cranleigh has excellent educational facilities, with the private school of Cranleigh and its Preparatory School, and the excellent state primary schools and secondary school Glebelands. The infant school at Dunsfold is currently under threat. 94.4% of pupils progress onto further learning after 16 and Cranleigh school children achieve above average grades compared with both Surrey and national statistics.

Adult education classes are available, but have a low profile. Parent/children IT courses have been successfully run at Glebelands. Public consultation feedback demonstrated support to develop links between commerce and education and to support Glebelands' specialist science status. Indeed, the ability to attract more local people into local employment is a key concern of this healthcheck, as inevitably the careers for life syndrome is replaced with the need to re-train at various different times in our lives.

### 3.2.4 Commercial/Industrial Property Needs

There are no commercial property agents in Cranleigh. Properties which may have been used for start-up businesses are generally used for residential purposes as the returns are significantly higher. As discussed above, the retail property is fully occupied, though this may be affected by the supermarket development, but there appears to be a demand for new outlets.

On the industrial side, Cranleigh has industrial and office properties at Littlemead, Hewitts and Manfield Park and a mix of units at Smithbrook Kilns. Inevitably some of the larger agricultural buildings are being turned into specialist outlets, either for storage or start-up businesses.

The 400,000 sq ft site at Dunsfold offers huge potential for development, although some industry analysts argue that it is on the 'wrong side' of Guildford and the M25. The future of this site is likely to have the greatest significance on the area in the next 5-10 years.

### 3.2.5 Tourism

Cranleigh has been described as a self-contained compact village with everything you need, from good shops, schools and doctors to facilities such as the Leisure Centre and the Arts Centre. Its best asset, however, is its proximity to the countryside and its area of outstanding natural beauty.

Cranleigh as a village lacks a sufficient stock of historic buildings to attract visitors for its historic character. However, it has potential to develop specialist walking and cycle routes and an Information Centre. Within the village there is nowhere to park a coach and limited toilet facilities.

The "healthcheck" process has clearly identified the need to maximise opportunities to attract visitors to Cranleigh, taking advantage of the cultural and environmental aspects whilst boosting the economy.

Cranleigh has little to support such activity and needs more bed & breakfast and hotel facilities. There is currently nowhere for local employers to hold a large conference, although the Arts Centre provides some facilities.



Schools Questionnaire: Age 6

### 3.2.6 Business Support

Cranleigh has lost the majority of its business support. The local banks do not support business at Cranleigh branch level, with the exception of HSBC. Some of the lawyers have now re-located in Guildford and the long established practice of Brewers has left the centre of Cranleigh. In order to be a vibrant community Cranleigh will need to attract back some of these key players.

The local business community, through the Chamber of Trade, is active in working to improve the vitality of the village. However, the nature of independent business inevitably means minimum staffing resources, and it can be difficult for these businesses to contribute. Greater involvement of national brand name retailers would provide welcome support to the Chamber of Commerce.

Cranleigh has been supported by Waverley through the Cranleigh Initiative, with minimal funding but excellent officer support. In order to compete with other shopping centres it needs a Centre Manager to co-ordinate and promote itself. Without such support the village stores will find it more and more difficult to combat the major national stores.

The research basis for these findings is available in Appendix II: Economy Task Group Research, including the Healthcheck Worksheets, and survey results.

### **3.3 Transport**

Transport and Access Task Group Leader, Julia Samson

#### **3.3.1 Ease of Travel To and From the Local Area**

Cranleigh is located approximately 9 miles from Guildford which has a mainline railway station servicing London and other parts of the country. Cranleigh is 11 miles from Horsham which is also another main shopping area for residents of Cranleigh and the hinterland. Most of the hinterland villages (Ewhurst, Shamley Green, Alfold) are 3 miles away from Cranleigh village centre and accessed by 'B' roads. While access to trunk road networks (making journeys to the south coast, London, Gatwick airport and motorways) are between 10 and 12 miles away. Cranleigh does not have a railway line running through it but it does have Arriva bus services to Guildford, Horsham, and outlying villages.

Cranleigh is well serviced with buses to Guildford. Routes 53 and 63 go at regular 20 minute intervals from early morning to early evening, with additional buses every two hours by the faster 24 route. Later in the evening and on Sundays there is an hourly Cranleigh-Guildford bus service with the last bus returning at 10.45pm. By route 63 there is an hourly Cranleigh-Horsham service Monday to Saturday, but no evening buses and only a few on Sundays.

Shamley Green has three buses an hour to Cranleigh and Guildford, from early morning to early evening. Ewhurst is serviced by the 53 with a regular hourly service to Guildford. Commuters can get to Guildford railway station by 7.30am and Ewhurst is serviced by the last bus leaving Guildford at 10.45pm. There is no Sunday service from Ewhurst.

Alfold is serviced by the 42 and 44 with services from Alfold to Cranleigh running from 7am until 7pm. Access to Guildford is available from 7am (via Godalming), therefore commuters to London could pick up a train in Godalming or Guildford. However the last bus is at 5.20pm so getting home from London using this service would be impossible. There are no buses to Guildford after 5pm from Alfold so young people wishing to go out in either Cranleigh or Guildford could not do so by bus. There is no Sunday service from Alfold.

Smithwood Common is only served by the Carbone Bus Company. One bus a week, on a Thursday, picking up at 9.30 to Cranleigh and returning at 11.30. The service from Cranleigh to Horsham is hourly. Tesco run a free bus on a Thursday from Cranleigh to the Tesco store in Horsham.

#### **3.3.2 Ease of Access to Services**

##### **Access by bus for school children**

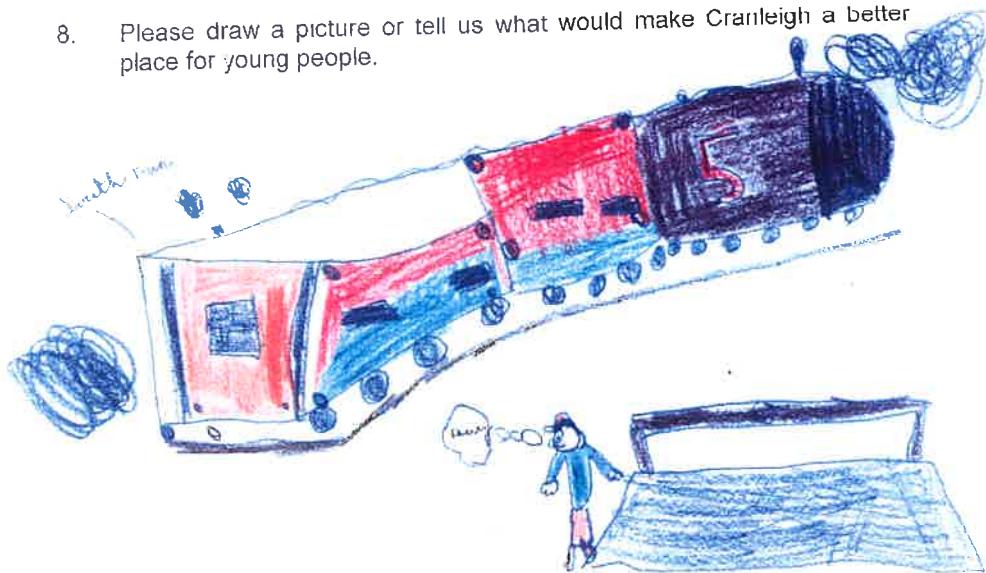
Free school buses operate if pupils live more than 2 miles away (up to seven years of age) and 3 miles (over seven years of age), while many of the public bus services meet the needs of children travelling to and from schools in Cranleigh from outlying villages.

For students at Godalming college there is the 42/44 service but as stated above it finishes early and is hourly and there is only one service operating between Ewhurst

and Godalming in each direction but it does enable arrival at college before 9am and departure at 5pm.

Public transport access was raised as an issue in the schools questionnaire (see 3.6).

8. Please draw a picture or tell us what would make Cranleigh a better place for young people.



Schools Questionnaire: Age 7

#### **Accessibility and transport for those with disabilities and the less-mobile**

*Hoppa:* Waverley Community Transport is a new service providing transport mainly for the mobility impaired. It offers door to door transport for people with mobility issues. It is available on request and there is also a dial-a-ride service on request.

*Buses:* Many of the Arriva buses are now low-floor with good flexible space for those with pushchairs, wheelchairs and shopping. They are very good for those with walking sticks and pushchairs but not used by wheelchair users. The reasons for this under use are not known.

#### *Opportunities*

- The Hoppa and Dial-a-Ride service are not promoted well enough.
- There needs to be better promotion of low-floor buses for those in wheelchairs.
- Bus drivers could do with being more helpful for those with disability issues accessing the buses.

#### **Pedestrian priority/ ease of access to bus services**

There is no pedestrian priority or pedestrianisation area in Cranleigh other than Stocklund Square. The bus stop in the centre of the village (Mann's side) is effectively cut-off to pedestrians by side-roads, junctions and traffic but has the potential to be a public square with limited vehicle access (access only) along the side road by the bookshop with this becoming a pedestrian priority area. There are 28 parking places here. The general congestion in the village centre caused by lorries loading/unloading can cause delays to the bus. Some of the bus stops without lay-bys (for example outside Barons restaurant) are blocked by illegal parking. Some bus stops are not obvious to the inexperienced bus user. Timetable information at stops are not obvious to the inexperienced bus user.

Stocklund Square is often vandalised. Not many of the bus stops have shelters discouraging use.

### Potential route for development

There is a disused railway line running from Guildford to Shoreham-by-Sea via Horsham. This is now a long distance walking/ cycling track. Given the loss of the former railway station, an up to date cost/ benefit analysis would be required to show the advantages/ disadvantages of re-opening this service. On the one-hand branch-lines should be re-opened to encourage people onto public transport, but while Cranleigh is serviced by a good bus service perhaps improvements to the bus would be better value for money. The advantages of the cycle track and tourism value of a long-distance walking track would also need to be considered.

### Information provision on transport and accessibility

The library is the main source of information, providing bus and train timetables (often not on display). The library also has national rail timetables and information on student fare cards for rail. The locality office within the leisure centre also has bus and train timetables (upon request) and information on pensioner's half price fares and information about parking in Waverley (with good map). Some but not all of the bus stops have timetable information, and this is not checked regularly.

### Electronic information

The library has six terminals with can be used to access online information free of charge. For those who have access to the Internet there are now many websites providing bus and rail information for the whole country, notably trainline.com. The Cranleigh village website needs more public information on access and transport issues within the village and surrounds. Information on bus and train times can also be reached by travel line, Pindar, national rail enquiries and Arriva.

### *Opportunities*

- There is generally a lack of promotion of public transport information within the village and surrounds. There is no tourist information point or indeed tourist information boards.
- The library, locality office and post office could do more to promote bus and train timetables and fare concessions.
- There need to be regular checks of bus stop timetables; electronic displays at large bus stops (Stocklund square) would be advantageous.
- Better promotion of the Cranleigh village website through local newspapers, health centre, library etc would help to disseminate information to those who have access on-line.

### 3.3.3 Ease of Movement Around the Village

#### Car access from the village to surrounding places

Cranleigh and surrounding villages are serviced well by the highway network. The A281 provides a fast link to Horsham and Guildford in off-peak periods and the roads are generally well maintained. However, during peak hour there is serious congestion on the A281 through Bramley and on the B road to Guildford, with congestion usually stretching back to Wonersh and Shalford.

Horsham and Guildford both provide facilities not available in Cranleigh (such as job centre and cinema) and are both easily accessed by car, although parking can be difficult and costly. There is a park and ride facility at Artington, south of Guildford, which is probably under-used by residents of Cranleigh going into Guildford.

There are no planned major road improvements within the LTP or regional transport strategy for the area. However, the Master Plan being developed by Waverley Borough Council for the future of Dunsfold Aerodrome site must consider issues of transport and access to Cranleigh.

#### **Access within the village**

The High Street was traffic calmed about 1 year ago, with 2 mini-roundabouts installed, pedestrian refuges to reduce carriageway width and several pavements widening at junctions to reduce junction splay. Beyond the High Street no traffic calming has been done except in Rowly (road markings/hatching) following a fatality. There have been quite high minor casualties recorded but few fatalities and serious injuries, those fatalities have been random.

Generally the High Street has a high steady stream of traffic. Lorries parked in the road to load/unload can cause delays, as can illegal parking, and peak flow traffic can be enough to reach stand-still. There is generally some congestion around schools at drop-off and pick-up time. The village High Street can become quite congested on market day (Thursdays).

Facilities such as shops, library, health centre, arts centre and hospital are all readily accessible by car with parking very close by.

#### *Opportunities*

- Drains in some of the small side streets, eg: Church Lanes are not cleaned and cause big puddles and erosion.
- Some of the junctions onto the A281 are notoriously dangerous but are currently being improved.
- Congestion issues as mentioned.
- Need further information on accident data particularly after the installation of traffic calming features within the village. The high number of minor casualties is worrying and needs further investigation.

#### **Access for people with disabilities**

For those with a slight disability, access to most public buildings and shops is generally good. For those in wheelchairs or in electric buggies or on crutches all three supermarkets have sliding or automatic doors enabling easy access, as does the library. The only other shops with easy access are Boots, Grahams and Lloyds TSB. Many shops have heavy doors and/or steps. The post office has a ramp but two doors to negotiate with limited space once inside.

The disabled public toilet in Village Way is difficult to get into (it should be at one end not in the middle). The health centre has no disabled toilet. The Arts Centre has a ramp and disabled toilet.

### **Visually impaired**

There are 3 light controlled crossings in the village mile, all with sound effects. The tactile markings on the pavements are a great improvement and seem to have become standard when maintaining and installing dropped kerbs.

### **Footways (pavements)**

There are pavements on most of the roads entering Cranleigh, enabling people to walk from the village edge to the centre. The exception is Knowle Lane which does have residential properties on it. However, many of the footways are narrow and poorly maintained. The width restriction makes use by wheelchair, double pushchair and buggy difficult and often impassable.

### *Of particular concern*

- i. Knowle Lane junction with High Street causes conflict between pedestrians crossing and cars turning, pedestrians feel vulnerable.
- ii. The footway outside Nationwide is very narrow causing congestion for pedestrians and difficulties accessing with a wheelchair etc, this is compounded by a safety railing to keep the pedestrians off the road.
- iii. Crossing in the middle of the village between the two light-controlled crossings via a pedestrian refuge has encouraged people to jay-walk when the refuge is too small to wait safely (pushchairs jut out into the road).
- iv. Stocklund Square road going into car park, the location of the dropped kerb is not on the footway, requiring pedestrians to detour round planters and bollards to reach it.
- v. Rowlands road junction with High Street, narrow footway and dropped kerbs not located on desire line.
- vi. Church Lane is a no-through road with a car park. But it is also an important walking route for people accessing the village from the estate and for people walking children to schools. There are blind corners and the cars travel far too fast for the conditions, it is intimidating for pedestrians, particularly those in a wheelchair or with a pushchair.
- vii. South Street between Barons, the car park and health centre. The number of cars parked in this alley way often blocks access for pedestrians completely and it is a public right of way.
- viii. Elmbridge Road, no footway or very narrow.

### *Opportunities*

Other than those mentioned specifically above,

- Many of the hedges on the paths and footpaths are very overgrown in summer and spring and inhibit use of the footways, and particularly impacting on the mobility impaired including those with buggies.
- There is dog-mess on many of the paths.
- Not many of the paths are well lit and may discourage parents from allowing their children to walk home from school in winter.
- Some of the key facilities (post office, health centre) could review their access for mobility impaired people.
- Uneven pavements can be a major hazard for all users but particularly the mobility impaired.

### Parking

There is considered to be adequate parking in the village at the moment, with some leeway for traffic growth. The private car park at Snoxhall playing fields is under-used during the week and could provide additional parking particularly on market day when there is a shortage of parking close to the market if appropriate arrangements can be made.



### Disabled parking spaces

Both of the main car parks have disabled parking bays. The Village Way car park also services the health centre for disabled badge holders. There is one bay outside the post office and outside the off-license. These are not enforced and so are often parked in by non-badge holders.

### Shop Mobility Service

There is an excellent SMS, useful for people who get around on mobile buggies, but can walk short ways with the help of sticks and can get on a Low Floor Bus. These people can leave their buggies in Cranleigh and are met in Guildford with another buggy enabling them to shop anywhere in Guildford. Horsham also has a SMS but is not as good as Guildford's.

### Transport and access by bike

Cranleigh is flat and compact, most residential estates are no greater than a mile from the village centre, making it an ideal place for cycling. Quiet residential back streets link the estates to the village centre, enabling inexperienced cyclists to avoid the busy roads.



Within the village centre experienced cyclists may not have difficulties but to the inexperienced there are many junctions, roundabouts and side-roads to negotiate, as well as parked cars with the increased danger this can pose. Some of the recent traffic calming features have increased the dangers to cyclists (for example creating pinch-points where cyclists are squeezed by over-taking motorists).

### Cycle routes, dedicated paths

There are no dedicated routes or lanes within Cranleigh or the hinterland. The Downs Link has the potential to link Horsham – Cranleigh – Shamley Green – Wonersh and Guildford in the summer. But poor surfacing/drainage makes winter use impossible, while access on and off the link by bicycle is very difficult and not sign-posted.

There is a proposal in the LTP to install a cycle path between Shamley Green and Wonersh and another to link Ewhurst with Cranleigh. There are many cyclists in Cranleigh who use quiet residential streets, paths and non-highway cut-through. A cycle route network has been devised and put forward for LTP funding. Many people wish to see dedicated cycle lanes in the High Street.

### **Cycle parking**

There are currently a small number of cycle parking facilities with funding for a number more.

### **Cycle shops/maintenance**

Within Cranleigh there is no shop that stocks cycle equipment or does maintenance. The nearest facility is at Smithbrook Kilns.

### **Cycle access by road to villages and Guildford**

The roads to Ewhurst, Shamley Green and Alfold are all very fast (60mph) and twisty. Statistically these country roads are where many cyclist fatalities occur and inexperienced cyclists would not be game to use them. The A281 is also very fast and disconcerting for cycling.

### **Cycle training**

One of the schools runs cycling proficiency tests but there is no cycle training for adults.

### *Opportunities*

- Currently no dedicated cycle routes.
- Speed of traffic on 'B' roads and A281.
- Downs Link – huge potential to be realised.
- The light controlled bridge crossing on Elmbridge Road does not allow enough time for cyclists to cross.
- There is a contra-flow cycle facility in Village Way but not well sign-posted or marked on the highway and so drivers are unaware that this is legal and scowl at cyclists.
- Road danger discourages people from cycling more or trying it.

### **Transport and access for those on foot**

There are a number of footpaths and non-highway tracks linking estates to the village enabling people to walk from the estates to the village centre without having to use the roads. These also link the estates to various schools and can offer good access for children walking to school. Four new crossings are proposed on the Ewhurst Road to enable children to walk to school more safely. There is currently a walking bus in operation and this concept could be promoted more as Cranleigh is ideal for walking being compact and flat, with good path networks. There is no footway linking Ewhurst and Cranleigh.

### **Pedestrian/cycle conflict**

This does occur on some routes such as the Downs Link where pedestrians claim the mud is caused by cyclists. Other places include the tracks running parallel with the cemetery.

Pavement cycling is also a source of conflict, particularly in Cranleigh High Street. This is caused by the volume of traffic in the High Street combined with the lack of space for cyclists forcing inexperienced cyclists to use the pavements.

The research basis for these findings is available in Appendix III: Transport Task Group Research, including the Healthcheck Worksheets and questionnaire results.

### **3.4 Social and Community**

Social and Community Task Group Leader, Judy Brewis

#### **3.4.1 Population**

The population of the village of Cranleigh has remained at around 11,000 people since 1991 (11,479 in 1991, and 11,700 in 1998). The population of the hinterland (Alfold and Dunsfold, Blackheath and Wonersh, Ewhurst and Shamley Green) has remained constant at around 8,000 (7,801 1991, 8,000 1998). However the proportion of elderly people has increased. Further population data is available in Appendix IV: Social and Community Task Group Research, including Healthcheck Worksheets and Questionnaire Results.

#### **3.4.2 Housing**

Cranleigh has a wide variety of housing stock, both in terms of type and form of ownership/accommodation. However, like many areas in the South East, Cranleigh's average house price is much higher than the national average, and the most serious problem is in providing affordable housing, particularly for young married couples and single parents.

The Borough Council estimate that non-elderly applicants for affordable housing have to wait, on average, 6.4 years. The Healthcheck has established that the main obstacle is the lack of suitable land available for development, and for this reason there is strong support in the community for the commissioning of a new land survey (including any vacant accommodation such as flats over shops) to identify acceptable sites.

#### **3.4.3 Health and Public Safety**

Plans for the new Village Hospital and Health Centre are now being submitted. The Social and Community Task Group consulted the health professionals for the Healthcheck about the extra facilities which people would like to have in the new Health centre. There is strong support for an X-ray facility, a minor injuries unit and Eye and Hearing clinics.

Preventative dentistry for children would also be welcomed, and the setting up of schools-based dental workshops is one of the task group's health projects. Cranleigh has a dentist who has had experience of running successful workshops for first and middle school age children.

Another project is the organisation of a Hospital support team for the new Hospital Co-ordinator to provide neighbourhood practical help to patients discharged from hospital. There are at present no Social Services statistics to monitor unmet need, but there is an infinite demand for services particularly for the increasingly elderly population. With the development of Intermediate Care to prevent admission and speed up the hospital discharge process, and the demographic population changes, there will be an increased need to develop and broaden the CVC (Cranleigh Village Care) services. The further development of such a neighbourhood care scheme will require additional resources to recruit new volunteers to cover the range of needs across the spread of the village to enable people to stay independent in their own homes.

The Hoppa bus service, which was originally jointly funded by the Surrey Health Authority, Countryside Agency, Surrey County Council and Waverley Borough Council, does not at present go to the Royal Surrey County Hospital and there is a strong demand that the service should be extended to cover visits to the Royal Surrey as well as to other health facilities such as the Jarvis Centre.

A recent Survey carried out by Waverley Community Safety Executive states that "Waverley remains one of the safest policing areas within Surrey, which in turn has the lowest crime rate in England". The Survey found that the level of the fear of crime was higher than the actual expectancy of the crime happening to them in their area. There are crime prevention measures in place such as CCTV in Cranleigh High Street, and Cranleigh has its own Neighbourhood Specialist Officer who is briefed to walk the beat, plus a Community Support Officer. There are over 28 Neighbourhood Watches. Policing methods have recently changed and now consist of three teams:

- Targeted Patrol Team – responsible for attending emergency calls
- Borough Team - responsible for follow-up enquiries on crime and other matters
- Neighbourhood Specialist Officers – responsible for high visibility policing within the community, gathering information and preventing local problems from worsening.

#### **3.4.4 Local Government and Community Organisations**

Cranleigh residents are very proud of their village, and the Healthcheck has identified from the number of voluntary groups and associations and the public consultation exercises that there is a strong community spirit within Cranleigh. Public sessions are held at every Parish Council meeting and Notices of meetings are posted on Notice Boards and Notices and Minutes are available in the Library. The Waverley Locality Office in the Leisure Centre acts as a satellite for the main Borough Council offices in Godalming and can be used both for enquiries and for bill paying.

Elected Conservative and Liberal County, Borough and Parish Councillors hold monthly Surgeries in Cranleigh and take up any problems brought to them by their constituents. The services of the CAB are seen as important to the community and there is support for its increased funding.

Over 100 organisations are listed on the Cranleigh community website, but there is no central body responsible for ensuring that it is kept up to date. There is a strong demand for a Village Visitors' Centre which could not only provide information on all services and facilities in Cranleigh but would also be responsible for updating the community website, and this is one of the task group's projects.

The Cranleigh Village Hospital Trust is a good example of local involvement with many businesses organisations, schools and individuals taking part in the project. The Trust has raised £500,000 already and needs to raise a further £1.5m for the actual building of the new hospital and health centre.

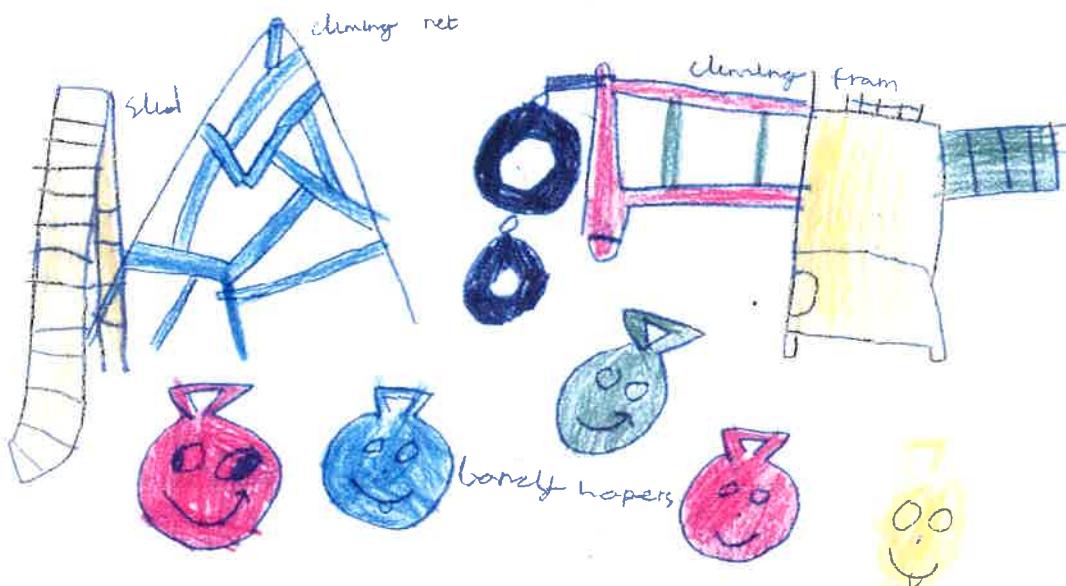
#### **3.4.5 Sport, Leisure & Open Space**

The Cranleigh Leisure Centre has recently been awarded 'Quest' status for quality service. The response to Waverley Borough Council's Leisure Survey of July 2002

rated the facilities as ‘average’ with a number of issues highlighted as important (such as the provision of services for the disabled or those aged over 55).

Cranleigh Parish Council has several football pitches, including one floodlit pitch, a cricket pitch and two newly surfaced tennis courts and a newly equipped children’s playground. It leases the Snoxhall Sports Pavilion to the Snoxhall Sports & Social Club. Other sports facilities are Cranleigh School Sports Centre and floodlit artificial outdoor pitch, Glebelands School Sports Centre.

From the questionnaire which the task group sent to all Cranleigh sports clubs, as well as from the public consultation process, the group has identified improvements which need to be made and which are reflected in the projects put forward by the task group. These include the complete refurbishment of Snoxhall Sports Pavilion, a multi-purpose all-weather sports facility, which could accommodate hockey, tennis and football as well as being available for training when grass based pitches become unusable, and an all-weather athletics track, which neither of Cranleigh’s Senior Schools possess.



Schools Questionnaire: Age 7

The task group found that the open spaces around the village were of high quality, such as in the Surrey Hills around Winterfold supervised by Hurtwood Control, Cranleigh Common, four long distance footpaths, and an extensive network of footpaths, bridleways & byways totalling 249 kilometres. There were some open areas which could be utilised by providing football posts for children. This view was supported by responses to the children’s questionnaire which found that there was a need for more leisure activities to be provided particularly for the young.

#### **3.4.6 Culture & Heritage**

Cranleigh Arts Centre provides the focal point for many cultural leisure activities and is run almost entirely by volunteers. The Centre has a 130-seater theatre/multi-purpose hall, a gallery, workshops and a pottery. The Centre is also available for

clubs, private bookings and adult education classes. The cinema in Cranleigh has recently had to close, and strong feelings have been voiced during the public consultations particularly from the children's questionnaire which the task group is addressing. The Arts Centre now shows a weekly programme of films, but they are not as up to date, due to distributors' charges, and also because the hall is in use for a variety of other activities.

Cranleigh School hosts classical and jazz concerts. Cranleigh Village Hall is available for exhibitions such as the 3-day biennial Cranleigh Art & Crafts Society Exhibition, where there are always 500-600 exhibits and which attracts buyers and viewers from a wide area. The Library is seen as offering a good service and evening opening is to be restarted in January 2004. There is currently no museum in Cranleigh but there are historical buildings, and associations with events and famous people, which could be used to promote the village as of cultural interest.

Cranleigh's Churches, including the Parish Church of St. Nicolas, the Roman Catholic Church of Christ the Redeemer, Methodist Church, Kings Church and the Baptist Church, have large and thriving congregations.

### 3.5 Environment

Environment Task Group Leader, Chrissy Matthews

#### 3.5.1 Character and Vitality of the Village

The main road of Cranleigh runs through the village centre with service centres such as the hospital and health centre, the library, churches, shops and restaurants on either side. The Cranleigh Conservation Area Policies and Proposals document describes four key elements that make up the character of the Conservation area, which can be generalised to apply to the village as a whole:

- The landscape is very flat
- Various individual and groups of trees provide a backcloth to the village
- In the main the Conservation Area only relates to one side of the High Street, reflecting the limited historic character of the village, with a significant amount of 19<sup>th</sup> and 20<sup>th</sup> century development
- The extent to which open space, particularly The Common sweeps in to the heart of the village

The Conservation Area document also provides a useful description of the centre of the village, describing the historic core in the east, around the Obelisk; a central section which takes in the main shopping area; and the western section around the Common. Each of these areas has a distinct character.

Towards the eastern end there is a cluster of community buildings, several of which are maintaining the use of historic buildings. These including St Nicholas Church, dating from the 12<sup>th</sup> century; the Arts Centre in the former National School building; the village hospital; the village hall; parish council and CAB office; and leisure centre.

A feature of the central shopping area is Stocklund Square, which provides paved open space. The Square is separated from the war memorial and water fountain by the High Street. The buildings on the southern side of the High Street are not included in the Conservation Area because they are more recent and not in a style sympathetic to the local built character displayed on the north side of the High Street. Future developments should be strongly encouraged to improve this situation, and a ‘Village Design Statement’ supplementing the Conservation Area guidance would promote this.

The character of the westerly section of the village is it’s rural feel, largely created by The Common. The maintenance of this is crucial to keeping Cranleigh’s ‘village’ character. Through the public consultations it is clear that residents of Cranleigh are proud of its distinctive village community character and want to retain this essence for the future.

The village has a number of features which have so far formed the boundaries of the built up areas. The former railway line, now the Downs Link sweeps round the southern boundary whilst the playing fields of Glebelands School form a northern boundary and Cranleigh School (also a mid-nineteenth century building) forms a northwesterly boundary.

Some concerns have been raised in the consultation over the condition of some open spaces in the village. The condition of the High Street and the issue of increasing litter and a deterioration in the street cleaning has been raised. The use of public spaces by young people to congregate in the evenings is also a concern making other users feel uneasy, in particular Snoxhall and the Co-op forecourt. This may reflect the high response to the Schools Survey requesting more evening activities.

### **3.5.2 The Countryside**

Cranleigh is situated between the North and South Downs and public consultation confirms that the village is seen as almost seamlessly blending into the surrounding countryside and there is support for maintaining this distinctive characteristic.

The countryside immediately surrounding Cranleigh is not protected by Green Belt designation, which extends south almost to the village, however it protects most of Cranleigh's hinterland to the north. To the East, North and West of Cranleigh the countryside is designated in the Local Plan as an Area of Great Landscape Value, and much of this is also included in the Surrey Hills Area of Outstanding National Beauty. The proximity to landscape of such a high quality is a major advantage for Cranleigh, and has been recognised as giving potential for developing the local visitor economy.

### **3.5.3 Links Between the Village and the Countryside**

There are many walking, riding and cycling routes in the countryside surrounding Cranleigh, and the Downs Link brings all three into the centre of the village.

The Downs Link is the longest railway path in England and Wales, providing a physical link between the village and the countryside which gives access to the surrounding countryside for residents, and has the potential to draw visitors to the wider area into the village. It starts at St Martha's Hill outside Guildford follows the old railway line through Cranleigh and ends at Shoreham-by-Sea. The route largely follows former railway lines closed in the 1960's and the section that runs through Cranleigh was formerly the Guildford to Horsham railway line.

As long ago as 1982, a detailed and costed technical report was published by the Department of Transport about the various measures that could be taken to upgrade the Downs Link so that the path would be a positive attraction to pedestrians and cyclists. Since 1982 a great deal has been achieved in various parts of Britain, and there are now many examples of well-surfaced, attractive railway paths, mostly well used in a variety of ways.

The Downs Link is a great asset for the people of Cranleigh, but its full potential has yet to be realised. Public consultation supported this, identifying the need for considerable improvements to the surface and the general environment of the Downs Link Corridor to encourage more people to use the route. Throughout its length, including the Cranleigh section, resurfacing is essential to make it useable 365 days a year for a variety of activities, including family cycling and day to day journeys by foot or bike to school, work, shops and to facilities such as the health centre and library.

For the Cranleigh section an imaginative plan needs to be drawn up to make environmental improvements to ensure that the Downs Link is an attractive and

welcoming facility for visitors and residents. Particular emphasis is needed in the following areas:

- The industrial area between McLeods and Jewsons
- The Cranleigh Waters tributary near the leisure centre
- Litter between Elmbridge Road and the leisure centre

As well as recreational uses, the village is linked with the surrounding countryside in providing an economic focus for farm businesses which manage much of the countryside. While this link is not as strong as it has been in the past, the development of a new Farmers' Market is re-establishing the connection between farming and the village, as an outlet for local produce. These links do not have to be limited to the Farmers' Market, but could develop further to reflect an increased public awareness of local food, including for instance, the distribution in outlets in Cranleigh and the hinterland villages such as shops and catering facilities like pubs, restaurants, hotels and the workplace and institution cafeteria.

### **3.5.4 Minerals Extraction and Contaminated Land**

The nature of the clay sub-soil in the Cranleigh area has lent itself to the extraction of clay for brick and tile manufacture, in common with other areas in the south of Surrey. Clay extraction is still on going on two sites, one on Knowle Lane and the other on Ewhurst Road. Permissions exist for continued extraction for many years to come.

In the light of market conditions the main activity is the manufacture of specialist 'handmade' bricks and tiles with the Ewhurst Road site being the principal site. The land at Cranleigh Brick and Tile Works, Knowle Lane, is heavily contaminated by virtue of its use for chemical manufacturing from the 1930s to 1980s. The extent and range of contamination is sufficient for the site to have been determined as contaminated land by Waverley Borough Council in 2000, and subsequently a Special Site regulated by the Environment Agency. It is subject to a current planning application to the County Council for extensive remediation work. In view of the potential risk to controlled waters the clean-up of the site is of considerable importance to the local community.

The research basis for these findings is presented in Appendix V: Environment Task Group Research.

### 3.6 Young People

Author: Steering Group Chairman, Andrew Povey

#### 3.6.1 Schools Survey

The schools survey was returned by 1495 pupils, and provides a good picture of the feelings of young people living in and around Cranleigh about how the village meets their needs. The results touch on all of the task group areas and have influenced the development of thinking for each task group. This section shows some of the key themes revealed by the survey. The full results of the schools survey can be found in Appendix VI: Schools Survey, questionnaire results and pictures.

#### 3.6.2 The Economy

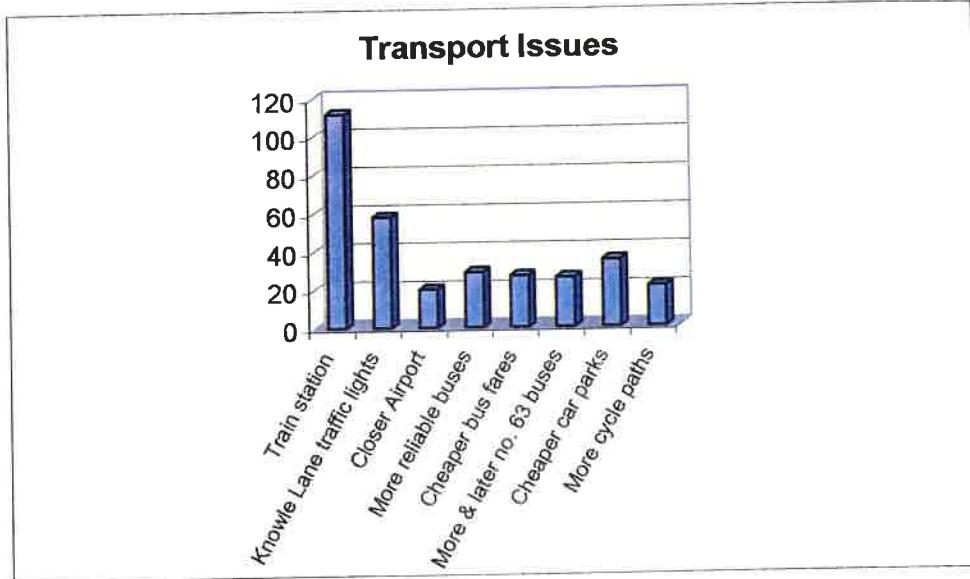
While 65% of respondents enjoy living in Cranleigh and the surrounding area, prospects for keeping young people in the area as they leave school do not look good, with only 8% wanting to work in the area. In light of the recruitment difficulties identified by the Economy Task Group this is a concern.

There appear to be new business opportunities in the retail sector to meet the demand from young people. The following table shows the main types of outlet requested in response to the question 'What would make Cranleigh and the surrounding area a better place for young people?':



#### 3.6.3 Transport

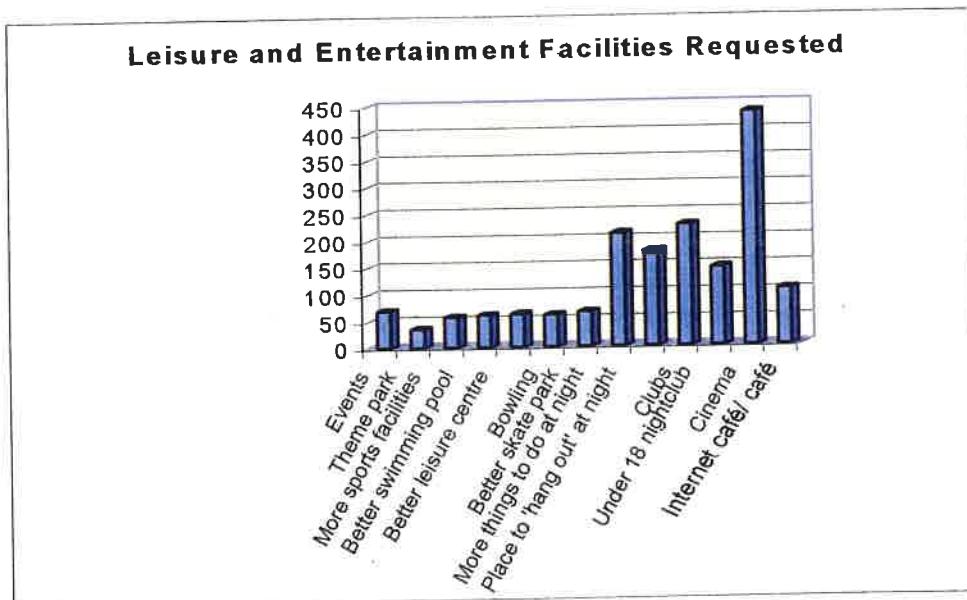
Various transport issues were raised through the questionnaire. The most significant of these is the call for a railway station. This suggests that young people have problems getting around as freely as they would like, and that the current provision does not meet their needs. The bus use situation also reflects this, where nearly half do not use the buses regularly.



Further research is required to get to the detail behind these responses and to find out what the transport needs of young people really are. Factors which did come out in the survey were calls for more reliable buses and cheaper fares.

### 3.6.4 Social and Community

Leisure provision came out a big issue for young people, with 30% requesting more fun things to do. Lots of ideas came out of the survey, as shown in the following table, however, the clear winner is the cinema.



