

Appendix B

CLAYGATE: THE WAY FORWARD
WORKING GROUP REPORTS

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Appendix B1

CLAYGATE: THE WAY FORWARD SHOPS & BUSINESSES GROUP REPORT

After withdrawing plans to develop a M&S Supermarket with housing in Torrington Lodge Car Park in September 2023, Elmbridge Borough Council (EBC) agreed to consult with the Claygate village on its future. As part of this process the group undertook a comprehensive examination of Shops and Businesses in the village and, further, considered whether shopping areas of the village might benefit from enhancement/improvement. The group considered not only the needs of those who have lived here for many years but newer residents and those with young families.

The group learnt from local towns using a Business Improvement District (BID) process (Cobham, Walton and Kingston) about how they raise funds for local infrastructure and promotion with support from their own local council. The size of our village precludes us from this approach. However, a similar structure and framework could be adopted to develop a Village Trade Association. The group also studied Frome, a town which has an excellent collective website driving footfall to shopping areas and promoting regeneration.

Our goals are to drive footfall and revenue and increase the local circulation of money in the community.

To that end, the group identified *levers*, being actions that can be undertaken for revitalising shops and supporting businesses.

These levers include:

- Promoting local shopping to the community
- Collective marketing/collective website
- Marketing incentives, e.g. loyalty schemes
- Enhancing the shopping lifestyle experience
- Dialling up existing events and introducing new ones to the village, including a Village Market
- Trialling free or less expensive parking in existing well located underused carparks
- Investigating whether there is a demand for start-up units and pop-up shops which might foster new retail connections.

The questions the group contributed to the survey were to investigate the feasibility of these levers. The group was also keen to understand which factors might be influencing residents' use of existing shops and businesses.

Survey Results - Takeaways for Shops and Businesses

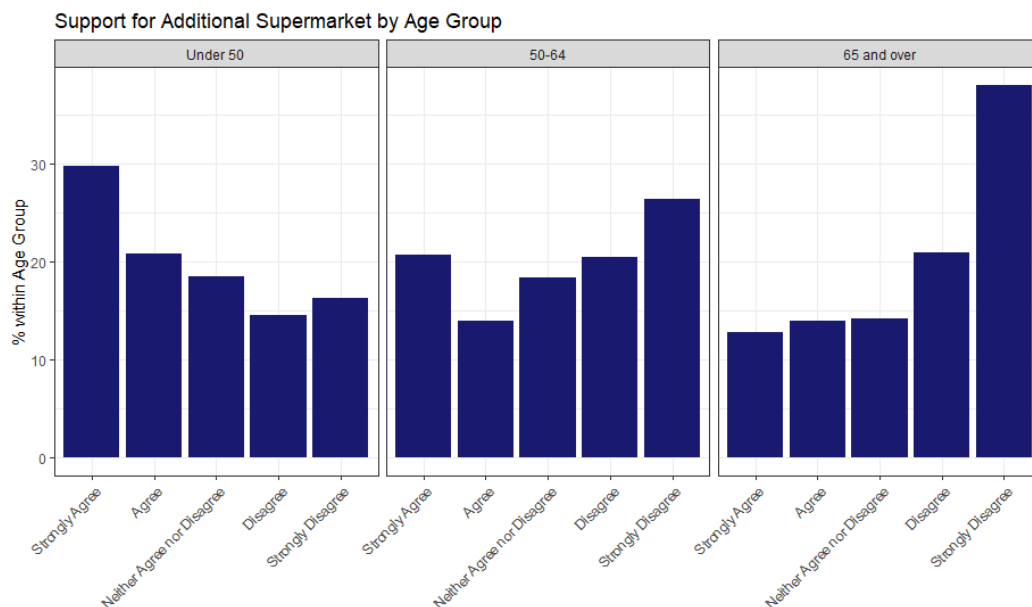
Frequencies

- The pharmacy, post office/newsagent and cafes are visited most frequently (showing the same pattern as the Claygate Shops and Residents Survey, 2014¹).
- 75% of over 65s, 60% of 50-64s and 51% of under 50s use the post office/newsagent at least weekly.
- 90% of respondents do 50% or less of their food and household shopping in the village. However, we cannot tell whether they are using internet shopping, home-delivery or shopping outside the village (based on (N=1614 including approx. 100 respondents who do not live in the village).

Opinions regarding an additional supermarket

- Overall, the respondents of the survey were against having an additional supermarket in the village. However, under 50s age group were in favour. There were very strong opinions on both sides and people made use of the extremes of the scale (Figure 1).
- Those most concerned about overdevelopment, congestion and loss of the village’s characters were also most against the additional supermarket.