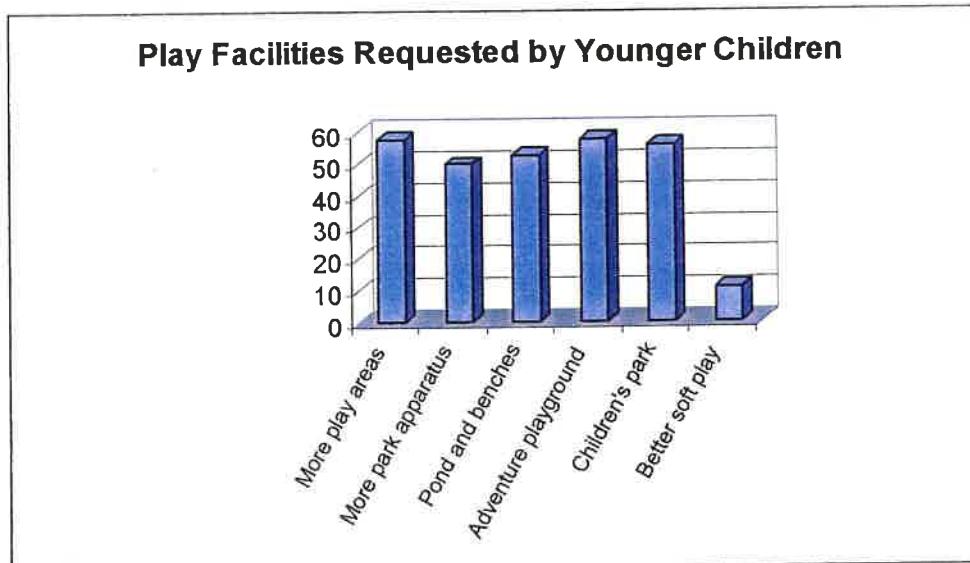
Other ideas with high levels of support are:

- Things to do at night/ after school
- A place for teenagers to 'hang out' at night
- Clubs
- A nightclub for under 18's
- Internet café

Sports facilities are reasonably well used by 56% of respondents, however, there were various new ideas for younger children's play facilities, as shown in the following table:

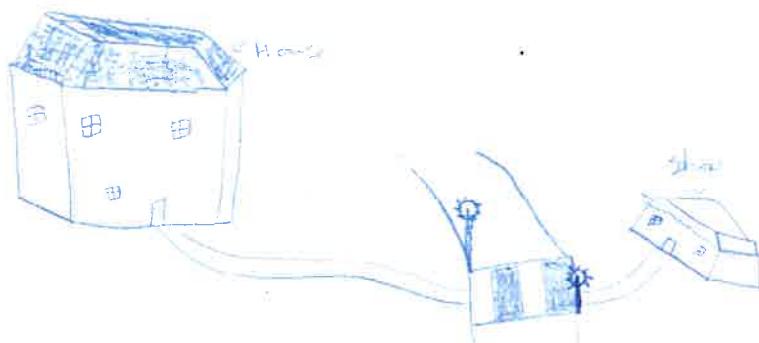


Schools Questionnaire: Age 6



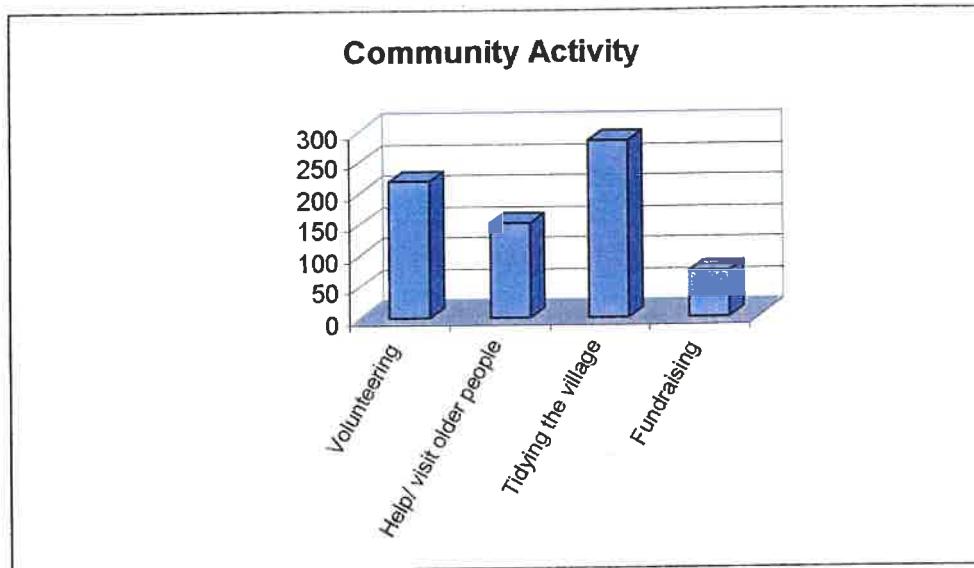
Some community safety issues were raised by a number of respondents. These included graffiti and vandalism, a more permanent police presence and safer road crossings.

I'm cranleigh I think there should  
be more soft routes from shop to shop or  
house to shop.



Schools Questionnaire: Age 8

There was a high response to the question 'What service could young people offer to make Cranleigh and the surrounding area a better place?'. The ideas put forward are in the following chart. Linked to this there was also wide support for the concept of an award scheme for young people involved in community work.



### 3.6.5 Environment

Concerns about the environment did not figure strongly in the responses. The only references were in terms of:

- Graffiti and vandalism
- Litter
- Creating a park with ponds and benches

### 3.6.6 Project Ideas

These responses translate into the following project ideas, which are included within the key theme sections in the Projects chapter:

- Clothes shop for young people
- Investigate and address transport needs
- Work with the Arts Centre to ensure the cinema provides a programme catering for younger people
- Investigate providing a place for young people to 'hang out' in the evening
- Look into the provision of things to do after school and assist the young people to create a website to provide information on clubs, facilities and activities
- Establish an Internet Café
- Review play facilities for younger children throughout Cranleigh and the hinterland
- Establish a volunteering scheme
- Facilitate regular litter picks.

## 4.0 The Vision for Cranleigh

“A vibrant village, in an attractive rural setting, serving its community and neighbouring villages with a wide range of shops and accessible and relevant services; providing a safe and secure environment for people of all ages.”

This means:

- Retaining the village’s sense of belonging, and fostering this community feeling to ensure that all groups in the community feel part of it.
- Celebrating the role of volunteers, and the huge contribution they make to the vibrancy of the village
- Supporting the business community to ensure it continues to prosper. Consideration must be given to creating conditions in which business can prosper, and responsibility lies with consumers to support local businesses by using them.
- Ensuring that all people, including the more vulnerable members of the community, can access the services they need. This will involve dealing with physical barriers to access, improving provision of information, and developing alternative ways to deliver services.
- Responding to the changing needs of the whole community. The process of engaging with, and responding to, all sectors of the community who rely on Cranleigh for shops and services must continue to ensure the village meets everyone’s needs.
- Sustainability should be a key consideration in all future development of the community. ‘Sustainability’ means making best uses of resources to give everyone an opportunity to reach their potential, without compromising the ability of future generations to do the same.

Overwhelming support for the draft vision and clarification statements presented at the March 2003 Open Forum lead to the finalisation of the vision above.

The purpose of the Healthcheck vision is to define a common aim, which all of the partners involved in the Healthcheck support, and can subsequently work toward. Therefore, this is the starting point for the development of the Healthcheck Action Plan. Project ideas for the Action Plan which will help Cranleigh move toward its vision have been developed from the Main Findings, and are set out in the next chapter.

## 5.0 Projects

### 5.1 Introduction

This chapter sets out the project ideas which have been come out of the Main Findings of the Healthcheck. The project ideas aim to meet the needs and wishes of the community, including those expressed in the schools survey, to help us reach our Vision for Cranleigh. The research basis for the Main Findings is available in the Appendices.

To turn these project ideas into reality it will require the development of these concepts into a prioritised Action Plan. The ideas set out here vary from simple, small scale projects, to major initiatives. Some projects are already being investigated further or even put into action, however, the more ambitious will require further development, research and guidance from professionals. To guide this process an Action Plan is being developed to accompany this document.

The format of the project lists below is as follows: under each Healthcheck theme the projects devised by the Working Groups are followed by projects suggested by others. The project description is followed by a timescale for delivery where:

Short Term = 0-3 years

Medium Term = 3-5 years

Long Term = 5 years +

For detailed community responses to the project ideas, see Appendix VIII: Community Feedback.

### 5.2 Projects

Feedback from the community on the following projects has been overwhelmingly supportive:

Action for Cranleigh Project Ideas - 1				
Project Ref	Project Description	Short Term	Medium Term	Long Term
<b>Economy</b>				
EC:1	Review and implement an economically viable promotional strategy for Cranleigh – retail, leisure, links with local villages. <i>Link to EC:7 &amp; SC:5</i>	✓		
EC:2	Look at means of bringing Farmers Market to central Cranleigh	✓		
EC:3	Develop commerce and education links.	✓	✓	
EC:4	Develop www.cranleighvillage.net for business and link to communication strategy to attract business to Cranleigh	✓		

EC:5	Co-ordinate existing community activities	✓		
EC:6	Generate pride in Cranleigh 1) Turn Cranleigh into Best Kept Village 2) Adopt a road/street for litter collection 3) Litter pick days (engage young people) 4) Extend Cranleigh in Bloom	✓	✓	
EC:7	Develop better visitor information, including: 1) Introduce a Visitor Information board 2) Retail Guide 3) Walks leaflets 4) Historical guide 5) Links to nearby attractions	✓		
	Link to SC:5			
EC:8	Develop CCTV/community safety strategies in the village, including investigating radiolink, pubwatch, estatewatch		✓	
EC:9	Co-ordinate pavement improvements/resurfacing		✓	
	Link to AT:13			
EC:10	Contribute to the Masterplanning for Dunsfold Aerodrome		✓	
EC:11	Define the extent of Cranleigh's retail footprint			✓
EC:12	Encourage local individual shops - Park Mead, West Cranleigh, Shamley Green, etc.	✓		
EC:13	Ensure Cranleigh retains a range of independent stores, at least one good supermarket	✓	✓	✓
EC:14	Encourage development of more retail units appropriate to the needs of independent shopkeepers		✓	
EC:15	Build long-term car parking to free up short-term spaces		✓	
EC:16	Create Cranleigh as a destination where customers receive consistent excellent customer service, consider using Welcome Host or equivalent training		✓	
EC:17	Ensure local businesses can access business support services	✓		
EC:18	Develop a focal attraction to bring people to Cranleigh and to encourage repeat visits		✓	
EC:19	Support the retention of viable care homes for the elderly	✓	✓	
EC:20	Retain a balance of manufacturing businesses in the area	✓	✓	✓
EC:21	Consider the needs of young people in provision of services and activities, including clothing retail and internet access.		✓	✓
	Link to SC:21			
EC:22	Extend the range of accommodation available to visitors		✓	
	Link to SC:5			
EC:23	Support the linkage between the development of the new Cranleigh Hospital and facilities available in Cranleigh for visitors to the hospital		✓	✓

<b>Access and Transport</b>				
AT:1	Improve late night transport from Guildford	✓		
AT:2	Publicise the current / further services of the Hoppa bus	✓		
	Link to SC:5			
AT:3	Community transport to encompass trips to Royal Surrey Hospital (using the Hoppa bus)	✓		
	Link to SC:13			
AT:4	Form a bus quality partnership including greater promotion of the services	✓	✓	✓
AT:5	Improve the quality of bus shelters making them more inviting and determine users needs	✓	✓	✓
AT:6	Review speed limits around schools	✓		
AT:7	Promote walking for Health and Safe Routes to School	✓	✓	✓
	Link to AT:8			
AT:8	Promote the Downs Link as an all year cycling and walking alternative to the High Street and other roads leading into Cranleigh			✓
	Link to AT:7 & SC:3			
AT:9	Enforcement of parking restrictions	✓		
AT:10	High Street Project – Make High Street more pedestrian/ cycle friendly and reduce the impact of congestion			✓
AT:11	Conduct a review of parking, pedestrian access, lorries and cycle use, crossing points, Knowle Lane Junction, mobility issues for the less able	✓	✓	
AT:12	Cycling project – To design and implement a cycle network that links housing with facilities such as shops, schools, health centre and leisure centre.	✓	✓	
AT:13	Audit of the general facilities for the less mobile to make Cranleigh totally accessible (including ramps, access to shops, tactile paving and road crossings)	✓		
	Link to EC:9			
AT:14	Review the transport needs of Young People	✓		
<b>Social and Community</b>				
SC:1	A new Land Survey to be commissioned to locate land (and buildings such as empty flats) as acceptable sites for affordable housing.	✓		
SC:2	Extra facilities to be made available at the new Cranleigh Village Hospital i.e. 1) Eye clinic 2) Hearing clinic 3) X-ray facility 4) Minor injuries unit 5) Support team for new Village Hospital Co-ordinator to provide neighbourhood help to patients discharged from hospital (eg shopping).		✓	

	6) Telemedicine imaging service 7) Additional GP position with skills in postgraduate geriatric medicine (as recommended by Royal Society of Physicians and the British Geriatric Society)			
SC:3	Improve sports facilities: 1) An all-weather, outdoor multi-purpose sports facility for netball, basketball, & five-a-side football 2) An all-weather athletics track 3) Refurbishment of Sinoxhall Sports Pavilion 4) Football posts on suitable open spaces 5) Improvements to Downs Link through Cranleigh to encourage walkers & cyclists 6) Tennis Clubhouse		✓	
SC:4	The Hoppa Bus Service, should be extended to cover visits to the Royal Surrey Hospital, Jarvis Centre, etc.  Link to AT:3	✓		
SC:5	A Cranleigh Visitors' Centre to provide information about the facilities and services available in the area. The Centre should also be responsible for the up dating of the village website's list of organisations, societies, etc.  Link to EC:7	✓		
SC:6	School-based workshops on tooth care to be set up to provide better information on preventative Dental care.		✓	
SC:7	Investigate funding for Cranleigh Art Centre for additional cinema performances such as matinees and young people's slots	✓		
SC:8	Support Wey / Arun canal as a leisure facility			✓
SC:9	Review and improve play provision for younger children throughout the area.			
SC:10	Investigate provision of a place for Teenagers to 'hang out' during the evenings.  Link to SC:21			
SC:11	Website of activities for young people by young people  Link to SC:13	✓		
SC:12	Improve skate park		✓	
SC:13	Create/ support/ encourage a Youth Forum or Council	✓		
SC:14	Increase the number of people involved in local clubs	✓	✓	✓
SC:15	Gardening for Wildlife scheme – establish schemes bases on those used in Woking	✓		
SC:16	Vachery Grounds – Investigate a public access project		✓	
SC:17	Extend annual event by Rotary to welcome newcomers	✓		

SC:18	Improve provision of access to e-services Link to SC:19 & SC:20	✓		
SC:19	Promote Adult Education Link to SC:18 & SC:20	✓	✓	✓
SC:20	Secure evening opening of the Library Link to SC:18 & SC:19	✓		
SC:21	Investigate the provision of a drop in centre/ café for young people Link to SC :10	✓		

## Environment

EN:1	Improve appearance & visibility of village ponds and streams Link to V:1	✓	✓	✓
EN:2	Preserve environmental character, particularly considering the High Street maples Link to V:1	✓	✓	✓
EN:3	Investigate an overall litter strategy Link to EN:4		✓	
EN:4	Review provision of litter bins, not just in the village centre Link to EN:3	✓		
EN:5	Improve pavements on the High Street Link to EC:9 & AT:13	✓		
EN:6	Review position of seating in the village centre, and the surrounding area	✓		
EN:7	Provide plastic recycling facilities	✓	✓	
EN:8	Review condition, maintenance and appearance of the public toilets	✓	✓	✓
EN:9	Devise a Heritage trail for disabled and bikes	✓		

## Vision

V:1	Create a Village Design Statement		✓	
V:2	Create a sense of belonging	✓	✓	✓
V:3	Support local clubs	✓	✓	✓
V:4	Support Community Volunteering – set up a young people's volunteering scheme, and a recognition scheme for all volunteers	✓		

As the community expressed concern about the appropriateness of five projects, further investigation will be undertaken to address those concerns before the following projects are considered further.

Action for Cranleigh Project Ideas - 2				
Project Ref	Project Description	Short Term	Medium Term	Long Term
<b>Economy</b>				
EC:a	Improve signage in Cranleigh, to remove clutter, make it more visually appropriate to the setting, and to improve information availability, particularly in the following locations: 1) Entrance to Cranleigh 2) From main routes 3) To car parks for drivers 4) From car parks for pedestrians	✓	✓	
<b>Access and Transport</b>				
AT:a	20 mph speed limit for the whole village	✓	✓	
AT:b	Devise a Courteous Driving month / campaign	✓		
AT:c	Improve signage around village and into area	✓		
<b>Social and Community</b>				
SC:a	Put football posts on land near to residential areas	✓		

### 5.3 From Project Ideas to Implementation

It is recognised by the Partnership that many of these projects will not go ahead without the commitment of significant resources; it is also recognised that elements of some of these projects will be delivered by other partner agencies and not within our complete control; and that the timescales for completion of some of these projects are long. However, 'Action for Cranleigh' clearly demonstrates need for these project activities and the support of the whole community for our aims. The document therefore provides a firm basis for influencing partners within the community and other agencies to support us in our endeavours.

## **6.0 Snapshot of Cranleigh**

### **6.1 Introduction**

Cranleigh is proud to be a village – the largest village in England is a claim that sits well with the local community. The feeling of being a village is not brought about because of its physical size, population level or even particularly its geographic position – it's more about the sense of community that has always been closely associated with village life that still pervades very strongly many aspects of life in Cranleigh.

### **6.2 Location**

Cranleigh is situated in a rural corner of the Borough of Waverley. It is surrounded by countryside and sits between the North and South Downs. The landscape to the North and East is described as high quality and covered by national protective designations, including Green Belt and Area of Outstanding Natural Beauty status. This rural character, in association with the fact that no main roads pass to or through Cranleigh and the loss of the railway in the 1960's, leads to a sense of semi-isolation. This emphasises the mobility difficulties of certain groups in the community, in particular, the elderly and young people. Of course, the rural character helps to preserve the quieter and more village like atmosphere of the main shopping centre, in spite of traffic congestion at peak times.

The village is located approximately nine miles from Guildford, which has a mainline railway station serving London and other parts of the Country. To the South lies the County boundary with West Sussex, and about eleven miles away is the town of Horsham. Horsham is a good shopping area, as is Guildford. The main hinterland villages that access shops and services in Cranleigh are all about three miles distant; Ewhurst, Shamley Green, Dunsfold and Alfold. There is a reasonable bus service to Guildford, and a slightly less frequent service to Horsham. Traffic congestion can be severe on the route to and from Guildford at peak times.

### **6.3 Development of the Village**

The village underwent a considerable expansion in the 1960s and 1970s, when drainage works allowed the construction of four main housing estates on the southern, western and south eastern fringes of the village (Hitherwood, Summerlands and Park Mead). Since then there have been few developments apart from small numbers of infill units. House prices are high, reflecting the desirability of the village, with the average house price in postcode area GU6 £294,432, more than twice the national average of £144,619. The population of the Parish decreased slightly in the ten years to 2001 to 11,241 from 11,479 in 1991.

## 6.4 Local Distinctiveness

The village is probably unique in that the village Common extends about half way down the high street, and is lined with magnificent maple trees. The High Street is the main shopping area, and has a delightful combination of modern supermarkets and small independent shops. The linear nature of the High Street, with few shops on side streets, adds to the village feel. A general market takes place in the Village Way car park every Thursday, which attracts many shoppers from the surrounding area to the shopping area. Occasional Farmers' Markets and French Markets are held to provide more variety and interest to the retail scene.

## 6.5 Services

The village is well provided in terms of schools. There are four infant/ junior/ primary schools (Community, Foundation, Church of England, and Roman Catholic). The comprehensive school, Glebelands, is well regarded and clearly understands the importance of its links to the community as part of its vision. The presence of the large, independent boarding school, Cranleigh School, brings people to Cranleigh from all over the country.

There are many clubs, societies and voluntary organisations in Cranleigh, again reflecting the strength of the community. In addition there is a modern leisure centre with a good sized swimming pool, an Arts Centre with a comprehensive programme of activities to cater for all ages and tastes, and a day centre run by Age Concern for the elderly. The Parish Council provides further sports facilities, including tennis courts and excellent playing fields. Both Cranleigh School and Glebelands hire out some of their sports facilities for use by the community. The annual open tennis tournament usually achieves significant media coverage. There are many other facilities including several polo clubs and golf courses in the area.

As a village, the first level of local government is the Parish Council. This is Fairly unusual in being elected mainly on a party political basis. In addition to the sports facilities, it controls the cemetery, some allotments and the village hall. The Parish council comments on all planning applications and plans that derive from Waverley Borough Council and Surrey County Council. All Councillors hold regular surgeries in the village.

Cranleigh is one of four 'centres' that make up the Borough of Waverley. This is to some extent an uneasy combination. There are few links between the four centres, and most of Cranleigh's traffic, employment, etc is focussed on Guildford. Surrey County Council services are evidenced by the modern library, the schools, a local Social Services office, and the highways transportation schemes that have been developed, almost all for safety reasons.

The administrative county of Surrey has the lowest recorded crime rate in England, and within Surrey, the borough of Waverley has the lowest crime rate. Nevertheless, the recent provision of specialist Neighbourhood Officers and Police Community Support Officers for the village and surrounding area has been well received. Most

criminal activity is of a fairly low level such as anti-social behaviour and graffiti, however, this is annoying to the community.

A snapshot of Cranleigh would not be complete without a mention of the village hospital. This local facility is extremely highly regarded in the village. It is under the control of the GPs in the local health centre. It has been threatened with closure three times in the last ten years, and in each case the ferocity and magnitude of opposition from the village has prevented it. However, the community has recognised the need for a new 'Care Centre' combining GPs, hospital, social services and facilities for visiting consultants. A massive local fund-raising campaign is underway to take this forward; the Cranleigh Village Hospital Trust has been set up as a charity to lead the fundraising campaign. There is probably no better illustration of the sense of community than the resident's reaction to this campaign. A shop has been set up to raise funds, and virtually every local organisation has held a special event to contribute.

## 6.6 Conclusion

This snapshot cannot hope to cover all aspects of Cranleigh, but is intended to give a flavour of where the village is now. This provides a starting point from which to develop towards the vision that has arisen from the extensive consultations with the community. More detailed numeric data is available in Appendix VII: Snapshot Data.

## 7.0 Involving the Community

### 7.1 Introduction

Involving all sectors of the community, from the village and its surrounding ‘hinterland’ was recognised from the outset as critical to the success of the Healthcheck. In order to do this it was first necessary to establish how far into the surrounding countryside the influence of the village as a service centre extends.

### 7.2 Defining Cranleigh’s ‘Hinterland’

Defining the Village’s hinterland was influenced by several factors, including the catchment areas for services available in the village such as schools, the health centre and hospital, the practical issue of recognising the boundaries used for data collection such as the Population Census, and considering opportunities to increase the range of influence of the village. This resulted in a formal boundary based on particular Parish boundaries, plus a wider informal hinterland.

The Parishes within the formal boundaries are:

Wonersh, Shamley Green and Blackheath	Dunsfold
Ewhurst and Ellens Green	Alfold

Although Bramley was not included in the data collection, it was included in the wider informal hinterland.

### 7.3 Healthcheck Public Meetings

Public meetings were held at key stages in the Healthcheck process, at the outset (Launch Meeting), following completion of the worksheets at the Visioning stage (Open Forum 1), and following the drawing up of the project list (Open Forum 2). The results of each of these can be found in Appendix VIII: Community Feedback.

In September 2002 the Cranleigh Healthcheck project was launched in the village hall. Groups and associations as key stakeholders were invited to attend. The evening consisted of a presentation and four workshops based on the four themes (Social and Community, Environment, Economy and Transport). At the end of the evening a feedback session was held to collect peoples views on what was good about Cranleigh, what was not so good and ‘quick’ possible solutions. The results were fed into the ongoing research. Attendees were given an opportunity to volunteer to join a task group for one of the four key themes.

The first Open Forum took place in the village hall in March 2003. 160 people from the business community, surrounding villages and local residents attended; recruited via invitations to organisations, local press publicity, posters, invitations left at the Arts centre and through the personal networks of the steering group members.

The event began with an introduction and explanation of the following activity. Four stands displayed the key findings of the task groups work. Comments from the launch and additional statements, ideas and possible project suggestions were put up. A fifth display stand was put up with a draft vision, together with clarification statements which fleshed out the vision statement. The draft vision used was the vision of the Cranleigh Initiative, originally developed in March 2002. People were invited to indicate whether they liked/ disliked or agreed/ disagreed with the displays, and to add comments. These comments contributed the process of gathering the opinions from the community to inform the development of project ideas.

The second Open Forum took place when the factual research and the gathering of opinions had been completed, and an initial project list had been developed. The purpose of this meeting was to present the project ideas to the community to make sure that the task groups had, in the view of the community, interpreted the findings of their research correctly. The Steering Group was very pleased with the outcome of this meeting, which strongly supported the work of the task groups.

## **7.4 Reaching Particular Groups in the Community**

Public meetings, such as those referred to in 7.3 are effective ways of reaching large numbers of people. However, this type of consultation does not appeal to all sectors of the community due to difficulties such as: reaching the venue, being away from home in the evenings, and not feeling comfortable in a formal meeting. For this reason, various other methods were used to reach a wider audience. The results of each of the following activities were fed back to the task groups (results found in Appendix VIII: Community Feedback, unless otherwise stated).

### **7.4.1 Elderly People**

The Co-ordinator visited the day centre and gave a talk to 30 clients and held a workshop feedback session, see Appendix VIII: Community Feedback, for details.

### **7.4.2 Young People**

The Co-ordinator devised a questionnaire for five local schools to use in their Citizenship classes (see Appendix VI: Schools Survey). The schools involved were St Nicolas, St. Cuthbert Mayne, Park Mead, Glebelands and Cranleigh School. A total of 1495 questionnaires were returned, providing a very good sample of youth opinion.

### **7.4.3 Weekly Shoppers**

Market day was felt to be a good opportunity to reach a broader range of people than those who would attend an evening public meeting, including those with childcare responsibilities, and those coming in from the hinterland to use the shops and services. A display stand with the four key themes and the vision was set up outside the Co-op on the route between a supermarket and the market to capture the highest level of pedestrian traffic. The stand was manned from 9am-3pm.

### **7.4.4 'Welcome to Cranleigh'**

A member of the Steering Group and a volunteer from the Social and Community group manned a display stand with similar information to that used at the Open Forum. The Welcome to Cranleigh event was attended by more than 100 people.

#### **7.4.5 Physically Impaired**

Due to the particular significance of mobility impairment to the work of the Transport and Access task group, a member of the group with experience of working in this area had a specific remit to consider the needs of physically impaired people.

#### **7.4.6 Surrounding Communities**

It was agreed among the Parish Councils that one parish councillor would represent them on the Steering Group, and report back to the parishes as necessary.

Some of the villages have completed, or will shortly be commencing village design statements, village appraisals, or Parish plans. These community based appraisals reflect the aims of the Healthcheck, on a scale more appropriate to a smaller community. The hinterland Steering Group member cross-referenced existing village work with the Healthcheck; for example, appraisals in hinterland communities have already recognised the need for the health centre to be accessible, and for better transport links, including extending services to provide late night services.

All of the local Parish Councils assisted in the promotion of the public consultation activities. Residents and representatives of the surrounding villages of Shamley Green, Wonersh, Blackheath, Ewhurst and Alsfold and Dunsfold were invited to the Open Forums. In addition to this, Steering Group member, Chris Howard, gave a talk to the Joint Parish meeting in January (which was attended by all the parishes in Waverley Borough), and Steering Group Chairman, Andrew Povey, the Annual Parish Meetings at Shamley Green and Ewhurst. Andrew Povey also presented information about the Healthcheck at the launch of EVA – Ewhurst’s Village Appraisal.

### **7.5 Task Group Research**

Each task group undertook more detailed research with particular interest groups as required to complete the Healthcheck Worksheets.

#### **7.5.1 Economy**

The group included questions relevant to the Healthcheck in a questionnaire sent to local businesses in January 2003 (see Appendix II: Economy Task Group Research).

#### **7.5.2 Transport**

The group devised a survey that they took out to the police, local kids clubs, the Neighbourhood Watch, Motor Neurone Association, the youth club, Day Centre and surrounding villages (see Appendix III: Transport Task Group Research).

#### **7.5.3 Social and Community**

The group consulted local health professionals, County Council and Borough Council officers, including the Crime Reduction Officer, and the Cranleigh Arts Centre. The group also devised a questionnaire which was sent to all Sports clubs and other societies (see Appendix IV: Social and Community Task Group Research).

#### **7.5.4 Environment**

The group conducted informal consultation with their range of contacts in Cranleigh and the surrounding area (see Appendix V: Environment Task Group Research).

## **8.0 Conclusions and Way Forward**

### **8.1 Introduction**

Cranleigh is an attractive village situated in an area of beautiful countryside with a well developed and strong sense of community. It is economically buoyant and is looked to by several communities in the surrounding area for shops, services and leisure activities. Although crime levels are very low in the national context, there are inherent fears about crime, and further safety concerns about the speed and density of road traffic.

### **8.2 Outcomes of the Healthcheck**

There has been a high degree of consensus on most of the findings of the Healthcheck process. A set of potential projects to further improve the safety, economic viability and attractiveness of the village has been drawn up, and initial consultation has indicated support for these ideas.

A vision for the future of the village has been developed from the Healthcheck research, and is necessarily fairly wide-ranging. This vision will help to give an overall purpose and direction for the future development of the village and its community. It received a very supportive response from the community.

### **8.3 What Now?**

Most immediately, the recruitment of a part time Co-ordinator is underway. It will fall to the new recruit to help translate the project ideas in this document into a detailed, achievable Action Plan, to help the community towards its vision. The volunteer task groups that carried out the Healthcheck research have all agreed to continue their involvement in the Healthcheck process. They will work with the Co-ordinator to help bring their project ideas to fruition. It is hoped that 'champions' from within the community will lead on particular issues.

The combination of the 'Action for Cranleigh' report, the Action Plan, and the recruitment of a dedicated Co-ordinator will open doors to a wide range of funding opportunities. The support of partners from the statutory, voluntary and community, and commercial sectors will be vital in ensuring that Cranleigh is able to make the most of these opportunities. Influencing the forward plans of these various agencies will be key to successful delivery.

### **8.4 Investment in Cranleigh**

The community is investing a considerable amount of time and money into this project, and a reasonable return on the community's investment in the Healthcheck will be sought. Cranleigh Parish Council is investing £15,000 over the three years into

this project on behalf of the residents, and a target of £250,000 of extra investment into the community has been set. Details of funding allocated to date can be found in Appendix I: How the Cranleigh Healthcheck was Done.

It is also recognised that the returns from the Healthcheck process will not only be financial, but in terms of investment in the community itself, in building the voluntary commitment to the village, in strengthening community spirit, and in the achievement of our vision of:

“A vibrant village, in an attractive rural setting, serving its community and neighbouring villages with a wide range of shops and accessible and relevant services; providing a safe and secure environment for people of all ages.”.

## **8.5 Monitoring and Review**

Progress on the Action Plan will be monitored by the Steering Group, with advice from the task groups and in co-ordination with Cranleigh Parish Council and Cranleigh Initiative. A short Annual Report will be made back to the community. As some of the projects are medium and long term, the overall timescale of the Action Plan extends well into the future. It is suggested that a review of the Action plan and some revalidation of the research data may be required after five years.

The Steering Group looks forward to seeing the outcomes of the projects and achievement of the vision. The enthusiasm, support and participation of the community is encouraged and welcomed, and will be central to the success and longevity of the Healthcheck project.

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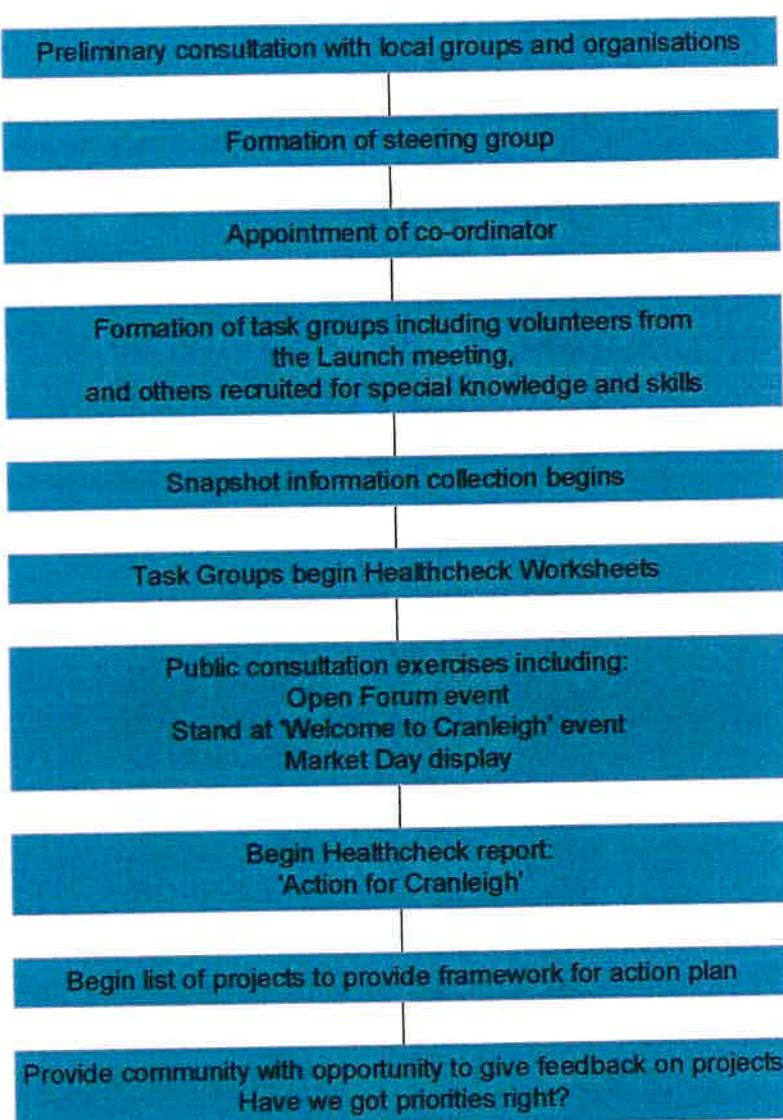
## I. **How the Cranleigh Healthcheck was Done**

## How the Cranleigh Healthcheck was Done

The Healthcheck methodology is set out on the Countryside Agency website at: [www.countryside.gov.uk/market-towns](http://www.countryside.gov.uk/market-towns). It was designed following extensive research into good practice in the UK and elsewhere, and is still being updated as the Countryside Agency learns from the experiences of communities currently undertaking their own Healthchecks.

The following Diagram sets out the stages in the Healthcheck and the point we have reached:

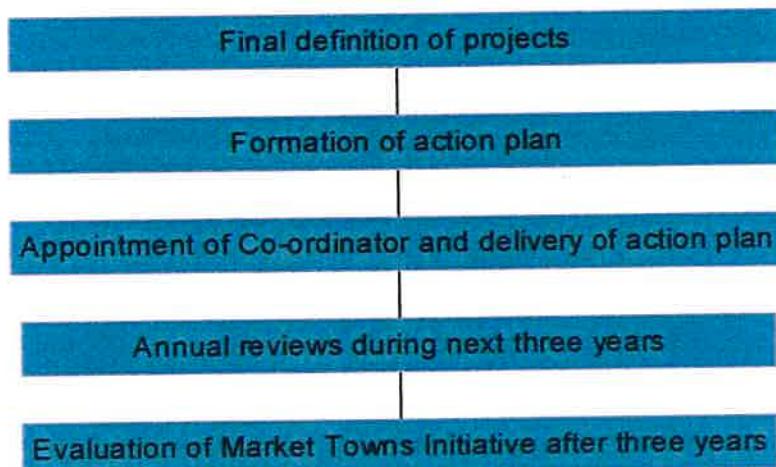
**Healthcheck Progress: September 2002 - November 2003**



Throughout this first phase, the Cranleigh Steering Group and Task Groups have been supported by a Healthcheck Co-ordinator. The Healthcheck Co-ordinator's role was to work with the community volunteers to guide their progress, source information and support from partners, collate the research, and introduce ideas and suggestions of good practice.

The completion of the report and Action Plan is only the start of the Healthcheck project (see Next Steps diagram below). Funding has been allocated to provide a Project Co-ordinator for three years to lead on the implementation of the Action Plan. The Co-ordinator will also be responsible for assisting the Steering Group in monitoring and reviewing the Healthcheck and Action Plan. This is not intended to be a static document and Action Plan. It will need to change as Cranleigh and the surrounding area changes, to ensure that it keeps up with the needs of the residential and business communities.

#### **Next Steps: December 2003 Onwards**



## **Funding**

Funding for the four years of the project is as follows:

	Year 1	Years 2-4 (per year)	
£17,000	Countryside Agency	£15,000	Countryside Agency
£3,000	Surrey County Council	£5,000	Waverley Borough Council
-		£5,000	Haslemere Town Council
-		£5,000	Cranleigh Parish Council
Purpose	To enable local partnerships to undertake the Healthcheck research, including recruitment of Healthcheck Co-ordinator.	Purpose	To facilitate the implementation of the action plans through the recruitment of a Project Co-ordinator.

## The Overarching Steering Group

Because Cranleigh and Haslemere put in a joint bid for funding for the 'Healthcheck', an 'Overarching Steering Group' was set up to oversee the work of both towns and to help the two communities to learn from each other. The membership of the Overarching Steering Group reflects the way the Initiatives, the Local Councils, Waverley Borough Council and Surrey County Council have worked in partnership on this project.

### **Chair**

Vicky Westhorp Countryside Agency

### **Officer Support**

Phillipa Chapman	Healthcheck Co-ordinator (November 2002-May2003)
Iain Lynch	Waverley Borough Council
Helen Wade	Surrey County Council

### **Cranleigh**

Richard Womack	Cranleigh Initiative
Judy Brewis	Cranleigh Parish Council
Andrew Povey	Cranleigh Steering Group Chairman
Brian Cheesman	Chairman of Cranleigh Parish Council
Brian Ellis	Cranleigh Parish Council
Mike Phillips/ Pauline Whitehead	Cranleigh Parish Clerk

### **Haslemere**

Christine Stevens	Haslemere Initiative/ Surrey County Councillor
Melanie Odell	Haslemere Initiative
Brian Farley	Haslemere Initiative Chairman
Michael Foster	Haslemere Town Council
Stephen Mulliner	Haslemere Town Council
Mike O'Neil	Haslemere Town Clerk

## The Cranleigh Steering Group

A local Steering Group was set up to manage the project within each community, in Cranleigh this also reflects the way the various partners have worked together on the project. The group has met approximately every 4-6 weeks to steer the work of the Co-ordinator and Task Groups.

Chairman: Andrew Povey	Transport Task Group/ Surrey County Councillor
Phillipa Chapman	Healthcehck Co-ordinator
Iain Lynch	Support Officer from Waverley
Richard Womack	Economy Task Group/ Cranleigh Initiative
Roger Coupe	Economy Task Group/ Cranleigh Initiative
Chrissy Matthews	Environment Task Group
Judy Brewis	Social & Community Task Group/ Parish Council
Julia Samson/ Jim Verden	Transport Task Group

Brian Cheesman	Chairman of Parish Council
Brian Ellis	Parish Councillor
Christine Howard	Parish Councillor/ Hinterland Representative
Mike Phillips/ Pauline Whitehead	Parish Council Clerk

## Task Groups

Task Groups of volunteers were set up to focus on each of the four Healthcheck themes:

- Economy
- Environment
- Social and community facilities
- Access and Transport

These were formed of volunteers who put their names forward at the launch of the project in September 2002. Other members were asked to become involved due to meet gaps in skills and experiences required. The lead for each Task Group represented their theme on the Cranleigh Steering Group.

The groups met regularly independently of each other, although informal networks were established between the groups to share ideas and experiences. Task Group membership was as follows:

### Economy

Richard Womack	Cranleigh Initiative Chairman
Roger Coupe	Local Estate Agent
John Baker	Head of Glebelands School
Doug Tidy	Cranleigh Job Club
Dorothy Staats	Parish Council
Richard Graham	Retailer
Michael Frost	Rotary Club
Roy Miles	Retired Retailer
Robert Melvin	Chamber of Commerce
David Hall	Brewers

### Environment

Chrissy Matthews	Cranleigh Initiative
Louise Jones	Cranleigh Liberals/ Parish Councillor
Ralph Holmes	Sayers Croft Field Centre/ Open Spaces Society
Tony Thorogood	Arts and Crafts Society
David Rose	Ewhurst
Tony Fox	Cranleigh Conservation Volunteers
Sue Cooper	Surrey Wildlife Trust

### Social and Community

Judy Brewis	Parish Council
Charles Hurtley	Resident
Rosemary Hurtley	Resident

Cyril Bailey	Resident
Joyce Spath	Women's Register
Gordon Hellyer	Community Health Council
Helen Cundy	Cranleigh Arts Centre Manager
Yvonne Clough	Resident

**Transport**

Julia Samson	Transport 2000
Andrew Povey	Surrey County Councillor
Jim Verden	Parish Councillor
Angus Henderson	Labour Party
Margi Nursey	St Nicolas Parochial Church Council/Darby & Joan
Ralph Holmes	Sayers Croft Field Centre/ Open Spaces Society

Each Task Group divided the work up according to the individual member's skills, experience and expertise. The groups informally consulted the community as part of the process of completing the Worksheets and in March and April 2003 a range of public consultations exercises took place (see Chapter 6 for details).

Using the results from the Worksheet answers and the feedback from all the various public consultations, the Key Findings were drawn out and potential projects were identified. The Key Findings are in Chapter 2 of this document, and the potential projects are in Chapter 4. The results of the snapshot, worksheets and consultation are in the remaining Appendices.

### **The Future of the Steering Group**

As the project begins the transition into the next stage, all the steering group members are in agreement that mechanisms are required for overseeing the continuation of the project. Members of the task groups have specifically asked to remain involved. Partnership between the funding partners, key stakeholders and Cranleigh Parish Council and Initiative is central to the achievement of the project.

## **II. Economy Task Group Research**

Worksheets

Retail Survey Result

## Worksheets: EN1 Employment

WORKSHEET QUESTION	ANSWER	MAIN ISSUES	COMMENTS/NOTES
<b>EC1 Employment</b>  Core Q 1  Are local unemployment rates high? (Compare local rates with regional and national averages for male and female and youth unemployment.) The information should be in the Annual Employment Survey or NOMIS.  Identify if unemployment is a significant issue locally.	Statistics from the Cranfold Job Seekers Club show unemployment high in 1994-1995. This has fallen steadily over the past 5 years.  The Waverley unemployment rate in October 2003 was less than 1%, = 618 people. This is expected to be reflected in the Cranleigh area.		
Core Q 2  Has unemployment fallen or risen in recent years? (Compare year on year to regional and national averages.) The information should be in the Annual Employment Survey or NOMIS.  Identify if there are any specific trends in unemployment in the local area.	The Cranfold Job Seekers Club had 240 clients registered as unemployed in 1994 (this figure was submitted to the Department of Employment). In 2002 the figure was 85, but figures are no longer required by the Ministry.		
Core Q 3  What are the labour market participation rates? (Work out the ratio of employed people as a percentage of the total working age population and the number of working women compared to working men. Compare with regional and national averages.) The	Men Cranleigh 76.9% Waverley 78.5%  Women Cranleigh 61.4%		

information can be found in the Census of Population.  This will help identify if there is hidden unemployment locally.	Waverley 61.6%	Core Q 4  What are average household earnings? (Compare average earnings per household with the regional and national average.) The information can be found in the New Earnings Survey, published by the Office for National Statistics, or from surveys by the local authority.  Identify relative levels of prosperity and the number of households below the average income level as a percentage of total households.	The Wards concerned all rank in the top quartile of the national ranking income deprivation, ie are in the least deprived quartile. However, these Ward based ranking can disguise more localised pockets of deprivation. CAB information suggests that Alfold and Dunsfold suffers most need.
Core Q 5  What proportion of the unemployed have been unemployed for over 6 months or one year and what sectors of the population are most represented by age/gender? (Compare to regional and national averages.) The information can be obtained through NOMIS.  Identify if there are any recent trends in long term unemployment.	Core Q 6	In a survey carried out by the Cranfold Job Seekers Club in 1999 there was a small percentage of people of most ages and gender experiencing difficulty in finding employment and who had been unemployed for over six months.	

<p>What proportion of residents in employment commute elsewhere to work? (Compare with averages for other market towns.) The information should be in the Census of Population or more recent local surveys.</p> <p>Identify if the town is a dormitory town or has a significant employment role including how far people commute.</p>	<p>No official figures. A snap check shows 60% commute out of area.</p>	
<p>Is the local economy particularly dependent on specific industry sectors? (Compare employment rates in specific industrial sectors with regional and national averages.) The information can be found in the Census of Population or the Annual Employment Survey.</p> <p>Identify strengths and weaknesses in the local economy.</p>	<p>Although the majority of our local employers are smaller businesses employing 25 people or less, they are affected by larger companies who are often their clients and have out-sourced activities to smaller companies. Smaller companies are less able to afford training and the volume of paperwork/administration required for contracts with EEC companies and this means that employment opportunities are kept at a minimum.</p>	<p>Over the last 40 years British Aerospace Systems, the large employer in the area, employed up to 1,200. They have now closed their facility at Dunsfold Aerodrome. In our research we haven't found any other business employing over 100 people.</p>

<p><b>Is the number of jobs available locally increasing or decreasing? (Identify specific business closures in the last three years.) The information maybe found in the Annual Employment Survey or from surveys of local businesses.</b></p> <p><b>Identify how strong the local economy is.</b></p>	<p>Jobs in Cranleigh area:</p> <p>2001: 6318 1996: 6454</p> <p>Decrease of 136 (equating to a net loss of 6 businesses).</p> <p>Surrey has almost 556,000 jobs (528,000 last year). Surrey also has one of the lowest unemployment rates, 0.9% (was 0.6% last year). Compared with the national figure of 3.1% the local economy is good.</p>	<p>Annual Business Inquiry Using areas: 43ULFA Alfold &amp; Dunsfold 43ULFb Blackheath &amp; Womersh 43ULFF Cranleigh East 43ULFG Cranleigh West 43ULFJ Ewhurst 43ULGC Shamley Green</p> <p>Research by Connexions Career Centre.</p>
<p><b>Core Q 10</b></p> <p><b>What are the rates of business start ups and failures? (Compare to regional and national average and over a five year time period to identify trends.) The information can be found in the Customs and Excise VAT Registration. The local Business Link or Small Business Service may already have collated this information.</b></p> <p><b>Identify how dynamic the local economy is.</b></p>	<p>The Rutland Group, who have purchased Dunsfold Aerodrome from BAe Systems, could be expanding and therefore creating employment in the long term.</p> <p>If the developers get the go-ahead in Stocklund Square more retail jobs would be made in a larger supermarket.</p> <p>Recent closures of shops include Cycle Shop, Shoe Repairer, Butcher, Launderette, Toy Shop, Bakers, Radio and TV Shop.</p> <p>A florist is coming into what was Dyers the butchers, and a gift shop already uses part of it. The old cycle shop is now a tile showroom, Dr</p>	

<p><b>Supplementary Q 11</b></p> <p><b>What opportunities are there for new employment from the expansion of existing local firms? (Find out how many local firms are planning to expand.) The information can be obtained either from surveying local firms or enquiries to the Small Business Service.</b></p> <p><b>Assess business confidence and the scope for growth in jobs.</b></p>	<p>Barnardo's Charity uses the bakers, and the radio and TV Shop is now a children's clothes shop.</p> <p>Covered in Question 10.</p>	<p>No direct Grants are available. Businesses are signposted to Business Link Surrey, Enterprise Agencies and Surrey Economic Partnership's Investor Development Service for support as appropriate.</p> <p><b>What economic development/inward investment grants are available? (Identify types of funding, the eligibility criteria for funding, and the sources and amounts available.) This information can be obtained from the local Small Business Service, District Council economic development department and the Regional Development Agency.</b></p> <p><b>Identify the forms of assistance available to existing and new local businesses.</b></p>
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In conclusion, although losing B.Ae Systems, the largest employer in the area, employment in the area is good. However, full-time and part-time administration is not as viable as it has been. There are few apprenticeships for the building and electrical industry. There is an abundance of retail and supermarket jobs, also catering. Carers for the elderly and nursing homes are also urgently required.

In a recent survey of the commercial enterprises at the following industrial sites the Cranfold Job Seekers Club found they all appear to be buoyant:

- 1) Hewitts
- 2) Little Mead
- 3) Manfield Park
- 4) Smithbrook Kilns

Previous to our survey, Tillingbourne buses had gone into receivership and Southem Converters had moved. Gordon's Fine Foods and Seabourne Plastics are seeking employees.

## Worksheets: EC2 Retail and Town Centre Services

WORKSHEET QUESTION	ANSWER	MAIN ISSUES	COMMENTS/NOTES
<i>EC2 Retail and Town Centre Services</i>			
Core Q 1	<p>How much of the local shopping provision is in the town centre, out-of-town centre or in the villages? (Compare number and total floorspace in the various locations.) The information may be available from the district council if they have undertaken a retail study, GOAD Experian town centre surveys or your own surveys.</p> <p>Identify in particular out of town supermarkets and other shops.</p> <p>Core Q 2</p> <p>What type of shops and services are there in the town centre? (The number of each shop/services e.g. bank, chemist, butchers; antique; clothes; shoes; baker; grocer; supermarket; hardware and general stores (add to the list as appropriate), available in both the town and the surrounding villages, and their percentage of the total shops.)</p> <p>The information can be obtained from GOAD Experian town centre surveys, any District Council retail study or your own surveys.</p> <p>Identify particular shops and services which attract visitors and shoppers from outside the town and any obvious gaps or</p>	<p>The local shopping provision is within the High Street of Cranleigh.</p> <p>There are also local village shops in Ewhurst, Alfold, West Cranleigh and a Post Office at Rowly.</p> <p>Wonersh village shop closed in March 2003 but a local community group raised funds to purchase the vacant site. Its future is currently being considered.</p> <p>Shops by type- list follows</p> <p>There is also a garden centre at Notcutts.</p> <p>Gaps in shops are:</p> <ul style="list-style-type: none"> <li>a large supermarket</li> <li>toy shop</li> <li>laundrette</li> <li>cycle shop</li> </ul>	<p>Companies which attract people from outside are Manns, Garden Centre, Rawlings and Grahams. The Leisure and Art Centres are excellent. Pubs and restaurants may bring in people, together with major events such as Bonfire Night, Carnival Day and the Agricultural Fair.</p>

shortages in provision.	<p><b>Core Q 3</b></p> <p>Has retail floorspace in the town centre been lost in the last five years? (Compare historical data on comparison and convenience retail and commercial floorspace in the town centre and compare with any out-of-town developments.) The information may be available from the District Council in the form of Retail Capacity Studies and Retail Impact Assessments of specific developments.</p> <p>Identify whether the town centre has become a less attractive location for retail development.</p> <p><b>Core Q 4 *</b></p> <p>Are there a variety of markets operating in the town and surrounding countryside? (Identify if these are provision markets, livestock markets, farm shops, farmers' markets and/or WI markets. Consider the number of shops and the regularity of markets.) Information on shops and markets can be obtained from the National Farmers Union, the National Association of Farmers' Markets or from local survey.</p>	<p>Six shops closed in August 2002 at a total of 6000 square feet pending re-development of Stocklund Square. The number of shops closing in this period was 13. These were: Art of Embroidery, Bettis, Bradley, Toy Shop, Ice, Ken's Shoe Repairers, Peter Jones Hairdresser, Saff Dry Cleaners, Presence, Surrey Cycles, Cosco's, Holmans, TVR Garage.</p>
		<p>There is a general market located in the village way car park near the leisure centre.</p> <p>In April '03 the first Cranleigh Farmers Market was held at Notcutts Garden Centre which is located just outside the village. A hoppa bus service was run from the town centre to Notcutts for the duration of the market. The farmers market will continue on a monthly basis with the hoppa bus running each time. Producers, customers and the Chamber of Trade would prefer that it was held in the village centre if at all possible.</p> <p>There is an annual French market.</p>

<p><b>Core Q 5 *</b></p> <p>What is the frequency of the general market and what are the numbers of traders/stalls? How has this changed over time? Information can be obtained from the market operator, often the District Council or from the National Association of British Market Authorities. Identify if the market is a thriving concern.</p>	<p>The general market is held weekly on a Thursday with 30-40 stalls. It appears to be a sustainable concern.</p>
<p><b>Core Q 6</b></p> <p>How many shops are vacant in the town centre and how many have been vacant for more than two years? (Compare with historic trends and with the regional and national vacancy rates.) Information can be obtained from GOAD Experian town centre surveys, District Council's Retail Capacity Study or through local survey. If there are significant vacancies, find out why the vacant shops are not being reopened.</p>	<p>There are currently seven shop spaces in the town. None have been vacant for more than two years.</p>
<p><b>Core Q 7</b></p> <p>How many new shops in the centre have opened in the last three years, or have had major re-fits? (Identify new and improved shopping provision.) Information can be obtained from GOAD Experian town centre surveys, District Council's Retail Capacity Study or through local survey. Assess retailer confidence in the town centre.</p>	<p>There have been nine new shops in the last three years: Boy &amp; Girl Company, Dolphin &amp; Dickens, Tile Shop, Cranleigh Jeweller (change of ownership), Times Past, Barnardo's, Cranfold Physical Therapy Centre, Cranleigh Hospital Shop. Several shops have had major re-fits: Manns, Blockbusters, Grahams, Gregory &amp; Sealey, Cockerills, Co-Op, Linen Shop &amp; Cranleigh Beds.</p>

	<p><b>Core Q 8</b></p> <p>Are rents for retail premises stable or increasing? (Compare rents over time and with competing centres, if appropriate.) Information can be obtained from the Valuation Office, the District Council and through local property agents.</p> <p>Assess rent levels for the main shops and whether the increase reflects buoyant demand.</p>	<p>Rents have been increasing at over 30%. However, they remain low compared to major high streets. £35 Zone A against £200 in Guildford. These increases are no doubt due to the buoyant property market.</p>	
	<p><b>Core Q 9</b></p> <p>Are local retailers confident about future trading? (Identify where local shop keepers plan to expand or move to new premises or are concerned about particular constraints on future business.) Information can be obtained from a survey of local shops and services.</p> <p>Assess local confidence about the town's role as a shopping destination.</p>	<p>Currently there appears to be no opportunity for development in retail terms whereas new areas are needed. The town is split on the issue. Some are confident a better supermarket will bring better customer flow, whereas others are worried about the effect on their business. Some shopkeepers feel an increase in housing stock is needed to boost sales. Need more small retail units.</p>	
	<p><b>Supplementary Q 10</b></p> <p>Is the town centre promoted as a shopping destination in any brochures or other publicity material? Information can be obtained from the Chamber of Commerce, District Council or by asking local shopkeepers.</p> <p>Identify whether the town is being actively promoted.</p>	<p>Cranleigh has little promotion – poor signage, inactive promotion and is an amateur competing against highly skilled professionals. It now has a website and soon a shopping brochure.</p>	

<p><b>Is there commercial demand for additional retail floorspace? (Registered interest, by retailers and their anticipated floorspace requirements.) The data may be available from Property Intelligence plc and from local property agents.</b></p> <p><b>Identify any demand for expanding retail provision.</b></p>	<p>There appears to be a perceived demand for more retail space, particularly from pub operators - 37% expanding - some internal/some external.</p>
<p><b>Supplementary Q 12 *</b></p> <p><b>How many shops are charity shops? (Charity shops pay lower rates and rentals.)</b></p>	<p>There are three charity shops.</p>
<p><b>Supplementary Q 13</b></p> <p><b>Is the local provision and/or livestock market vulnerable to closure? (Compare historic data on number of stalls, turnover levels, throughput, employment data to assess vulnerability to closure.) Information can be obtained from the National Farmers Union, the District Council and market owners and operators.</b></p> <p><b>Identifying any potential threat to the market and what those threats are.</b></p>	<p>There is no livestock market.</p>

### Summary

Cranleigh needs promotion, new houses and retail space, providing some local employment and not wanting to be a dormitory town.

## Cranleigh Village Centre Businesses

company	address1	address2	town	county	postcode	business
Past Times	High Street		Cranleigh	Surrey	GU6	antiques
Peter Routley & Co	Gainsborough House	204 High Street	Cranleigh	Surrey	GU6 8RL	architect
Celebration Cakes	East Lodge House	116 High Street	Cranleigh	Surrey	GU6 8AJ	baker
Barclays Bank Plc	71 High Street		Cranleigh	Surrey	GU6	bank
HSBC Bank Plc	High Street		Cranleigh	Surrey	GU6 8AL	bank
Natwest Bank Plc	Stocklund Square	176 High Street	Cranleigh	Surrey		bank
Lloyds TSB Bank PLC	Bank Buildings	High Street	Cranleigh	Surrey	GU6 8BB	bank
Rowland Tysoe (Cranleigh) Ltd	80 High Street		Cranleigh	Surrey		bathroom
Cranleigh Bathroom	79 High Street		Cranleigh	Surrey	GU6 8AH	bathroom
Nail & Beauty Studio, The	2 Collins Court	High Street	Cranleigh	Surrey	GU6 8AS	beauty
Cranleigh Beds & The Linen Tree	Stocklund Square	High Street	Cranleigh	Surrey	GU6 8RG	beds and linens
Book Shop, The	123 High Street		Cranleigh	Surrey	GU6 8AZ	books
Jewson Ltd, Timber & Bldrs Merchants	The Common		Cranleigh	Surrey		builders merchants
Nationwide Building Society	Richmond House	126 High Street	Cranleigh	Surrey		building society
Bradford & Bingley	146 High Street		Cranleigh	Surrey		building society
Rawlings Butchers	Devon House	High Street	Cranleigh	Surrey		butchers
Camera Shop, The	119 High Street		Cranleigh	Surrey	GU6	camera
Cranleigh Cards	East Lodge House	120 High Street	Cranleigh	Surrey	GU6 8AJ	card
Village Carpets & Floorings Ltd	Unit 1	Ewhurst Road	Cranleigh	Surrey	GU6 7AA	carpets
Oxfam Charity Shop	Stocklund Square	168 High Street	Cranleigh	Surrey		charity
Barnardos	High Street		Cranleigh	Surrey		charity
Cranleigh Village Hospital	High Street		Cranleigh	Surrey		charity shop
Atwells Chemist	128 High Street		Cranleigh	Surrey		chemist
Boots, The Chemist Ltd	96 High Stree		Cranleigh	Surrey		chemist
Moss Chemists	2 Mida House	Village Way	Cranleigh	Surrey		chemist
Cranleigh Cobblers	2 Cranleigh House	Village Way	Cranleigh	Surrey		cibblers
Boy & Girl Company, The	137 High Street		Cranleigh	Surrey	GU6 8AU	clothes children

Grahams Number 5	140 High Street	157 High Street	Cranleigh	Surrey	GU6 8AU	clothes ladies
Scorpio Fashion Ltd	5 Bank Buildings	High Street	Cranleigh	Surrey	GU6 8BB	clothes ladies
John Alan	3 Stocklund Square		Cranleigh	Surrey	GU6 8RG	clothes- ladieswear
Cromwell Coffee House	121 High Street		Cranleigh	Surrey	GU6 8AU	clothes menswear
Cranleigh News, The	97 High Street		Cranleigh	Surrey	GU6 8AU	coffee shop
Maple News	High Street		Cranleigh	Surrey	GU6	ctn
Maplers Delicatessen	Maple House	114 High Street	Cranleigh	Surrey		delicatessen
Telford & Straw & Associates	127 High Street		Cranleigh	Surrey		
Cranleigh Dental Centre	Warren House	High Street	Cranleigh	Surrey	GU6 8AJ	dentist
Kelsham Dental Practice	234 High Street		Cranleigh	Surrey	GU6 8RL	dentist
The Common			Cranleigh	Surrey	GU6 8SH	dentist
Cranleigh Health Centre		18 High Street	Cranleigh	Surrey	GU6 8AE	dentist
Manns of Cranleigh	101-105 High Street		Cranleigh	Surrey	GU6 8AY	department store
Buttons and Bows	2 The Old Bakery	Kent House, High Street	Cranleigh	Surrey	GU6 8AU	dress repairs
Bramley Linen Care	Sundial House	High Street	Cranleigh	Surrey	GU6	dry cleaners
Dapper Dry Cleaners	The Clock House	High Street	Cranleigh	Surrey		dry cleaners
Brady and Renaud Ltd	The Old Printing Works	82 High Street	Cranleigh	Surrey	GU6 8AH	electrical
Safe and Sound	222 High Street		Cranleigh	Surrey	GU6 8RL	electrical
Carters Domestic Appliances	62 High Street		Cranleigh	Surrey	GU6 8AG	electrical
Cranleigh Engravers	Sussex House	Ewhurst Road	Cranleigh	Surrey	GU6 7AE	engravers
Roger N Coupe Estate Agents	3 Bank Buildings	High Street	Cranleigh	Surrey	GU6 8BB	estate agents
Hometrax	228 High Street		Cranleigh	Surrey	GU6 8RL	estate agents
Crowes of Cranleigh Estate Agents	1 Kent House	81 High Street	Cranleigh	Surrey	GU6 8AU	estate agents
Burns & Webber Estate Agents	Cranleigh House	High Street	Cranleigh	Surrey	GU6 8AE	estate agents
Cubitt & West	Lee House	46 High Street	Cranleigh	Surrey		estate agents
Browns Estate Agents	Spitaldich	High Street	Cranleigh	Surrey	GU6 8AS	estate agents
Meldrum Salter Edgley	Britannia House	133 High Street	Cranleigh	Surrey		estate agents
Mann Countrywide	2 London House	108 High Street	Cranleigh	Surrey	GU6 8AJ	estate agents
Christian Reid	High Street		Cranleigh	Surrey		Estate agents
Dornworth Financial Services Ltd	Dornworth House	111 High Street	Cranleigh	Surrey	GU6 8AU	financial services

Henry Norman & Co Ltd	The Studio	Ewhurst Road	Cranleigh	GU6 7AA	financial services
Bryant Keseck & Partners	Exeter House	Tylers Court	Cranleigh	GU6 8SA	financial services
Paterson Lloyd Whitaker Consultants	1 Bank Buildings	143 High Street	Cranleigh	GU6 8BB	financial services
Oakwood Tax Consultants	Lee House	46 High Street	Cranleigh	GU6 8AQ	financial services
Stephen Hurdle	3 Bank Buildings	149 High Street	Cranleigh	GU6 8BB	financial services
Seafare Fish & Chips	2 Corndale	High Street	Cranleigh	GU6 8RF	fish and chips
Cranleigh Fish	High Street		Cranleigh	GU6 8RF	fishmonger
Flowerwise	Surrey House	206 High Street	Cranleigh	GU6 8RL	florist
Fleuritations	High Street		Cranleigh	GU6 8RL	florists
Dobbe's, The Cranleigh Flower Shop	Ewhurst Road		Cranleigh	GU6 7AA	flowers
Co-operative Group (CWS) Ltd	Village Way		Cranleigh	GU6 8RG	food store
Budgens	High Street		Cranleigh	GU6 8RG	food store
Somerfield	Stocklund Square	High Street	Cranleigh	GU6 8RG	food store
Pimms Funeral Services	Dorset House	High Street	Cranleigh	GU6 8AU	funeral directors
Cartref Restorations	Unit 1 Kent House	High Street	Cranleigh	GU6 8AU	furniture repairs
Macleod Garage Ltd	The Common		Cranleigh	GU6 8RZ	garage
Sarah Jane of Cranleigh Ltd	4 Kent House	High Street	Cranleigh		gifts
Dolphin and Dickens	High Street				Gifts
Fruit Shop, The	3 Corndale	138 High Street	Cranleigh	GU6 7AA	grocer
Rosemarie's Craft Corner	Ewhurst Road		Cranleigh	GU6 7AA	haberdashery
Hair & Body Shop, The	1 Collins Court	39 High Street	Cranleigh	GU6	hairdresser
Hair Studio, The	138 High Street		Cranleigh	GU6 8RF	hairdresser
Haircut 100	1 Mida House	Village Way	Cranleigh	GU6 8RP	hairdresser
Handymans Mica Hardware	28 High Street		Cranleigh	GU6 8AE	hardware
Loft, The Health & Fitness	Old Mill House	High Street	Cranleigh	GU6 8LR	healt and fitness
Beauty by Dawn	1 Graphic House	St James' Place	Cranleigh	GU6 8RP	health
Vitality Health Fitness & Beauty	248 High Street		Cranleigh	GU6 8AE	health and fitness
Cranleigh Health Centre	18 High Street		Cranleigh	GU6 8AE	health centre
Natural Life	Tudor House	190 High Street	Cranleigh	GU6 8RL	health food
Cranleigh Jeweller, The	The Old Post House	122 High Street	Cranleigh	GU6 8RF	jewellers

Paul Eaton Jewellers	7 Bank Buildings	161 High Street	Cranleigh	Surrey	GU6 8BB	jewellers
Cranleigh Arts Centre, The	1 High Street		Cranleigh	Surrey	GU6 8AS	leisure
Surrey Advertiser & Cranleigh Times Review	Editor's Desk	7 Ewhurst Road	Cranleigh	Surrey	GU6 7AA	newspaper
Gregory & Seeley	Tylers Building	129 High Street	Cranleigh	Surrey	GU6 8AU	opticians
Horstmanns Opticians Ltd	Durnford House	High Street	Cranleigh	Surrey		opticians
Content A Pet Foods Ltd	Ewhurst Road		Cranleigh	Surrey		pet food
Pets Pantry	Guildford Road	Rowly	Cranleigh	Surrey	GU6 8PG	pet shop
White Hart Hotel, The	Ewhurst Road		Cranleigh	Surrey	GU6 7AE	pub
Cranley Hotel, The	The Common		Cranleigh	Surrey	GU6 8SQ	pub
Onslow Arms	113 High Street		Cranleigh	Surrey		pub
Three Horseshoes, The	4 High Street		Cranleigh	Surrey		pub
Cranleigh Recruitment Solutions	York House, Tylers Court	Rowland Road	Cranleigh	Surrey	GU6 8SS	recruitment
Maureens Alterations	2 Ewhurst Road		Cranleigh	Surrey	GU6 7AA	repairs
Zio Toto	184 High Street		Cranleigh	Surrey		restaurant
Curry Inn Tandoori Restaurant, The	High Street		Cranleigh	Surrey		restaurant
Barons Restaurant Co Ltd	10 High Street		Cranleigh	Surrey	GU6 8AE	restaurant
La Scala	High Street		Cranleigh	Surrey		restaurant
Golden Palace Chinese Restaurant	180 High Street		Cranleigh	Surrey		restaurant
Pizza Express Plc	96-102 High Street		Cranleigh	Surrey		restaurant
Ask Restaurant	50 High Street		Cranleigh	Surrey		restaurant
Keiths Treasure Chest	Western House	High Street	Cranleigh	Surrey	GU6 5RL	second hand
Turner Security Systems	Northampton House	194 High Street	Cranleigh	Surrey	GU6 8RL	security
Hathaways	79 High Street		Cranleigh	Surrey		shoe shop
Cockerill Shoes	131 High Street		Cranleigh	Surrey		shoes
Lynn Murray & Co Solicitors	The Old Bakery, Collins Court	High Street	Cranleigh	Surrey	GU6 8AU	solicitor
Hart-Brown Solicitors	147 High Street		Cranleigh	Surrey	GU6 8BE	solicitors
Cranleigh Sports Shop	8 Stocklund Square	162 High Street	Cranleigh	Surrey	GU6	sports
Cranleigh Field Sports	The Studio	Ewhurst Road	Cranleigh	Surrey		sports
Solicitations	Gainsborough House	202 High Street	Cranleigh	Surrey	GU6 8RJ	stationery
New Lotus House	4 Bank Buildings	High Street	Cranleigh	Surrey	GU6 8BB	take away

Forbidden City	Ewhurst Road	Surrey	
Cranleigh Tiles	High Street	Surrey	take away tiles
Carolyn Lodge Travel	Kent House	Surrey	GU6 8AU Travel Agent
Going Places	166 High Street	Surrey	travel agent
Byne Upholstery	3 The Old Bakery	Surrey	GU6 8AU upholsterer
Blockbuster Video Express	Stocklund Square	Surrey	GU6 8RG video rental
Threshers	7 Stocklund Square	Surrey	GU6 8RG
Unwins Ltd	London House	Surrey	wine merchant
Wine Rack	125 High Street	Surrey	wine merchants

## Worksheets: EC3 Education and Training

WORKSHEET QUESTION	ANSWER	MAIN ISSUES	COMMENTS/NOTES
<b>EC3 Training and Education</b> Core Q 1	<p>Do the vocational training courses on offer reflect the needs of local residents and employers? (Compare training areas with local employment opportunities.) Information can be obtained from the Learning and Skills Council, local schools and colleges, the Chamber of Commerce and surveys and residents.</p> <p>Identify if there are significant vocational or non-vocational training gaps which could be filled locally.</p>	<p>Surrey LSC are currently undertaking a Strategic Area Review of business training needs covering the whole of Surrey. Results due Dec 03.</p> <p>Contact Brian Donovan/ Anna Butcher</p>	
Core Q 2	Are school leavers well qualified? (Number of pupils at aged 16 with five GCSEs at A-C level and number of pupils aged 19 with one or more A Level. Compare with regional and national average.) The	<p>59% of children achieve 5 or more Grades A-C compared with a Surrey average of 58% and a national average of 50%.</p> <p>94.4% of pupils progressed onto further educational learning. Cranleigh does not have its own sixth form and most pupils attend Godalming College.</p>	

<p>information may be available from schools, colleges or from the Local Education Authority.</p> <p>Identify the levels of educational achievements being achieved locally</p> <p>Core Q 3</p>	<p>Is there access to good quality schools in the area? (Look at school league tables and compare with other towns if appropriate.) Information can be obtained from the Local Education Authority.</p> <p>Identify if there are issues surrounding the quality of local education.</p> <p>In Cranleigh there is one infant, one junior, two primary and one secondary school. In addition there is a significant provision of private education.</p> <p>The most recent Ofsted inspection reports for each of the junior schools and the secondary school demonstrates that the schools in the area are of a high standard.</p>

**Core Q 4**

Are there sufficient pre-school places in nurseries and playgroups? (Compare number of available places with the number of pre-school children in the area and take into account any planned changes in the levels of service provision.)  
 The information needed can be obtained from the Local Education Authority.  
 Identify any gaps in the provision for pre-school children in towns and surrounding villages.

Surrey Children's Information Service lists 22 Day Nurseries, Nursery Schools and Pre School Playgroups, 12 had immediate vacancies at the time of the search. For holiday and after school care the search only found 3 holiday clubs. Of 18 childminders listed 10 had vacancies ([www.childcarelink.gov.uk](http://www.childcarelink.gov.uk)). Surrey Early Years and Childcare Service show availability at November 2003 as follows:

<b>CRANLEIGH AND NEIGHBOURING WARDS</b>	<b>Pre-School</b>	<b>Full Daycare Places</b>	<b>Sessional Places (Operating under 3.5 hrs/day)</b>	<b>Sessional Places (Operating over 3.5 hrs/day)</b>	<b>Pre-School Childminding Places</b>	<b>People aged 0 - 4 (Figures based on 2001 Census data)</b>	<b>Penetration Rate (Places available for every 100 children)</b>
Alfold, Cranleigh Rural and Ellens Green	0	0	0	40	2	87	48%
Blackheath and Wonersh	26	0	0	20	6	88	59%
Cranleigh East	44	44	0	0	5	350	27%
Cranleigh West	0	40	110	0	23	152	114%
Ewhurst	0	44	0	0	26	91	77%
Shamley Green and Cranleigh North	30	0	26	11	11	107	63%
<b>TOTALS</b>	<b>100</b>	<b>128</b>	<b>196</b>	<b>73</b>	<b>875</b>	<b>57%</b>	<b>34%</b>
<b>SURREY TOTAL</b>	<b>8334</b>	<b>6343</b>	<b>2257</b>	<b>4392</b>	<b>62849</b>		
<b>CRANLEIGH AND NEIGHBOURING WARDS</b>		<b>Before and After School Places</b>	<b>Holiday Playscheme Places</b>	<b>Out of School Childminding Places</b>	<b>People aged 5 - 14 (Based on 2001 Census Data)</b>	<b>% Penetration Rate (places available for every 100 children)</b>	
<b>Out of School</b>							
Alfold, Cranleigh Rural and Ellens Green	60	60	6	243		52%	
Blackheath and Wonersh	0	0	5	299		2%	
Cranleigh East	0	0	16	1273		1%	
Cranleigh West	0	132	8	678		21%	
Ewhurst	16	0	2	333		5%	
Shamley Green and Cranleigh North	0	0	2	375		1%	
<b>Totals</b>	<b>76</b>	<b>192</b>	<b>39</b>	<b>3201</b>	<b>10%</b>		
<b>SURREY TOTAL</b>	<b>2604</b>	<b>8763</b>	<b>3355</b>	<b>137750</b>	<b>11%</b>		

A low uptake of pre-school places is currently an issue in the Cranleigh area, which may affect the viability of some childcare facilities.

<p><b>Supplementary Q 5</b></p> <p>How many Internet learning and access points are there within the town and/or villages? (Number of Internet points available in the towns and the surrounding villages per head of population.) This information should be available from the Library and/or education authority or from survey.</p> <p>Identify whether these are sufficient to meet local needs.</p>	<p>The library in Cranleigh has public Internet facilities. The BT Learning Centre run at Cranleigh School by Godalming College runs courses and drop in sessions with internet access.</p>	
<p><b>Supplementary Q 6</b></p> <p>Is there adequate provision of non-vocational courses locally? (Find out the types of courses available in the area.) The information may be available from adult education centres and from surveys of residents.</p> <p>Identify how easy it is to access a wide range of courses.</p>	<p>There is provision of non vocational courses from –</p> <ul style="list-style-type: none"> <li>U3A – a range of courses</li> <li>The Arts Centre – selection of day time courses</li> <li>The Leisure Centre – sport and gym provision</li> </ul> <p>Adult and Community Learning currently run some courses at the Arts Centre but have a low profile in the village. There is no survey to ascertain whether or not the provision is adequate. A library usage survey will be published in April 2003. The Adult and Community Learning consider Cranleigh to be a strong self supporting community.</p>	
<p><b>Core Q 7</b></p> <p>Is there a high number of</p>	<p>There is a low number of exclusions. E.g.</p>	

<p><b>school exclusions?</b> (Identify levels and compare with other towns, if appropriate.) Information can be obtained from the Local Education Authority if individual schools. Identify if there is a problem in local schools.</p>	<p>Glebelands school in the last 12 months have had none.</p>

## Worksheets: EC4 Commercial and Industrial Property Needs

WORKSHEET QUESTION	ANSWER	MAIN ISSUES	COMMENTS/NOTES
<p><i>EC4 Commercial and Industrial Property Needs</i></p> <p>Core Q 1</p> <p>How much new commercial or industrial floorspace has been built or let in the last three years? (Identify how much and where new development has taken place.) This information may be available from the District Council or local property agents.</p> <p>Identify business confidence in the local area.</p>	<p>To the best of my knowledge, no new commercial or industrial space has been built in the last 3 years, although on the Hewitts Industrial Estate, unit 23, probably one of the largest buildings in the area, was refurbished and let to a company called Spacemax as self storage. The building comprised approximately 21,000 sq. ft.</p> <p>Letting activity on the Hewitts Industrial Estate in the 2 years or so that the Rutland Group has owned it has been relatively modest with 2 units being let, unit 6 and unit 26 together totalling some 5,000 sq. ft, and a further 4,000 sq. ft is currently under offer. Hitherto, I think it is fair to say that tenants generally stay put in existing accommodation, particularly within these sorts of estates. Hewitts Industrial Estate has seen a number of vacant units become available, 2 due to unforeseen company liquidations and the 3<sup>rd</sup> due to a relocation of the Redash business to Aldershot.</p> <p>Whilst not new accommodation, the purchase of the British Aerospace facility at Dunsfold Aerodrome by Dunsfold Park Limited is going to bring some 400,000 sq. ft or more of</p>		

		accommodation onto the market. This is by far and away the largest industrial complex within the area and it is possible that it will draw in businesses from outside the immediate locality, though to date there is good demand from local businesses.	
Core Q 2	<p>How much good quality office or industrial floorspace is vacant or on the market?</p> <p>(Identify how much and where vacant commercial property is.) This information will be available from local property agents, the District Council and from surveys of local employers.</p> <p>Identify any over-provision of office and industrial units.</p>	<p>As indicated in Question 1, Hewitts Industrial Estate has some vacant accommodation but this would not be described as good quality, i.e. above average. With the provision of space at Dunsfold Park, there is certainly no shortage of office and industrial units of all sizes.</p>	
Core Q 3	<p>Are there sufficient premises at affordable rents for new small businesses? (Look at number of smaller premises and find out rent levels.) This information should be available from the District Council and local property agents.</p> <p>Identify how easy it is for small businesses to find affordable premises.</p>	<p>Our experience at Dunsfold Park suggests that rent of £7.00 - £7.50/sq ft for small industrial or commercial uses is within the budget of small new businesses. It is an increasing fact of life that landlords are able and willing to offer premises on more flexible terms, i.e. short leases with tenant break options. This is certainly the case at Dunsfold Park and Hewitts Industrial Estate, and thus this aspect is not I believe, an impediment for small businesses to find premises.</p>	
Core Q 4	Has there been an increase or decrease in the rents of industrial and commercial	In our experience rents have remained static in the last 2 years, though I think they have shown	

	property in recent years? (Compare historical data on commercial rents.) The data may be available from the District Council Valuation Office or from local property agents. Note increased rents and yields denote greater demand for floorspace.	quite a significant increase over levels in 1999 and 2000.
Core Q 5	<p>Have vacancy levels for commercial properties increased or decreased in recent years? (Compare historical trends of vacancy levels in different age and size of premises.) This information can be sourced from the District Council and from local property agents.</p> <p>Identify demand for, and gaps in, the provision of different types of commercial and industrial property by size and age.</p>	<p>When we acquired the Hewitts Industrial Estate, unit 23 was vacant and all other units were occupied. Unit 23 is now leased but due to two company liquidations and a relocation we now have four units available to let; though two are now under offer. In overall space terms, that actually represents a decrease in the amount of space available. The principle demand in our experience is for units of 5,000 sq. ft or less. With Dunsfold Park having become available, there are probably no real gaps in the market place other than perhaps a shortage in brand new accommodation though I will question whether there is necessarily a need or demand for it.</p>
Core Q 6	<p>Are there any planned expansions of existing commercial and industrial firms? (Identify number of firms with commitments to expand and where they are located.) The information may be obtained by talking to local employers, Business Link and the Regional Development Agency.</p> <p>Identify confidence in the local economy.</p>	<p>To my knowledge there is only one company that is planning for expansion, that is Gordon's Foods, though Guildford Tyres moved into a larger unit as part of their expansion into this area. Finally, business confidence. Talking to our existing tenants on Hewitts, one would probably say that confidence is relatively thin and that market conditions remain hard, particularly for the manufacturers on this estate. However, speaking to companies that are</p>

<p><b>Supplementary Q 7</b></p> <p>Are there economic development and funding initiatives in place to assist incoming firms and the expansion of local firms? (Identify initiatives and their target audiences.) This information can be sourced from the District Council, Small Business Service and the Regional Development Agency.</p> <p>Identify if help is provided to attract investment to the area.</p>	<p>looking to come onto Dunsfold Park one detects a slightly more upbeat note. There is undoubtedly business activity going on and business leaders are seeking ways in which to overcome their difficulties.</p> <p>No direct Grants are available. Businesses are signposted to Business Link Surrey, Enterprise Agencies and Surrey Economic Partnership's Investor Development Service for support as appropriate.</p>
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## Worksheets: EC5 Tourism and Visitor Services

The South East England Tourist Board researched the value of tourism for the Waverley economy as a whole in 1999. This research showed estimated day visitor and staying visitor expenditure in Waverley in 1999 as £96.5 million. Staying visitors accounted for 44% of this, though they only represent 11% of the trips. The research also suggested that the catering and retail sectors were the greatest recipients of tourist expenditure, accruing in the region of £32 million and £27 million respectively.

As the research undertaken to complete worksheet EC5 found that there has been little investment in tourism and visitor services in Cranleigh it was more appropriate to list what there was available and make recommendations to how the tourism and visitor services could be improved

1. Although Cranleigh is a very pleasant place there is little in the village itself to attract visitors. Cromwell House, Oliver House and St Nicholas Church being perhaps the only buildings of historical interest in the High Street.
2. However, the countryside around Cranleigh is superb for walking and cycling and there are many houses, estates and arboreta that can be visited by car. Cranleigh can be an excellent centre from which to explore these attractions.
3. BUT, unfortunately, there is little accommodation in Cranleigh for visitors – The White Hart, Cranley Hotel, Bulls Head at Ewhurst, which are all pubs, and High Edser which is a 16th century farmhouse at Shere Road, Ewhurst. The nearest hotel is the Hurtwood Inn at Peaslake.
4. Another drawback is that on Sundays there are no cafes open although meals can be obtained at various restaurants such as Cranley Hotel, Three Horseshoes, Little Park Hatch, Barons, Ask, Bricks, Pizza Express and Cranberrys.
5. There appears to be no statistics available on tourism in Cranleigh as suggested by the worksheet.

### RECOMMENDATIONS

1. Good B&B and hotel accommodation must be encouraged in Cranleigh.

2. Cromwell House, or Tiffins, or the Arts Centre must be encouraged to open on Sundays during summer from, say, 11 a.m. to 4 p.m. for snacks.
3. An information centre for Cranleigh with a large "I" should be opened (including weekends). One of the venues mentioned in (2) might be a suitable location.
4. A large "Visitors Information Board" should be sited in the centre of Cranleigh. In order to avoid vandalism possibly a window of Carolyn Lodge Travel Agents might be appropriate.
5. Public toilets are necessary in the Stocklund Square area – perhaps this is a condition which could be incorporated in agreement for the proposed new supermarket there.
6. It is necessary to promote Cranleigh much more forcibly:
  - (a) The Thomson local directory lists various markets and public libraries, but does not include Cranleigh.
  - (b) In the telephone directory under Waverley Borough Council the number for "Tourism" is that of Farnham's Information Centre, who know nothing at all about Cranleigh.
  - (c) "Discover Surrey", the tourist guide produced by Surrey Tourism, has only one mention of Cranleigh – a picture of Cromwell House. There is an Events Section on page 41, in which Cranleigh is not mentioned. Our Cranleigh Show, Tennis Tournament, Guy Fawkes Bonfire and the Wintershall plays should all be included.
  - (d) The Cranleigh Walkers Club and possibly U3A walkers should be asked to produce a simple booklet of walks around Cranleigh.
  - (e) The local History Society and Mr Michael Miller should be asked to produce a "Cranleigh Trail", i.e. a walk around Cranleigh to see items of historical and other interest. Both (d) and (e) should be available in any information centre established and other local information centres.

- (f) Promote Cranleigh as a centre for the Surrey Hills around, sometimes referred to as "Little Switzerland". Even without a car there are plenty of walks from Cranleigh itself. There is a very regular bus service to Guildford, where there are trains to London, Reading, Gatwick, Portsmouth and the Isle of Wight, and buses to Winchester, Horsham (connections to Brighton and Worthing) and through the hills to Peaslake, Shere and Guildford as well as to Godalming, passing Winkworth Arboretum.
- (g) Possibly something could be done with sections of the local Wey and Arun canal for pleasure boating.
- (h) The Chamber of Trade and Commerce must be encouraged to attract more people into Cranleigh. It is only by doing so that the profitability of retail businesses can be maintained.