Figure 1. Support for an Additional Supermarket by Age Group



¹ For Claygate Shops and Residents Survey, 2014, report please contact Gary State via the Claygate Village Association

Opinions on the use of Torrington Lodge Car Park (TLCP)

- There are many visions for TLCP. The most popular use for TLCP was a fitness centre, selected by 45% of respondents. This was driven by the under 50s and supported by people who don't already use a gym (63% of under 50s and 46% in 50-64 age group).
- 45% of respondents wanted to keep TLCP as a car park, either wholly or partially. Only 7% of respondents felt that TLCP should remain exclusively for car parking, not selecting any other of the options offered.
- Only 31% of respondents supported a supermarket on TLCP. 26% supported small business units and 26% pop up shops.
- Ages groups differed dramatically in their views: Fitness centre ranked 1st or 2nd for age groups under 65. Under 50s ranked a supermarket 2nd, but 50-64 years old prioritised a supermarket at equal 7th place with pop-up shops, lower than retaining a car park, private and affordable housing, a health centre and start-up businesses, and over 65s ranked it 9th prioritising private, affordable and rental housing and a health centre and small business start-ups and pop-up shops over a supermarket on the site (see Appendix A).

What other shops do people want in the village²?

- Of the respondents that want an additional supermarket, many mentioned favoured brands. M&S was unsurprisingly prominent as it had been a prior suggestion for Claygate. A deli and hardware shop were also popular choices with more than 130 mentions (see Figure 2.).
- 51 people said that shopping in Claygate is "Good as is". Other suggestions with more than 50 mentions, besides the above, were a gym, another bakery, and a bookshop (see Figure 2.).
- Shops mentioned beyond the above were a cheese shop, clothing shop, bike repair, another pharmacy, as well as 11 people specifically asking for a Cook prepared meals offering.
- 127 people mentioned a type of shop they would like that was not mentioned by anyone else, these can be seen in Figure 3 which demonstrates the diversity of people's wants.
- 146 people used adjectives requesting better quality shops ('better', 'quality', 'decent', 'up-market'), 35 wanted more affordable shops ('cheaper', 'affordable') 31 respondents wanted 'bigger shops, specifically 21 of these wanted a bigger supermarket than the Co-op with one respondent adding, "Hard to do a family shop for a week at Co-op".

² (Although 1528 residents responded to the survey, not all responded to the free text questions, therefore, these figures are number of people making the same suggestion rather than % of the sample.)

- In free-text answers respondents suggested there is a need for an NHS dentist, a bigger/community health centre and private medical care.

Discussion about other shops wanted in the village:

The number of free-text responses saying that a bigger supermarket than the Co-op is wanted confirms the working group's concern that residents might have unrealistic expectations of the size of an additional supermarket, particularly on the TLCP site. There is a clear need to do further research into residents' needs and expectations of an additional supermarket versus what might be feasible on any available site in the village, particularly TLCP.

Village market

Respondents were significantly in favour of a village market with the caveat that the market would not compete with existing shops, with the strongest support from the under 50s.

Discussion of a village market:

Our working group recognises that there have been village markets in the past, and for a new market to be successful we suggest careful research and selection of vendors be undertaken to avoid competition and duplication with existing retailers.

Thought also needs to be given as to when the market is held so as not to compete with other local markets. If the project is thought through and run well it will increase the footfall in the village and generate extra revenue each month in our shops and businesses.

Parking

- 79% of respondents with an opinion on parking said that they would use the village car parks more if the first period was free, with 52% agreeing a one-hour free parking was preferable.
- It is not possible to make a direct link between free parking provision and shopping behaviour without a trial.

Community Pub - There is strong support for a Community Pub.

Environment and sustainability

- Answers to questions on whether people engaged in actions to benefit the environment suggest that there is overall enthusiasm for environmental conservation and interest to live more sustainability.
- Respondents shopping habits suggest that there is scope to promote opportunities for sustainable and eco-conscious shopping already present in the village and a more comprehensive offer across retailers.

Discussion regarding environment and sustainability:

Encourage retailers to embrace new ways of working in terms of being more aware of sustainability and environmental concerns in how they operate and increase their sustainable product offering.

Community Feeling as part of the shopping experience

- Some respondents mention that better community feeling would encourage them to do more of their shopping in Claygate. These comments related to having pavement cafes and feeling more welcome in shops.
- Wellbeing questions revealed a desire for more community connection initiatives and community hubs, including more community events.

Recommendations

As the data from the survey supports the levers set out above, our recommendations are:

1. EBC to conduct a 1-year trial of one-hour free parking period in Torrington Lodge Car Park, supported by local shops businesses tracking and reporting changes in footfall over the year to account for seasonal patterns.
2. Claygate shops and businesses to promote the above free parking trial to increase footfall to shopping areas.
3. Village restaurants, cafes and bars to work with EBC to further develop community feeling by promoting use of outdoor spaces e.g. pavement cafes and restaurants.
4. Collaborate with SCC and EBC to review barriers to active travel within the village (road maintenance and safety) with consideration given to people walking, cycling or using mobility scooters.
5. To establish and support a new Village Business Initiative³, with funds raised to implement a marketing strategy including a collective website promoting shops, businesses and activities in Claygate.
6. Conduct a survey of shop and business owners in Claygate, based upon findings from the residents' survey, to explore the best ways to implement levers, and understand owners' visions and engagement in forming a Village Business Initiative.
7. Conduct further research to understand the visions and needs of older and younger residents when it comes to future developments. It is paramount that these differences are mutually respected and engaged with as part of any consultation on development including Torrington Lodge Car Park.
8. Introduce a village market supported by EBC, Claygate Parish Council (CPC) and local associations in the village.

³ The '**Village Business Initiative**' will raise money to spend for the benefit of the Shops and Businesses of Claygate. This is an emerging idea which will take form over the next few months.

Conclusion

Over the last six months the group has resourced both its valuable membership and the data gathered from the village-wide survey to identify a series of levers and associated recommendations which will drive footfall and revenue to the shops and businesses of the village and increase the local circulation of money in the community.

There are two final takeaways from the process which must not be ignored:

Firstly, the shops and businesses in Claygate must be supported by EBC in terms of recognising their importance to the **community**; EBC must help our shops and businesses **grow** and **thrive** in a **sustainable** way, accepting Claygate is a **village** with two unique and valuable high streets⁴ requiring appropriate car parks to support shoppers and visitors seeking Claygate's lifestyle experience.

Secondly, there must be a vibrant and tangible sense of community around the shopping area together with satisfaction regarding the quality and variety of what is offered, so that residents feel encouraged, even proud, to use the shops and businesses on a regular basis.

Claygate's shops and businesses are vital to our distinctive and unique community.

Shops & Businesses Group Members:

Leo Tye - Retail Professional (Group Co-ordinator)

Simon Baile - Owner ExCellar

Philip Champion - Owner Champion Timber

Emma Curtis - Voice Specialist/Owner Ceremony Matters, Researcher (Survey Co-ordinator)

Donna Holt - Owner Electric4U, Claygate Parish Council Chair

Ulrike Pulford – Retired Sales and Marketing Manager, and former Business Owner

Helen Ryder – Owner The Claygate Flower House

Gary State - Owner Cat & Mouse

Redmond Walsh – Hotel and Hospitality Professional

14 June 2024

⁴ Claygate has two effective high streets. The High Street is the UK's smallest high street with four businesses. The Parade together with Hare Lane shops are often considered to be the high street of Claygate and form the main shopping area.

Appendix A

Table 1: Support for Torrington Lodge Car Park developments broken down by age group

Torrington Lodge Car Park Development	All respondents		Under 50		50-64		65 and over	
	Rank	% support	Rank	% support	Rank	% support	Rank	% support
Fitness centre	1	45%	1	63%	2	46%	6	22%
Car parking	2	45%	5	34%	1	47%	1	56%
Affordable or social housing	3	35%	7	26%	3	38%	2	43%
Private housing with 1 – 3 bedrooms	4	33%	4	34%	5	34%	3	32%
Health centre	5	33%	3	36%	4	36%	4	26%
Supermarket	6	31%	2	42%	= 7	30%	9	18%
Small start-up units for businesses	7	26%	8	23%	6	32%	5	25%
Pop-up (small, short-term shops)	8	26%	6	28%	= 7	30%	8	18%
Rental housing	9	18%	9	16%	9	17%	7	22%
Temporary housing (for homeless people)	10	10%	10	8%	10	11%	10	11%
<i>I don't know</i>		3%		4%		0%		4%

Note. Percentages are for responses within age group. Multiple answers possible. Rank colour denotes rank change compared to all respondents: red denoting lower priority for this age group, green denoting higher priority. Rank based on number of responses (which are not shown here in favour of percentages). Equal sign denotes equal number of responses.

Appendix B2

CLAYGATE: THE WAY FORWARD HOUSING GROUP REPORT

This Report has resulted from the formation of a group of residents who volunteered to serve on a sub-group of the Claygate Village Association (CVA). The Housing group was formed following the public meeting which followed the CVA AGM held on Thurs 9th November 2023. Several meetings of this Housing group have been held subsequently. The mix of those on the Housing group have included both retired and working residents and with a mixture of skills including surveyors/project managers, an architect, lawyer, accountant.

Remit of the Housing group

At the first meeting of the Housing group the remit for the group was agreed to be:

- (a) To consider what the Village needs in terms of housing stock in the future.
- (b) To consult widely so that there is confidence that what is eventually included in this Report will be accepted as truly representing the views of the majority of Claygate residents
- (c) To conclude the initial discussions in a report which will be included in a wider report to be provided to Elmbridge Borough Council (EBC) for consideration as part of their own review on the future of Claygate.