## Worksheets: EC6 Business Support

WORKSHEET QUESTION	ANSWER	MAIN ISSUES	COMMENTS/NOTES
EC6 Business Support			
Core Q 1	<p>Do the banks, financial institutions and other business support services offer a full range of business advice and support? (Compare the range of services offered by local branches with complete portfolio of services.) The information may be available from the local Business Directory, if there is one.</p> <p>Identify shortfalls in the provision of financial support and advice to local businesses.</p>	<p>Banks are not fully equipped for business advice and services. HSBC cover small businesses, others all use business centres in other larger towns.</p>	
Core Q 2	<p>Does the town have a town centre manager, town centre forum or similar partnership organisation? (The number of such roles/organisations and their remit.) This information can be sourced from the District Council or local knowledge.</p> <p>Identify the existence of these roles and any overlap between their services/remit.</p>	<p>No town centre manager. Waverley has a business forum.</p>	
Core Q 3	<p>Is there a presence of the following organisations in the town: Small Business</p>	<p>Chamber of Trade – yes. No Small Business Service, Business Link, Learning &amp; Skills</p>	

	<p><b>Service, Business Links, Chambers of Trade or Commerce, Learning and Skills Council, Enterprise Agency? (Assess the sources of advice available for businesses established in the area and the level and breadth of advice they offer.) The information may be available from the Yellow Pages, the Business Directory, and the Regional Development Agency.</b></p> <p>Identify the coverage of business advice services for local businesses and any opportunities to expand support for local businesses.</p>	<p>Council or Enterprise Agency in Cranleigh.</p> <p>Business Link Surrey, Surrey business Enterprise and Learning and Skills Council based in Woking. Self Start business start-up units in Godalming. Village Shops Advisor based in Guildford. High Tech start up business 'incubator' at Guildford.</p>
Core Q 4	<p>What business support or initiatives have proved successful? (Draw out findings from monitoring of public sector funding initiatives.) The information may be available from the District Council, the Small Business Service or the Regional Development Agency.</p> <p>Identify examples of good practice.</p>	<p>Breakfast briefings have been good but not well attended – (Waverley Business Forum).</p>
Core Q 5	<p>Are there regular events which have the potential to draw the business community together, e.g. trade fairs? (Number, type and regularity of events.) The information may be available from the Small Business Service or by talking to the Chamber of Commerce.</p>	<p>Cranleigh Show – agricultural show. Lions Fayre - summer fair on Common. Waverley Business Forum – Breakfast briefings</p>

Identify whether there is a need to develop/fund industry events.	Core Q 6  What is the current and likely future demand for broadband (>2 MBs) communication services?  Assess the current demand for and usage of broadband communications (e.g. ISDN, ADSL, cable or wireless connections for data traffic). In particular:- <ul style="list-style-type: none"><li>• how many local businesses currently use broadband communications for external access in their private/corporate communications networks or for Internet access? What proportion is this of all businesses?</li><li>• how many local businesses currently have a demand for broadband communications which cannot be satisfied by existing facilities and services?</li></ul>	Broadband is available in Cranleigh, but not in many of the surrounding communities. Research using the BT website suggests that Blackheath and Dunsfold have no service; Sharnley Green, Alfold and Ewhurst have limited service, and Wonersh has full service. This is not definitive.  Core Q 6 - continued	
		• how many public sector office/site locations currently have broadband communication facilities for external access? What proportion is this of all public sector office locations? How many offices/sites plan to be using broadband communications facilities in the future (by end of 2003) - procured through a	

<p><b>regional/central arrangement?</b></p> <ul style="list-style-type: none"> <li>• how many private homes have Internet access? How many private homes currently use broadband communications facilities? What proportions are these of all homes? Is their unsatisfied demand for broadband facilities for private homes? How is the demand for domestic access to broadband likely to change?</li> <li>• how many businesses use e-mail over the Internet?</li> <li>• how many businesses have a website address?</li> <li>• how many businesses make purchases or sales over the Internet?</li> <li>• how many businesses collaborate over the Internet with partner firms (cluster or supply chain relationships)?</li> </ul>	<p>Levels of home internet access are understood to be high in the enabled areas.</p> <p>This is understood to be significant</p> <p>Also understood to be significant, but research has not been carried out.</p>	
<p><b>Core Q 7</b></p> <p><b>What is the current and likely future status of the supply of broadband technology (&gt;2 MBs) communication services?</b></p> <p>Assess the plans for expansion of access to broadband services. In particular:-</p> <ul style="list-style-type: none"> <li>• is there a competitive telecoms supply? Do local cable companies offer telecommunications and data communications services, including Internet access? Is there an alternative to BT provision of fixed links? How is the situation likely to change by the end of</li> </ul>		

2003?	<ul style="list-style-type: none"> <li>• where is the nearest ISDN capable exchange? Is it within 3 miles?</li> <li>• is there reasonable mobile phone coverage? How many mobile services cover the area?</li> <li>• are there plans to extend ISDN and ADSL coverage in the next three years?</li> <li>• are there plans for any other coverage in the next three years?</li> <li>• what are the plans for BT to provide LLU (Local Loop Unbundling) facilities in local exchanges? Are they within 3 miles?</li> <li>• are there any local or regional plans to expand service provision of broadband facilities and services?</li> </ul>		
Supplementary Q 8		<p>Cranleigh website not really a business directory as yet.</p>	
Supplementary Q 9	<p>Is there a Business Directory or website for the town, or any arrangement for networking local suppliers? This information can be obtained by contacting the local Chamber of Commerce or talking to local business people.</p> <p>Identify how easily information on business support services can be obtained.</p>	<p>Possible venues –</p> <p>Arts Centre Cranleigh Golf &amp; Leisure Parrot at Forest Green</p>	

<p><b>the Chamber of Commerce or local businesses.</b></p> <p><b>Identify if there is an adequate number and range of meeting and conference venues.</b></p>	<p>Village Hall Band Room</p> <p>However, none are really dedicated conference facilities.</p>	
<p><b>Supplementary Q 10</b></p>	<p>Very little.</p>	
<p><b>What results have there been from any existing town centre management work? (Evaluate results of annual monitoring and funding review.) The information may be available from the Town Centre Manager. This may be the District Council, one of the local business advice centres, or a consortium of local businesses.</b></p>	<p>Identify examples of good practice or ways in which activities could be extended.</p>	<p>Chamber of Trade not well supported.</p>
<p><b>Core Q 11</b></p>	<p>How well used are the agencies such as Small Business Service, Business Links, Chambers of Trade or Commerce, Learning and Skills Council, Enterprise Agency? (Evaluate the number of enquiries in relation to the total number of businesses.) This information can be sourced from the Register of Business Enquiries, the Business Directory and any District Council Business Surveys.</p>	<p>Assess the level of use of the business advice services available.</p>
<p><b>Supplementary Q 12</b></p>	<p></p>	<p></p>

<p>Is there a published strategy relating to the use of information technology?</p> <p>Assess how many public Internet access points there are, e.g. within a telecottage, electronic village hall, telecentre, library or school. What proportion of households have Internet access at home, work or school including other educational establishments?</p>	<p>Internet access is available at the library. This is the only public access point, and the library is not open all the time.</p> <p>There is a fairly high level of home internet access.</p>	<p>Limited access to the Internet for those without facilities in their home or workplace.</p>
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## Retail Survey Results

(Source: Martin Wright Associates, April 2003)

### Cranleigh Information for Healthcheck

**NB Where the term “Cranleigh Catchment” is used, this refers to the 15 minute drive time area around the town, unless stated otherwise**

- 17,000 people live within 10 minutes drive time of Cranleigh. A further 12,500 live between 10 and 15 minutes drive time.
- Total estimated available convenience goods (i.e. food, groceries) expenditure from the 17,000 people within the 10 minute catchment area amounts to approximately £28.5 million, with a further £21.5 million from within an extra 5 minutes drive time catchment. Both of these figures relate to expenditure per head of approximately £1,650 - £1,700. All expenditure figures are annual.
- All “Main Shopping” opportunities (convenience) are presently located at least 15 – 20 minutes drive time from Cranleigh. Scale, quality and product range all figure highly in the modern consumer’s priorities when assessing what constitutes a suitable opportunity for fulfilling a “main shop”.
- Research based evidence indicates that the current level of convenience store provision (in Cranleigh itself) is only able to capture a relatively small proportion of available food expenditure from the local catchment area, i.e.:
  - ⇒ 53% of available expenditure from within the 10 minutes drive time catchment
  - ⇒ 30% of available expenditure from within the 15 minutes drive time catchment

This explains the pattern of shoppers migrating to centres further afield, which are better able to meet their expectations and satisfy more fully their shopping requirements.

- Loyalty card data from food supermarkets in Guildford, Godalming and Horsham reinforces the significant leakage of trade that is taking place, with a substantial number of residents of Cranleigh undertaking their main food shopping in these stores.
- Non-loyalty card independent research reinforces the retailers’ data, indicating the following proportion of convenience shoppers living within the Cranleigh catchment who visit other centres to purchase food/groceries:

Location	Proportion of Cranleigh catchment visiting regularly for a “main” convenience shop
Godalming	28%
Horsham	20%
Guildford	17%
<b>Total</b>	<b>65%</b>

[N.B. minor locations are not included in the above table, for simplicity, but make up approximately a further 6% of visits to destinations outside Cranleigh]

- Taking into account all of the above, then **leakage** of convenience trade to competing centres, due to the local population fulfilling their “main shop” requirements could be:

% leakage from within 15 minute drive time catchment	Population leakage, i.e. numbers of people regularly shopping elsewhere	Convenience expenditure leakage, i.e. not spent by “local” people in Cranleigh
10%	2,950	£ 5.0 million pa
<b>25%</b>	<b>7,375</b>	<b>£12.5 million pa</b>
50%	14,750	£25.0 million pa

- Retail capacity data and existing convenience store turnover data (derived from company average turnover rates) indicate that a **25%**, or **£12.5 million** annual leakage is likely to be very realistic.
- The above leakage would apply only to “convenience” shopping – there would also be a significant knock-on effect on “comparison” goods shopping, elements of which are more likely to be carried out in those centres to which locals migrate for their main convenience shop. Although difficult to quantify, this pattern is very real:
- Research based evidence indicates that nearly 50% of the Cranleigh catchment population would “always” or “usually” undertake other activities when carrying out a “main” food shop. This illustrates:
  1. The strength – and potential – of linked trips
  2. The scope of the potential impact on comparison shopping and cultural/leisure activity in Cranleigh resulting from the leakage of convenience shopping elsewhere. For 45% of those undertaking a linked trip, that “other activity” would be non-food, or comparison shopping
- Over 85% of the Cranleigh catchment population use a car to carry out the “main” convenience shop. Apart from the volume of purchases and the rural/affluent profile of the hinterland, this pattern can be explained by the necessity to travel further – away from Cranleigh – in order to complete the shopping trip satisfactorily.

### **III. Transport and Access Task Group Research**

Worksheets

Transport Survey Results

WORKSHEET QUESTION	ANSWER	MAIN ISSUES	COMMENTS/NOTES
<i>T1 Ease of Travel To and From the Local Area</i> <b>Core Q 1</b>			
What is the distance to a national network of dual carriageway roads from the town and the least and most accessible villages? The Local Transport Plan and local maps will provide this information. Identify the ease of access to the town centre and village centres from the main road network.	Access to national network 10-12 miles 10-12 miles 18-21 miles 18 miles *(Different routes – SG/Wonersh or via Shere)  Good access	Some congestion leading into Guildford at peak times.	
<b>Core Q 2</b>		Congestion issues cause some time delays.  To: Guildford approx 20 mins by car – 9 miles Horsham approx 25 mins by car – 11 miles  9-11 miles 11-13 miles  * travel time 20-40 mins (dependent on time of day) ** travel time 25-45 mins (dependent on time of day)	Implications of forecasted traffic growth, how to manage this – capacity of local road network is full.  Minor casualty figures are very
<b>Core Q 3</b>		No specific major changes: road safety schemes, speed limits, cycleways etc (current projects – Nanhurst crossroads, Ewhurst Road.)	

			high
Transport Strategy, both from which should be available from the district council, or county council. Assess the number of improvements to take place, their location and when they will take place.  Core Q 4 *	How far is the train station from the town centre by foot, bicycle, taxi and bus? This information can be found from local maps. Identify how long it takes to get from the railway station to the town centre. Is the walking/cycling route attractive and safe?  Core Q 5	8.9 miles  n/a	Cranleigh and hinterland do not have a rail service.
Is the main bus station or main concentration of bus termini in the town centre? This information can be found in the Local Transport Plan, or by undertaking a quick survey.  Identify how close and how long it takes to get from the bus station to the town centre.  Core Q 6	Yes main bus stop is in Stocklund Square and opposite Knowle Lane, which is in the centre of Cranleigh.  Is it convenient to change between train and coach and/or bus services? (Note how far away these services are physically, which train services the buses connect with, whether there is a long waiting time for any connecting services, and if there are other facilities or services such as taxis or cycle routes. Also look if any planned improvements would help this interchange.) The information to answer this question can be taken from local maps,	Guildford bus station is 5 - 7 mins walk from Guildford train station and nasty one way system to negotiate.  There is no coach service to Cranleigh	

<p><b>coach and train timetables and the Local Transport Plan.</b> Identify if it is easy to change between train and coach and/or bus services.</p> <p><b>Core Q 7 *</b></p>	<p>What is the frequency of rail services? (Look at the frequency of services to neighbouring market towns with a rail station and to the closest large town or city. Are there neighbouring towns or cities without a rail connection? Look at whether the times are convenient for people using the trains to get to work.) This information can be obtained from the rail operators. Identify the ease of access by rail to other towns and cities. Are there closed railway lines? Are there plans to re-open these?</p> <p>The nearest railhead is Guildford which provides comprehensive service to London, Portsmouth, Reading and even as far as Liverpool and Manchester. The frequency to London and Portsmouth is at less than every 15 minutes in the active 18 hrs of the day.</p> <p>Travel time to Guildford by bus is approximately 30 mins on 53/63 service.</p>
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Core Q 8 *	<p>What is the travel time to the nearest large town by bus/coach/train, from the town and from villages in the surrounding countryside? (Look at the travel time to the nearest major city by coach and by train, and do the same for the most and least accessible villages, if applicable. Look at whether there are connecting local bus services from the villages. Also investigate the frequency of service.) This information can be obtained from the rail, coach and bus operators directly.</p> <p>Identify how long it takes to get to the nearest city by public transport or whether it is possible at all. Are these public transport links good, adequate or poor according to local need? Do these services provide for wheelchairs and baby buggies? Do they provide cycle racks so bike riders can access the countryside?</p> <p>Up until the early evening the Arriva bus company provide a service every 20 minutes from Cranleigh to Guildford on services 53 and 63. It takes about half an hour and goes via Rowley, Shamley Green, Wonersh and Bramley. In the evenings and Saturday there is one bus an hour.</p> <p>Additionally Arriva Bus Company provide an hourly bus service to Guildford, Monday to Saturday via Elmbridge Village, Bramley and Shalford – time 30 mins – bus Nos 24</p> <p>Also bus Nos 42 and 44 travel to Guildford from Ewhurst via Cranleigh, Alfold, Loxwood, Godalming and Farncombe – time approx 1 hr 20 mins.</p> <p>There is also an hourly bus service from Cranleigh to Horsham via Cranleigh, Monday to Saturday – time from Cranleigh to Horsham approx 40 minutes, and a two hourly service from Cranleigh to Horsham on Sundays, time approx 35 mins. Bus No 63 provides a service for those working in Horsham, leaving Cranleigh 0723, arriving in Horsham at 0800 and returning from Horsham 1740 arriving back in Cranleigh by 1823.</p> <p>The Arriva buses on routes 24 &amp; 25, 42 &amp; 44, 53 &amp; 63 are Low Floor Accessible making it easier for people in wheel chairs, those with child buggies, people with mobility impairments and those carrying heavy shopping. They do not provide cycle racks</p> <p>Travel time by bus from Cranleigh to Guildford varies per service. Service 24 - 28 mins. Service 25 - 53 mins. Service 42 - 1 hr 3 mins. Service 44 - 1 hr 17 mins. The bus services are geared to serve people working between 07.00 and 19.00. An exception to the above is Service 53 and 63 which runs 5 services between 1900 and 2300. Bus and rail from Stocklund Square to Waterloo would be 1hr 7 mins in the best scenario but allowing 17 min wait for connection. 1hr 24 mins. This is a pretty good time but Arriva arrives Guildford 4 mins after fast train to Waterloo. SW Trains provide services for wheelchairs, baby buggies and up to 5 cycles on all trains except slam door carriages where the guards van is used when space is available. It is advisable to phone prior to journey. Arriva buses provide services for wheelchairs and baby buggies on low floor coaches but are not allowed to carry cycles.</p>	
Core Q 9	<p>What is the number of national coach services per day? This information will be available from the national coach operators. Identify the frequency and destinations of services.</p>	<p>N/a</p>
Core Q 10	<p>What improvements are planned for the public transport infrastructure and public</p>	<p>None known</p>

<p>transport services in your area? (Assess the number, location and timescale for any infrastructure and transport services.) This information can be obtained from Railtrack, train, bus and coach operators and the Local Transport Plan. Identify the improvements planned and their likely impact.</p> <p><b>Supplementary Q 11</b></p>	<p>Is it as quick and easy to travel to the nearest large town by public transport as it is by car? (Compare travel times by car with that of bus, coach and train journeys, from the town and most and least accessible villages in the local area.) This information can be obtained this information by doing travel time surveys and using timetables from the train and bus operators. Identify the differences in travel times between travelling by car, and public transport. Note if these are direct public transport services. Note the number of changes required to make the journey and where the whole journey is not possible by public transport, e.g. if a person needs to travel to the train station by car.</p>	<p>The bus service does not run on Sunday from Ewhurst and after 1700 in many surrounding villages.</p> <p>Travel time to Guildford by bus, I would say it is just as quick as driving when taking into consideration the time spent parking. Bus drops off in middle of shopping area. To get bus to the Royal Surrey Hospital from Cranleigh and surrounds requires a change at Guildford bus station therefore taking longer than driving, but again there are often considerable delays finding a parking space at the Royal Surrey and the car park is some distance from the main entrance (5 mins walk). Where as the bus drops off outside, so with a direct change of bus at Guildford it is possible to do the whole journey in an hour.</p>
	<p><b>Supplementary Q 12</b></p> <p>Are there cycle or walking routes between towns and villages?</p>	<p>Downs Link has the potential to link Horsham - Cranleigh - Shamley Green - Womersh with Guildford in the summer. But poor surfacing makes winter use impossible and access on and off the link is difficult and not sign posted. There is a proposal to install a cycle path between Shamley Green/Womersh, Ewhurst/Cranleigh.</p>

## Worksheets: T2 Ease of Access to Services

WORKSHEET QUESTION	ANSWER	MAIN ISSUES	COMMENTS/NOTES
<i>T2 Ease of Access to Services</i>			
Core Q 1 *	<p>Are bus and train times from outlying villages to the town convenient for travelling to work and children going to school? (Compile a table showing bus and train times during the day. Note when first and last services of the day are.) This information can be found from bus and train timetables. Are there safe, off-road cycle routes?</p> <p>Identify areas where people find it difficult to get to work or school by public transport.</p>	<p>No Trains</p> <p>Free school buses if more than 2 miles (primary)</p> <p>3 miles (aged over 7)</p> <p>For work purposes anywhere off main routes would be difficult by public transport.</p> <p>It is evident that a great deal of effort has been made to ensure that children commuting to school are able to do so conveniently.</p> <p>In addition to regular bus company services Waverley Borough Council have initiated a community bus service. The Cranleigh Hoppa details of which are available in leaflet form from Cranleigh locality office. A further community bus service WASP is in the process of being set up for Mole Valley localities but will include eastern extremities of Waverley. The word WASP was created from Womersh, Abinger Hammer, Shere and Peaslake. An application to the Traffic Commissioners is under consideration and the outcome is anticipated by the end of February. In the meantime identification of localities, driver selection and training, etc is being processed with the help of Sara Craig of Waverley Community Transport Services and Hoppa</p>	

	drivers. The organisation co-ordinator is Richard Dangerfield who may be contacted by E-mail Richard@hoefarm.fsnet.co.uk.	
Core Q 2	<p>Are there any planned changes to rural public transport services? (Compare any planned changes such as new routes/discontinued routes or increased/decreased frequencies.) This information will be found in the Local Transport Plan and from the bus and train operators.</p> <p>Identify gaps in the supply of services where demand exists.</p>	<p>Waverley Community Transport Services Growing (this is an area where we could influence the future)</p> <p>Demand for routes to hospitals. Demand for Ewhurst Sunday service. Demand for night buses to Alford.</p>
Core Q 4	<p>Are there special public and private transport services e.g. bus, taxi, or alternative community or voluntary transport catering for people who are mobility-impaired? (Look at coverage of special needs transport.) This information can be obtained from the County Council, the bus operators and the Rural Transport Partnerships.</p> <p>Identify gaps in facilities enabling disabled people to use public transport.</p>	<p>Waverley Community Transport Services Growing (this is an area where we could influence the future)</p> <p>Waverley Community Transport is a new service providing transport mainly for the mobility impaired. It offers door to door transport for people with mobility issues. It is available on request. It is not publicised enough. Dial-a-ride is also available on request.</p>
Core Q 5	Is information on public transport easy to obtain? (Identify where	Local bus timetables are available at the Waverley Locality Office and the Library. The latter also has the

information points are and the quality of the information offered, e.g. are there multi-mode timetables at bus stops and rail stations? This information can be sourced from the Rural Transport Partnership, the bus and train operators and the County Council transport department.	<p>national rail timetable as a work of reference and details on the stand of such things as Bus and Train Student Fare Cards.</p> <p>The Locality Office has half-price pensioner bus fares details and also details of pay-and-display car parks in Waverley. No doubt, the local travel agents also have train timetables and can also book tickets for customers.</p> <p>Identify if public transport services, including special services, such as Dial-A-Ride, need to be more widely advertised or more actively promoted.</p>	<p>There are usually some timetables at bus stops but provision is hit-and-miss. The provision of electronic information screens peters out before Cranleigh is reached which is a pity. There are bus shelters at Park Mead, Horsham Road (junction with Mount Road), Stocklund Square, Cricket Pitch, Rowley Drive, Elmbridge Road (all Guildford-bound) and at Upfold Close, Rowley Drive and Cranleigh banks (all Horsham-Bound). In addition there are two shelters in Ewhurst Post Office and Bull's Head) and one in Ellens Green. There is a redundant and increasingly derelict one at Smithwood Common (Cranleigh Bound)</p> <ul style="list-style-type: none"> <li>• Provision of Electronic info. screens at main bus stops</li> <li>• More readily understood info. on the Hoppa Bus Service</li> <li>• Investigation into use of Post Office vans for travel in out-of-the-way places.</li> <li>• Provision of a proper Tourist Information Office where all this info can be pulled together</li> </ul>
Supplementary Q 6	The following public services are available on-line and may be accessed by their website address;	Cranleigh Village website needs more public information/needs to

<p>be accessed? This information can be sourced by carrying out a web site search of all the public service providers, e.g. local health trust, education authority, district council and a local survey of public internet access points.</p> <p>Identify how easy it is to access electronic information about public services rather than having to physically travel, for example, to the Council Offices.</p>	<p>Surrey Hampshire Borders NHS Trust - <a href="http://www.surreyhampshireborders.nhs.uk">www.surreyhampshireborders.nhs.uk</a>          Surrey County Council - <a href="http://www.surreycouncil.gov.uk">www.surreycouncil.gov.uk</a>          Waverley Borough Council - <a href="http://www.waverley.gov.uk">www.waverley.gov.uk</a>          Cranleigh Parish Council - <a href="http://www.cranleighvillage.net">www.cranleighvillage.net</a>          Local survey of public internet access points in Cranleigh and Guildford.          All public libraries          Quarks, 7 Jeffries Passage, Guildford 01483 451166          It is very easy to access electronic information about public services but is proportionately so according to individual experiences and familiarity with particular websites. Navigating some sites can be time consuming, but the process with your PC is infinitely easier than travelling to collect data.</p>	<p>be more accessible</p> <p><b>Bus travel</b>          pindar</p> <p><b>Train</b>          Various phone lines and websites          e.g. Virgin</p> <p>There are about 6 computer terminals in the Library, which can be used to access online info</p> <p><b>Point to Ponder</b>          Pindar needs to bring travel across the county together for those unfamiliar with the area.</p>	
<p><b>Supplementary Q 7</b></p> <p>Do buses travel right into the town centre? (Look at the walking distance from the main bus set down/pick up places to the focal point of the town centre.) This information can be found in route maps from the bus operators and by measuring the distance directly from a map or by doing a quick on the ground survey. Identify if there is a need to relocate bus stops to bring them closer to the town centre.</p>	<p>Yes bus stops are right in the town centre approximately <math>\frac{1}{2}</math> mile apart. From Guildford to Horsham there are 3 stops within the town. On the green. Opposite Knowle Lane. At the Arts Centre. From Horsham to Guildford there are 3 stops within the town. Outside the hospital. Stocklund Square. On the green.</p>		
<p><b>Supplementary Q 8</b></p> <p>How easy is it to get to health,</p>	<p>Smithwood Common is only served by The Carlone</p>		

education, cultural and retail services by public transport? Pick three rural settlements which have poor, adequate and good public transport links. For each settlement find out how easy it is to get to the hospital, secondary school, job centre, supermarket, library, leisure/sports centre and cinema. Describe the journey in terms of:-	<p>Bus Company. One bus a week, on a Thursday, picking up 0930 to Cranleigh and returning at 11.30.</p> <p>Residents can walk to Rowley Drive but it is a dangerous road across muddy fields.</p> <p>Dunsfold/Alfold - Cranleigh. The bus service is hourly but wouldn't get children to school in time. For those living in these villages and working in Cranleigh it would get them to work by 9. The hourly service means people could access supermarkets, health centre and library during normal working hours. This service also takes people to Godalming (secondary college and town centre) and to Guildford (cinema etc). So although infrequent it has good coverage. There is no Sunday service. The last service is between 5.30 pm and 6pm making it very difficult for commuters to use this service (they would have to leave promptly at 5). This also means teenagers in these villages cannot access youth clubs/cinema in Guildford, Cranleigh or Godalming.</p>	
• journey time including waiting time • directness of service or number of changes • number of different types of transport used • timetabling difficulties i.e. when the journey can not be made.	<p>This information can be obtained by doing a local survey of the location of facilities, bus and train timetables and route maps and travel time surveys.</p> <p>Identify where access to services is a problem for people within villages.</p>	Supplementary Q 9
How easy is it to get to health, education, cultural and retail services by car? (Pick at least three rural settlements and, for each, measure journey times to the hospital, secondary school, job centre, supermarket, library, leisure/sports	Very easy for all. Some parking issues, but 99% of services can be reached in 30 minutes.	

<p>centre and cinema.) Information will need to be obtained by undertaking journey time surveys.</p> <p>Identify where access to service is a problem for people within outlying villages.</p>	
<p><b>Supplementary Q 10</b></p> <p><b>What time is the last Friday or Saturday night bus service from the town to villages in the surrounding countryside? This information can be obtained from the local bus operators.</b></p> <p>Identify whether people in rural communities reliant on public transport can enjoy the 'night life' of the town.</p>	<p>Everyday the last bus leaves Guildford for Shamley Green and Cranleigh at 10.45pm. Mondays to Saturdays the last bus leaves Cranleigh for Ewhurst at 11.09pm. No other villages have an evening service.</p> <p>People in rural communities reliant on bus services are not well catered for if they wish to enjoy the night life in Cranleigh/Guildford.</p>

## Worksheets: T3 Ease of Movement Around the Town

WORKSHEET QUESTION	ANSWER	MAIN ISSUES	COMMENTS/NOTES
<b>T3 Ease of Movement Around the Town</b>			
Core Q 1  Are there any seriously congested junctions or parts of the local road network? This may be local knowledge or traffic count data may have been collected by the county and district councils. Identify any traffic 'hot spots', and possible ways to resolve these.	Cranleigh High Street peak times SG/WONERSH/BRAMLEY/SHALFORD  Access to Guildford morning peak and evening peak return		
Core Q 2  Have there been many road traffic accidents involving pedestrian and cyclists at key locations in the town? (Compare accident rates involving pedestrians and cyclists with regional and national averages.) This information can be obtained from the County Council's transport or highways department. Identify accident 'black spots' and hence the need to introduce safety measures to protect pedestrians and cyclists, such as segregated footpaths and cycle paths.	High Street – safety scheme now in place (previous fatalities: New Park Road, Barhatch Lane, Rowley, Shamley Green crossroads		

<p><b>Core Q 3</b></p> <p>Are there any particular locations, e.g. shopping streets, where there is conflict between pedestrians and cars, buses or heavy vehicles? This may be local knowledge but it may be supplemented by local traffic counts or surveys.</p>	<p>Knowle Lane junction causes conflict between pedestrians crossing and cars turning, pedestrians don't feel as if they have priority to cross even though they do. The footway outside Nationwide is also very narrow causing congestion for pedestrians and difficulties accessing with a pushchair and wheelchair.</p> <p>Crossing in the middle of the town between the two light controlled crossings is difficult. Although a pedestrian refuge has been installed in the middle of the road as a traffic calming measure it is still risky. A raised table with zebra crossing may be more suitable.</p> <p>Stocklund Square road going into car park, the location of the dropped kerbs, bollards, planters etc make it difficult to follow the desire line to cross this junction.</p> <p>The junction at Rowlands Road is difficult to cross, the dropped kerbs are not located on the desire line and the footway is narrow making turning difficult with a pushchair. Church Lane.</p>														
<p><b>Core Q 4</b></p> <p>Where are the short and long-term car parks, coach parks and disabled parking spaces, and how well used are they? (Identify locations and number of spaces.)</p> <p>The district council may hold this information. A survey of car parks could be undertaken.</p> <p>Identify on and off-street car parking provision within walking distance of the town centre including the restrictions/charges applicable.</p>	<p>Short-term and long-term car parking are available at the Village Way and Stocklund Square municipal car parks and these are supplemented by many private car parks and on street parking – all are within easy walking distance of shops, hospital etc. The prices are structured to make Stocklund Square CP cheaper for long-term stays.</p> <table border="1" data-bbox="809 729 1040 1522"> <thead> <tr> <th>Village Way Car Park</th> <th>Stocklund Square</th> </tr> </thead> <tbody> <tr> <td>Up to 45 minutes</td> <td>Up to 2 hours</td> </tr> <tr> <td>45 minutes to 2 hours</td> <td>2-5 hours</td> </tr> <tr> <td>2-3 hours</td> <td>Over 5 hours</td> </tr> <tr> <td>3-4 hours</td> <td></td> </tr> <tr> <td>4-5 hours</td> <td></td> </tr> <tr> <td>And so until 9-10 hours</td> <td></td> </tr> </tbody> </table> <p><b>Capacity</b></p> <p><b>Village Way</b></p> <p>Approx 225 spaces made up roughly as follows:</p> <ul style="list-style-type: none"> <li>- Area closed between 8 pm and 6.30 am – 95 spaces plus about 9 occupied by recycling bins</li> <li>- Area usually available but occupied by Market on Thursdays – 93 spaces.</li> <li>- Rest of cp – approx 125 spaces.</li> </ul> <p>There are 7 spaces for disabled drivers (not four as mentioned on the website) – four by the health centre and three by the</p>	Village Way Car Park	Stocklund Square	Up to 45 minutes	Up to 2 hours	45 minutes to 2 hours	2-5 hours	2-3 hours	Over 5 hours	3-4 hours		4-5 hours		And so until 9-10 hours	
Village Way Car Park	Stocklund Square														
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	<p>Leisure Centre. There is also provision for bicycles (four stands) and a space with padlock facilities for motorbikes.</p> <p>There is a slight arithmetical discrepancy with the official figures because some spaces look rather too small for car parking but probably appear in the official tally.</p> <p><b>Stocklund Square</b> There are approx 221 spaces including 2 spaces for disabled drivers. The official figure is four but it may well be that these are reduced by recycling which also covers two ordinary spaces.</p> <p><b>Other Provision</b></p> <p>St Nicholas Church and Church Rooms (for services and functions only) 31 spaces. Arts Centre (Visits to Arts Centre Only) – 19 spaces including three for disabled drivers. Budgens (for customers only) – 40 spaces including two for disabled drivers. Behind Manns (customers only) – approx 10 spaces. There is additional parking for patrons at: Sinoxhall, the British Legion, Cranleigh Cricket Club. Cranley Hotel, Onslow Arms, Three Horseshoes and the Baptist Church Behind Stocklund Square – There are usually some 80-90 cars parked there during the day free – it is a popular spot.</p> <p><b>On Street Parking</b> Restrictions are almost exclusively for 60 mins with no return for 60 mins. Monday to Saturday 8.30 am to 6 or 6.30 pm</p> <p>Outside Post office Two places – one for disabled drivers</p> <p>Outside Boots the Chemist Room for 4 cars including one disabled driver.</p> <p>From Zio Toto to the Baptist Church Room for approx. 26 cars including one for disabled drivers.</p> <p>By War Memorial Room for approx 8 cars.</p> <p>Rest of High Street (i.e. Outside Bookshop etc) Room for approx 17 cars including one for disabled drivers.</p>
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	<p>There are three spaces on the roads for taxis – two by the Scout Hut and one by the War Memorial.</p> <p>All car parks are very busy and the High Street parking is usually at a premium. The Village Way CP is always full to bursting on Market Days when the loss of the spaces to recycling is keenly felt. At some times of the year i.e. French Market, bonfire night, the car parks are full.</p> <p>There are bicycle stands outside the Leisure Centre, Library and Co-op and in Stocklund Square.</p>
Point to Ponder	<p>- Some of the disabled spaces in the High Street are marked off only in white with DISABLED written on the road. Are they pukka ones as they do not have the usual signage.</p> <p>- Snoxhall CP is under utilised for much of the day and at weekends. Could more use be made of it by users of the Leisure Centre, which is a municipal one.</p> <p>- Drains in some of the small side streets i.e. Church Lane have not been cleaned and emptied for many years.</p>
Core Q 5	<p>They are all well used, particularly on-street parking which is frequently violated.</p>
Core Q 6	<p>How many public buildings and shops have disabled access? (Percentage of public buildings and shops which have disabled access.) The district or county council may have a disability or access officer who might hold the information.</p> <p>For those with a slight disability access to most public buildings and shops is generally good. For those in wheelchairs or in electric buggies or on crutches all 3 supermarkets have sliding or automatic doors. The only other shops with easy access are Boots, Grahams and Lloyds TSB</p>

<p><b>alternatively do a local survey.</b></p> <p><b>Identify how easy it is for disabled people to physical access services within the town.</b></p>	<p>Main Problems:</p> <p>Many shops have heavy doors and or steps. David Manns has easy access at the rear entrance but once in the shop there are steps and the ramp is very narrow. Only the Three Horseshoes has easy access for wheelchairs or buggies. The Post Office has a ramp but it is not easy to manipulate the 2 doors. The disabled public toilet in Village Way is difficult to get into - it should be at one end, not in the middle. The Health Centre has NO disabled toilet.</p>	<p>Enforcement is non-existent.</p>
<p><b>Core Q 7 *</b></p> <p><b>Are the majority of disabled parking places within 250 metres of the main focal points of the town centre e.g. the main shopping area? (Identify the ratio of disabled parking places within easy reach of the main town centre attractions.) The 250 metre zone will need to be identified on a map. The information on car parking can then be plotted. Are the routes between parking spaces and focal points easy to access e.g. not steep or with high curbs?</b></p>	<p>Both car parks have disabled parking bays. The ones in the Co-op car park also serve people attending the Health Centre. There is one disabled parking bay outside the post office and one outside Budgens. Not really sufficient and because we are a very selfish society they are used by non disabled people.</p>	<p>Illegal parking is commonplace due to the infrequency of parking law enforcement.</p>
		<p>113</p>

<p>measures or pedestrianisation that prevents buses accessing the focal points of the town centre e.g. the main shopping areas.) This information can be sourced from bus operators.</p> <p>Identify any opportunities to increase the penetration of buses into the town centre.</p> <p><b>Core Q 9</b></p>	<p>delivering to Barons restaurant frequently park at the bus stop.</p> <p>Analysis of accidents ion Waverley over 3 years.</p> <p>Traffic management measures round-abouts, pelican crossings, bollards, lines, refuges (Need cc assessment)</p> <p>Within the Cranleigh catchment area most services are readily reachable by car - local shops, hospital, Arts Centre, library and leisure centre</p> <p>Ewhurst - 8 - 10 mins</p> <p>Ellens Green 10 mins</p> <p>Far end of Knowle Lane/Hogspudding Lane/Baynards 8 - 10 mins</p> <p>For nearest Job Centre, cinema, theatres and museum one must drive to Guildford and these are all about 9 - 10 miles away from the central parts of Cranleigh. This usually takes 30 - 35 mins outside the rush hours. The above mentioned outlying areas are about 10 mins further away but this can be reduced by a knowledge of the local short cuts i.e around Smithwood Common or onto the A281 near the Rikkyo School.</p> <p>The main hospital (Royal Surrey) lies a further 2 miles or so outside Guildford and takes an extra 5 - 10 mins.</p> <p>There are no more problems from the outlying villages.</p> <p>Entertainment in Woking, Horsham and Crawley is all readily accessible by car drivers and in some instances Cranleigh residents or those from outlying areas may find them easier to access.</p> <p><b>Core Q 10</b></p> <p>Are the main shopping streets in the town centre pedestrianised or with pedestrian priority measures? This information can be found out through local surveys.</p> <p>Identify the extent of pedestrian priority in</p>	<p>There are many opportunities to improve facilities for pedestrians (see public consultation)</p>
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<p>the town centre and opportunities to extend this.</p> <p><b>Core Q 11 *</b></p>	<p>Where are the main foot and cycle paths within the town? (Location of footpaths and cycle paths.) This information can be obtained from the Rights of Way database held by the County Council or the Local Transport Plan.</p> <p>Identify the number of paths available for use by both pedestrians and cyclists, including family groups and the less able-bodied. Do these connect places that people wish to travel to? How could the network of routes be improved for all sectors of the community? For example, are there busy roads to cross?</p>	<p>Map to be added</p>
	<p><b>Core Q 12</b></p>	<p>Is it easy to find your way around town? (Using signposts only is it easy to find the way from e.g. the short-stay car park, train station and bus station to the main shopping street, library, the tourist information centre, both as a pedestrian and as a car user?) This is best tested in person and by surveying visitors to the town. There may also be information contained in the Visitor Surveys conducted by the local Tourist Board to inform this.</p> <p>Identify where signage needs to be</p>

<p>improved.</p> <p><b>Supplementary Q 13</b></p> <p>Are the pavements in good condition and are there dropped kerbs at crossing points? (Identify areas where paving is in poor condition and where there aren't any dropped kerbs at crossing points.) This information can be obtained by local survey.</p> <p>Identify where pedestrians find it difficult to get around.</p>	<p>For access across the road there are plenty of zebra crossings with lights. 'Tactile' markings on the pavements are a great improvement for the blind and partially sighted.</p>	<p>It's good but could be excellent.</p> <p>The uneven pavements on both sides are a major hazard. The pavement along by Manns to Lloyds Bank has quite deep puddles and can turn to icy patches. Another problem in the Spring are the uncut hedges which overhang pavements and paths. Pavement maintenance. Difficulties for pedestrians (see 3 above).</p>
<p><b>Supplementary Q 14</b></p> <p>Is there a shop mobility scheme? (Identify location, operating hours and number of motorised wheelchairs.) This information may be available from the Disability or Access Officer.</p> <p>Identify the availability of shop mobility.</p>	<p>There is one in Guildford and Horsham, but not Cranleigh.</p>	
<p><b>Supplementary Q 15</b></p> <p>Do the majority of pedestrian crossings have tactile markings and audible warnings, i.e. pelican crossings? (Number of pedestrian crossings with tactile markings and an audible warning, as a percentage of the total crossings.) This information can be gained by doing a local survey.</p> <p>Identify how easy it is for people with poor</p>	<p>Yes</p>	

vision to find road crossing points.  Supplementary Q 16	<p>Is there secure cycle parking at convenient locations throughout the town e.g. at the railway station, in the main shopping areas, at the bus station, at schools? This information can be obtained by doing an on-the ground survey.</p> <p>Identify if there is any under-provision in cycle parking.</p>	<p>No, but it is currently being improved.</p>	
	<p>Supplementary Q 17</p> <p>Are the majority of short-term parking places within 400 metres of the main shopping area? This information can be gained from doing a car park survey. The easiest method is to set out the 400 metre area on a map and mark on the car parks.</p> <p>Identify availability of shoppers parking.</p>		
	<p>Supplementary Q 18</p> <p>Do buses experience delays or unreliability as a result of traffic conditions and/or traffic management measures in the town? (Consider anecdotal evidence about the impacts of traffic conditions and traffic management.) This information can be gained by canvassing the opinions of local bus operators.</p> <p>Identify measures which make public transport less attractive e.g. whether it is</p>	<p>To be canvassed.</p>	<p>The 'unwelcoming' feel of bus shelters; lack of information; people don't know 'how' to use the</p>

walking distance from bus stops to the main shopping areas, length of journey due to indirect routes and/or congestion, quality of the vehicle.	bus.	
Supplementary Q 19  Are there dedicated/segregated cycle routes linking residential areas to the town centre and to local schools? Choose two or three residential areas within 2 miles and describe the route to the town centre and to schools in terms of:- <ul style="list-style-type: none"><li>• length of journey on dedicated/segregated cycle route</li><li>• length of journey on quiet residential roads</li><li>• length of journey on major roads</li><li>• number of main roads crossed and presence of any dedicated crossing points</li><li>• where the route is well-lit. Identify areas where cycle facilities need to be improved.</li></ul>	Most estates are located 1 mile from the town centre and schools. At most people living within Cranleigh would need to travel 2 miles to reach a school within the village. Shamley Green is 3 miles away from Cranleigh. Ewhurst is 3 miles away from Cranleigh.  Although cyclable distances the roads are very fast and narrow making it unpleasant to cycle along. There are no dedicated cycle routes in Cranleigh. See map to show the location of proposed safe routes for cycling in Cranleigh.	

Supplementary Q 20

How easy is to walk to/from school? For example, choose two or three residential areas within a mile of both a primary and secondary school and describe the route in terms of:-

- route length and how long it takes
- number of main roads crossed and presence of any dedicated crossing points and/or assistance available

See main findings

<ul style="list-style-type: none"><li>• where the route is unlit<ul style="list-style-type: none"><li>• where the route goes through isolated/un-populated areas.</li></ul></li></ul> <p>Identify areas where facilities need to be improved e.g. crossing installed, street lighting improved, to provide a dedicated walking/cycling route to school.</p>	

## Transport Survey Results

### Travel by car:

#### Problems:

##### *Congestion:*

- Congestion within the High Street – 16
- Congestion from school run, Parsonage Rd, Parkmead 4
- Lorries delivering in High Street, cause congestion 13
- Congestion is a problem, 17 agree

##### *Parking:*

- Parking generally on High Street 14 (as in annoying)
- Parking on double yellow lines 9
- Not enough parking market days 3
- Parking across dropped kerbs, particularly near war memorial
- Parking opposite police station, problematic
- Parking, Loxwood road, near Post Office
- Illegal parking to use Nat-West cash machine 3
- Parking on pavements
- Parking round Park Drive shop, congested

##### *Speed:*

- Speed on Knowle Lane too high 2
- Speed on Ewhurst road 3
- Speed in Ewhurst village
- Speed on Horsham road
- Speed New Park Road 2
- Speed Shamley Green
- Speed issues in all outlying villages

##### *Road safety:*

- Knowle Lane junction, turning out 10
- Knowle Lane maintenance issues, surface water 3
- Safety, particularly at mini-roundabouts which are ignored 5
- Exit from Woodland Ave to Ewhurst Road difficult
- Smithwood Common, dangerous entrance opposite Alderbrook
- Pinch-point by Budgens

##### *Other:*

- Maintenance of roads 2
- Parsonage Road becoming rat-run

#### Solutions:

##### *Parking:*

- Free off-street parking and limit parking on high street 3
- Limit delivery times 4
- Repaint double yellow lines
- Same price parking
- More short-term parking outside post office

- 20 minute parking -free
- Stop parking on High Street 8
- Full time traffic warden, stricter control 12
- Extend double yellow lines

*Speed, road safety and enforcement:*

- 40mph between Cranleigh and Ewhurst
- Mini-roundabouts reduce speed 2
- Speeding enforcement 2
- Speed cameras
- 20mph limit outside schools 3
- Enforce speed limits, Rowly, New Park Road, Park Mead 5
- Fewer mini roundabouts and remove bollards

**Other:**

- Resurface roads
- Improve lighting in Rowly and High St
- Pedestrianise the area outside bookshop etc
- Pedestrianise from War Memorial to Cromwells tea shop 3 agree, 1 disagree

**Disabilities:**

**Problems:**

*Footway maintenance:*

- Condition of pavements 10
- Obelisk paving

*Road danger:*

- Knowle Lane/High Street junction dangerous 2
- Crossing Ewhurst road
- More places to park buggy securely (2 stolen)

*Hoppa:*

- Hoppa excellent 2
- Hoppa good but expensive 2
- Hoppa drivers not helpful
- Hoppa should be able to take people to Guildford Hospital
- Never heard of Hoppa

**Solutions:**

*Footway maintenance and crossings:*

- Another pedestrian crossing by Curry Inn end
- Crossing over Village Way, no slope on footway
- Pavement widening, Knowle Lane/Nationwide area
- Island in Knowle Lane
- Pavement resurfacing 5

- Dropped kerbs outside Rads; New park rd junction with Ewhurst rd
- Traffic lights at Parkmead

*Other:*

- More benches
- Bedlow Lane, overhanging branches obscure view
- Woodland Avenue, overhanging branches obscure view

**On Foot:**

**Problems:**

*Road crossings and junctions:*

- Crossing High Street 3
- Knowle Lane junction 7
- Village Way junction
- Crossing Ewhurst Road 5
- Crossing Mead Road difficult
- Horseshoe Lane difficult to cross
- No problems crossing high street there are ample lights

*Lack of footway:*

- No footpath to Ewhurst 5
- Dangerous to walk down Knowle Lane, no footway 2
- Guildford Road, no footway on one side

*Speed:*

- Speeding on New Park Road
- Rowly very fast road
- Speeding

*Parking and obstruction of footway:*

- Parking illegally on footway 6
- Parking junction Mead rd/Ewhurst rd, problems
- Cycling on pavements 4
- Footway on Grove road, repairs needed

*Other:*

- More seating at Bishops Square
- Inadequate lighting on Guildford Road 2

**Solutions:**

*Crossings and footways:*

- Deal with illegally parked cars 3
- Pedestrian crossing in Rowly
- Traffic lights at Knowle Lane
- Pelican crossing Knowle Lane
- More Traffic islands
- Maintenance to footways 2

*Footpaths and access to other places:*

- Upgrade downs Link 3
- Footway both sides of Guildford rd
- Footpath to Ewhurst

**Bicycle:**

**Problems:**

*High Street:*

- Parked cars make high Street difficult 3
- High Street intimidating/dangerous 8
- Not cycle friendly
- Traffic calming in High Street dangerous for cyclists, pinch-points

*Road safety and speed:*

- Speed in Rowly above 40mph
- Dislike Ewhurst rd, buses and lorries too close and fast
- Speeding 4
- Maintenance of road, pot holes 4
- Poor visibility on B2821

*Other:*

- No cycling signs at end of alley ways disappeared, should they be replaced

**Solutions:**

*Improved access:*

- Cycle Lanes 8
- Upgrade Downs Link 7
- Share footway with pedestrians 2

*Road safety:*

- Cyclists wear high visibility clothing
- 20mph in High Street 2
- Remove pinch-points or road narrowings where cyclists get squeezed
- Speed enforcement

**Public Transport:**

**Problems:**

*Frequency and reliability:*

- No late night buses really 2
- Other than routes to Guildford, most are hourly, increase frequency
- Buses unreliable (53) 3
- 53 misses the connection with 63 by 5 minutes if travelling from Ewhurst
- No 53 on Sunday to Ewhurst

*Bus shelters and comfort of travel:*

- Bus shelters disgusting
- Inadequate lighting at bus stops
- Young people intimidate driver and passengers

*Information:*

- No timetables at bus stops 2
- Bus promotion of routes is very bad
- Ewhurst, bus stop sign required at Sayers Croft

*Other:*

- Found no problems
- Good 2
- Satisfactory

**Solutions:**

*Bus shelters and comfort of travel:*

- Overhaul Guildford bus station 2
- Bottom perching seats at all pole bus stands
- Driver given mobile phone or emergency buzzer

*Information:*

- Timetable at bus stops improved 3
- Electronic information at bus stops 2

*Frequency and reliability:*

- Drop off at railway station 3
- Greater frequency to Guildford in the morning to encourage commuters
- Sunday service to Ewhurst
- Smaller buses operating off-peak

**Overall:**

- By-pass 2
- Discourage school run 3
- Bring back railway 3
- Locals are lazy 2
- Cranleigh is at saturation point in terms of traffic 2
- Not enough garages (car storage)
- More parking
- No more roads
- Free bus travel for pensioners
- Speed enforcement
- Ban parking outside Glebelands school
- User friendly high street 2

## **IV. Social and Community Task Group Research**

### **Worksheets**

## Worksheets: S1 Population

WORKSHEET QUESTION	ANSWER	MAIN ISSUES	COMMENTS/NOTES												
S1 Population															
Core Q 1	<p>What proportion of the total population live in the town as compared to the hinterland? (Compare the total population with that for the town and hinterland separately.) The information is available from the Census of Population.</p> <p>Identify where people live.</p> <table> <tbody> <tr> <td>Hinterland</td> <td></td> </tr> <tr> <td>Alfold &amp; Dunsfold</td> <td>2100</td> </tr> <tr> <td>Blackheath &amp; Wonersh</td> <td>1863</td> </tr> <tr> <td>Ewhurst</td> <td>2369</td> </tr> <tr> <td>Shamley Green</td> <td>1469</td> </tr> <tr> <td>Hinterland</td> <td><u>7,801</u></td> </tr> </tbody> </table> <p>60% of the total population live in the town as compared to the hinterland</p>	Hinterland		Alfold & Dunsfold	2100	Blackheath & Wonersh	1863	Ewhurst	2369	Shamley Green	1469	Hinterland	<u>7,801</u>	<p>Source. 1991 Census Factsheet Waverley Borough Council</p> <p>Cranleigh East Ward 6830 Cranleigh West Ward 4649</p> <p>Town <u>11,479</u></p>	<p>It is difficult to update this from the 2001 census due to boundary changes. The breakdown of data necessary to enable a direct comparison is not yet available.</p>
Hinterland															
Alfold & Dunsfold	2100														
Blackheath & Wonersh	1863														
Ewhurst	2369														
Shamley Green	1469														
Hinterland	<u>7,801</u>														
Core Q 2	<p>What proportion of the population is of retirement age i.e. over 65/60? (Compare number of people over 65/60 with the total population of the area and then compare with regional and national averages.) The information is available from the Census of Population.</p>	<p>2001 Census</p> <p>19.4% Cranleigh area aged over 65 28% Alfold Cranleigh Rural and Ellens Green aged over 65</p> <p>South East region: 18.9% over 65M/60F</p>	<p>Cranleigh area: Alfold Cranleigh Rural and Ellens Green Cranleigh East Cranleigh West Shamley Green &amp; Cranleigh North Ewhurst</p> <p>Particularly high incidence in one area.</p>												

Identify whether there is a high or low proportion of elderly people.		
Core Q 3	<p>What proportion of the population is under 16? (Compare number of children under 16 with the total population of the area and then compare with regional and national averages.) The information is available from the Census of Population.</p> <p>Identify whether there is high or low proportion of young people.</p>	<p>2001 Census: Under 16 population: 3023, 19.1% of total population</p> <p>Cranleigh area: Alfold Cranleigh Rural and Ellens Green Cranleigh East Cranleigh West Shamley Green &amp; Cranleigh North Ewhurst</p>
Core Q 4	<p>What proportion of the population have professional and managerial jobs?</p> <p>(Compare the ratio of the above groups as a proportion of the total number of people employed and then compare with the regional and national averages.) The information is available from the Census of Population.</p> <p>Identify whether there is a high or low proportion of professional and managerial workers.</p>	<p>Census 2001</p> <p>33.8% of the working population have managerial or professional jobs</p> <p>Regional &amp; national averages not known</p>
Core Q 5	<p>What proportion of the population have semi-skilled manual and unskilled jobs?</p> <p>(Compare the ratio of the above groups as a</p>	<p>Census 2001</p> <p>13.8% of population have semi-skilled manual</p>

<p>proportion of the total number of workers and compare with the regional and national averages.) The information is available from the Census of Population or employment surveys.</p> <p>Identify whether there is a high or low proportion of semi-skilled and manual workers.</p>	<p>or unskilled jobs</p> <p>Regional and national figures not known</p>	<p>Cranleigh area: Alfold Cranleigh Rural and Ellens Green Cranleigh East Cranleigh West Shamley Green &amp; Cranleigh North Ewhurst</p>												
<p>Core Q 6</p> <p>What proportion of total households are elderly people living alone? (Compare the ratio of elderly people living alone as a proportion of the total number of households and compare with the regional and national averages.) The information is available from the Census of Population.</p> <p>Identify if there are a significant number of elderly people living alone.</p>	<p>2001 census</p> <p>16.8% of households are pensioners living alone in the Cranleigh area</p> <p>28% in Alfold, Cranleigh Rural and Ellens Green</p>	<p>Significantly high level of lone pensioner households in one part of the area.</p>												
<p>Core Q 7</p> <p>Has the population of the town and hinterland grown or declined in the last ten years? (Compare population levels from the 1981 and 1991 Censuses.) The information is available from the Censuses of Population for 1981 and 1991. Note that there were some ward boundary changes between the 1981 and 1991 Censuses.</p> <p>Identify whether the population of the area is growing or in decline.</p>	<table border="1"> <thead> <tr> <th></th> <th>1991 Town</th> <th>11,479</th> </tr> <tr> <th></th> <th>1998 Town</th> <th>11,700</th> </tr> </thead> <tbody> <tr> <td>1991</td> <td>Hinterland</td> <td>7,801</td> </tr> <tr> <td>1998</td> <td>Hinterland</td> <td>8,000</td> </tr> </tbody> </table> <p>In 7 years Hinterland has grown by 147 In 7 years Town has grown by 221 Total increase 368</p>		1991 Town	11,479		1998 Town	11,700	1991	Hinterland	7,801	1998	Hinterland	8,000	
	1991 Town	11,479												
	1998 Town	11,700												
1991	Hinterland	7,801												
1998	Hinterland	8,000												

## Worksheets: S2 Housing

WORKSHEET QUESTION	ANSWER	MAIN ISSUES	COMMENTS/NOTES								
<b>S2 Housing</b>											
<b>Core Q 1 *</b> <p>Does the housing needs survey give an accurate picture of housing needs for both the town and hinterland?</p>	<p>So far as we can establish, based on the information supplied by Waverley Borough Council and discussions with local estate agents, the housing need survey appears to give a reasonably accurate picture.</p>										
<b>Core Q 2 *</b> <p>What types of houses/flats are currently available? (Identify the types of properties by type [size and tenure]. Contact local estate agents to get a general feel for the local housing market and contact the District Council and Local Housing Associations about their own housing stock.)</p> <p>Identify how many and what types of housing are available, and where these are, i.e. in town centre, town edge or hinterland settlements. Is there an under or over-supply of housing of different types?</p>	<table> <tr> <td>Council houses</td> <td>510</td> </tr> <tr> <td>Affordable housing/ Association</td> <td>70</td> </tr> <tr> <td>Private rented</td> <td>60</td> </tr> <tr> <td>Owner-occupied</td> <td>2270</td> </tr> </table> <p>The demand for additional affordable housing is estimated to be equally for affordable and owner-occupation. The Borough Council estimate that non-elderly applicants for affordable housing have to wait, on average 6.4 years. It may be that a similar factor could apply to the owner-occupied sector and is reflected in the high price of such homes.</p> <p>Across Waverley there are 2,252 'concealed households' ie living with parents</p>	Council houses	510	Affordable housing/ Association	70	Private rented	60	Owner-occupied	2270		
Council houses	510										
Affordable housing/ Association	70										
Private rented	60										
Owner-occupied	2270										

Core Q 3	<p>How much of new housing is being planned in your area, and of what type? (Identify areas where new housing is planned and note the number and type of housing.) Information on planned housing can be found in the Local Plan and is shown on the proposals map. For further information contact the District Council planning department.</p>	<p>The lack of land available for development in Cranleigh is the most serious obstacle to the provision of affordable housing. Government moves to encourage new building in areas to the east of the capital are expected to reduce the ability of the Borough Council to fund any major schemes in the foreseeable future.</p>			<p>Lack of acceptable land is the most serious obstacle to the provision of affordable housing.</p>
Core Q 4	<p>Identify where and how much new housing is being planned.</p>	<p>New developments planned or under consideration.</p> <p>Sherrydon - 9 houses for shared ownership Rowland House site - redevelopment of sheltered housing Wyphurst Road - 60+ houses Various - private developments for owner-occupation. Under the Waverley Structure Plan, 1986 properties were built between 1991 and 2000, leaving only 214 to be built up to 2006. The next plan will cover the period 2016.</p>	<p>Is existing local housing, including affordable (social), in good condition? (Identify areas where housing is in poor condition e.g. problems with damp, lack of central heating, external and structural problems, level of disrepair.) Information can be obtained from the District Council who are likely to have undertaken a housing condition survey.</p>	<p>Little collected information is available on the general condition of the housing stock. £50,000 was provided by the Borough Council for a survey of the condition of the private housing stock in 2002 but it was not carried out. A Borough Council comment on the condition of local housing was 'mixed'.</p>	

Identify areas in need of maintenance and restoration.  Core Q 5	<p>Is local housing affordable? (Compare local income levels with average house prices and rent levels.) The District Council may have undertaken their own survey of house prices and incomes. Alternatively, information on gross weekly earnings is available from the New Earnings Survey, published by the Office for National Statistics (<a href="http://www.statistics.gov.uk">www.statistics.gov.uk</a>). Supplement this with a picture of the local situation. Average house prices and rent levels can be found at local estate agents.</p> <p>Identify if local people can afford to live in the area. Compare prices with salaries from job centres. Is there a sufficient supply of affordable (social) housing at below-market rents?</p>	<p>The average house price in Cranleigh in 2002 was estimated at £294,000, compared to the national average of £144,000. In 1995 the average Cranleigh house price was £112,000 an increase of 160%. Clearly, these comparisons bear out the stated experience of local estate agents that new local households find it extremely difficult to afford to live near their families.</p>
Core Q 6	<p>Is homelessness a problem in the area? (Compare local homeless levels with regional and national averages.) Local levels of homelessness are compiled by the District Council for the Housing Investment Programme.</p> <p>Identify whether homelessness levels are significant. Identify where people are formally counted as homeless by local authorities compared with those that may be staying with friends and are without a home</p>	<p>30 people are registered as being homeless in Cranleigh</p>

of their own.								
Core Q 7	<p>Does the local council give priority to a local connection for affordable housing, i.e. do local people have priority in accessing affordable housing? (Look at the allocation rules for Council waiting lists and the nomination agreements between the Council and the Housing Associations.) The information is held by the District Council housing department and by Housing Associations.</p> <p>Does this differ in settlements in the surrounding countryside and in the town?</p>	<p>From 31st January 2003, anyone from anywhere can apply to be on any Council's waiting list and they have to be considered on the basis of housing need unless they have been guilty of 'unacceptable behaviour'. Previously, applicants were only admitted if they lived or worked in the Borough.</p>						
Core Q 8 *	<p>Is supported housing available to those who need it through special units e.g. for the elderly? (Compare demand for specialist housing with current and planned provision.) Information can be obtained from the District Council and Housing Associations.</p> <p>Identify if there is a need to supply more specialist housing for the elderly. Identify if support is provided for people such as the elderly in their own homes. Is this provision sufficient?</p>	<p>Sheltered housing is provided by Housing Associations as follows:</p> <table> <tbody> <tr> <td>1 bed</td> <td>18</td> </tr> <tr> <td>2 bed</td> <td>19</td> </tr> <tr> <td>3 bed</td> <td>10</td> </tr> </tbody> </table> <p>New Era Housing Association provides accommodation at Aeolian House, on Horsham Road for approximately 10 people with learning difficulties.</p>	1 bed	18	2 bed	19	3 bed	10
1 bed	18							
2 bed	19							
3 bed	10							
Supplementary Q9	Is there a significant level of second home ownership or holiday lets locally or in	There is no significant level of second home ownership in the area.						

particular areas? (Compare number of second homes/holiday homes with total number of households.) This information is available from the Census of Population or from Council Tax records. Identify if there is a high number of homes not available to the local population.	Supplementary Q10	Is there a high level of vacancy or empty houses? (Compare vacancy levels with the total number of properties.) Information on vacancy levels should be obtainable from the District Council Housing Investment Programme or Housing Needs Surveys. Identify if there are opportunities to bring existing housing back into use, including into use for affordable housing.	Levels of vacancy are very low.
Are there opportunities to bring housing in the town centre, e.g. flats over shops, back into use? (Identify number and location of vacant premises over shops.) Information can be obtained by doing a quick on-the-ground survey of the town. Identify opportunities to allow people to live in the town centre.	Supplementary Q11	There is clear evidence of the use of premises above shops as flats. However, a full survey would be required to provide an accurate indication of the possibilities that type of property may provide.	
Will the planned provision of affordable housing meet local need? (Compare forecasts of future provision of affordable housing with the waiting lists.) Contact District Council and Housing Associations.	Supplementary Q12	As indicated above, it is not likely that the planned provision of affordable housing will meet the needs of new local households or key workers	

<p>Identify any under provision of affordable housing.</p> <p><b>Supplementary Q 13</b></p>	<p>Where there is poor quality housing, is this being addressed by improvement/investment programmes? (Compare the results of the housing condition survey with known housing improvement/investment schemes.) Information on housing conditions and housing improvement programmes can be obtained from the District Council.</p> <p>Identify areas of private housing that are not being addressed.</p>	<p>There is no reliable information on the overall condition of the total housing stock.</p>
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## Worksheets: S3 Health and Public Safety

WORKSHEET QUESTION	ANSWER	MAIN ISSUES	COMMENTS/NOTES
<b>S3 Health and Public Safety</b>			
Core Q 1	<p>Do the ambulance, police and fire services meet their own response time targets? (Identify areas where the emergency services are experiencing difficulties in meeting their own response times.) Contact the emergency services.</p> <p>Identify any shortfalls in services and check whether any future planned changes to service provision will improve response times.</p>	<p>Yes, the Ambulance Service meets all set national targets. Specific to Cranleigh, the time taken to reach the patient should meet the target if the ambulance is kept locally but the transfer time to Guildford (RSCH) will be longer due to location. Recent ambulance reports are attached. We are opposed to the recent proposals to amalgamate Surrey and Hampshire Ambulance Services, as we believe that the standards met by Surrey would be lowered. Fortunately, these proposals have been shelved but there is still a possibility that services could be controlled on a regional basis. We are unable to identify specific points of concern. Aspects of the police service are covered by our answer to Q7 and we have no comments on fire services.</p>	<p>Concerns about ambulance services if the 2 Counties services are amalgamated.</p>
Core Q 2	<p>Does the number of doctors and dentists meet the appropriate standards? (Identify the number of doctors and dentists compared with total population and compare with threshold levels.) Contact the local health authority who will have a register of doctors and dentists in the area and will hold information about the target level.</p>	<p>There are 9 doctors in Cranleigh Health Centre and no room for more consulting rooms in the present building, however when the new hospital is built, there should be the possibility of expansion, which would seem essential for Cranleigh.</p> <p>One local dentist practice takes NHS patients. It is envisaged that a practice would be based on site at the new hospital. Discussions with NHS dentist highlighted the need for more patients to attend on a regular basis, not for just emergencies. The high</p>	

<p><b>Identify any shortfalls and check whether any future planned changes to service provision will increase/decrease access to doctors and dentists.</b></p>	<p>local costs of dentures exceed the NHS allowance. This service currently sees up to 2,000 patients and can accommodate another dentist should demand increase. The dentist recommended more action required advising local school children on preventative dentistry. Other multidisciplinary preventative sessions could include maintaining good posture, lifting, back care, good diet.</p>	<p>Development of orthopaedic services fits into falls prevention agenda.</p> <p>Promote more exercise opportunities for the 70+ age group.</p>
<p><b>Core Q 3</b></p> <p><b>Are local mortality rates for heart disease, stroke, cancer, suicide and accidents high? (Compare the local health authority statistics with the regional and national averages.) Contact the local health authority who has access to local, regional and national statistics.</b></p> <p><b>Identify where rates exceed the averages and ask whether future health service provision is being targeted in these areas.</b></p>	<p>There are campaigns to prevent smoking, minor heart disease, reducing falls in the older population. Waverley and Guildford PCT have appointed a Public health doctor. These initiatives were formally part of the HIMPS (Health Improvement Plans). We support these initiatives. Waverley is currently involved in developing the efficiency of orthopaedic services e.g hips and knees. Best practice whole systems working is being surveyed. This links in with falls prevention and the importance of keeping older people mobile with the use of extended classes to promote movement. The proposed new hospital would develop a rehabilitation team and this would require consultant supervision of G.P's, particularly in geriatric medicine.</p>	<p>Extend use of Hoppa bus service to include visits to Royal Surrey County Hospital.</p>
<p><b>Core Q 4</b></p> <p><b>How easy is it for residents to get access to non-emergency hospital services as a user or visitor? (Identify where these services are, the distances involved and whether they can be accessed by public transport.) Information can be obtained</b></p>	<p>Funding for Patient Transport Services was reduced and is only available when the patient is physically unable to access public transport. This is difficult for those living in Cranleigh as there is no direct bus service to the RSCH. The Waverley Hoppa bus is not being used for health purposes.</p>	

<p><b>from the Local Health Authority and transport surveys using mapping and timetables.</b></p> <p><b>Identify where hospital services are difficult to access.</b></p>	<p>Currently any requests are being sent on to DISCA in Godalming. It appears that they are seeking additional funding to incorporate a hospital service. The leaflets are taken to libraries, surgeries, and places where they think people are most likely to pick them up. We would question the current level of public knowledge about its use.</p>	<p>Less waiting times for clinics in Cranleigh. The new Cranleigh Hospital will provide a more efficient way of getting health to local people.</p>	<p>The lack of social care for domiciliary elderly people</p>
<p><b>Core Q 5</b></p>	<p><b>Are there adequate specialist clinics and out patient clinics available locally e.g. family planning, drugs and drink advice? (Identify what services are available and where.) Information can be obtained from the Local Health Authority.</b></p>	<p>Consultants from the RSCH operate some local clinics. The following clinics are available in the health centre. Asthma, diabetes, diet, health screening, hypertension, family planning, immunisation, maternity services, ,menopause/well woman.</p> <p>These are important to local people as waiting times are usually less than in the larger hospitals. This is supported by a recent report by the RSCH. Information in the appendix provides statistics of waiting times for different clinics, notably cardiology and orthopaedics in Cranleigh have a considerably less waiting time than RSCH. There is no ophthalmology or minor injuries facility in Cranleigh at present. More mental health facilities are needed.</p> <p>This provides a strong argument for Cranleigh retaining and developing its current services. The same argument can be made for the retention of beds in community hospitals. The proposed new hospital will retain the beds currently available in the old hospital.</p>	<p>137</p>
<p><b>Core Q 6</b></p>	<p><b>Is there adequate social and health care services available in the home (e.g.</b></p>	<p>Cranleigh has lost beds due to the closure of care homes locally. The number of delayed discharges</p>	

<p>community nurses, health visitors, home helps etc.)? (Identify number of people who are in need of, but are not recipients of, social and health care services.) Information can be obtained from the Local Health Authority and County Council social services department.</p>	<p>at the RSCH is about the highest in the country. We are particularly challenged because we have 18% of our population above 65 (the national average is 16%). The forecast for 85+ is 15% against a national average of 8%. We do not have adequate social and health care services available to meet the needs of those patients in their own homes. This would be an opportunity for Cranleigh to establish a community that cares, building on current available initiatives in the village.</p>	<p>means that the present village care scheme should be strengthened to include patients on their discharge from RSC hospital.</p>
<p><b>Core Q 7</b></p>	<p>Is there a high incidence of crime? (Find out the local incidence of crime for the following types of crimes; shop theft, burglaries, personal assault, criminal damage, car theft and theft from vehicles and compare with the regional and national rates.) Contact the local police authority who has access to local, regional and national statistics.</p>	<p>Information on the incidence of crime in Cranleigh is follows.</p>
<p><b>Core Q 8</b></p>	<p>Identify where there are problems, both in terms of geographical areas and in the types of crime prevalent. Identify if future policing strategies will address these.</p>	<p>Are there any crime prevention measures in place? (Identify areas covered by CCTV, community policing and neighbourhood watch.) Contact the District Council and local police authority who should hold all this information.</p> <p>Stationary CCTV cameras are installed at the Snoxall Pavilion and outside the Village Hall. A rapid deployment CCTV system is about to start in the High Street.</p> <p>Cranleigh has a comprehensive Neighbourhood Watch system with about 128 co-ordinators who</p>

**Identify any areas that would benefit from the introduction of crime prevention measures.**

are regularly updated with crime matters and the police receive information from them. Crime prevention measures are also given to them to spread among their neighbours.

There is a new Waverley wide initiative known as GALLANT that is aimed at reducing car crime. This has targeted thieves and drivers who own the most likely cars to be attacked, or live in a crime hotspot. A road show recently advised residents on how to reduce the likelihood of their becoming a victim of car crime.

The Cranleigh Crime Prevention panel supports many crime reduction initiatives within the community and the police and Community Partnership Group work closely with the local police inspector holding public and private meetings. There are crime prevention measures in place such as CCTV in Cranleigh High Street that monitors activity on a 24 hour basis covering a range of 360 degrees. Cranleigh has its own NSO who is briefed to walk the beat. PC Jack Lea No.22. There are over 28 neighbourhood watches. Our County Councillor is a member of the police authority. There are a number of crime prevention measures. A Crime Prevention panel for Cranleigh, Godalming, Haslemere visits markets, fairs and fêtes to raise awareness.

**GENERAL:** We believe that the Cranleigh Rotary initiative to hold an annual meeting for newcomers should be extended to provide not only information on local clubs, but also information on local services.

**Core Q 9**

	No information is available.	
Do background levels of noise, air quality and water quality meet or exceed national standards? (Compare local levels for noise, water and air quality with the national standards.) The District Council environmental health department and the Environment Agency undertake regular monitoring and should hold information about background and be able to identify any black spots where national standards are exceeded. Identify pollution black spots.	Improvements to public transport None in LPT	
Supplementary Q10  Do the local health clinics, doctors and dentists operate mobile service units? (Identify what mobile services there are and which areas they cover.) Contact local health authority.  Identify areas covered by mobile units. Identify if there are any planned improvements to increase the coverage by mobile units.		See Crime data below
Supplementary Q11  Is the fear of crime significantly worse than actual crime rates? (Compare the results of the fear of crime survey with the crime statistics.) Local crime statistics are available from the local police authority. To identify fear of crime in the local community it may be possible to undertake a fear of crime survey.		

<p>Identify any mismatch and look at where the District Council or local police authority is trying to address safety issues e.g. future plans for CCTV, maintenance of street lighting, increasing number of police officers on the street.</p> <p><b>Supplementary Q12</b></p>	
<p>Is there visible evidence of vandalism, unlit streets, litter or graffiti? (Identify areas which feel unsafe and/or neglected.) The information can be collected by a quick local survey.</p>	<p>General crime rates and incidence of vandalism and graffiti are low although there are incidents of graffiti and vandalism from time to time that cause concern. Stocklund Square and Snoxhall playing fields are locations of concern.</p> <p>Identify areas that need improvement.</p>

### CRIME IN THE CRANLEIGH AREA 3RD MARCH 2002 - 3RD MARCH 2003

	Total reported	Car Crime Of	From	Burglary	Assault
Alfold	19	5	1	3	1
Baynards	2	0	0	1	0
Blackheath	2	0	1	0	0
Bramley	135	9	12	21	9
Cranleigh Rural area	69	5	6	13	7
Cranleigh Town	295	12	29	20	31
Dunsfold	32	1	2	9	2
Ellens Green	3	0	0	1	0
Elmbridge	58	9	6	16	3
Ewhurst	65	3	8	24	3
Graffham	6	0	0	2	0
Loxhill	7	0	2	3	0
Rowley	30	0	1	4	7
Rudgwick Surrey	10	1	0	4	1
Shamley Green	54	3	3	15	8
Womersh	38	1	4	9	2
Total	825	49	75	145	64

Surrey is the second safest County in the Country and the Waverley area has a low crime rate within Surrey. If you look at the reported crime figures within Waverley then of the total numbers they are made up of approximately:

Farnham	50%
Godalming	25%
Haslemere	12.5%
Cranleigh	12.5%

There are several measures in place to maintain and reduce further the instances of crime and the fear of crime.

We have recently changed the policing method to allow for more effective and local policing. We now have three teams:

- Targeted Patrol Team - responsible for attending emergency calls.
- Borough Team - responsible for follow up enquiries on crime, and other matters including investigation and proactive work.
- Neighbourhood Specialist Officers - responsible for high visibility policing within the community, gathering information and stopping local problems from worsening.

## RESPONDING TO THE PUBLIC

The table below shows our performance in 2001/2002 against national standards.

Percentage of calls responded to within national standards

	National Standard	21001/2002 achieved
Emergency calls		
Ambulance on the road within 3 mins (all categories)	95%	99.3%
Ambulance on scene within 8 mins category 'A'	75%	76.36%
Ambulance on scene within 14 mins category 'A'	95%	95.7%
Ambulance on scene within 8 mins category 'B/C'	50%	66.84%
Ambulance on scene within 14 mins category 'B/C'	95%	94.06%
Urgent calls from GP's		
Ambulance to arrive no later than 15 mins after specified time	95%	86.48%

### Compliments and complaints

We received 228 compliments in 2001/2002 and 43 formal written complaints.

76.7% of our complaints were answered within the nationally set standards and all were resolved locally.

## Worksheets: S4 Local Government and Community Organisations

WORKSHEET QUESTION	ANSWER	MAIN ISSUES	COMMENTS/NOTES
<b>S4 Local Government &amp; community organisations</b>			
Core Q 1  Do local residents have direct access to the Town or Parish, the District and the County Council in the town? (Identify where the nearest offices are, whether there are Council information points for example in the library, town hall and whether local councillors hold surgeries for local people to attend.) Contact the Town/Parish, District and County Councils and individual councillors.  Identify how easy it is to access information about Council services.	<p>Public sessions are held at every Parish Council meeting. Meetings of minutes, Agendas, etc are posted on Notice Board outside Village Hall. Also available in Library, and sent to Waverley Borough Council. Information from other Village Parish Councils are pooled by Waverley and fed back to Cranleigh as necessary.</p> <p>Waverley has a Locality Office in the Leisure Centre. This acts as a satellite for the main council offices in Godalming and residents can use it both for enquiries and bill paying. The only Agenda posted is for the Planning Meeting.</p>		<p>Over 100 organisations are listed on the Cranleigh Community web site (<a href="http://www.cranleighvillage.net">www.cranleighvillage.net</a>), organised under sub-headings: Community, Education, Politics, Sports, Youth, Charity, Conservation &amp; Environment, Leisure, Religion.<sup>(1)</sup> Unclassified. This web site is produced and updated by Cranleigh Initiative, a body which “seeks to bring together voluntary representatives from the local business community, Cranleigh Parish, Waverley Borough and Surrey County councils as well as members of the wider community”. (<a href="http://www.cranleighvillage.net">www.cranleighvillage.net</a>)</p> <p>Cranleigh Library also holds a list of local organisations, as well as information re Parent/Toddler Groups, Travel, etc. Bramley, Dunsfold and Wonersh also have web sites holding information on local organisations and these can all be accessed via <a href="http://www.waverley.gov.uk">www.waverley.gov.uk</a>.</p>

Core Q2 cont...	<p>Are these groups representative of the age groups of the population?) Information on population will have been collected for the 'snapshot' and local community groups can provide information about their membership.</p> <p>Identify the level of community involvement.</p> <p>A quick straw-poll conducted by email revealed the following numbers of people involved in local clubs:</p> <p>Cranleigh Youth Football: 270 boys and girls, committee of 16 managers and list of parents who help on regular basis.</p> <p>Cranleigh Arts Centre: 140 Friends, plus database of volunteers. Mail list of over 2,000.</p> <p>Rotary Club of Cranleigh: 31 members. They are also hosting a "Welcome to Cranleigh" meeting.</p> <p>Lions Club of Cranleigh: 30 members.</p> <p>University of the Third Age (U3A): Over 500 members.</p> <p>Labour Party: Around 100 members, although membership politically sensitive at a local level.</p> <p>Bowling Club of Ewhurst: 95 members.</p> <p>Cranleigh Lawn Tennis Tourn.: Annual event for around 300 juniors and seniors for one week.</p> <p>Tortoise &amp; Hare Runners: 75 members.</p> <p>Amnesty International: 73 members.</p> <p>Wey and Arun Canal Trust: 1,577 members.</p> <p>Cranleigh Bridge Club: 89 members.</p> <p>Ewhurst Players: 80 members.</p> <p>Liberal Democrats: 78 members in area (50 in Cranleigh)</p> <p>Task Force Romania: 4 Trustees; 30-40 volunteers drive to Romania; can call on over 100 local volunteers for particular events.</p> <p>David Shepherd Wildlife Found: 4,325 members; 10,000 contacts on database.</p> <p>Additionally parents and grandparents support local schools, eg by serving as Governors, on fundraising committees, volunteers within schools.</p> <p><b>Main Issues</b></p> <p>There is no central body responsible for ensuring list of organisations and committee members is kept up to date. There is no one place in which the lists are kept.</p> <p><b>Comments/Notes</b></p> <ol style="list-style-type: none"><li>1) Identify a location for Village Visitor Centre;</li><li>2) Recruit a person to run Visitor Centre and be focus for updating the web site;</li><li>3) Make the web site available as a touch screen system in various places around the village, eg Library, CAB, Village Hall, Arts Centre, Post Office, Moss Chemists, Health Centre.</li></ol> <p>Include lots of other local information in the web site.</p>
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WORKSHEET QUESTION	ANSWER	MAIN ISSUES	COMMENTS/NOTES
<b>S4 Local Government &amp; community organisations</b>			
Core Q 3  Do local people have an interest in national and local politics? (Identify the level of voter turnout at town, parish, district, county and national elections and compare with the national average.) Information is held by the District Council electoral services department.  Identify level of local political involvement.	Local Members: Labour Party 100; Conservatives over 200; Liberal Democrats 78.  Borough elections 1999: Cranleigh East 37.7% Cranleigh West 35.3% Ewhurst 39.2% Womersh 40.3% Shamley Green Uncontested  Borough average turnout: 43.6%  Parish elections 1999: Cranleigh East 37.7% Cranleigh West 35.2% Ewhurst 37.3% Womersh Uncontested Shamley Green Uncontested	Parliamentary national average turnout at last election: 65%.	Monthly surgeries are held by Lib Dem and Conservative Councillors.

Council or local Rural Community Council. Identify if there is assistance that local communities can draw on.	
<b>Core Q 5</b>  Have community groups been influential in developing policies or strategies? (Identify where local people have been involved in preparing Village Design Statements, Supplementary Planning Guidance, or delivering local services including involvement in town or parish council decisions.) Contact the District Council and local community groups.  Identify which groups or individuals, including the town or parish council, have been involved in successful community-based initiatives and the level of experience the community has of being involved in the local decision-making process.	<p>Local organisations such as Cranleigh Lions, Cranleigh Rotary Club and the Womens Institute have all been instrumental in assisting with CAB's clients and influencing policies and strategies at a local level. The CAB have found that clients' priorities currently are: disability (lack of transport), laundrette closure and debt.</p> <p>The Cranleigh Village Hospital Trust is a good example of local involvement as many individuals, businesses, organisations and schools are involved in this project.</p>
<b>Supplementary Q 6</b>  Is the local community well represented on committees? (Identify where there are local community representatives present on partnership committees, council committees or sub-committees.)  Identify where community representation is already successfully deployed.	Elected Councillors sit on various local committees, eg CAB Management, Cranfold Job Seekers Club, Arts Centre, Sports Council, etc.
<b>Supplementary Q 7</b>	Park Mead Residents Association. Several Neighbourhood Watches.