In order to be able to test the remit of the group several potential sites which might be able to be developed for housing have been investigated and details of these have been included later in this report.

Summary of Conclusions

The initial view expressed by the majority of those attending the November public meeting has been confirmed by those who have served on the Housing group and also through the widescale survey of Claygate Residents organized by the CVA.

The key issues and problems identified in relation to the existing housing stock in Claygate are as follows:

- Lack of smaller units for those wishing to downsize but remain in the Village.
- Inability of children brought up in Claygate to be able to remain due to the high cost of the larger houses.
- Limited supply of rental housing in Claygate.

Recommendations

In order to be able to correct this present imbalance the Housing group recommends that EBC be urged to take positive action to encourage the development of new, smaller sized housing units in the Village, including, if necessary, flats built close to the centre of the Village. CVA Housing group will seek to identify and work with EBC in this direction.

The existing main provider of rental accommodation in Claygate, PA Housing, be encouraged to develop those under-developed sites that they own to increase the housing stock of smaller units in Claygate.

Other potential sites, such as the existing BT site and the adjacent small field (owned by the Crown Estates) should be encouraged to provide increased housing stock and to include an element of public car parking as part of a Planning Gain.

Identify the most suitable method for maintaining close and open dialogue between the residents of Claygate and EBC.

Sources for Housing Data

There have been a number of sources which have been used to provide data to support the conclusions which have been reached in respect of housing in Claygate. These include the following:

- (a) ONS Data from the 2021 National Census
- (b) Claygate Residents' Survey – carried out during March 2024
- (c) Informal consultation
- (d) Contact with PA Housing
- (e) Advice received from meetings with local agents based in Claygate

(a) ONS Data

The last National Census was carried out in 2021 and the ONS has recently published data received from that Census. They have a section with data received from Claygate and this is compared against the national average for England. There are several sections relevant to housing and they include the following:

- 56% of the population of Claygate are living in a 1 or 2-person household
- Nearly 50% of the housing stock in Claygate are 4 or more bedrooms
- The age group 20 to 39 is underrepresented in Claygate being only 55% of the national average.

This data strongly suggests that the preponderance of large, (i.e. expensive) housing stock, may have resulted in younger age groups, with children not being able to afford to live in Claygate.

(b) Claygate Residents' Survey

In the survey of Claygate residents which was carried out in March and April this year there were several questions included relating to housing. The results of these questions were as follows:

b.1 Residents were asked firstly about their preferred use of land where available for development. The largest response (42%) felt that mixed use development should be prioritized with 23% responding that they felt that housing should be prioritized.

b.2 When asked what type of housing should be built in Claygate, 68% of those responding thought it should be private housing with 1-3 bedrooms (i.e. smaller units than are currently mostly being built). 57% thought that affordable housing should be built; 32% ticked social housing (i.e. Housing Association owned) and 30% thought that rental housing was necessary.

b.3 Residents were asked to indicate their support for new housing on brownfield sites and green belt land. There was strong level of support for brownfield sites (73%), but a very strong level of objection to new housing on greenfield sites with 86% against.

b.4 When asked about the future use for the Torrington Lodge car park site there was roughly equal levels of support for a fitness centre (45%) but also for retaining that site, wholly or partially, for car parking (45%). The question allowed respondents to select multiple options. Support for housing being located on this site was 35% for affordable housing, 33% for private housing, 18% for rental housing and 10% for temporary housing for homeless people.

Figure 23 shows how often housing options were chosen in combination with other options, including other housing options – e.g. 243 respondents selected a combination of affordable or social housing with private housing with 1-3 bedrooms; 209 selected affordable or social housing with rental housing.

b.5 There was also a strong and significant result across age groups in response to a question about biodiversity net gain for new development. Respondents were overwhelmingly in favour of new development having a net gain on natural habitats and biodiversity. They were also significantly concerned about safeguarding the distinctive character of the village.

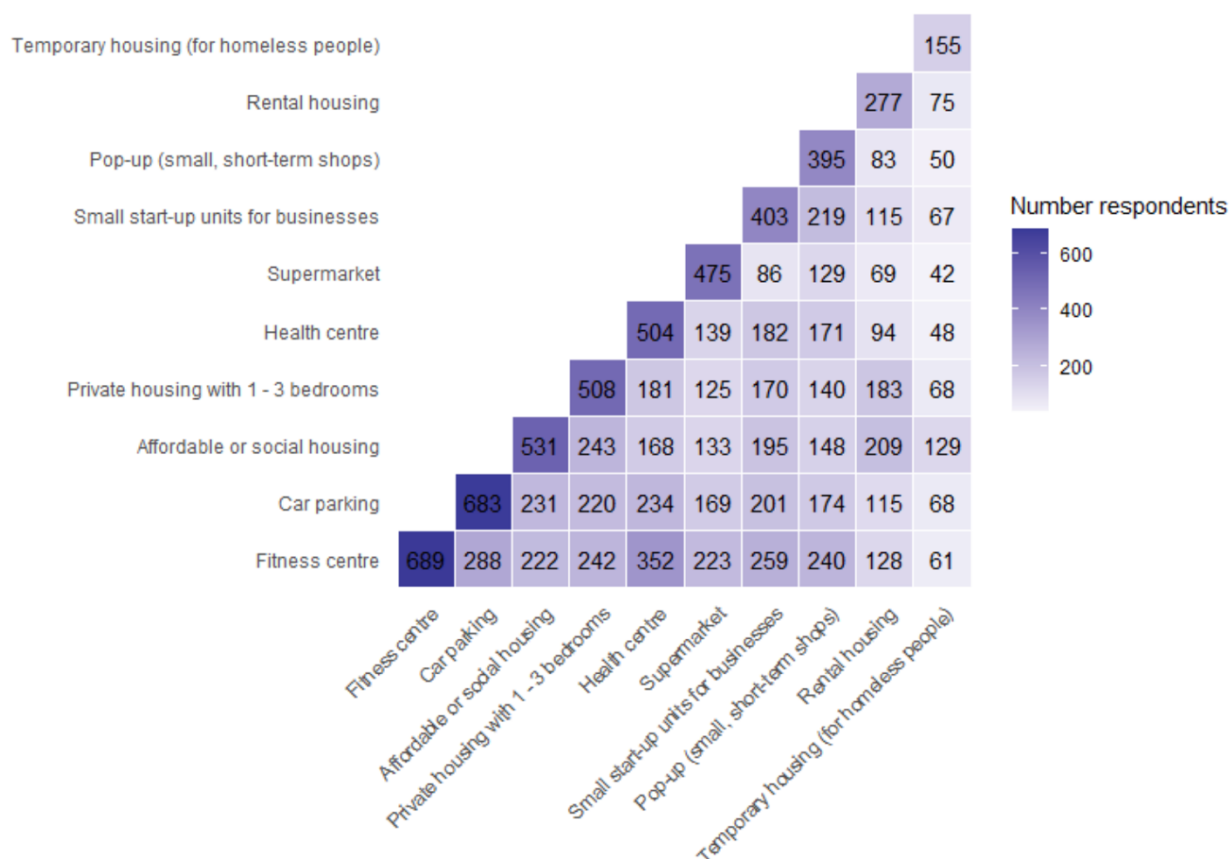
(c) Informal consultation

Anecdotally, residents informed CVA volunteers that they feel strongly there are too many large houses in the village and that this excludes younger people from living in Claygate.

(d) Contact with P.A. Housing

An approach has been made to PA Housing and a meeting will be organised to discuss progressing with housing on sites they own: Foxwarren Garages and Holroyd Garages.

Figure 23: Cross-tabulation of support for Torrington Lodge Car Park uses



Note. Cells represent through number and shading how often two options were selected together. The diagonal shows how often a given option was selected overall.

(e) Advice from meetings with Local Agents

Members of the housing group have met with local agents specializing in Claygate, in order to get their views on the housing stock. These include Grosvenor and Newton Huxley. It has been clear from talking with these agents that there is a limited supply of the smaller units and that there is a strong demand for small rental properties.

1) Specific Sites and Locations for additional Housing Stock

During the period when the CVA Housing group has been meeting, a number of sites have been reviewed as providing potential for increasing the stock of smaller sized units in Claygate. This consideration of potential sites will be ongoing but in this initial phase the following sites have been considered. These potential sites will be the subject of further discussions with EBC They include:

- (a) Torrington Lodge car park
- (b) Foxwarren Garages
- (c) Holroyd Garages
- (d) The Winning Horse pub
- (e) The BT site
- (f) Land adjoining the BT site

(a) Torrington Lodge car park

It has been clear from the community action last summer that the proposal for a large retail unit to be sited on the Torrington Lodge car park site would be opposed by the majority of Claygate residents. There is a separate group who have been studying alternative options for this site. Many would like to see it retained with at least some free parking for Claygate residents.

There is, however, one study in which members of the housing group were involved to site a mix of two-bedroom terrace houses for sale together with a two-story block of small apartments for rent. This option would provide for a profit from the construction and sale of the houses towards the EBC capital budget.

(b) Foxwarren Garages

The Foxwarren site is located where the existing, redundant garages are presently lying empty. These are owned by the PA Housing group. Our group has developed a scheme to demolish these redundant structures and build two story houses which would add a total of 4 x 2 bed units and 12 x 3 bed units to the small units rental stock in Claygate. Discussions are underway with PA Housing to move these proposals forward.