<p>Are there any active neighbourhood forums, residents or tenants associations? Contact the District Council, County Council and Local Housing Associations.</p> <p>Identify the level of community involvement in managing decisions about the management of their own environment.</p> <p><b>Supplementary Q 8</b></p> <p>Have local people had the experience of being actively involved in community development? (Identify whether the local authority or a public service provider has undertaken a community consultation programme in the last three years.) The District Council will know what consultation programmes they have run.</p> <p>Identify the level of experience people have of being involved in local decision-making.</p>	<p>Cranleigh Village Hospital Trust raised £500,000 and needs to raise a further £1.5m towards the building of its new hospital and health centre. There are around 50 volunteers who man the Shop and Awareness Centre in the High Street. Many other volunteers are involved in fund-raising projects.</p> <p>Ewhurst have registered their interest in doing a 'parish plan' Alfold are in the process of completing a parish plan.</p> <p>Wonesh (which included Blackheath and Shamley Green) completed a village appraisal in 96/97. (Info from Phillipa Chapman, Waverley Healthcheck Coordinator.)</p> <p>Cranleigh is in the second year of a programme of ward events hosted by local members with Waverley council officer assistant.</p>

## Worksheets: S5 Sport, Leisure and Open Space

WORKSHEET QUESTION	ANSWER	MAIN ISSUES	COMMENTS/NOTES
<b>S5 Sport, Leisure and Open Space</b>	<p><b>Core Q 1</b></p> <p>Are local sports and leisure facilities in good condition and in demand? (Use the results of the user surveys and attitude surveys to highlight problems.) Individual sport groups will have a good idea of whether current facilities meet needs.</p> <p>Identify areas for improvement and need for continued maintenance.</p>	<p><b>Interview with Cranleigh Leisure Centre Manager March 2003.</b></p> <p>The Centre had recently been awarded Quest status, which demonstrates that they offer a quality of service against strict standards of uk-wide best practice and proves that they are improving their service over time.</p> <p><b>Waverley Borough Council Leisure Survey – July 2002</b></p> <p>Reported that a majority rated Waverley's Indoor Sports &amp; Fitness facilities as average. Leisure Centres were more used and on the whole well known than school sports facilities by the sample.</p> <p>Swimming followed by fitness/dance/aerobic lessons were the most used facilities.</p> <p>Under a third of the sample did not use sports facilities; half of those were aged over 59.</p> <p>Lack of time or no interest in sport was the main reasons given for non-use.</p> <p>The following issues were highlighted as important or in need of improvement:</p> <ul style="list-style-type: none"> <li>• Cleanliness of swimming pools/changing facilities/sport facilities</li> <li>• Provision of services for disabled and those aged over 55</li> <li>• Opening times and access to facilities           <ul style="list-style-type: none"> <li>• Lack of promotion of sports facilities</li> <li>• Lack of crèche facilities offered by Sports facilities</li> <li>• Appearance and presentation of sports facilities</li> </ul> </li> </ul>	

<p><b>Core 1 cont...</b></p> <p>The Cranleigh facilities surveyed were:</p> <ul style="list-style-type: none"> <li>• Cranleigh Leisure Centre</li> <li>• Cranleigh School Sports Centre</li> <li>• Glebelands School Sports Hall</li> <li>• Cranleigh School floodlit artificial outdoor pitch</li> </ul> <p>Responses to questionnaire sent to local sports &amp; leisure clubs March 2003: 12 replied Yes in relation to their own clubs and 7 replied Yes, 1 replied No in relation to Cranleigh and its hinterland. See answers to question 2 for shortfalls &amp; improvements.</p>	<p>Responses to questionnaire sent to local sports &amp; leisure clubs by Task Group</p> <ul style="list-style-type: none"> <li>• More changing rooms for Snoxhall Sports Pavilion</li> <li>• Improvements to Down Link through Cranleigh to encourage walkers &amp; cyclists</li> <li>• Improve safety mats at Glebelands Sports Centre for gymnastics</li> <li>• Tennis Clubhouse &amp; floodlit courts at Leisure Centre</li> <li>• All weather surface for basketball, netball &amp; five a side football</li> <li>• Indoor bowling</li> <li>• Swimming pool with moveable bottom for water polo</li> <li>• Changing facilities for Royal British Legion Sports Clubs</li> <li>• Upgrading of Cranleigh Leisure Centre</li> <li>• All weather Athletics track</li> </ul> <p>Responses to Open Meeting</p> <p>In response to the suggestions for new facilities, responses were highest for an all weather outdoor</p>
<p><b>Core Q 2</b></p> <p>Is there any unmet demand for specific sports or leisure facilities? (Use results of the user surveys and attitude surveys to highlight problems.) Individual sport group and facilities' managers will have a good idea of whether current facilities meet needs.</p> <p>Identify any shortfalls and check whether any future planned changes will increase/decrease provision of these.</p>	<p>Responses to questionnaire sent to local sports &amp; leisure clubs by Task Group</p> <ul style="list-style-type: none"> <li>• More changing rooms for Snoxhall Sports Pavilion</li> <li>• Improvements to Down Link through Cranleigh to encourage walkers &amp; cyclists</li> <li>• Improve safety mats at Glebelands Sports Centre for gymnastics</li> <li>• Tennis Clubhouse &amp; floodlit courts at Leisure Centre</li> <li>• All weather surface for basketball, netball &amp; five a side football</li> <li>• Indoor bowling</li> <li>• Swimming pool with moveable bottom for water polo</li> <li>• Changing facilities for Royal British Legion Sports Clubs</li> <li>• Upgrading of Cranleigh Leisure Centre</li> <li>• All weather Athletics track</li> </ul> <p>Responses to Open Meeting</p> <p>In response to the suggestions for new facilities, responses were highest for an all weather outdoor</p>

	<p>facility for basketball, netball &amp; five a side football followed by an athletics track.</p> <p>Related comments were: -</p> <ul style="list-style-type: none"> <li>• Setup a Cranleigh Tennis Club</li> <li>• Many of the village sports clubs i.e. football, rugby &amp; hockey are struggling financially</li> <li>• We need better co-ordination between local sports and council to share costs/ facilities &amp; equipment</li> <li>• Local support &amp; funding/ sponsorship for Cranleigh Football Club</li> </ul>	
Core Q 3	<p>Yes, the open spaces are of a high quality.</p> <p>There is scope for further utilization of some open spaces in areas of housing to be more utilized by provision of football goal posts.</p> <p>Are local open spaces and parks for leisure and recreation as well as sport of a high quality? (Identify where the areas of open space are, including common land and local nature reserves, and find out what people like about the areas of open space, which are the most popular and attractive, how well used are they and what facilities they contain.) Use the results of the open space character assessment.</p> <p>Identify areas for improvement and areas of value/quality that require continued maintenance and or protection.</p>	
Core Q 4 *	<p>There are no parks.</p> <p>Are there any parks in the town and its hinterland? (Identify if these are country parks, historic parks or other types.) Information will be available from the district</p>	

and county council.	<p>Are these parks well-used? Do they have a range of facilities e.g. safe play areas, public toilets? Are these facilities well-maintained e.g. litter-free, without graffiti or vandalism?</p>	<p>No known or future threats.</p> <p>Waverley Borough Council has a strict policy against building in areas of open space</p>
Core Q 5	<p>Are there any known threats of loss of open space and parks or closure of facilities due to either development proposals or reduction in budgets? (Identify any facilities or areas of open space under threat.) Look at development proposals in the Local Plan, current planning applications and contact private sector sports and leisure providers and the District Council to determine their future plans.</p>	<p>Identify future threats to sports and leisure facilities and provision of local open space.</p>
Core Q 6	<p>Are there adequate opportunities to pursue outdoor sporting activities? (Identify where people can go walking, horse riding, hire bikes, go rock climbing or use outdoor activity centres.) Most of this information will be local knowledge or alternative sources are the Yellow Pages or Local Tourist Board. Rights of way information is held by the County Council.</p>	<p>There are good opportunities to pursue outdoor sporting activities.</p> <p>The main local area is in the Surrey Hills around Winterfold supervised by Hurtwood Control, which is used for off road horse riding, cycling, walking &amp; running.</p> <p>There are four long distance footpaths; the Downs Link, the Greensand Way &amp; the Wey South Path &amp; the Sussex Border Path.</p>

<p><b>Identify any shortfalls in facilities.</b></p> <p>The main shortfall is the busy traffic and narrowness of local roads, which discourages on road cycling &amp; walking.</p>	<p>There are an extensive network of 347 footpaths, bridleways &amp; byways totaling 249 kilometers.</p> <p>Responses to questionnaire sent to local sports &amp; leisure clubs</p> <ul style="list-style-type: none"> <li>• Indoor bowls</li> <li>• Ice skating at Guildford</li> <li>• Ten Pin Bowling at Horsham &amp; Guildford</li> <li>• Leisure swimming pool at Guildford</li> <li>• Spectator sports events</li> <li>• Water sports</li> <li>• Sea side activities</li> <li>• Elite level gymnastics</li> <li>• Athletics track at Guildford, Godalming and Horsham</li> <li>• Golf</li> </ul>	<p>There are 500-550 regular users of the Cranleigh Leisure Centre</p> <p>There are approx. 300 members of the Cranleigh Junior Football Club with a high level of involvement by both parents and children</p> <p>The Cranleigh Football Club is at present having financial difficulties and suffering from a lack of commitment. This is being urgently addressed by the Parish Council and the Club.</p>
<p><b>Core Q 7</b></p> <p>Do many people have to travel outside the town to take part in certain sports? (Location at where sports groups are based.) Local sports groups will know this information.</p> <p>Identify which sporting activities are not catered for in the town.</p>	<p>Supplementary Q 8</p> <p>What proportion of the eligible local population belongs to a sports or leisure club? (Compare membership of sports groups with the total population in appropriate age groups of the area.)</p> <p>Contact local sports clubs and sport and leisure facilities' managers.</p> <p>Identify the level of community involvement in sport and leisure activities.</p>	

		The Parish Council has this year re-surfaced its Tennis courts and it is urgently considering the possibility of forming a Tennis Club. Waverley Borough Council does not know of any such areas.	
Supplementary Q 9	<p>Are there any residential areas which are over 400 metres from an area of open space? (Identify residential areas that are not close to areas of open space.) Open space is usually shown on the Local Plan proposals map and this can be used to measure distances to residential areas. Alternatively, the District Council may have undertaken an Open Space Assessment.</p> <p>Identify residential areas which do not have easy access to open space.</p>	<p>Supplementary Q 10</p> <p>Does the provision of open space meet the National Playing Fields Association Standard of 2.4 hectares per 1000 population? (Compare area of formally designated open space with the NPFA standard.) The District Council should have information about open space in the town and whether it meets the national standard.</p> <p>Identify any shortfall in provision.</p>	<p>Waverley Borough Council does not have this information.</p>
Supplementary Q 11	<p>Which villages have village greens and/or recreation grounds? (Identify villages that do not have communal areas of open space.) Most of this information will be local</p>	<p>All the villages in the hinterland have village greens and/or recreation grounds.</p>	

knowledge or available from an alternative source such as the Parish Council. Identify any shortfalls in access to open space.	
<b>Supplementary Q 12 *</b>  Is sufficient space allocated for allotments in the town and settlements in the surrounding countryside? Town and parish councils may be able to provide this information. Identify if the allotments are in use and how many are under-used.	The Cranleigh Parish Council own two sets of allotments, the majority of which are now in use.

## Worksheets: S6 Culture and Heritage

WORKSHEET QUESTION	ANSWER	MAIN ISSUES	COMMENTS/NOTES
<b>S6 Culture and Heritage</b>	<p>Core Q 1</p> <p>Does the town have an adequate range of cultural facilities e.g. theatre, cinema, art gallery, museum or library? (Identify where these are available. If not in the town itself, then where is the nearest located?) Most of this information will be local knowledge but the Yellow Pages is an alternative source.</p> <p>Identify any obvious shortfalls or facilities.</p>	<p>Cranleigh's primary cultural facility is the Arts Centre which houses a 130-seater theatre/multi-purpose hall, gallery, workshops and pottery. It presents a programme of theatre, music, film, children's activities, adult classes as well as being used a venue by University of the Third Age, adult education and a number of local groups and societies. Cranleigh Arts Centre is run almost entirely by volunteers. It is an excellent resource but underfunded.</p> <p>Cranleigh School presents a programme of professional classical and jazz concerts and there are several other venues used for performances and gigs including the Village Hall, British Legion, Churches and Church halls. There is a small gallery at Whipley Manor Farm, near Cranleigh. There are also a number of venues which are used by groups to meet or rehearse – the band room, guide hut, British Legion Club.</p> <p>The nearest larger theatres and galleries are:</p> <ul style="list-style-type: none"> <li>Guildford Civic Hall</li> <li>Yvonne Arnaud Theatre</li> <li>Mill Theatre</li> <li>Electric Theatre (mostly amateur)</li> <li>University of Surrey</li> <li>Woking Galleries</li> <li>New Victoria Theatre</li> <li>Rhoda McGaw theatre</li> <li>Guildford House Gallery</li> </ul>	<p>Cinema</p> <p>The Regal cinema closed in March 2002 and there is no dedicated cinema. The cinema is in Guildford. Cranleigh Arts Centre now shows a programme of films, but they are not as up to date, due to equipment and distributors' changes, also because the Arts Centre is in use for a variety of other activities. Films are also shown at Godalming Borough Hall and Haslemere Hall on a regular basis.</p>

Core 1 Cont...	Library There is a very good Library in Cranleigh, although the lack of evening openings has been identified as an issue.	
Core Q 2	Are there regular events which have the potential to draw the whole community together? (Identify the number and type of events e.g. fairs, festivals, carnivals.) This information should be local knowledge. Identify opportunities for local people to come together or whether there is a need to develop such an event.	Annual Cranleigh Show, Annual Bonfire Night Annual Lions Carnival/Fair Twice yearly Art and Crafts Society Exhibition at Cranleigh Religious plays at Wintershall, Bramley Field of Dreams Festival Arts at the Arboretum Cranfold Pageant (Millenium Event)
Core Q 3	Does the local community have a mechanism to report and comment on local events and issues? (Identify whether there is a local paper, radio station or TV station and where they are based.) This information should be local knowledge.  Identify opportunities for local people to have a voice or whether there is a need to develop such a mechanism.	Weekly Surrey Advertiser, local edition Cranleigh Times W.Sussex County Times(Horsham based) Monthly Cranfold Life, The Challenger Local radio BBC Southern Counties County/Sound; The Eagle Regular monthly Councillors' Surgeries are held by both Conservative and Liberal Councillors which provide an opportunity for people to air their views and problems.
Core Q 4	Do town and rural communities have adequate community venues? (Identify where there are community centres, village halls and other venues - both in the town and surrounding villages where local people can come together. Compare the number of	Cranleigh Village Hall British Legion Club Band Room Arts Centre Guide Hut Church Rooms  Hinterland Arbuthnot Hall, Shamley Green Womersh Memorial Hall Dunsfold Village Hall Bramley Village Hall Ewhurst Village Hall.

<p>venues available in the town and surrounding villages.) This information should be local knowledge or contact the Town and Parish Councils. Identify whether the quantity and quality of these facilities is sufficient.</p> <p><b>Core Q 5</b></p> <p>Does the area have any strong cultural associations such as famous people, events or literary links or any famous products? (Identify any cultural or historic links e.g. Haworth in Yorkshire is associated with the Brontës, Bridgwater in Somerset is famous for its carnival and processions and Melton Mowbray is known for its pork pies.) This should be local knowledge. In addition, local history groups will have a lot of useful information.</p> <p>Identify any cultural associations that make the area distinctive.</p>	<p>Snoxhall Pavilion</p> <p>Ellens Green Memorial Hall Alfold Village Hall</p> <p>Summerfield House, Pitch Hill, Ewhurst, 1910-12, was frequently visited by King Edward VII while courting Mrs. Simpson in the 1930s. The house became derelict after the war, but was restored in the mid-1980s by Michael Wilson. Cranleigh is surrounded by houses designed by important 19th century architects, including Philip Webb, Norman Shaw and Henry Woodyear, who designed Cranleigh School, parts of which were strongly influenced by Philip Webb's Red House in Bexley Heath, Kent, the home of William Morris.</p> <p>The area has a wealth of early - late 19<sup>th</sup> century artisan cottages with locally made clay tiles, including tile hanging, and also cast iron lights produced by local foundries. Cranleigh contains examples of C size wall posting boxes of 1881-95. Unlike some country areas, Cranleigh was very up-to-date with certain aspects of architectural details in the early 19th century, such as the splendid Regency staircase and panelling in Broad Oak House, now a solicitor's office</p>	<p>A Romano-British site was recently uncovered near the Weyhurst Road in Cranleigh. A Romano-British temple was excavated in Blackheath in the 19<sup>th</sup> century Baynards, now largely demolished, was built in the 1580s and lived in by the Cranley-Onslow family. They moved to Clandon in the 1730s for</p> <p><b>Core Q 6</b></p> <p>Are there strong historic associations with the area? (Identify any important battles that might have taken place, important historic ruins and monuments, historic houses and parkland.) Information on national historic</p>
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<p><b>Sites can be obtained from English Heritage.</b> In addition, the local history society will have a lot of useful information.</p> <p><b>Identify any strong historic associations with the area.</b></p>	<p>easier access to London because of the state of the roads (the Weald clay made it difficult to navigate the roads) The Onslow family retained the name Cranley (which was later adapted to Cranleigh for the village)</p>
<p><b>Supplementary Q7</b></p> <p><b>What proportion of the local population is involved in an arts-based community group? (Compare number of people involved in arts groups with the total population.) Contact local arts groups.</b></p> <p><b>Identify the level of community involvement in the arts.</b></p>	<p>Cranleigh Arts Centre has 140 Friends and a mailing list of 4,000 households.</p> <p>The Art &amp; Crafts Society has 140 members</p> <p>The Cranleigh area National Association Decorative &amp; Fine Arts Society has 342 members</p> <p>There are always between 500-600 exhibits at the 3-day biennial Exhibitions of the Cranleigh Art &amp; Crafts Society which regularly attract viewers from all over the area and is a very popular event.</p>
<p><b>Supplementary Q8</b></p> <p><b>Do facilities for arts and cultural activities meet the demand of the local arts groups? (Identify where local groups find it difficult to find adequate accommodation.)</b></p> <p><b>Identify any shortfalls.</b></p>	<p>Cranleigh Arts Centre is currently looking for increased funding to cover its ongoing expenses.</p> <p>There are no significant shortfalls in accommodation.</p>
	<p><b>Supplementary Q9</b></p> <p><b>Are churches of all denominations active in the community? Are they well attended?</b></p> <p><b>Are they pro-active in helping to work with other groups and the local authorities on social issues?</b></p> <p><b>Identify if the aspirations of the community are met by the role played by churches.</b></p>

## **V. Environment Task Group Research**

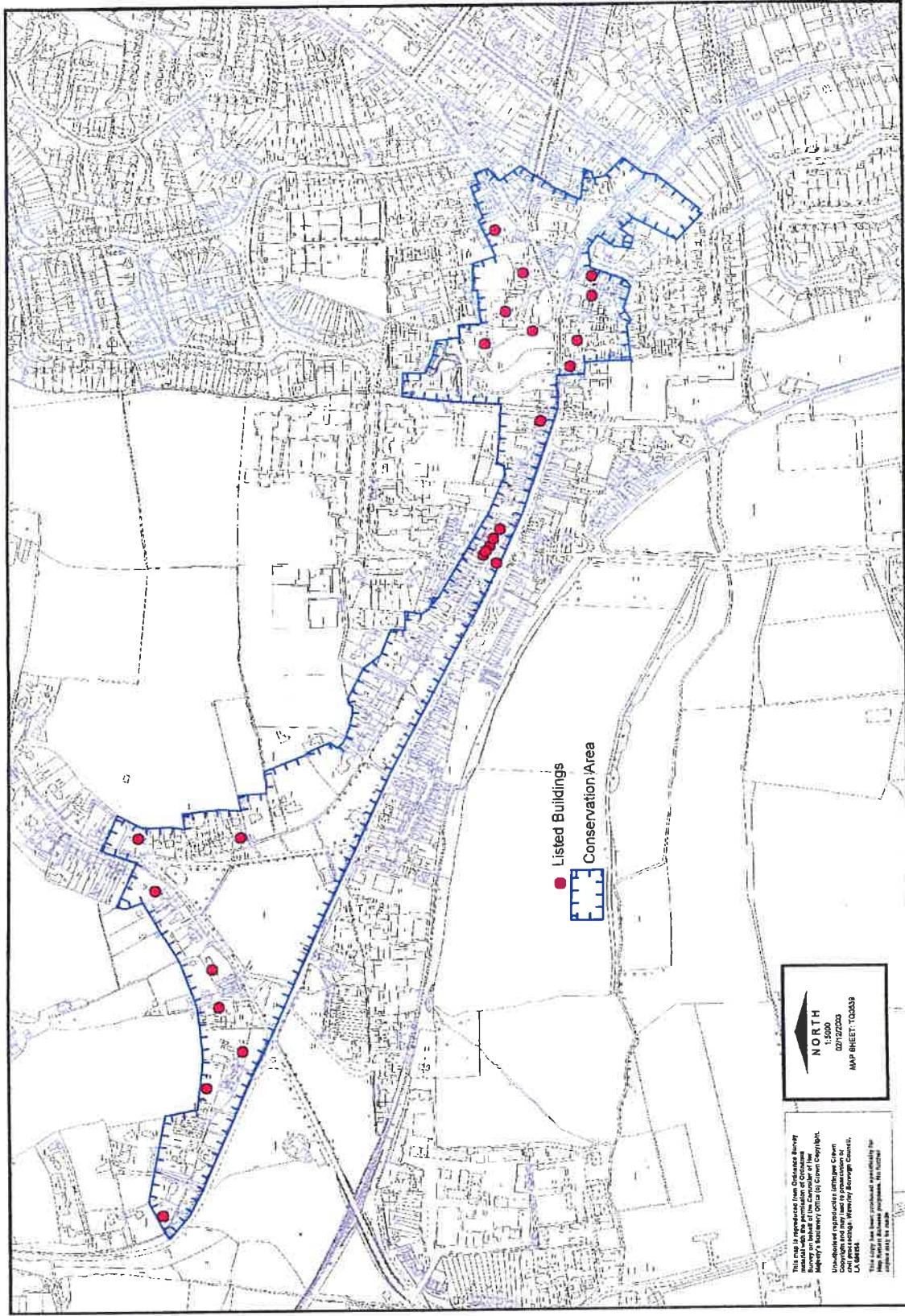
### **Worksheets**

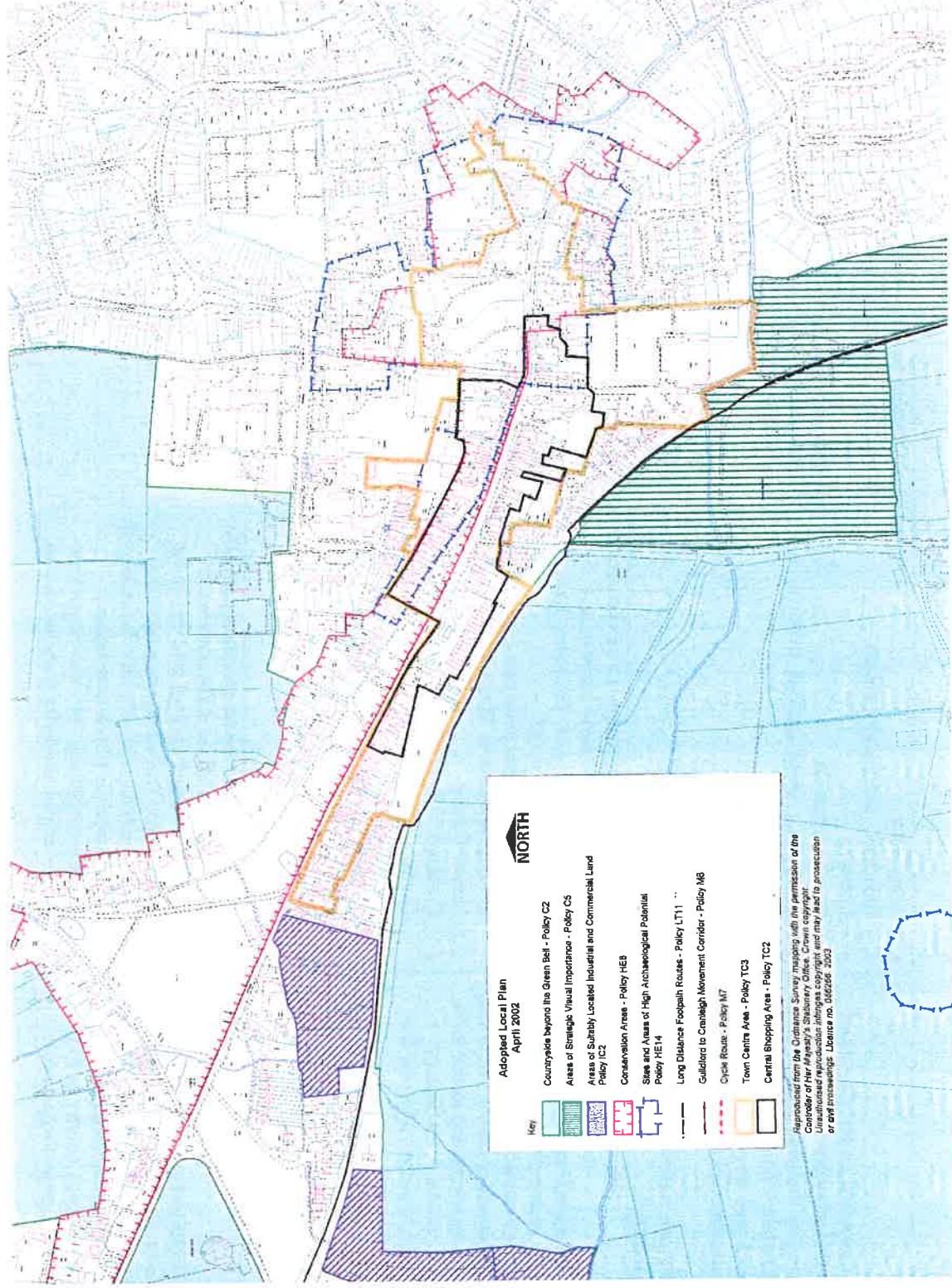


## Worksheets: EN1 Character and Vitality of the Town

WORKSHEET QUESTION	ANSWER	MAIN ISSUES	COMMENTS/NOTES
<i>EN1 Character and vitality of the town</i>			
Core Q 1  What are the <b>main landmarks or distinctive buildings</b> in the town? (Annotate prominent buildings or structures and note any historic or cultural associations.) This can be done either from memory or by a survey of the town.  Identify the key features that are <b>visually or culturally important</b> and whether these are in good condition.	<ul style="list-style-type: none"> <li>• Arts Centre</li> <li>• Cranleigh Common</li> <li>• Cranleigh School</li> <li>• Library</li> <li>• Obelisk</li> <li>• St Nicolas Church</li> <li>• Stocklund Square – once the old railway goods yard, last train in 1965</li> <li>• Vachery – first mentioned in 1244, park stocked with deer rec'd as a gift from Henry II c1256</li> <li>• Village Hall</li> <li>• Village Hospital – previously the Old Parsonage c1822, taken over as a hospital in 1859</li> <li>• Water fountain</li> <li>• War memorial</li> </ul>	<ul style="list-style-type: none"> <li>• Regal would have been a landmark</li> </ul>	
Core Q 2  What are the <b>focal points</b> in the town? (Annotate areas where <b>people congregate</b> such as the market, town square, parks, library, pubs, community centres.) This can be done either from memory or by a survey of the town centre. Identify areas where <b>people naturally congregate</b> in the town and whether these vary according to <b>time of year</b> , day of the week or time of day.	<ul style="list-style-type: none"> <li>• Agricultural Showground - special events</li> <li>• Arts Centre – community events</li> <li>• Eastern end of Cranleigh Common leading to and including Stocklund Square</li> <li>• Notcuts – for Farmers Market due April 03</li> <li>• Snoxhall Playing Fields</li> <li>• Stocklund Square – Bonfire Night, French Market</li> <li>• Village Hall, Co-op, Health Centre, Leisure Centre &amp; Library</li> </ul>	<ul style="list-style-type: none"> <li>• Opportunities to fundraise for local community leisure groups, eg., Snoxhall facilities, Waverley Rangers</li> </ul>	

<p><b>Core Q 3</b></p> <p>Is there an historic core to the town? (Annotate any Conservation Areas and where there is a concentration of listed buildings.) Information on Conservation Areas and Listed Buildings can be obtained from the District Council and may be shown on the Local Plan proposals map.</p> <p>Identify areas with strong historic associations.</p> <p>Historic core around St Nicolas Church:            - Arts Centre, previously a school until 1964            - Cromwell Cottage – has been David Mann's since 1920's, now houses the china department            - Little Manor Petrol Stn – oldest building Manns - Beadells Stores c1880, Mann's since 1890            - Obelisk – built to commemorate the turnpike road in 1794            - Onslow Arms – public house for over 160 years            - St Nicholas Church – built 1170; also Lynch Gate c1880            - Village Hall – opened in 1933            - Village Hospital; the first of its kind in England – c1870            - Wey &amp; Arun Canal</p> <p>Regal Cinema – opened in October 1936; closed 2002</p> <p>Useful information source:            Cranleigh Conservation Area Policies and proposals document: WBC</p> <p>See Conservation Area and Listed Building map; and Local Plan designations map below.</p>
<p>Historic core around the Common:</p> <ul style="list-style-type: none"> <li>- Cranleigh School – opened in 1865</li> <li>- Cranley Hotel, previously the Railway Hotel until 1929</li> <li>- Cranleigh War Memorial – 1921</li> <li>- Cricket Green – used for sporting activities since 1843; one of the oldest greens in Surrey</li> <li>- Drinking fountain donated in 1889</li> <li>- Old Bakery on the common – 17<sup>th</sup> century</li> <li>- Old Windmill – built in 1800 dismantled in 1917</li> </ul>



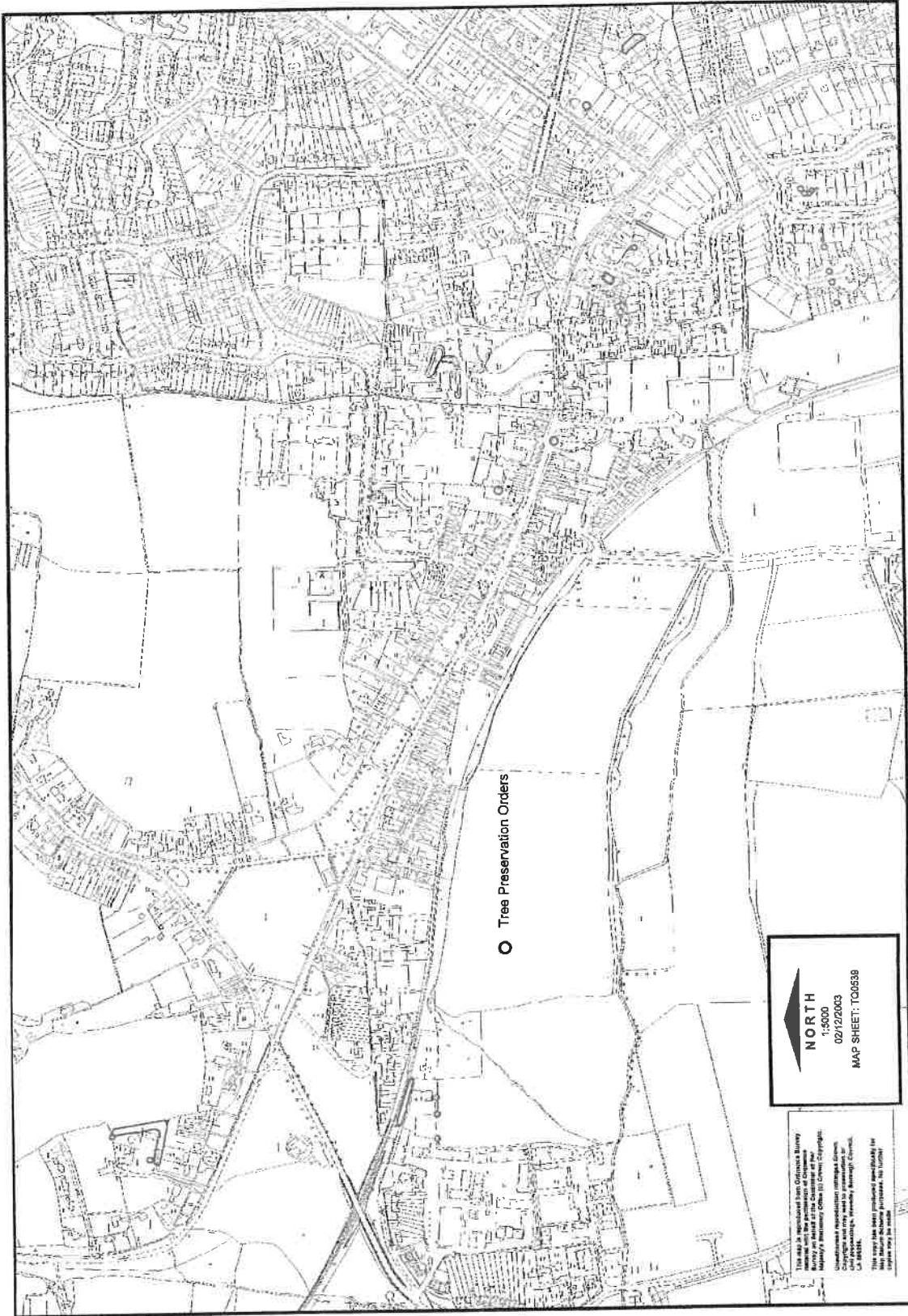


<p><b>Core Q 4</b></p> <p>Are there any individual and/or groups of buildings, which display design, detailing or materials which give the town a distinctive character? (Annotate where these buildings are and their key characteristics.) This can be done through a quick survey of the town.</p> <p>Identify where these buildings are their key distinguishing features.</p>	<ul style="list-style-type: none"> <li>• Arts Centre</li> <li>• Baynards – old railway station</li> <li>• Cottages</li> <li>• Cranleigh School</li> <li>• Manors, e.g. Great Garsons, Utworth, Knowle</li> <li>• Rowly Drive</li> <li>• Village Hall</li> <li>• Village Hospital</li> </ul>	<p>New housing developments should reflect local materials and designs</p> <p>However, no comprehensive Village Design statement has been produced for Cranleigh</p>
<p><b>Core Q 5</b></p> <p>Are there any <b>unattractive areas</b> in the town? (Annotate where there are any buildings in need of repair/restoration, vacant buildings, areas of derelict land and building design unsympathetic to the local character.) This can be done through a survey of the town, concentrating on the centre.</p> <p>Identify specific buildings or areas that are in need of attention and find out from the District Council whether there are any specific proposals to revitalise/ redevelop them.</p>	<ul style="list-style-type: none"> <li>• Beyond Mcleods garage is a derelict area</li> <li>• Industrial area between Mcleods and Jewsons bordering on the Downs Link</li> <li>• Little Mead Ind Estate</li> <li>• Downs Link - litter problems especially from the bridge over Elmbridge Road to the Leisure Centre</li> <li>• Cranleigh Waters tributary near the Leisure Centre (possibly once known as Knowle Brook)</li> <li>• Ewhurst Road shops at the Cranleigh End</li> <li>• Polluted land at Smithbrook Kiln and Cranleigh Brickworks</li> </ul>	<p>Downs Link- an imaginative and visionary scheme is required to deal with the unattractive areas around it to make it a very welcoming and valuable asset for Cranleigh</p>
<p><b>Core Q 6</b></p> <p>Are there any <b>distinctive features</b> which <b>define the limits of the town</b>, such as historic city walls, a river or a bypass? (Annotate any defining features.) This can be done through a quick survey or through the use of maps or aerial photographs.</p>	<ul style="list-style-type: none"> <li>• The boundary of the urban area is generally fairly clearly defined at the point where houses and other buildings give way to the countryside. This change is generally a quick one with relatively little in the way of urban sprawl or ribbon development.</li> <li>• There are relatively few other physical or human-made boundaries to the urban area</li> </ul>	

<p><b>Identify whether the boundary of the town is clearly defined.</b></p> <ul style="list-style-type: none"> <li>except for the Downs Link, a disused railway line, to the south-west of the urban area.</li> <li>The Parish is relatively long from North to South compared with its East-West width, but only relatively small sections of the parish boundary are clearly defined.</li> <li>The short southern boundary of the parish follows the Surrey-Sussex border, along which is the Sussex Border Path.</li> <li>The A281 effectively forms the long western boundary of Cranleigh, but at no point does the official parish boundary actually follow the A281. For a while it follows a river, the Cranleigh Waters.</li> <li>To the North the Surrey Sandstone Hills are the main feature. In parts the Parish boundary follows the bottom of the Hills, but elsewhere includes the summits of Reynards Hill and Winterfold Hill and some land beyond.</li> <li>To the East the Parish boundary with Ewhurst goes through woodlands and pastures with few distinctive features.</li> </ul>	<p>Core Q 7</p> <p><b>Are the buildings, streets and furniture in the town centre in good condition? Are there opportunities to enhance these?</b></p> <p>Identify both areas and aspects which are in need of action.</p> <p>Core Q 8</p> <p>No – There is an absence of welcoming signs.</p> <p>Scope for more welcome signs:</p> <ul style="list-style-type: none"> <li>Thought should be given</li> </ul>
	<ul style="list-style-type: none"> <li>Inaugurate an annual litter collection day</li> <li>Encourage schools to provide anti-litter education</li> <li>•</li> <li>Need for litter collections outside the central area</li> <li>Litter bin problems - more needed of a vandal proof design - to be emptied regularly</li> <li>•</li> </ul>

<p><b>Are the 'main gateways' to the town centre attractive and well maintained (including train and bus stations)? Are there opportunities to enhance these?</b></p> <p><b>Identify particular routes and locations in need of improvement.</b></p>	<p>The only one is along the A281.</p> <ul style="list-style-type: none"> <li>• Horsham Road</li> <li>• Bookhurst Hill</li> <li>• Elmbridge Road</li> <li>• (and perhaps some more minor roads)</li> </ul>	<ul style="list-style-type: none"> <li>• to the role of commuters and their effect on the environment</li> </ul>
<p><b>Core Q 9</b></p> <p><b>Are the main pedestrian routes between car parks and the town centre attractive, well maintained and safe to use during the day and at night?</b></p> <p><b>Identify priorities for improvement.</b></p>	<ul style="list-style-type: none"> <li>• Co-op forecourt invites groups of young people to gather, which intimidates some people wanting to use it as a throughway</li> <li>• Downs Link needs improvement</li> <li>• Stocklund Square car park is unsafe, with 'illegal' parking on the entrance slipway, making it unsafe for pedestrians as well as cars</li> </ul>	<ul style="list-style-type: none"> <li>• Install CCTV to monitor key areas – Stocklund Square, Village Way</li> <li>• Access &amp; signage to the Downs Link should be improved</li> </ul>
<p><b>Supplementary Q10</b></p> <p><b>Are there any townscape or heritage initiatives currently underway in the town? (Find out whether initiatives e.g. Historic Economic Regeneration Scheme, Local Heritage Initiatives, Conservation Area Partnership Schemes, Historic Building Grants are active in the town.) This information is held by the District Council where the most useful contact will be the conservation officer.</b></p> <p><b>Identify areas which are to be improved.</b></p>	<p>No</p> <p><b>Supplementary Q11</b></p> <p><b>Is the town centre dominated by shops or are there a range of other uses which take place such as housing and employment? (Annotate the different land</b></p>	<ul style="list-style-type: none"> <li>• Loss in variety of shops – is there the opportunity for the community to influence choice of shops</li> </ul>

	<ul style="list-style-type: none"> <li>- uses in the town centre.) This can be done through a survey of the town. The Local Plan proposal map will also provide a useful starting point.</li> <li>• Identify whether there is a diverse mix of uses in the town centre.</li> </ul>	<ul style="list-style-type: none"> <li>- Health Centre &amp; Hospital</li> <li>- library</li> <li>- schools</li> <li>• Housing nearby within walking distance from centre, with flats above many of the shops</li> <li>• Sports fields &amp; facilities</li> </ul>	
Supplementary Q12	<p>Are there <b>areas</b> in the town which are <b>over-cluttered with signs, street furniture, advertising hoardings etc?</b> (Annotate areas where there are concentrations of signage and street furniture.) This can be done through a quick survey of the town.</p> <p>Identify areas where signage and street furniture could be rationalised or new signage or street furniture provided.</p>	<ul style="list-style-type: none"> <li>• Signage lacks a co-ordinated style</li> <li>• Street signs not always accurate</li> <li>• need signs located at centres rather than scattered</li> </ul>	
Supplementary Q13	<p>Are there <b>important groups of trees</b> which are either covered by Tree Preservation Orders or are important to the character of the town? (Annotate the presence of important trees or groups of trees.) Information on Tree Preservation Orders is available from the District Council.</p> <p>Identify where trees add to the character of the town.</p>	<ul style="list-style-type: none"> <li>• Maple trees on the High Street</li> </ul>	<p>A group of trees which appear nt to be protected are those lining Elmbridge Road as it approaches the village.</p> <p>Map follows showing Tree Preservation Orders. Trees within the Conservation Area are not subject to individual TPOs, being afforded equal protection by the Conservation Area status.</p>



## Worksheets: EN2 The Countryside

WORKSHEET QUESTION	ANSWER	MAIN ISSUES	COMMENTS/NOTES
<b>EN2 The Countryside</b>			
<b>Core Q 1 *</b>  <b>What is the local countryside's distinctive character?</b> (Identify the characteristics of the countryside e.g. is it farmed land, heathland or moorland, is it open in character or are there small fields with hedgerows or dry stone walls, are there traditional settlements?) A landscape character assessment may have been undertaken by the County or District Council, or the information could be collected through a local survey.	<ul style="list-style-type: none"> <li>Located between the North &amp; South Downs</li> <li>Easy and close access to the countryside</li> <li>Variety of farmland with hedgerows and copses</li> <li>Large areas of semi-natural ancient woodland - many parts very rich in bluebells</li> <li>Surrey Hills including the Hurtwood Control and Leith Hill - the highest point in SE England</li> <li>Hurtwood</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>Ancient Woodland Inventory - Sue Cooper</li> </ul>	
<b>Core Q 2</b>  <b>Is the landscape of high quality?</b> (Identify areas that are of national, regional or local importance i.e. areas that are covered by national or local landscape designations or are within a national park or Area of Outstanding Natural Beauty.) Landscape designations should be shown on the Local Plan proposals map. Alternatively, for local designations contact the District Council and for national designations, the Countryside Agency.	<p>Identify the elements that make the countryside distinctive and attractive.</p> <ul style="list-style-type: none"> <li>The north and north eastern 15% or so of Cranleigh Parish is in the Surrey Hills Area of Outstanding Natural Beauty. Most of this is known as Hurtwood – it was formerly an area of heathland, but is now mainly attractive woodland</li> <li>All the land in the AONB plus Rowley plus the area between the sewage works and Smithbrook Kilns is part of London's Green Belt. In total it is approaching 30% of the parish</li> <li>Over 35% of Cranleigh parish is in an Area of Great Landscape Value. It excludes the</li> </ul>	<ul style="list-style-type: none"> <li>Polluted land at Cranleigh Brick Works in the Baynard area, and at Smithbrook Kilns</li> </ul>	

WORKSHEET QUESTION	ANSWER	MAIN ISSUES	COMMENTS/NOTES
Identify areas of high landscape quality.	<p>of Great Landscape Value. It excludes the Rowley area, but otherwise it is all the Green Belt plus eastern parts of the parish right down to the Sussex border and a much smaller area to the west of Nanhurst.</p> <ul style="list-style-type: none"> <li>The Snoxhall playing fields are an Area of Strategic Visual Importance.</li> </ul>		See pgs 26 and 27, Surrey Structure Plan, Technical Report 4
Core Q 3	<p><b>Is the countryside important for agriculture?</b> (Identify areas of Grade 1, 2 and 3a agricultural land.) This information may be held by the County Council or alternatively, contact the regional branch of the Department for Environment, Food and Rural Affairs (DEFRA).</p> <p>Identify areas of high quality agricultural land.</p>	<ul style="list-style-type: none"> <li>Generally not an important area for agriculture, but there is Grade 1 and 2 agricultural land (relatively rare in Surrey) located in flood plains of Cranleigh Waters.</li> <li>Much of the Cranleigh area sits on Weald Clay, reaching 300 metres in thickness – heavy clay is difficult to cultivate so much of the area is used for grazing; clay is also the reason for the existence of several brickworks and tile works</li> <li>Coppicing &amp; logging from the woodlands / forest</li> </ul>	<ul style="list-style-type: none"> <li>Most of the ponds need active conservation measures and some need various improvements</li> <li>New Zealand stonecrop is threatening the future of 2 of the 3 ponds on Cr Common</li> <li>Gardening for Wildlife (Borough of Woking have exemplars). Explore setting up a scheme locally involving Notcutts and Surrey Wildlife Trust (&amp; local mag)</li> <li>See pages 8 and 9 of the Surrey structure Plan</li> <li>Technical Report 4 for details of nearby SSSIs, pages 18 &amp; 19 for Sites of Nature Conservation Importance.</li> </ul>
Core Q 4		<ul style="list-style-type: none"> <li>Several ponds in Cranleigh and others in the surrounding villages, eg Ewhurst, Shamley Green, Forest Green, Alfold and especially in Dunsfold. Navy's Hole on Run Common, Vachery Pond</li> <li>Various fishing lakes in Cranleigh</li> <li>Surrey Wildlife Trust own and/or manage reserves, eg. Fowl's Copse (Barhatch Lane), Fir Tree Copse (Alfold), Walliswood and Cucknells Wood (Shamley Green)</li> <li>Downs Link wildlife corridor - a linear nature reserve</li> <li>Hurtwood Conservation Area</li> </ul>	

WORKSHEET QUESTION	ANSWER	MAIN ISSUES	COMMENTS/NOTES
Plan proposals map Identify areas important for wildlife.	<ul style="list-style-type: none"> <li>• Hurtwood Control</li> <li>• Knowle Lane - Beryl Harvey Field</li> <li>• Winterfold Forest</li> </ul>		
Core Q 5 <b>Are there areas of historic importance?</b> (Identify areas with concentrations of Listed Buildings, Conservation Areas, historic Parkland, Scheduled Ancient Monuments [SAM], and areas of Archaeological Importance.) Information on Conservation Areas, Listed Buildings, SAM, archaeologically-important areas and Historic Parks and Gardens can be obtained from the District Council and some will be shown on the Local Plan proposals map. Alternatively, contact English Heritage. Identify areas with historic or architectural importance.	<ul style="list-style-type: none"> <li>• Guildford to Horsham railway</li> <li>• Wey and Arun Canal</li> </ul>	<ul style="list-style-type: none"> <li>• Vachery – grounds are no longer accessible to the public. Could this be possible again in the future?</li> </ul>	<ul style="list-style-type: none"> <li>• Help may be available from Cranleigh History Society</li> </ul>
Supplementary Q 6 <b>Is the countryside being actively managed?</b> (Identify areas that are covered by countryside management or stewardship schemes such as the Countryside Stewardship Scheme, Environmentally Sensitive Areas, Nitrate Sensitive Areas, Habitat Scheme, Moorland Scheme, Organic Aid Scheme or Countryside Access Scheme.) Information on these schemes can be obtained from			<ul style="list-style-type: none"> <li>• Check for schemes in the Surrey Hills, eg heathland restoration, sand lizard re-colonisation???</li> <li>• Active encouragement to be environmentally friendly, through promotion of recycling in school and in the community</li> <li>• Agenda 21 for raising environmental issues</li> </ul>

WORKSHEET QUESTION	ANSWER	MAIN ISSUES	COMMENTS/NOTES
the District or County Council or by contacting the Countryside Agency or the Department for Environment, Food and Rural Affairs and the Environment Agency. Identify areas being actively managed to maintain and improve the environmental quality of the countryside.			Parish Council created Millennium flower beds – which need more maintenance
Supplementary Q 7  Do community groups participate in the management of the local countryside? Identify what contribution they make. Is there potential to expand that contribution?	Charitable and volunteer groups: - Cranleigh Conservation Group - Surrey Wildlife Trust - Waverley Rangers		
Supplementary Q 8  Are there plans for major change on the urban edge? (Identify proposals for major development or enhancement schemes such as community forest.) Information can be obtained from the District Council and planned changes will be shown on the Local Plan proposals map.  Identify areas on the urban fringe that may change in character.	The draft Surrey Structure Plan proposes no new major developments in Cranleigh Parish until at least 2016. Beyond that much will depend on central government housing targets and their regional policy. Cranleigh has been considered and rejected in the recent past for large scale housing development. There are relatively few areas in Waverley with Greenfield land available that is not designated as Green Belt or specially protected in some other way.  Waverley is currently consulting on the future of the Dunsfold Aerodrome site.	In the long term, possible housing to the south of the existing settlement.	

## Worksheets: EN3 Links between Town and Country

WORKSHEET QUESTION	ANSWER	MAIN ISSUES	COMMENTS/NOTES
<i>EN3 Links Between Town and Country</i>			
<b>Core Q 1</b> <b>Are there natural or man-made features such as rivers, canals, roads or railway corridors that link the town and country? (Annotate elements that provide physical and visual links between the country and town.) This can be done either from a local survey or through the use of maps or aerial photographs.</b>  <b>Identify elements which link the town and country both physically and visually.</b>	<ul style="list-style-type: none"> <li>Downs Link as a long distance bridleway for walkers, cyclists and horse riders - railway very unlikely to reopen</li> <li>Public rights of way network of bridleways and footpaths</li> <li>Road network</li> <li>Surrey Cycleway</li> <li>Wey and Arun Canal</li> </ul>	<ul style="list-style-type: none"> <li>Better way-marking needed for public rights of way</li> <li>Downs Link</li> <li>Plans for the re-opening of the canal will need a lot of political and economic backing if they are to succeed</li> </ul>	
<b>Core Q 2</b> <b>Are there distinctive design elements found in both the town and the surrounding countryside? (Identify the presence of distinctive local house types, local architectural detailing and use of local materials.) This can be done by undertaking a local, visual survey.</b>  <b>Identify common features that provide visual continuity between development in the town and country and where they are to be found e.g. which villages.</b>		<ul style="list-style-type: none"> <li>Much of the more recent housing has a distinctive style blending in with the rural and historic character of the area - perhaps due to the influence of Waverley's planning department</li> <li>Victorian style housing is being maintained in several new developments</li> <li>Narrow fronted houses with hung tiling</li> <li>Sandstone</li> <li>Wattle and daub</li> </ul>	

<p><b>Core Q 3</b></p> <p>Are there any <b>memorable views</b> either from the town to the countryside or from the countryside of the town? (Annotate key views both from the town and of the town.) This can be done through a visual survey. Identify memorable views in terms of what they are views of and where the view can be seen from e.g. the view from a town square to a distant village church or a view of the town from a surrounding hill.</p>	<ul style="list-style-type: none"> <li>• To and from the hills such as Pitch Hill, Reynolds Hill, Leith Hill and Winterfold Hill there are some very spectacular views across the Weald</li> </ul>
<p><b>Core Q 4</b></p> <p>Are <b>historic commercial links</b> between the town and country <b>still apparent</b>? (Annotate the presence of surviving features such as market halls, a corn exchange, mills, wharves, market squares.) This can be done through a quick local survey.</p> <p>Identify strong commercial associations between town and country.</p>	<ul style="list-style-type: none"> <li>• Wey &amp; Arun Canal a former water route from London to the south coast</li> <li>• Windmill sites in Ewhurst and Cranleigh</li> <li>• Brick and tile-making works.</li> </ul>

<p><b>Core Q 5</b></p> <p>Does the character of the <b>surrounding countryside</b> become less <b>distinct</b> the <b>closer it gets to the town edge?</b> (Annotate where the elements which give the countryside its distinctive character as defined in Worksheet EN2 become less distinct closer to the edge of the town.) This can be done through a quick local survey. Identify areas where the quality of the countryside has been diminished by edge-of-town activities.</p>	<ul style="list-style-type: none"> <li>• Open farmland and woodlands right up to the edges of the village</li> </ul>
<p><b>Core Q 6</b></p> <p><b>How does the town sit in the landscape?</b> Are there opportunities to enhance the urban edge by, for example, planting or even development that will make the town more attractive?</p> <p>Identify key views of the town for approach roads and identify opportunities to enhance and manage the fringes of the town.</p>	<p>Opportunities:</p> <ul style="list-style-type: none"> <li>• Urban edge along Downs Link between Hewitts Industrial Estate and Stocklund Square car park</li> <li>• Peripheral litter along hedgerows in approaches to Cranleigh and along the Downs Link</li> </ul>

<p><b>Supplementary Q 7</b></p> <p>Are there any long distance or locally important footpaths, cycle paths or bridleways linking town and country? (Annotate important links.) Information on footpaths, cycle paths and bridle paths can be obtained from the County Council, who should have a Rights of Way Officer.</p> <p>Identify important recreational links between town and country.</p>	<ul style="list-style-type: none"><li>• Numerous public footpaths and bridleways exist, including:<ul style="list-style-type: none"><li>- Downs Link</li><li>- Greensand Way</li><li>- Wey South Path</li><li>- Sussex Border Path</li><li>- Cranleigh Millennium Walk</li></ul></li></ul>
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## **VI. Schools Survey**

## Schools Survey

Total number of Surveys returned: 1495

# CRANLEIGH AND SURROUNDING AREA "HEALTH CHECK"

Young people are the future of Cranleigh and the surrounding area.

**YOUR VIEWS ARE IMPORTANT TO US.**

Please would you answer the following questions or respond to the statement.

<b>Q1</b>	<b>Are the range of shops in Cranleigh varied?</b>	Yes	728	Not sure	335	No	429
<b>Q2</b>	<b>Do young people have lots to do in Cranleigh and the surrounding area because of the leisure facilities?</b>	Yes	434	Not sure	398	No	661
<b>Q3</b>	<b>Do you often use the buses to get in and out of Cranleigh?</b>	Yes	602	Not sure	170	No	718
<b>Q4</b>	<b>I think that Cranleigh and the surrounding area is a safe place to live in.</b>	Yes	789	Not sure	507	No	194
<b>Q5</b>	<b>I would like to work in Cranleigh when I am an adult.</b>	Yes	124	Not sure	386	No	982
<b>Q6</b>	<b>I enjoy living in and around Cranleigh.</b>	Yes	965	Not sure	280	No	236
<b>Q7</b>	<b>I use the sports facilities in and around Cranleigh.</b>	Yes	838	Not sure	199	No	453
<b>Q8a</b>	<b>Shopping:</b>						
	Better range of shops .....		131		Pet shop .....		1
	More clothes shops for young people.....		146		Games workshop.....		47
	More shops for younger people .....		183		Fast food restaurant, e.g. MacDonald's/Burger King .....		79
	Toy shop .....		118		Shopping centre .....		19
	Music shop .....		91		Lemonade Stand .....		9
	<i>Sports Shop</i>		54		<i>Doner Van</i>		7
	<i>Book Shop</i>		12				

<b>Q8b</b>	<b>Leisure:</b>	
	More leisure/fun things to do .....	460
	More events .....	69
	Theme park .....	35
	Farm .....	1
	Museum .....	2
	Historical re-enactments .....	2
	Music festival .....	11
	Laserquest .....	14
	More sports facilities .....	57
	Better swimming pool .....	60
	Bigger/better leisure centre .....	62
	Ice rink .....	24
	Bowling .....	60
	Cricket pitch .....	4
	Dry ski slope .....	6
	Quad bike park/Go carts .....	4
	Rugby pitch .....	3
	Theatre .....	8
	Motor bike track .....	5
	Bigger/better skate park .....	64
	Basketball pitch .....	9
	More tennis courts .....	11
	Children's football pitch .....	28
	Netball club .....	3
	Football team .....	2
	Bike racks .....	1
<b>Q8c</b>	<b>Entertainment:</b>	
	More facilities and things for young people to do after school/ at night.....	211
	Place for teenagers to 'hang out' at night .....	178
	Clubs .....	226
	Under 18 nightclub .....	146
	Snooker Hall .....	10
	Table football .....	1
	Arcades .....	28
	Cheaper places to eat .....	19
	Cinema .....	436
	Internet Café/Café .....	105
	Graffiti Wall in Skate Park .....	5
	All Night Café .....	8
<b>Q8d</b>	<b>Adults/young people:</b>	
	More pubs and bars .....	14
<b>Q8e</b>	<b>Younger children up to teenagers:</b>	
	More play areas .....	58
	More apparatus in the park .....	50
	Park with pond and benches .....	53
	Adventure playground .....	58
	Children's park .....	56
	Better soft play area .....	11
<b>Q8f</b>	<b>Transport:</b>	
	Train station .....	112
	Traffic lights at Knowle Lane .....	58
	Airport nearer .....	20
	Less traffic .....	28
	Caravan site .....	6
	Sex clinic for teenagers .....	3
	Police open 24/7 .....	9
	Safer road crossing areas .....	17
<b>Q9a</b>	<b>Community Services:</b>	
	"Community" services/volunteer schemes .....	219
	Help/visit older people .....	152
	More childcare places for 5-13's .....	9
	Tidy up village/organise litter picking .....	283
	Award schemes for young people who help community .....	83
	Fundraising .....	75
	Community days .....	31
	Money for Cranleigh Hospital .....	17
	Neighbourhood Watch Schemes .....	9
	Anti-drugs .....	8

<b>Q9b</b>	<b>Services:</b>	
	Lolly pop person .....	6
	More police - police open 24/7 .....	13
	Reduce vandalism and graffiti .....	73
	Make Cranleigh safer.....	72
	Improve police force .....	17
<b>Q9c</b>	<b>Transport:</b>	
	Trailer bikes to transport people around Cranleigh .....	3
	More reliable buses .....	29
	More cyclepatha.....	21
	Lower car park prices .....	35
	Cheaper bus fares .....	27
	More buses - later at night/on Route 63 .....	26
	Reduce traffic .....	3
<b>Q9d</b>	<b>Environment:</b>	
	Less pollution.....	4
	More recycling .....	3
<b>Q9e</b>	<b>Opportunities:</b>	
	"Job shop" advertising local jobs .....	2
	More jobs for young people .....	48
	Work to Improve local economy - provide more jobs locally (including summer jobs).....	14
	Work experience for young people.....	29
	Young persons council .....	11
	Put more money into the youth club .....	12
	Provide opportunities for young people to help out in nurseries .....	16
	Paper rounds for children .....	27
	Kid's radio station .....	1
<b>Q9f</b>	<b>Facilities:</b>	
	Food shops.....	10
	Improve facilities.....	5
	Provide more playgrounds in estates .....	3
	Provide more houses.....	4
	More restaurants and bars.....	5
<b>Q10a</b>	<b>Age:</b>	
	4/5      19      8      20      11      114      14      101      17      35	
	6      27      9      53      12      139      15      130      18      14	
	7      13      10      88      13      135      16      71      19      1	
<b>Q10b</b>	<b>Postcode:</b>	847

Thank you for completing this questionnaire. Please hand it to the member of staff.

## **VII. Snapshot Data**

## Snapshot: Economy

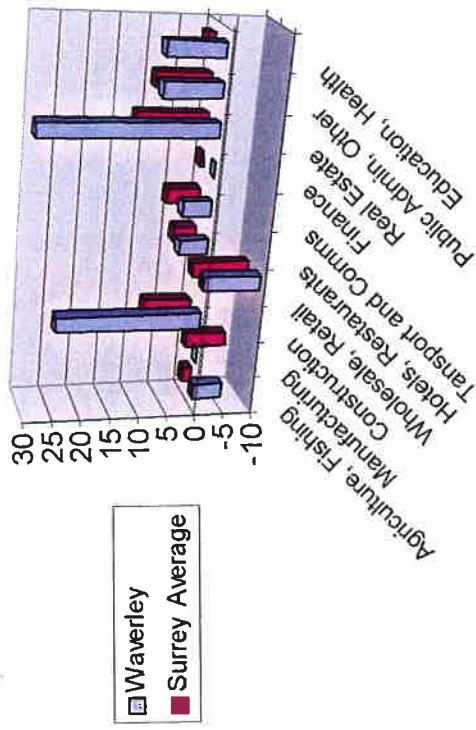
	Economy Q's	Answer	Source
1 No of jobs	6318 Jobs in 2001	<p>Annual Business Enquiry Using areas: 43ULFA Alfold &amp; Dunsfold 43ULFb Blackheath &amp; Wonersh 43ULFF Cranleigh East 43ULFG Cranleigh West 43ULFJ Ewhurst 43ULGC Shamley Green</p>	<p>Annual Business Enquiry Using areas: 43ULFA Alfold &amp; Dunsfold 43ULFb Blackheath &amp; Wonersh 43ULFF Cranleigh East 43ULFG Cranleigh West 43ULFJ Ewhurst 43ULGC Shamley Green</p>
2 Change in no. of jobs	6454 Jobs in 1996 = loss of 136 jobs since 1996		
3 % of large employers (over 200)	The only employer of over 100 people is the Co-op		SCC Principal Employers

Jobs by industrial Sector	<p><b>Jobs by Industrial Sector, 2001</b></p> <table border="1"> <thead> <tr> <th>Sector</th> <th>Approximate Percentage</th> </tr> </thead> <tbody> <tr><td>Land Based Industries</td><td>~15%</td></tr> <tr><td>Manufacturing</td><td>~10%</td></tr> <tr><td>Construction</td><td>~8%</td></tr> <tr><td>Retail</td><td>~7%</td></tr> <tr><td>Hotels and Catering</td><td>~6%</td></tr> <tr><td>Transport</td><td>~5%</td></tr> <tr><td>Communication</td><td>~5%</td></tr> <tr><td>Office Based</td><td>~4%</td></tr> <tr><td>Public Sector</td><td>~4%</td></tr> <tr><td>Waste Management</td><td>~3%</td></tr> <tr><td>Sport/ Recreation/ Leisure</td><td>~2%</td></tr> </tbody> </table>		Sector	Approximate Percentage	Land Based Industries	~15%	Manufacturing	~10%	Construction	~8%	Retail	~7%	Hotels and Catering	~6%	Transport	~5%	Communication	~5%	Office Based	~4%	Public Sector	~4%	Waste Management	~3%	Sport/ Recreation/ Leisure	~2%
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Sport/ Recreation/ Leisure	~2%																									
<p>Annual Business Enquiry Using areas: 43ULFF Alfold &amp; Dunsfold 43ULFb Blackheath &amp; Wonersh</p> <p>Significant changes since 1996 are 38% increase in office based jobs, 26% increase in communications jobs, 56% increase in transport jobs; 48% decrease in manufacturing, loss of all minerals extraction jobs (#3), loss of 44% of land based jobs all from the Agriculture/ hunting/ etc sub sector.</p>																										
4	% of employed in hotels/catering	<p>Hotels and restaurants provided 312 jobs in 1996, and 252 in 2001 = loss of 60 jobs and a decrease from providing 4.8% of all jobs to 4%</p> <p>Annual Business Enquiry Using areas: 43ULFA Alfold &amp; Dunsfold</p>																								

		43ULFb Blackheath & Wonersh 43ULFF Cranleigh East 43ULFG Cranleigh West 43ULFJ Ewhurst 43ULGC Shamley Green
	Unemployment rate -	
6	Cranleigh East	1.66-2.43 per 1,000
7	Cranleigh West	1.66-2.43 per 1,000
8	Shamley Green	2.43-4.61 per 1,000
9	Ewhurst	1.66-2.43 per 1,000
		Using areas:
		43ULFA Alfold & Dunsfold
		43ULFb Blackheath & Wonersh
		43ULFF Cranleigh East
		43ULFG Cranleigh West
		43ULFJ Ewhurst
		43ULGC Shamley Green
	% of unemployed over 6 10 months	31%
11	Jobs to eco.-active res. Ratio	6318 : 7735
12	Prof. employees as % of all e-a res.	14.4%
13	No. of job centres	There is no job centre in Cranleigh, however a job club runs from the CAB, formerly based at Manns store. It is a voluntary service funded mainly by charitable trusts. Local survey

No. of new businesses registered

### Net Change in VAT Registrations by Sector, 2001



This shows a substantial above average gain in the Construction, Real Estate and Education and Health sectors; an above average performance in manufacturing; and an above average loss in the Agriculture and Fishing sector.

Nomis  
Approximately 50 members, which represents about 30 % of the significant businesses in the area.

Chamber President, Bob Melvin  
No business support services delivered locally. For larger businesses Business Link Surrey have one office in the county - 5th floor, Hollywood House, Church Street East, Woking, Surrey GU21 1HJ [www.businesslink.surrey.co.uk](http://www.businesslink.surrey.co.uk). helpdesk 08457 494949. For smaller businesses (5-9 employees) Surrey Business Enterprise Agency Ltd in Guildford 01483 728434.  
For shops in the surrounding villages a Village Shops Advisor is based with Surrey County Council Economic Development Office  
Community Action.

		Advice to rural businesses is available through Business Link Surrey
17	One-stop shop business advice	See 16.
18	New industrial units built	No industrial units built in the last three years
19	Average rent for industrial premises	Approximately £7/sq ft
20	Rent for prime retail unit	£15-20,000 pa, average sized unit
21	Change in rents	Both retail and industrial markets are fairly static
22	New shops built/converted in last 3 years	
23	Regular general market	There is a regular weekly traditional market held in the Village Way car park near the leisure centre on Thursdays
24	Regular farmers' market	Farmer's market established April 2003 at Nottets Garden Centre once a month.
25	No. comp. goods shops in town	40% of total floorspace 37% of shop units 38 shop units This was average for Surrey's smaller centres
26	No. supermarkets over 1000sqm	1 currently, the Co-op, 1,368sqm net sales floorspace (Budgens = 470sqm)
27	No. other convenience goods shops in town	33% of total floorspace (=3238sqm) 16% of shop units 16 units This is above average for Surrey's smaller centres
28	No. vacant shops/total No. of shops	2 units 2% of floorspace (=170sq m) Total number of units 102 Total floorspace 9834sq m

	Toilets in village way car park. Baby changing facilities available. Disabled toilet with radar lock	Local knowledge
29 Public toilets in centre		
Residents with post-school qualifications	18.6% of over 18s	
No. of state infant, junior and primary schools	Cranleigh infant School, Park Mead Primary School, St Cuthbert Mayne Catholic Primary, St Nicholas' CoFE Primary	Cranleighvillage.net
State secondary schools	Glebelands	Cranleighvillage.net
Independent Schools	Cranleigh preparatory school, Cranleigh School	Cranleighvillage.net
Special needs Schools	St Joseph's School	Cranleighvillage.net
No. & type of post 16 education	Children from Glebelands wanting to study for A levels or G.N.V.Q courses go on to Godalming College or Guildford College. There is a sixth form at Cranleigh School.	Local knowledge
Type of establishment - vi	Apart from Cranleigh School (private) there are no sixth form or other colleges in Cranleigh. The nearest technical college is situated in Guildford.	Local knowledge
36 form/tech		

## Snapshot: Transport

Transport Q's	Town Centre (Cranleigh East Ward)	Data Source
Bus stations	0	local knowledge
Train stations	0	local knowledge
Coach parks	0	local knowledge
% of households without car	Whole area - 16.6%	
	Cranleigh East and West - 18.5%	
	Alfold - 13.3%	
	Dunsfold - 10.5%	
	Ewhurst - 15.8%	
	Womersley, Shamley Green and Blackheath - 13.7%	1991 Census
Short stay spaces	555	Waverley Borough Council Fees and Charges Tariff
Long-stay spaces	long stay facilities within short stay car parks	Waverley Borough Council Fees and Charges Tariff
Cycle paths	There are no cycle paths in the village	WBC local plan 2002
Journey times by car to Guildford	20 minutes	local knowledge
Journey times by car to Horsham	40 minutes	bus timetable
Journey times by bus to Guildford	30 minutes	bus timetable
Journey times by bus to Horsham	35 minutes	bus timetable
Bus services village - train station	see brochure	
Disabled parking spaces	8 (4 in each car park)	Waverley Borough Council Fees and Charges Tariff

## Snapshot: Social and Community

Social & Community Qs	Cranleigh East 44RJFF	Cranleigh West 44RJFG	Ewhurst 44RJFJ	Blackheath & Wonersh RJFB	Shamley Green RJGC	Alfold and Dunsfold RJFA	Data source
indices of deprivation	7959	8151	8028	8078	7383	4802	indices of deprivation 2000. Measured using income, health, education, housing and geographical access to services. Highest number - 8500. Lowest number - 1.
number of residents	6830	4649	2369	1863	1469	2151	census 1991
change in pop. Since 1991							<i>awaiting census data at ward level from 2001 census</i>
% of pop. Over 60/65 (as a % of ward)	21%	24%	23%	25%	27%	22%	census 1991
% people under 16 (as a % of ward)	20%	18%	18%	18%	19%	20%	census 1991
new houses built by tenure				for whole area - 51 privately built, owner occupied			period covering 2000-2002
number of h/h's by tenure							
% single households (as a % of ward total)	23%	33%	24%	24%	23%	21%	census 1991
% of h/h's with elderly living alone (as a % of total ward)	16%	22%	24%	15%	23%	21%	census 1991
% housing stock no whole house heating (as a % of total ward)	3%	5%	8%	5%	4%	9%	census 1991



ambulance stations	1	-	-	-	-	-	-	-	-	-	-
swimming pools	1	-	-	-	-	-	-	-	-	-	-
sports halls	4	1	2	-	-	-	-	-	-	-	-
opening times		By appt.	By appt.	-	-	-	-	-	-	-	-
outdoor sports pitches			0 at present	1	2	1	3	3	Local survey	Local survey	Local survey
post offices	1	2	-	-	-	-	-	-	Local survey	Local survey	Local survey
health and fitness centres	3	-	-	-	-	-	-	-	Local survey	Local survey	Local survey
banks/building societies	6	-	-	-	-	-	-	-	Local survey	Local survey	Local survey
cash points	3	-	-	-	-	-	-	-	Local survey	Local survey	Local survey
solicitors	2	-	-	-	-	-	-	-	Local survey	Local survey	Local survey
accountants	1	-	-	-	-	-	-	-	Local survey	Local survey	Local survey
hospitals	1	-	-	-	-	-	-	-	Local survey	Local survey	Local survey
facilities eg A&E, maternity	-	-	-	-	-	-	-	-	Local survey	Local survey	Local survey
GP practices - private/NHS	1	-	1	-	-	-	1	1	Local survey	Local survey	Local survey
Dental practices - private/NHS	3	-	1	-	-	-	-	-	Local survey	Local survey	Local survey
opticians	2	-	-	-	-	-	-	-	Local survey	Local survey	Local survey
pubs	5	2	2	2	2	2	2	2	Local survey	Local survey	Local survey
hotels	1	-	-	-	-	-	-	-	Local survey	Local survey	Local survey
bed & breakfast spaces	3	5	-	-	-	-	-	-	2	2	Local survey
restaurants	11	-	-	-	-	-	-	-	Local survey	Local survey	Local survey
cinema?		Arts Centre	-	-	-	-	-	-	Local survey	Local survey	Local survey
theatre?		Arts Centre	-	-	-	-	-	-	Local survey	Local survey	Local survey
Public halls/community centres	6	1	3	1	2	2	2	2	Local survey	Local survey	Local survey
museum?	-	-	-	-	-	-	-	-	Local survey	Local survey	Local survey
art galleries?	1	-	-	-	-	-	-	-	Local survey	Local survey	Local survey
Churches - denominations?	4	2	3	1	2	2	2	2	Local survey	Local survey	Local survey
Voluntary orgs/ societies	30	10	15	10	15	10	15	10	Local survey	Local survey	Local survey

## Snapshot: Environment

	<b>CRANLEIGH EAST 44RJFF</b>	<b>CRANLEIGH WEST 44RJFG</b>	<b>EWHURST 44RJFJ</b>	<b>WONERSH RJFB</b>	<b>SHAMLEY GREEN RJGC</b>	<b>DUNSFOLD RJFA</b>	<b>ALFOLD &amp; DUNSFOLD RJFA</b>	<b>DATA SOURCE</b>
	Ward Total	Ward Total	Ward Total	Ward Total	Ward Total	Ward Total	Ward Total	
National Park	No	No	No	No	No	No	No	Waverley Borough Local Plan
AONB	Yes	Yes						Waverley Borough Local Plan
Heritage Coast	No	No	No	No	No	No	No	Waverley Borough Local Plan
Conservation Areas	Cranleigh CA	Cranleigh CA	Yes	Yes	Yes	Yes		Waverley Borough Local Plan
RAMSAR	No	No	No	No	No	No	No	Waverley Borough Local Plan
Special Protection Areas	No	No	No	No	No	No	No	Waverley Borough Local Plan
SAC	No	No	No	No	No	No	No	Waverley Borough Local Plan
NNRs	No	No	No	No	No	No	No	Waverley Borough Local Plan
LNRs	No	No	No	No	No	No	No	Waverley Borough Local Plan
SSSIs	No	No	No	Yes	No	No	Yes	Waverley Borough Local Plan
SNCS	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Waverley Borough Local Plan
Listed Buildings	25	66	79	55	58		91	Planning Info Sheets
Footpaths	29	44	80	16	19		49	Planning Info Sheets

								Planning Info Sheets
Bridleways	7	28	14	14	13		28	
National Trails	The Downs Link follows the old railway line and starts at St. Martha's Hill outside Guildford and ends at Shoreham-by-sea Cranleigh and ends at Shoreham-by-sea							Information published by WSCC
Cyclepaths	See supplementary Q12 Transport worksheet T1							
Byways open to public								

## **VIII. Community Feedback**

Feedback from Public Events

Feedback from Day Centre Visit

## Feedback at Open Forum 1, Welcome to Cranleigh and Market Day Events

### Economy

Good things about Cranleigh...	Open Forum 1	Welcome to Cranleigh	Market Day	Total
<i>"Do you Agree or Disagree with this? Use your sticky dots to tell us!"</i>				
Shops are interesting; still have traditional shops, but less demand than there used to be	23 Yes 10 No	9 Yes	8 Yes 3 No	40 Yes 13 No
French Market and Cranleigh Market	21 Yes 15 No	10 Yes 1 No	22 Yes	53 Yes 16 No
Good location	4 Yes	5 Yes	5 Yes 1 No	9 Yes 1 No
Easy access to airports	5 Yes 2 No	4 Yes	7 Yes 2 No	16 Yes 4 No
Low unemployment		2 Yes 3 No	4 Yes	6 Yes 3 No
Beautiful area – tourism value	26 Yes 1 No	8 Yes	17 Yes	51 Yes 1 No
<b>Comments:</b>				
<b>Open Forum 1</b>				
The excellent service in shops should be encouraged				
Lack of commitment by local people to support local shops				
If Sainsburys comes the smaller traders will be lost				
If you don't get Sainsburys or equivalent the village shops will continue to die				
I want to be able to do a weekly shop at Cranleigh rather than driving to Guildford or Horsham to spend my money.				
Move the weekly market to the same location as the French Market				
Better signage on Thursday that the market is open – only locals know				
Monthly Farmers' Market to support local produce maybe? Also improving and extending Thursday market.				
What about a Farmers' Market? (6 Yes)				
Easy access to Gatwick only. Not easy to get to Heathrow from anywhere. Go by train! Fly from Lewes				
More price checks for milk 1pt 32p, 2pt 56p. (3 yes)				
Not to be charged more to buy less (1 yes)				
Much stricter controls needed on shop signs/ frontages and window designs				
Shop development must be within the High Street (2 yes)				
<b>Welcome to Cranleigh</b>				
Let the kebab van stay (1 No)				
<b>Market Day</b>				
Enforce local features such as 'Surrey Tiling' on retail developments in the High Street (eg like Moss Chemist which is an attractive building)				

Not so good things about Cranleigh	Open Forum 1	Welcome to Cranleigh	Market Day	Total
<i>"Do you Agree or Disagree with this? Use your sticky dots to tell us!"</i>				
Hard to find staff	3 Yes	4 Yes	7 Yes	14 Yes
Concerns about empty shops and high rents	22 Yes	10 Yes	22 Yes 1 No	54 Yes 1 No
Lack of employment opportunities	3 Yes	2 Yes 1 No	6 Yes	11 Yes 1 No
Competition from surrounding towns	2 Yes	3 Yes	3 Yes	8 Yes

				6 No
<b>Comments:</b>				
<b>Open Forum 1</b>				
We don't want our High Street to be like Godalming or Horsham!				
Not hard to find staff but nigh impossible				
Who is going to repair the pavement in front of shops? (2 Yes)				
Improve the local supermarkets especially the Co-op (2 Yes)				
More publicity for leisure facilities, arts centre				
Provide free parking – will encourage people to shop locally rather than to travel to Guildford/ Horsham				

Possible Solutions	Open Forum 1	Welcome to Cranleigh	Market Day	Total
Sponsored after school/ pre school care	-	3 Yes	4 Yes	7 Yes
Attract bigger, more diverse employers	15 Yes 10 No	4 Yes 3 No	2 Yes 8 No	21 Yes 21 No

<b>Comments:</b>
<b>Open Forum 1</b>
What about a wine bar? (1 Yes)
Sainsburys not needed thank you (4 No) Yes it is
We do not want a High Street full of shops that can be found in every town (2 yes, 3 No)
Do nothing and Cranleigh will cease to exist (10 yes)
Room for Starbucks type coffee shop (3 No)
Rather attract local talent, produce, anything to encourage a village/ local atmosphere
Support your own community
<b>Welcome to Cranleigh</b>
Somerfield site – rather than another supermarket please could we have a Woolworths. We need a good store catering for young families. (1 No)
Plus a McDonalds please
Radical suggestion for Stocklund Square – knock down the central islands – plant and fountain areas, which only attract litter and kids hanging around and use it as a market area which would also bring trade to local shops

Short Term Goals	Open Forum 1	Welcome to Cranleigh	Market Day	Total
<b>"Do you Agree or Disagree with this? Use your sticky dots to tell us!"</b>				
Develop Signage into Cranleigh – main road/ entrance to Cranleigh/ car park signs	5 yes 3 no	4 yes 1 no	3 yes 8 no	12 yes 12 no
Devise / implement economically viable promotion strategy for Cranleigh as:				
a) Retail centre	4 no	6 yes	14 no	6 yes 18 no
b) Leisure centre – swimming, arts centre, walks	5 yes	3 yes	13 yes	21 yes
c) Develop a communication strategy with villages to support a&b – include hoppa bus for the elderly and carless.	6 yes	5 yes	13 yes	24yes
Review markets in Cranleigh:				
a) the current market is an attraction	4 yes 4 no	6 yes	13 yes	23 yes 4 no
b) should Farmers' Market be in centre of Cranleigh	24 yes 5 no	11 yes	13 yes 1 no	48 yes 6 no
Develop links between commerce and education	3 yes	4 yes	6 yes 1 no	13 yes 1 no
Business to support specialist status at Glebelands	6 yes	4 yes	8 yes	18 yes

Develop website for business and build a communication strategy to attract business support to Cranleigh	2 yes	7 yes	4 yes 3 no	13 yes 3 no
Co-ordinate existing community activities to maximise performance for benefit for all: eg Christmas lights, late nights and other special events	12 yes 1 no	8 yes	11 yes	31 yes 1 no
Turn Cranleigh into best kept village: g planting scheme, hanging baskets, litter	16 yes	10 yes	18 yes 1 no	44 yes 1 no
Introduce a tourist information board	9 yes	-	-	-
<b>Comments:</b>				
For visitors car parking is not obvious, larger signs and number of spaces. Attractive signs on Common for current events. Better signage in Cranleigh.				
Centre for walks would be nice, not just railway line.				
Not at Notcutts.				
Farmers' Market in the centre would cause conflict with existing stores – Notcutts no conflict.				
Apprenticeships				
Have touch screen info areas around the village. Use Cranleigh Village Net the villages own website.				
As an American, we have 'adopt a road/ area' The area a company adopts is their responsibility to keep litter free and a sign is posted stating what company's area it is, and it works.				

Medium Term Goals	Open Forum 1	Welcome to Cranleigh	Market Day	Total
<b>"Do you Agree or Disagree with this? Use your sticky dots to tell us!"</b>				
CCTV – develop in village, first in Stocklund Square then extend	13 yes 3 no	5 yes 1 no	12 yes 4 no	30 yes 8 no
Pavements – co-ordinate resurfacing of all pavements and fundraising to achieve this	18 yes	4 yes 1 no	12 yes	34 yes 1 no
Work with Dunsfold in development to encourage more local jobs and spin off into local Cranleigh community	6 yes	4 yes	3 yes 1 no	13 yes 1 no
<b>Comments:</b>				
Get a policeman instead				
Only as good as the person who's monitoring it.				
I have never seen a Bobby walking in the High Street, only a car going at 70mph.				

Long Term Goals	Open Forum 1	Welcome to Cranleigh	Market Day	Total
<b>"Do you Agree or Disagree with this? Use your sticky dots to tell us!"</b>				
Build a hotel to attract tourism/ support local business	7 yes 6 no	8 no	3 yes 10 no	10 yes 24 no
Develop a major attraction, eg theme park, museum – aerospace/ historical	2 yes 26 no	1 yes 9 no	13 no	3 yes 48 no
Attraction linked to Cranleigh by rail	8 yes 1 no	1 yes 9 no	13 no	9 yes 23 no
Improve area outside Onslow into a central square for the village	3 no	5 yes 2 no	1 yes 3 no	6 yes 8 no
Encourage retailing from the Ewhurst Road to the Common only.	3 yes	2 yes	3 yes	8 yes
Encourage development of more new retail units for independent shopkeepers.	2 yes	4 yes	7 yes 1 no	13 yes 1 no
Build long term car parking to free up space for central short term parking.	4 yes	1 yes 1 no	1 yes 7 no	6 yes 8 no
Cranleigh's retail scene should be based on: One good supermarket A host of independent shops	10 yes 9 no	10 yes	27 yes 6 no	47 yes 15 no

Good parking				
<b>Comments:</b>				
Establish Training Centre at Dunsfold Park.				
Go-karts and decent football.				
Light rail on the rail track.				
Downslink, but walkway and cycleway still needed.				
What about a monorail, silent and speedy.				
Take the traffic off the road.				
What about retailing in West Cranleigh and Park Mead				
Long term parking should be affordable. Some free parking needed.				
We have three good supermarkets, do we need more.				
Encourage Sainsburys – out with the other supermarkets.				

**Ideas, Comments and Suggestions – General:**

What are the skills shortages in Cranleigh?

We need care home staff (home helps) to support elderly and disabled people to be able to live in their own homes rather than in residential care or hospital beds.

Need to pay/ value home care staff – a very demanding job – many people can earn more cleaning/ ironing/ shelf-filling.

Only a small number of businesses with 5 employees have had any form of management training in last 10 years (ISC)

Commerce – Future (ie next 10 years) provisions of shopping with electronic, with personal visits to small specialist shops (greengrocers, delicatessens, dairy, etc) with personal service and expert advice. Cranleigh is well placed to take advantage of this. The Council should lobby for broadband and discourage outdated supermarket building.

No evening classes (2 yes)

## Transport and Access

Good things about Cranleigh <i>"Do you Agree or Disagree with this? Use your sticky dots to tell us!"</i>	Open Forum 1	Welcome to Cranleigh	Market Day	Total
Bus services	10 Yes 2 No	6 Yes 2 No	6 Yes 1 No	22 Yes 5 No
Lots of cycling in village	9 Yes 1 No	1 Yes 5 No	3 Yes 2 No	13 Yes 8 No
Hoppa Bus	4 Yes	4 Yes	5 Yes 1 No	13 Yes 1 No
Buses to Horsham	5 Yes 2 No	4 No	4 No	5 Yes 10 No
The bus services from Cranleigh to Guildford are excellent, running every 20 minutes during the day but irregular services in the evening and to some out-lying villages (Alfold, etc) may discourage some use.	1 Yes	-	-	1 Yes
Walking to the village centre is possible from any of the estates within the village. However, narrow pavements and street-clutter can cause problems for those with pushchairs and wheelchairs and general congestion for pedestrians.	4 Yes 2 No			4 Yes 2 No
Cranleigh is an ideal location for cycling, being relatively flat and compact, a large number of people currently cycle within the village. However, there are no specified routes for cyclists and more could be done to encourage and promote cycling in the village.	6 Yes	-	-	6 Yes
There are a good number of car parks within the village and on-street parking, other than market day, finding a parking place is not a problem. However, the congestion within the High Street caused by lorries loading and unloading and general traffic volume at peak times, causes delays and problems.	1 No	-	-	1 No
<b>Comments:</b>				
<b>Open Forum 1</b>				
Cycling in village but not on footpath (8 yes)				
If buses were cleaner more people might use them.				
Bus service is good during the day but too expensive (6 yes)				
Re-open (build) the railway line to Guildford (9 yes, 2 no)				
Buses cannot be relied on.				
Railway line cycle route – suggestion to improve access and usage tarmac between Snoxall and Elmbridge. Presently very muddy and overgrown (7 yes)				
Cycling – railway line – obtain services of Sustrans the cycle route developers to develop the Downslink route as a Guildford to Shoreham acceptable surfaced cycle route particularly in the Cranleigh area.				
Use the lift and bubble car Systems used in ski resorts to link villages with each other in Guildford.				
Along old railway line perhaps (1 yes)				
Buses need to run later to outside villages.				
Use old railway line to install a tram system. Has been very successful in Beckenham-Croydon SE London.				
Bus services are not good from Ewhurst (2 yes)				
Please can we have a footpath and cycle path Ewhurst to Cranleigh so we do not have to clog up Cranleigh with our cars. Would be especially good for children and young people in Ewhurst (4 yes)				

<b>Comments continued:</b>				
<b>Welcome to Cranleigh</b>				
Bus service very expensive				
Not enough buses to Horsham and very expensive				
<b>Market Day</b>				
Local community bus service, easy (daily 2) access to Royal Surrey for appointments (even visiting??)				

<b>Not so good things about Cranleigh</b>	<b>Open Forum 1</b>	<b>Welcome to Cranleigh</b>	<b>Market Day</b>	<b>Total</b>
<b>"Do you Agree or Disagree with this? Use your sticky dots to tell us!"</b>				
Congestion on high street	9 Yes	8 Yes	12 Yes	29 Yes
Not enough parking		2 Yes 2 No	1 Yes 6 No	3 Yes 8 No
Access by bike into village	9 Yes	4 Yes 2 No	4 Yes 1 No	17 Yes 3 No
Look at enforcement on parking	22 Yes	3 Yes 1 No	6 Yes 1 No	31 Yes 2 No
Not enough public transport in general	4 Yes	3 Yes 1 No	2 Yes	9 Yes 1 No
High street not pedestrian friendly	7 Yes 3 No	5 Yes 1 No	9 Yes 2 No	21 Yes 6 No
Problem for pedestrians and cyclists	9 Yes	1 Yes 1 No	4 Yes 1 No	14 Yes 2 No
The bus services need better publicity particularly for those people who shop in Guildford.	-	-	-	-
There is conflict between pedestrians and motorists at most of the junctions within the village High Street and on occasions trying to cross the High Street	1 Yes 3 No	-	-	1 Yes 3 No
Cranleigh is still a very car-dependent village (exaggerated by the lack of rail link), more could be done to prevent the heavy use of cars, particularly for local journeys by promoting the bus services and encouraging cycling and walking.	7 Yes 1 No	-	-	7 Yes 1 No

<b>Comments:</b>
<b>Open Forum 1</b>
Better bus train connections to Guildford
Stop parking in the High Street between the Bed Linen shop and the old cinema site or widen the road there. Car may be the only way to get into the village from other villages. Priority parking for those with no alternative means of transport to encourage them not to go elsewhere.
Much congestion caused by one street parking (2 yes)
Cycling – improve surface on Downslink, Especially with village bounds.
Parking on street parking should be restricted to ‘disabled’ and ‘short term’ (say 15 minutes). Enforce parking restrictions (13 yes)
Loads of space – just not used because (1) not signed very well to casual visitor (2) it costs so if people can get away with parking for nothing on double yellow lines they will.
Downslink connection Phase 1 – Guildford to Horsham with Cranleigh as major station. Safety fence. Cycle surface. Dockland light railway type. Improved walking surface.
Is it possible to ban car parking in the High Street? Make car parks free. Use Hoppa bus if necessary.
Parking enforcement is a necessity. Most problems and congestion caused by selfish motorists and their parking habits. (3 Yes)
Too much illegal parking in High Street. Increases congestion and is dangerous for cyclists and pedestrians.

**Comments continued:**

**Open Forum 1 continued**

Re-evaluate feasibility for rail link with Guildford. (Guildford Cranleigh only) (4 Yes, 1 No)

Reduce traffic from roundabout at top of village coming from Elmbridge Guildford.