(c) Holroyd Garages

There is a second site of redundant PA Housing owned garages at Holroyd which the housing group will be urging to be demolished and converted into much needed small housing units for rental.

(d) The Winning Horse pub

The Winning Horse pub has been closed since 2020 and is currently being offered for sale as a pub. A clause in the contract makes it unattractive for residential development. The building has been registered as an Asset of Community Value and a proposal for the community purchase of the property to run it as a venue for the benefit of the local community is being pursued.

(e) Land Adjoining the BT site

There is a largely unused field adjacent to the BT site. Since it is likely that the BT site will seek a change of use to residential when BT vacates the site, it brings into question the future potential for this small adjacent site, which we understand is owned by The Crown Estates. This land is presently zoned as green belt but with its location this does not directly benefit the Claygate community as there is no right of access.

Appendix B3
CLAYGATE: THE WAY FORWARD
TRANSPORT AND PARKING GROUP REPORT

Working Hypotheses

- Increased availability of free parking (TL, Railway, Hare Lane CPs) will increase people's likelihood of using the shops in the Parade and High Street areas of Claygate.
- Traffic speed is a contentious and complex topic that arouses strong feelings on both sides of the debate. Anecdotally and from the Transport and Parking Working Group, we identified that some people consider that there is an issue with excessive speed in certain areas of the Village, others do not; therefore, a blanket speed limit change will be unpopular.
- We are well served by public transport overall (e.g. K3 bus, Claygate train station), but there are opportunities to improve this for villagers.
- Traffic congestion at certain times and places is a concern in the village.
- Some people consider on-street parking to be an issue (e.g. by encroaching on pavements, taking space from residents, or increasing traffic congestion). Anecdotal experience from TPWG members suggests that if parking restrictions are put on Hare Lane (and other similarly space-constrained roads) traffic speeds might increase, and congestion might decrease. This would need to be tested over time,
- Improvements in transport and parking will increase the attractiveness of the village to residents and visitors – providing benefits to the shop and business owners in the village.

Executive Summary

Key Recommendations

R1: EBC run a pilot scheme of 1-hour free parking for several months in both Torrington Lodge Car Park (TLCP) and Hare Lane Car Park by Champions to gauge the attractiveness of off-street parking and whether this would increase footfall to shops and businesses.

R2: In addition to R1, a further consultation should be undertaken with residents, CPC and the Highways Authority SCC to clearly identify and assess specific on-street parking issues in Claygate and what actions could be taken to address them.

R3: Increase awareness of the car parking locations and pricing through improved signage (by EBC) and via village communication channels (e.g. Claygate Courier, CPC, social media pages).

R4: Pursue a comprehensive village transportation plan to improve and make it easier for people to combine different modes of transport. This is to increase awareness and consideration for all highway users, partnering with all relevant local authorities and to specifically influence the Elmbridge LCWIP development and timing for Claygate.

R5: Consider opening discussion with the K3 bus operator/TfL with regards to optimising the route to increase availability to more of the Claygate community; and to examine further options for routing, e.g. to Esher railway station.

R6: Confirm the key issues/areas relating to congestion and assess what further data and information could be gathered by the appropriate authorities to provide insights into potential solutions to alleviate congestion.

R7: Explore opportunities to consult with Claygate residents, CPC and Surrey County Council to gain valuable insights into traffic issues in general and especially road safety and concerns about speeding, incorporating any available information and data from Claygate Speedwatch.

R8: Identify suitable and appropriate ideas and opportunities for potential road safety improvements to include, if necessary, targeted speed reduction measures in Claygate that accord with the SCC Vision Zero Road Safety Strategy 2024-25.

R9: Discussion of possible remedies for the issues brought to light by the analysis of free-text responses regarding traffic or public transport issues in the village to draw out themes and ideas for further engagement within the village; and with local councils on the art of the possible.

Main findings from survey

Parking Charges as Barrier to Shopping in Claygate (see Appendix A1, 3.3.1 and 3.3.2)

The survey data could not be used to investigate our first hypothesis (“Increased availability of free parking (TL, Railway, Hare Lane CPs) will increase people’s likelihood of using the shops in the Parade and High Street areas of Claygate”) as testing this hypothesis requires a longitudinal study.

However, looking at the results of the analysis in 3.3.1 and 3.3.2 in conjunction with Q13¹, Q16² and Q17³ (see Appendix A - CVA Residents Survey Questionnaire.pdf for a full list of the survey questions), it could be argued that increasing the attractiveness of the car parks might ease the congestion on the Parade and Albany Crescent and Gordon Road (i.e., on-street parking) where an overwhelming majority of respondents said they parked when visiting the shops. This is further supported by 50% of respondents saying that they think on-street parking is a problem in Claygate. This would need to be done alongside other measures to reduce on-street parking.