Some delivery lorries and vans park on double yellow lines – illegal and dangerous. More attention by traffic wardens. Some cyclists cycle on the footpath and over pedestrian crossings – also illegal and very dangerous. What to do (1 Yes)

Reduce commercial random parking in High Street (3 Yes)

Why big buses – always empty and too big for narrow roads. Smaller buses more effective and suitable.

There is an urgent requirement for a footpath from Ewhurst to Cranleigh (3 Yes)

**Welcome to Cranleigh**

Traffic calming measures – mini roundabouts and islands cause chaos (1 Yes, 1 No)

Remove all islands – pedestrians hardly use them (1 Yes)

**Market Day**

Why does it cost £4.30 to get out of the village? (4 Yes)

Possible Solutions	Open Forum 1	Welcome to Cranleigh	Market Day	Total
• Upgrade cycle routes into Cranleigh	11 Yes	9 Yes 1 No	5 Yes	25 Yes 1 No
• More walking buses/safe routes to schools	6 Yes	4 Yes	4 Yes	14 Yes

**Comments:**

**Open Forum 1**

Some pedestrianisation in village centre

Safe routes to school scheme and cycle racks to leave cycles safely

**Welcome to Cranleigh**

Early morning buses to colleges are not at good times. The bus to Horsham gets there too late to get to Collyer's College and the bus to Godalming gets there too early. Co-ordination between buses and schools needed – Glebelands Student.

Bus stops in centre of Cranleigh in very very poor and unpleasant condition – they need cleaning every morning!

**Market Day**

Pedestrian area in front of bookshop area.

Enforce speed limits on the road in Cranleigh and provide more 30mph signs as in surrounding villages. (4 Yes)

Traffic claming needed on the Ewhurst-Cranleigh Road (B2127) – maybe relocation of speed limit to the town limits? (by Cranfold cottages) (1 yes)

Keep the price of parking down. (1 No)

**Ideas, Comments and Suggestions – General:**

More hazards need marking. We do not have roads which are good enough for all the traffic which comes into Cranleigh eg Run Common Road. Narrow bridge in Elmbridge Road. Better maintained roads are needed.

Offer free parking in the village – deter people travelling to Guildford/Horsham. (8 yes)

Enough crossings now – more traffic light controlled crossings will cause more traffic congestion and hold ups as traffic tries to go through village.

Improve road safety by good quality repairs to poor surfaces – pot holes, high and low spots.

Need Ewhurst Road crossing at (1) Park Mead (2) Art Centre end for Cranleigh Infants etc from Horsham Road. It is being done now.

Reintroduction of rail link to Guildford. Heavy 1 yes 1 no. Light (3 yes)

No bus service to Ewhurst on Sundays. What about hospital visits? Bus needed (7 yes)

Cycling routes from the village into surrounding hills, villages safely for kids and adults. Cycle routes marked? Degree of difficulty. Safe.  
Safe cycling for children in holidays and railway line full of rubbish!! (2 yes)  
Enforce parking rules and regulations more strictly. Employ a full-time traffic warden and provide more parking space. Especially top of Knowle Lane. (1 yes)  
Adopt the idea common in the rest of Europe where paying car parks offer the first half hour free and are free at lunch time. Plenty of cycle racks should be provided.  
High Street – cycle ways to be designated. No parking on High Street except for disabled. 20mph limit, enforced electronically.  
Buses – free to certain groups. Heavily subsidised for rest.

## Social and Community

Good things about Cranleigh	Open Forum 1	Welcome to Cranleigh	Market Day	Total
<b><i>"Do you Agree or Disagree with this? Use your sticky dots to tell us!"</i></b>				
Strong community spirit (Cranleigh cares) Not just fighting for hospital, U3A has 500 members, Arts Centre.	20 yes	9 yes	14 yes	43 yes
Strong links between voluntary sector	3 yes	3 yes	-	6 yes
Strong feeling about Cranleigh, living and being here.	21 yes	10 yes	14 yes	45 yes
Excellent facilities (hospitals and schools)	17 yes	4 yes	12 yes	38 yes
<b>Comments:</b>				
<b>Open Forum 1</b> More funding for CAB (8 yes) Support your Arts Centre (4 yes) Arts centre is excellent, especially youth theatre! Deserves more financial support (11 yes) Consider too views of people who work in Cranleigh and use facilities/ shops lunchtime/ evenings – Pulborough resident. Support Cranleigh Arts Centre (1 yes) More team clubs for girls, ie. girls' cricket club?? Sports for girls tennis Community Family Project (1 yes) Develop and use expertise on 'pilot' schemes (1 yes)				

Not so good things about Cranleigh	Open Forum 1	Welcome to Cranleigh	Market Day	Total
<b><i>"Do you Agree or Disagree with this? Use your sticky dots to tell us!"</i></b>				
Young people are not involved in community development	9 yes	7 yes	3 yes	19 yes
Always same people doing things	11 yes	4 yes	1 yes	16 yes
Lack of low cost housing, implications eg difficult to employ lower paid jobs eg care workers	30 yes	5 yes 1 no	11 yes	46 yes 1 no
Voluntary clubs are diminishing	3 yes	1 yes 2 no	2 yes	6 yes 2 no
Pockets of socially excluded people	3 yes	-	2 yes	5 yes
Lack of facilities for young people (closed laundrette, cinema)	19 yes	10 yes	11 yes	40 yes
Funding to improve lighting and access to Snoxhall and decorate youth centre	2 yes	4 yes	5 yes	11 yes
Lack of entertainment for young people	9 yes 4 no	7 yes	7 yes	23 yes 4 no
Disadvantaged groups do not receive the services they need (eg hours for CAB to be reduced further, limits access to services needed.)	9 yes	4 yes	4 yes	17 yes
Policing – greater need for presence	27 yes 2 no	10 yes	9 yes	46 yes 2 no
Litter and vandalism	27 yes 2 no	8 yes	12 yes	47 yes 2 no
Not enough arts or leisure	2 yes 8 no	4 yes 3 no	1 yes	7 yes 11 no

**Comments:**

**Open Forum 1**

Save Stocklund Square

Where would the children have protested once it has gone! (3 yes, 1 no)

But see letter of the week – Surrey Advertiser – 14 March 2003-11-25 Cranleigh's future depends largely on providing affordable housing to keep younger people/ young family key workers in the area (3 yes)

Low cost housing is not £140,000 plus (6 yes)

Time the powers that be got to grips with the situation young people find themselves in.

Cranleigh needs low cost rented housing (1 yes)

More social housing needed (3 yes)

All employers, private and public, need to offer more supported employment opportunities for disabled/ disadvantaged citizens! (5 yes)

Community laundrette

Use the Arts Centre (2 yes)

Funding for CAB and Drop in Centre

Lack of inspired leadership in enabling young people to use their imagination, idealism and energy to create and maintain their own spare time facilities.

It's time Cranleigh had a Community Centre – visitors (2 yes)

Films are shown every 2 weeks in the Arts Centre – more publicity

Please may we have more litter awareness in the village.

The Arts Centre is a most valuable asset and deserves support from Parish and District council (4 yes)

Total lack of policing in the village is leading to a decline in standards (4 yes)

Greater police presence in evenings needed to discourage vandalism.

Drop in centre for young people? (3 yes)

I believe that we are already seeing the benefits of increased policing.

The paths are clean and we should keep it like that (1 yes)

**Welcome to Cranleigh**

The last point – Cranleigh Arts Centre provides a variety of Arts and Leisure facilities

**Market Day**

Sinoxhall should be completely redeveloped. The badminton hall is a giant white elephant.

Lack of revenue for CAB in Cranleigh (2 yes)

Improvements made to children's park – not good enough! Near leisure centre. Paint already peeling/ seesaw in a poor state – will also get muddy. Not a good Jubilee celebration.

Policing levels have increased significantly over the past year – is this still a problem?

Possible Solutions	Open Forum 1	Welcome to Cranleigh	Market Day	Total
Reach out to young people via schools/ youth club	7 yes	5 Yes	6 Yes	18 Yes
Broaden communication methods/ easier to get people involved	1 yes	4 yes	3 yes	8 yes
Let people know they can spend a little time doing things	2 Yes	7 Yes	3 Yes	12 Yes

**Comments:**

**Open Forum 1**

Vital to encourage young people to participate in hobbies/ sport/ creative activities etc to keep them occupied and off streets causing damage, litter and offence.

Cranleigh Youth Council to be elected – input to Cranleigh Parish Council and Waverley Borough Council and Surrey County Council (1 yes)

<b>Comments continued:</b>				
<b>Market Day</b>				
The children's swings/ play area is a disgrace no thought/ planning or common sense look at Reigate/ Guildford etc.				
Establish a youth forum (elected via school pupil councils to help engagement with children and young people in the village. Representatives can then be sent to the county's youth parliament (2 yes)				

<b>Health Questions</b>	<b>Open Forum 1</b>	<b>Welcome to Cranleigh</b>	<b>Market Day</b>	<b>Total</b>
<b>"Which of these facilities would you like to see in the new Cranleigh Village Hospital?"</b>				
X-ray facility	20 yes	13 Yes	14 Yes	47 Yes
Minor Injury Unit	25 yes	12 yes	15 yes	52 yes
Eye Clinic	17 yes	9 yes	9 yes	35 yes
Telemedicine	7 yes	4 yes	2 yes	13 yes
Hospital Support Team	8 yes	6 yes	4 yes	18 yes
<b>"Which would you support?"</b>				
Preventative dentistry to advise school children on tooth care	8 yes	4 yes	3 yes	15 yes
Extra funding for Hoppa bus service to go to Royal Surrey Hospital	16 yes	6 yes	14 yes	36 yes

<b>Sport and Leisure Questions</b>	<b>Open Forum 1</b>	<b>Welcome to Cranleigh</b>	<b>Market Day</b>	<b>Total</b>
<b>"Which new sport of leisure facilities do you think are needed in Cranleigh?"</b>				
Athletics track	7 yes	4 yes	2 yes 1 no	13 yes 1 no
All weather outdoor facility for basketball, five-a-side, netball	16 yes	7 yes	7 yes 1 no	30 yes 1 no
Other Sports	-	-	3 tennis club 1 go Kart track 3 yes 1 no	7 yes 1 no

<b>Housing Questions</b>	<b>Open Forum 1</b>	<b>Welcome to Cranleigh</b>	<b>Market Day</b>	<b>Total</b>
Do you agree that a new Survey should be commissioned to investigate and report on the possible release of land for the development of starter homes?	7 yes	4 yes	2 yes 1 no	13 yes 1 no

<b>Community Questions</b>	<b>Open Forum 1</b>	<b>Welcome to Cranleigh</b>	<b>Market Day</b>	<b>Total</b>
Would you support a Visitors' Centre where newcomers to Cranleigh would be given information about the area and be directed to any services they require?	13 yes	7 yes	5 yes	25 yes

**Ideas, Comments and Suggestions – General:**

Bring back the laundrette (4 yes)  
Cinema needed – use the Village Hall (3 yes, 2 no)  
More funding for films at Arts Centre  
Encourage young people to organise events for themselves. Need Facilitators. Give them ownership.  
With small targeted events funded  
Exclude bad behaviour by giving lots of opportunities for good  
Hospital project is producing a village 'feel' – keep it going.  
Bring cinema back to Cranleigh – use the Village Hall. You should have reserved the screen and seats from the Regal losing or throwing them away is a disgrace. You should be ashamed of what you have done. (6 yes)  
It is vital that housing for the village/ community to remain vibrant it must be able to house all service providers.  
Visitors' information – the CAB used to do this.  
The hospital must help to prevent admission to RSCH and to enable people to return/ remain in their own homes for as long as possible. (1 yes)  
Village hospital – how are you to source the 'man'power to operate the facility?  
More outpatient services would save patients travelling to RSCH (12 yes).  
Evening opening of library (5 yes)  
Why don't we have our own 6<sup>th</sup> form college? (2 yes)  
We need a volunteer bureau to put volunteers in touch with organisations and residents requiring help (2 yes)  
Other sports – tennis club  
Very strong feeling about Cranleigh – felt like being on holiday when e first moved here with lovely coffee shop and community feel. Would very much like to keep it that way (4 yes)  
Can't support CAB which is valuable to the people of Cranleigh why provide something else?

## Environment

Good things about Cranleigh	Open Forum 1	Welcome to Cranleigh	Market Day	Total
<b><i>"Do you Agree or Disagree with this? Use your sticky dots to tell us!"</i></b>				
Distinct character of village	25 Yes 1 No	10 Yes	14 Yes	49 Yes 1 No
So much accessible countryside	15 Yes	10 Yes	11 Yes	36 Yes
Cranleigh enjoys the luxury of seamlessly blending into the countryside – and we'd like to keep it this way.	21 Yes	-	-	21 Yes
The Downs Link, as an off-road and traffic-free route, needs surface improvement. In particular, the section within the village needs opening up and made more inviting to encourage more people to use it.	27 Yes 1 No	-	-	27 Yes 1 No
It is important that Stocklund Square is retained and enhanced as an 'open space' within the heart of Cranleigh.	32 Yes 19 No	-	-	32 Yes 19 No
<b>Comments:</b>				
<b>Open Forum 1</b>				
Sort out the Burger van (1 yes)				
Much stricter policing and penalties for fly tipping				
The frontage of Manns is what gives Cranleigh its character. (10 yes). Sainsbury's design is what would spoil it (9 yes, 3 no).				
More efficient recycling utilities needed. Adequate Waverley's plans which are progressing too slowly.				
Green and open common (1 yes)				
Beautiful countryside for walking and cycling (1 yes) (except Winterfield Forest which should never have been fenced off). (2 yes)				
Need to prevent over-development destroying village character (1 yes)				
A food shop of good quality and reliability is essential – a building of complementary design to the village in Stocklund Square which was a railway station/yard – not an open space.				
A smaller area could be made attractive with imaginative planning. (19 yes, 4 no)				

Not so good things about Cranleigh	Open Forum 1	Welcome to Cranleigh	Market Day	Total
<b><i>"Do you Agree or Disagree with this? Use your sticky dots to tell us!"</i></b>				
Not enough about tow path	2 Yes	5 Yes	4 Yes	11 Yes
Puddles, etc	5 Yes	18 Yes	1 Yes 1 No	24 Yes 1 No
Graffiti	4 Yes	2 Yes	6 Yes	12 Yes
Different views of what Cranleigh is				
Complacency/insular	1 Yes	2 Yes	4 Yes	8 Yes
Urgent action needs to be taken to reverse the deterioration of the village ponds if they are to continue to exist as conservation areas.	15 Yes	-	-	15 Yes
Every local business should have a volunteer day release scheme to support and maintain the environment and character of Cranleigh and the countryside.	5 yes 1 no	-	-	5 Yes 1 No
Improved and co-ordinated way signage would give Cranleigh a more welcoming feel to visitors and newcomers.	2 Yes	-	-	2 Yes

<b>Comments:</b>				
<b>Open Forum 1</b>				
Graffiti is bad. We don't really have graffiti.				
Shambles at Snoxhall – drainage footpaths, etc				
Don't trade off de-polluting Cranleigh Brick and Tile for housing building in the countryside.				
<b>Welcome to Cranleigh</b>				
Too much rubbish in hedges, ditches and verges (1 yes)				
There is too much dead wood along the Downs Link. Dead branches and cut wood need to be cleared to make Downs Link more attractive. (17 yes)				
Volunteer Scheme - Who will pay for this? And schools. If local people support local business I feel this would be a good idea (2 yes)				
Signage - Please read letter of week Surrey Ad 14.3.03. ref Stocklund Square. Yes but be careful not to urbanise it with metal signs. (1 yes)				

Possible Solutions	Open Forum 1	Welcome to Cranleigh	Market Day	Total
• Village design statement	2 Yes	2 Yes	2 Yes	6 Yes
• More maple trees	1 Yes	5 Yes	8 Yes	14 Yes
• Museum of village	10 Yes 1 No	4 Yes	9 Yes	23 Yes 1 No
• Make sure roads remain 'B' roads	8 Yes	7 Yes	14 Yes	29 Yes

Comments:
<b>Open Forum 1</b>
Use cottage hospital for a hotel only then it could revert to medical use if necessary.
When cottage hospital is sold make planning permission a condition old cottage is used as village museum (4 yes)
Get Simsbury's to fix the allotments – eg organic orchards.
Visitor Centre – museum new residents/village information centre in one location (1 yes)
<b>Welcome to Cranleigh</b>
Leaves should be swept up and removed to avoid slipping on paths by elderly
Too much rubbish left around the village

Ideas, Comments and Suggestions – General:
Water: greater use of water in landscape design – see France, Germany, Horsham (between Shelley Memorial and ring road).
Stocklund Square Gardens – to be compulsorily taken over by the Council which does such a good job with the rest of Cranleigh. Nice to include a play area for small children with rubberised safety floor as in the city of Luxembourg – make the place child friendly.
Recycling – actively encourage it. Lobby for plastics recycling, advertise more widely for excellent current services (cooker, etc). (Nanhurst site is excellent in service and presentation).
Heritage trail – to create interest in the village and promote civic pride have a heritage trail with permanent plaques. Printed guides to be available at CAB, Leisure Centre, Arts Centre and bookshop.
Tidy Village – divide Cranleigh into residents' zones and make each zone responsible for keeping the village tidy from the obelisk to the Common crossroads according to a rota to be pasted prominently on the Council notice board. Each zone to be asked to keep its own area tidy permanently.
Excessive litter.
Some of the beautiful parts are being ruined by litter including discarded needles making them dangerous for young families.
Litter, litter everywhere (16 yes)
More regular street cleaning. Education of adults and children that dropping litter is not acceptable.
What about the common and cricket field – rubbish most days.
Cricket ground and common looks dreadful. Whoever is responsible for its present state should clear it up. First impression of Cranleigh.
Be nice if countryside were more accessible by bike without having to share road space with cars.
Access road at back for all businesses and stop the terrible traffic problems.
Pavements: either the landowners need to be persuaded to help pay or Surrey County Council to pay for the whole pavement area.

Too many neglected roads full of potholes.  
Disabled and pushchairs and bikes. Friendly paths all round Snoxhall, Downs Link (1 yes)  
Get the three existing supermarkets to shape up. Improve quality and service then we would not need a new supermarket or lose Stocklund Square (11 yes)  
Demolish Stocklund Square – 1960s buildings. Rebuild in character/keeping of rest of village. (9 yes)  
Rubbish.  
Stocklund Square is the only square we have and a great asset to the village – we must protect it (2 yes)  
Stocklund Square will be repaired and improved not lost.  
Sort out High Street pavements and shop fronts. Now abandoned cars as well. ( 7 yes)  
Village Centre – too dominated by cars, ie parking and through traffic. Suggestion – eliminate parking between war memorial and Cromwell Tea rooms – landscape area and return to pedestrians (6 yes, 1 no)  
Money to complete Way/Arun Canal (8 yes)  
Please start collection of cardboard and plastic from homes, build on the success of the glass/cans/paper collection (9 yes)  
Over the past year or two country footpaths seem to have been taken over by cyclists and horse riders, these folk use existing paths making them very dangerous to walk on both wet and dry weather, if these paths must be used couldn't riders and cyclists make their own track maybe a couple of feet to the side of the existing footpath? It seems once you get older you are to walk the hard roadside paths, I have enjoyed walking my dogs in the countryside for many many years and am very sad to find not only my feet and knees make this a little uncomfortable but the other users (cyclists and riders) appear to have no consideration for us folk who only have our feet to use. Please can you help?

## Vision

<i>"What do you think about this vision? Use your sticky dots to tell us if you agree or disagree!"</i>	Open Forum 1	Welcome to Cranleigh	Market Day	Total
'A vibrant village serving its community and neighbouring villages with a wide range of accessible and relevant services'	33 yes	7 yes 1 No	2 yes	42 Yes 1 no
Creating a sense of belonging	26 Yes	6 Yes	4 Yes	36 Yes
Celebrating the role of volunteers	22 Yes	3 Yes	3 Yes	28 Yes
Having a prosperous business community	37 Yes	7 Yes	3 Yes 1 No	47 Yes 1 No
Ensuring the more vulnerable members of the community can access the services they need	29 Yes	5 Yes	7 Yes	41 Yes
Responding to the changing needs of the community	21 Yes	5 Yes	1 Yes 1 No	27 Yes 1 No
<b>Comments:</b>				
<b>Open Forum 1</b>				
Add the word 'rural', we don't want to end up like Wandsworth (12 yes)				
Add safe and clean (2 yes)				
Too motherhood – put in some pm type targets '80% of local purchasing income spend in Cranleigh by 2007' (1 yes)				
Keep Cranleigh as a village, temper future developments to achieve this. (2 Yes)				
There appears to be no reference to Dunsfold Aerodrome. Will not the huge redevelopment, for whatever – commercial, residential etc – have a big impact on Cranleigh (11 Yes)				
Zero Council Tax. Lower Council Tax (5 No)				
A park for elderly and young to use (2 yes)				
Tram service Guildford to Cranleigh to Horsham. Clean attractive and environmentally friendly (2 yes)				
Keep the spirit of Cranleigh alive. It is not broken why fix it.				
Beautify Stocklund Square. Create a piazza where people can meet, young people can gather safely – a true public area serving refreshments. This will encourage visitors to stay in Cranleigh and wander around the small shops. (5 yes)				
Maintain the charm keep away big vulgar buildings. Strict planning controls (9 yes)				
Have more sports clubs (3 yes)				
Safe, vibrant and attractive				
Safe, successful and settled				
Lets admit we're a town (6 yes, 19 no)				
Village design statement and strong planning laws to protect our village from urbanisation and to keep it a distinctive SW Surrey Village (15 yes)				
If we are a thriving market town, lets have a thriving market and encourage and develop local produce and the small shops we still have left (3 yes)				
The village needs more localities and interest for youth (4 yes)				
In 10 years time I won't be able to afford to live here (4 yes) I can't now!				
Just like everywhere else with more multiples (2 yes)				
Less domination by cars. Remove parking between War Memorial and Cromwell Tea Rooms (15 cars in total) and return to pedestrians (3 yes, 1 no).				
Bypass to take traffic out of Cranleigh. High Street which is user friendly, at present it is car friendly.				
No more roads (1 no)				
Giving young people thought and consideration of the real needs. (6 yes)				
Affordable housing for families to keep schools thriving and village alive (9 yes)				
Still the largest village in England (3 no)				

**Comments continued:**

**Market Day**

Add plastic recycling facilities

Do something about illegal parking outside the bakery at the top of Knowle Lane – put tickets on them, move them on, Stop Them! You cannot see past them to cross Knowle Lane (2 yes)

Think about something to entertain the youth. Stop them hanging around causing havoc (3 yes).

Market is good. New Farmers' Market a good idea.

Please collect my cardboard and bottles for recycling.

In Snoxhall playground please fence off the swings as they are dangerous to toddlers.

Get rid of the Co-op and get a decently run supermarket (5 no)

Village often looks dirty – rubbish in the high street.

Strongly disagree with the development of Stocklund Square, Cranleigh changed forever to our future regret (4 yes)

Shops are boring. More clothes shops for young people (eg Top Shop) 20/30s (5 yes).

Stop the creeping urbanisation of 'our village' – nip the Stocklund Square development in the bud! (5 yes)

An extended supermarket will threaten the future of our specialist small food shops – butcher, fish shop, baker, greengrocer etc does Cranleigh really want that? (5 yes)

No to Sainsburys, Yes to our small friendly shops (6 yes)

No bus service to and from Ewhurst on Sundays and Bank Holidays.

Get railway back to Guildford will make town more prosperous (1 yes)

Yes to Sainsburys (1 yes, 10 No), No to Sainsburys (10 yes)

Parish Council should do more to show and demonstrate their interest in various elements of community, eg schools – Should do more to promote village.

The first decision to be made is do we wish to remain a village or become a town?

Clothes shopping for teenagers and babies (5 yes)

The charm of Cranleigh for me lies in the market and the variety of small- medium individual shops.

Improved/ smoother ramps for chair-bound people.

Open up our existing facilities to greater community use – schools sports facilities – Cranleigh School already has the facilities referred to and they are underused.

Cycling would be great, but a bit dangerous – cycle lanes or footpaths outside the centre of the village (3 yes).

A cinema! (1 yes) Now the Cinema has gone there is nothing for tens to do in Cranleigh. That's the reason they are hanging round at nights (1 yes)

Concern about vandalism around area of village hall.

Say yes to Sainsburys (2 yes, 3 No)

Could become a prime attraction for holiday makers – this would need better maps and signposts.

## Feedback from Open Forum 2

Social and Community		Project Description	Short Term	Med Term	Long Term	Agree	Disagree
Project Ref #							
SC:1	Housing. A new Land Survey to be commissioned to locate land (and buildings such as empty flats) as acceptable sites for affordable housing.						
SC:2	Health. Extra facilities to be made available at the new Cranleigh Village Hospital i.e.:  Eye clinic Hearing clinic X-ray facility Minor injuries unit Support team for new Village Hospital Co-ordinator to provide neighbourhood help( shopping, etc.) to patients discharged from hospital Telemedicine imaging service Additional GP position with skills in postgraduate geriatric medicine (as recommended by Royal Society of Physicians and the British Geriatric Society)	✓					
SC:3	Sport. 1) An all-weather, outdoor multi-purpose sports facility for netball, basketball, & five-a-side football 2) An all-weather athletics track 3) Refurbishment of Snoxhall Sports Pavilion 4) Football posts to be put on suitable open spaces 5) Improvements to Downs Link through Cranleigh to encourage walkers & cyclists. 6) Tennis Clubhouse.		✓				
		Note: SC:1-4 were agreed upon at the previous meeting, however were not displayed for the July 9 <sup>th</sup> 2003 meeting.					

SC:4	The Hoppa Bus Service, which was originally jointly funded by the Surrey Health Authority and Waverley Borough Council, should be extended to cover visits to the Royal Surrey Hospital, Jarvis Centre, etc.	√				
SC:5	Local Government and Community organisations. A Cranleigh Visitors' Centre to provide information about the facilities and services available in the area. The Centre should also be responsible for the updating of the village website's list of organisations, societies, etc...	√		10	0	0
SC:6	School-based workshops on tooth care to be set up to provide better information on preventative Dental care.	√		0	0	0
SC:7	Culture & Heritage Cranleigh Art Centre to be funded for additional cinema performances such as matinees.	√		15	5	5
SC:8	Improve Cinema, availability / young people's slots, matinees	√		10	2	2
SC:9	An all weather outdoor multi-purpose sports facility	√		14	0	0
SC:10	Updating the present floodlit football pitch	√		4	0	0
SC:11	Football posts installed in open space sites near housing areas	√		0	6	6
SC:12	Support Wey / Arun canal as a leisure facility	√		16	4	4
SC:13	Review of Snoxhall and wider leisure provision	√	√	5	0	0
SC:14	Design and implement a cycle network that links housing with facilities such as shops, schools, health centre and leisure centre.	√		4	0	0

SC:15	Website of activities for young people by young people	✓		9		0
SC:16	Improve skate park	✓		2		0
SC:17	Create/ support/ encourage a Youth Forum or Council	✓		14		0
SC:18	Increase the number of people involved in local clubs	✓	✓	0		0
SC:19	Gardening for Wildlife scheme – establish schemes bases on those used in Woking	✓		1		0
SC:20	Vachery Grounds – Investigate a public access project	✓		3		0
SC:21	Extend annual event by Rotary to welcome newcomers	✓		3		0
SC:22	Provision of access to e-services (link to library / Adult Education)	✓		1		0
SC:23	Promote Adult Education	✓	✓	3		0
SC:24	Secure evening opening of the Library (link to other projects)	✓		3		0
SC:25	Drop in centre / café	✓		13		0
Comments made at meeting on post-it notes:						
Community safety plan / scheme is good but CCTV gives perception that village is dangerous – more subtle approach needed						
CCTV in known crime / unsavoury hot spots:						
Killicks (2 cars burnt out)						
Car park rear of High Street (cars driven at high speed/skids)						
Kebab van (get rid of it)						
Outside coop						
make bus stop at Stockland Square more user friendly						
-new splash of paint						
-timetables						
-Litter (get it under control)						
Stockland Square – but new plans have bigger open useable area.						
Encourage users to maintain and look after skateparks / play areas. Litter, painting, etc.						
Community projects for litter picking						
Advertise local events / workshops / meetings on web sites to increase attendance / participation						
Policemen on foot or bicycle – visible						
A cinema although socially desirable may not be economically viable. Create use of the Arts Centre and Village Hall may "bridge the gap".						

## Access and Transport

Project Ref #	Project Description	Short Term	Med Term	Long Term	Agree	Disagree
AT:1	Late night transport from Guildford	✓		13		0
AT:2	Publicise the current / further services of the Hoppa bus	✓		10		0
AT:3	Community transport to encompass trips to Royal Surrey Hospital (using the Hoppa bus service)	✓		12		0
AT:4	Form a bus quality partnership including greater promotion of the services	✓	✓	1	0	0
AT:5	Improve the quality of bus shelters making them more inviting and determining users needs	✓	✓	7	0	0
AT:6	Review speed limits around schools	✓		4	0	0
AT:7	20 mph speed limit for the whole village	✓		2	7	2
AT:8	Devise a Courteous Driving month / campaign	✓		1	7	7
AT:9	Improve signage around village and into area	✓		1	0	0
AT:10	Promote walking for Health and Safe Routes to School	✓	✓	6	0	0
AT:11	Promote the Downs Link as an all year cycling and walking alternative to the High Street and other roads leading into Cranleigh		✓	17	0	0
AT:12	Enforcement of parking restrictions	✓		19	0	0
AT:13	High Street Project – Make High Street more pedestrian/ cycle friendly and reduce the impact of congestion		✓	22	0	0
AT:14	Conduct a review of parking, pedestrian access, lorries and cycle use, crossing points, Knowle Lane Junction, mobility issues for the less able	✓	✓	12	0	0
AT:15	Cycling project – To design and implement a cycle network that links housing with facilities such as shops, schools, health centre and leisure centre.	✓	✓	12	0	0

AT:16	Audit of the general facilities for the less mobile to make Cranleigh totally accessible (including ramps, access to shops, tactile paving and road crossings)	✓			9	1
Comments made at meeting on post-it notes:						
Pavement on Knowle Lane needs widening for the Hospital						
	A larger supermarket with more deliveries will make the lane too dangerous	1			2	
	Free car parking	1			1	
	Deliveries should be restricted to off peak times only where vehicles must park on the High Street	17			0	
	Cycle racks in village centre	0			0	
	Speed bumps in car parks to prevent joy riding / unsavoury behaviour in cars i.e. hand brake turns	0			0	
	Speed bumps on Hitherwood to cut speed	0			0	
	It is cars and other vehicles that create congestion – pavements are wide enough	0			0	
	I agree with the principal but this will stop people visiting the village – provide free parking for people that shop locally and it might work.	0			0	
	The new islands create a blockage when cars are parked illegally.	0			0	
	Ambulances and fire engines must be able to get through.	0			0	
	Stop people parking in service road by Post office and Barclays Bank	0			0	
	Enforce more strongly the NO CYCLING on the footpaths	0			0	
	Improve signing and making Cranleigh more “friendly” for all users SHOULD NOT mean hard engineering solutions that destroy the local character / local distinctiveness	0			0	
	Who will keep the sign clean?	0			0	
	If “improve” means minimise the that would be an improvement	0			0	
	The rear of buses should carry clear details about where the bus goes and it’s service number (it is the back that people see most)	0			0	
	Who can use the Hoppa bus?	0			0	
	Cycle routes from main population centres	0			0	
		0			0	

Environment		Project Description				Short Term	Med Term	Long Term	Agree	Disagree
Project Ref #										
EN:1	Improve appearance & visibility of village ponds and streams		✓					21		0
EN:2	Preserve environmental character, Tree Preservation Orders/ High Street Maples	✓	✓	✓		18			1	
EN:3	Investigate an overall litter strategy	✓				12			0	
EN:4	Review provision of litter bins, not just in the village centre	✓				7			1	
EN:5	Improve pavements on the High Street	✓				13			0	
EN:6	Review position of seating, not just in the village centre	✓				1			1	
EN:7	Provide plastic recycling facilities	✓	✓			21			0	
EN:8	Review condition, maintenance and appearance of the public toilets	✓	✓	✓		4			0	
EN:9	Devise a Heritage trail for disabled and bikes	✓				8			1	
Comments made at meeting on post-it notes:										
Keep the square open										
Seek to maintain and where possible improve the environment within the shopping area.										
Litter collection – especially round Downs Link										
The Downs Link needs to be developed as traffic free all weather route										
Snoxhall ↔ Elm Bridge for cyclists										
Walkers										
Children / pavements ↔ school / shops										
Overhanging hedges from private gardens make it difficult to walk along pavements in residential areas to Cranleigh (e.g. New Park Road, Mead Road) Requests for home owners to cut back hedges										
no mention of protection of local wildlife – an environmental audit would be useful to understand what species we still have and then we can devise how to protect and improve the habitats.										

Vision		Project Description				Short Term	Med Term	Long Term	Agree	Disagree
Project Ref #										
V:1	Create a Village Design Statement					✓	✓	✓	9	0
V:2	Create a sense of belonging					✓	✓	✓	2	0
V:3	Support local clubs					✓	✓	✓	11	0
V:4	Support Community Volunteering – set up a young people's volunteering scheme, and a recognition scheme for all volunteers					✓		✓	7	0
V:5	Increase the number of people involved in clubs					✓			2	0
V:6	Environmental Awareness programme – raise school and community awareness					✓			7	0
V:7	Recycling Facilities Improvements – investigate improved residential and business recycling					✓			14	0
Comments made at meeting on post-it notes:										
The village needs to evolve rather than be preserved “in aspic” Quality of developments and suitability should be the focus rather than “more of the same”,										
Carry out a local distinctiveness survey of Cranleigh and identify good / bad things. Actions must enhance the character of environment										
Encourage volunteers to carry out wildlife and historical features survey of Cranleigh										
It should be in the vision an “attractive” as well as a vibrant village										
Do in short term! After the Sainsbury’s wrecks the look of the village, it will be too late!										
Village Design Statement is a fairly urgent task. We have the Stockland Square issue, the Cranleigh hospital and the possibility of low cost housing schemes. Cranleigh must agree on an identity and a vision for its architecture.										

Economy		Project		Timescale		Key people		Resources		Issues/factors to be aware of	
Ref no		A (Agree)	D (Disagree)	A - 5 D - 6	Short term and medium term	Waverley Council Surrey Highways Chamber of Commerce Parish Council	Borough	Study needed Funding to implement schemes		Care needed to avoid proliferation of signs Clarity to help people move around the village	
EC:1	Improve signage in Cranleigh Entrance to Cranleigh From main routes To car parks for drivers From car parks for pedestrians										
EC:2	Review and implement an economically viable promotional strategy for Cranleigh – retail, leisure, links with local villages	Short term	A - 9 D - 0		Waverley leisure/countryside/business support/planning sections			Healthcheck co-ordinator/external agency Funding for promotional material		Impact on neighbouring Villages Competition from nearby centres, ie Horsham, Guildford, Godalming and Dorking	
EC:3	Look at means of bringing Farmers Market to central Cranleigh	Short term	A - 9 D - 2		Waverley Council, Surrey Farmers' Market			Appropriate infrastructure and location. Regular management of market		Health & Safety Support of Chamber/ other businesses	
EC:4	Develop links between commerce and education.	Short term and medium term	A - 10 D - 0					Glebelands specialist science status to be supported and promoted through co-ordinator		Needs of local businesses Ability of young people to return to Cranleigh after their education	
EC:5	Develop cranleighvillage.net for business (and link to communication strategy to attract	Short term			Cranleigh online Waverley			Some funding allocated by		Needs of local businesses	

	business to Cranleigh)	A - 11 D - 0	Council Cranleigh Parish Council	Surrey Local Committee Ongoing funding needed
EC:6	Co-ordinate existing community activities	Short term  A - 8 D - 0	Website All community groups	Co-ordinator What's on in Cranleigh regular publication Funding for leaflet
EC:7	Generate Pride in Cranleigh Turn Cranleigh into Best Kept Village adopt a road/street, litter free Litter pick days Extend Cranleigh in Bloom	Short term Medium term  A - 23 D - 0	Waverley environment department Business Community Schools Wider community	Co-ordination
EC:8	Develop better visitor information Introduce a Visitor Information board Retail Guide Walks leaflets Historical guide Links to nearby attractions	Short term  A - 13 D - 0	Waverley Tourism Surrey Tourism Surrey Hills partnership Waverley Countryside Leisure centre Schools cranleighvillage.net	Funding for leaflets, information board Co-ordination
EC:9	Develop CCTV/community safety strategies in village including investigating radiolink, pubwatch, estatewatch	Medium term  A - 9 D - 4	Waverley Community Safety Partnership Police Community Partnership Group Parish Council Chamber of commerce	To be advised
EC:10	Co-ordinate improvements/resurfacing pavement	Medium term  A - 14 D - 0	Surrey Highways Property owners Waverley Planning	Survey of areas in need of improvement Identify appropriate property owners Develop scheme appropriate to Cranleigh

EC:11	Contribute to the Masterplanning for Dunsfold Aerodrome	Medium term A - 13 D - 0	Dunsfold Park owners Chamber of Commerce and local businesses Parish Councils Waverley Council Surrey County Council	To be determined Borough	Objectives: provide more jobs and encourage people into the local community Enhance the links between Dunsfold and Cranleigh Need to secure longer term survival of facilities in rural areas around Cranleigh
EC:12	Define boundaries of retail footprint for Cranleigh	Long term A - 3 D - 1	Retail sector, chamber of commerce, property owners, planners Waverley		
EC:13	Encourage local individual shops - Park Mead, West Cranleigh, Shamley Green, etc.	Short term A - 7 D - 0	Chamber of commerce, Cranleigh Initiative, shop owners Marketing		
EC:14	Ensure Cranleigh retains a range of independent stores, at least one good supermarket and good parking.	Short, med & long-term A - 18 D - 3	Waverley planners, property owners, chamber of commerce		
EC:15	Encourage development of more retail units for independent shopkeepers	Medium term A - 7 D - 0	Waverley Planners Property owners Marketing		Relocation of some existing uses?
EC:16	Build long-term car parking to free up short-term spaces.	Medium term A - 4 D - 0	Waverley Council Property owners Borough		
EC:17	Create Cranleigh as a destination where customers receive consistent excellent customer service	Medium term A - 10	All Cranleigh businesses Waverley Business Forum Surrey Town Centres		Encouraging all businesses of the value

	Welcome Host or equivalent training	D – 0	Group	
EC:18	Ensure local businesses can access business support services	Short term A – 4 D – 0	Business support services	Concern over closure/movement of banks or solicitors
EC:19	Develop a focal attraction to bring people to Cranleigh and want to come back	Medium term A – 6 D – 3		Something appropriate to Cranleigh and its location
EC:20	Support the retention of viable care homes for the elderly	Short and medium term A – 7 D – 0	Learning and skills council Private care homes	
EC:21	Retain balance of manufacturing businesses in area	Short, medium, long-term A – 11 D – 0	Business Link Waverley Council Surrey County Council Surrey Economic partnership	Borough
EC:22	Consider the needs of young people in provision of services and activities	Medium-long term A – 11 D – 0		Range of shops Is the Cranleigh catchment sufficient to sustain new businesses
EC:23	Extend the range of accommodation available to visitors	A – 5 D – 0		
EC:24	Support the linkage between the development of the new Cranleigh Hospital and facilities available in Cranleigh for visitors to the hospital	Medium-long term A – 9 D – 0	Cranleigh Village Hospital Trust Waverley Planners Business Community Parish Council	

	Agree	Disagree
Comments made at meeting on post-it notes:		
The Analysis is that young people like living in the village but did not see themselves working here in the future is I believe a realistic assessment of the status quo of our community . The opportunities are not here! Young people want choice – and lots of it. it is unlikely that their shopping needs would be fulfilled if every shop in Cranleigh catered to meet their needs. We are not Guildford or London.		
A decent supermarket would help if you mean a larger Sainsbury's, it will help to wipe out the small traders and Cranleigh as we know it. High rents kill small traders	1	1
A decent supermarket will bring more trade into Cranleigh. Good independent shops will benefit.	2	2
About improving the economy, introducing more jobs to the village and ensuring that the 3 other supermarkets which are inadequate should shape up of shit out! People have a choice to shop at Sainsbury's or go to independent shops. GIVE US THE CHOICE!	4	4
Yes we do want a good supermarket. It's about choice		
You have mixed up the issues – No we don't want a supermarket because it will close local shops	2	2
Small shops will close if Sainsbury's open a large store	1	1
A larger supermarket will kill off small shops (as in Godalming)	3	3

## Feedback from visit to Cranleigh Day Centre

<b>Good things</b>	<b>Not so good things</b>	<b>Possible solutions</b>
A good day centre – provides lots of good services including hairdressing and provision of a good economical meal. The centre is well funded and supported.	No transport to Guildford Hospital Traffic far too fast in the village	Road by Glebelands school – dangerous parking and traffic is too fast
Good schools	Top of Knowle Lane is a 'death trap' for pedestrians. Should have traffic lights.	'Clean Cranleigh' volunteer scheme for all ages.
Invalid transport is good	Pavements are very uneven in many parts of Cranleigh. Not up to standard for wheelchairs	Provide more rubbish bins in the community
Churches are getting together – St Nicholas Church provides tea for older people	Too much traffic makes it dangerous for cyclists	
A good leisure centre where people can meet up socially for a coffee	School children need to be kept under control when leaving school – the elderly feel very vulnerable	
A good shopping centre – don't want another supermarket	Good supermarkets but we need a cheaper dress shop	
Lovely area around Cranleigh for walking	The two ponds in Cranleigh need attention	
Lovely common and maple trees	We need another cinema	
People care about each other – it must stay as a village	Not enough seating in the village	
A lovely and caring cottage hospital	Village is getting dirtier	
A very good Darby and Joan club for the over 60's	River outside cemetery needs cleaning	
The elderly are well looked after	Dogs fouling the streets	
Good atmosphere, lovely place to live	Drug situation is concerning	
Good community spirit		

Co-op do a 'send out' service over £25	We should never have lost the railway
Good health centre	It is difficult for young people to get on the housing ladder
	Rowland House needs renovating and individual showers put in