The Hare Lane Car Park (HLCP) is less heavily utilised by residents of Claygate. This is perhaps due to the distance from the Parade and the comparatively smaller number of amenities in the High Street area of the village, however it remains an important amenity for the businesses in the High Street/Old Village Centre of Claygate.

Recommendation 1 (R1): EBC run a pilot scheme of 1-hour free parking for several months in both Torrington Lodge Car Park (TLCP) and Hare Lane Car Park by Champions to gauge the attractiveness of off-street parking and whether this would increase footfall to shops and businesses.

Recommendation 2 (R2): In addition to R1, a further consultation should be undertaken with residents, CPC and the Highways Authority SCC to clearly identify and assess specific on-street parking issues in Claygate and what actions could be taken to address them.

Recommendation 3 (R3): Increase awareness of the car parking locations and pricing through improved signage (by EBC) and via village communication channels (e.g. Claygate Courier, CPC, social media pages).

Transport choices/Car Use and Car Use Reduction within the Village ((see Appendix A1, 3.3.3 and 3.3.4)

Taken together, 3.3.3 and 3.3.4 support the notion that active travel is important for residents when travelling around the village.

Specifically, walking is the most frequent mode of transport, but car usage remains important with 58% of respondents saying they "always" or "often" used their car or van to

¹ Q13. IF YOU ARRIVE AT THE SHOPS OR STATION BY CAR, WHERE DO YOU USUALLY PARK?

² Q16. DO YOU THINK THAT ON STREET PARKING IN CLAYGATE IS A PROBLEM?

³ Q17. WHICH OF THE BELOW WOULD YOU BE IN FAVOUR OF IN STREETS WHERE PARKING IS A PROBLEM?

travel within the village. Cycling is, however, significantly less frequently used than walking, driving, or taking the bus. Respondents reported making efforts to reduce car travel for environmental and health purposes, which is commendable.

These efforts should be supported by the village through the removal of barriers to these efforts. The TPWG has suggested measures such as better road infrastructure (e.g. fixing potholes and addressing the perceived poor state of repair across some of Claygate's roads); or more pedestrian crossings (there is only 1 in the village, by the Hare Lane/Parade junction, opposite the Co-Op).

Recommendation 4 (R4): Pursue a comprehensive village transportation plan to improve and make it easier for people to combine different modes of transport. This is to increase awareness and consideration for all highway users, partnering with all relevant local authorities and to specifically influence the Elmbridge LCWIP development and timing for Claygate.

The K3 Bus (see Appendix A1, 3.3.5)

Once again, the TPWG hypothesis is supported, with regards "We are well served by public transport overall (e.g. K3 bus, Claygate train station), but there are opportunities to improve this for Villagers." Para 3.3.5 shows that the K3 bus is an important feature for certain sections of our community to get around *within the village*; and is generally held in positive regard. It is perhaps telling that the usage drops off in areas that are not served by the K3 (see Figure 1), although this question is only for travel *within the village* and not related to more general usage of the K3 service.

Anecdotally from the TPWG, and from the survey data for Para 3.3.10 (Q21) where respondents were invited to offer a free text 'anything else' concerning traffic and parking, we can see examples of support for trying to adjust the bus route to make it more accessible within the village and improving K3 bus links to other nearby places and extension/alternation of the K3 route and timings.

Recommendation 5 (R5): Consider opening discussion with the K3 bus operator/TfL with regards to optimising the route to increase availability to more of the Claygate community; and to examine further options for routing. Several responses to Q21 made specific mention of reinstating the Coverts Road and Holroyd Road part of the route.

Barriers to Cycling in the Village (see Appendix A1, 3.3.6)

The concerns and barriers highlighted by respondents who were cyclists reflect a more widely held concern over the condition of the roads, and safety on the roads. The free-text responses that accompanied the question regarding barriers yielded responses primarily across the following themes:

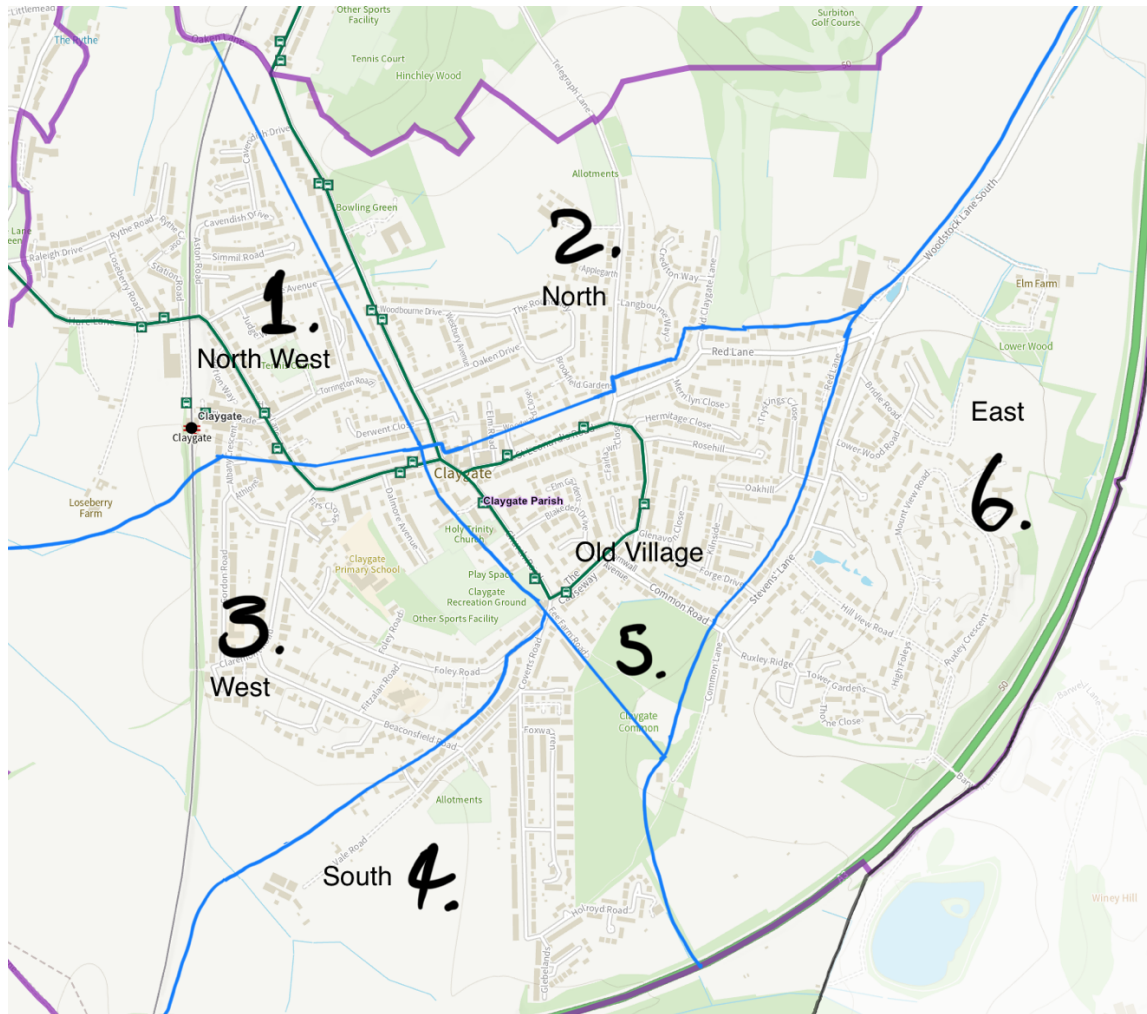


Figure 1 K3 Bus Route in Claygate Village, shown with Claygate zoned according to six areas defined for the purposes of the survey.

Safety Concerns

- Feeling unsafe on the roads due to aggressive drivers and poor driving habits.
- Dangerous conditions on roads, including potholes and narrow lanes.
- Fear for children's safety on busy roads.
- Previous bad experiences leading to discontinuation of cycling.

Infrastructure Issues

- Poor road conditions and maintenance.
- Lack of secure bike storage.
- Inadequate bike parking and cycle paths.
- Issues specific to certain named roads making them unfriendly for cyclists. Specific roads mentioned were Hare Lane/Milbourne Lane, Oaken Lane, Woodstock Lane.

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Concerns about Traffic Congestion (see Appendix A1, 3.3.7)

The TPWG's hypothesis around traffic congestion is supported by 3.3.7, where a majority of respondents across all age groups expressing agreement that congestion in the village was a long-term concern.

The survey question did not allow for elaboration on the nature of the concerns. However, there was an open-ended question for respondents to indicate “What else, if anything, would you like to tell us about traffic or public transport in the village?”, with answers from a sub-sample of the first 100 responses reproduced at para 3.3.10. Further analysis of this free text question is covered later in the report.

From the responses provided, congestion themes are around particular areas of the village or at certain times of the day – for example, certain roads near schools, at drop-off/pick-up times.

Recommendation 6 (R6): Confirm the key issues/areas relating to congestion and assess what further data and information could be gathered by the appropriate authorities to provide insights into potential solutions to alleviate congestion.

Concerns about Speeding (see Appendix A1, 3.3.8)

The TPWG hypothesised that “some people consider that there is an issue with excessive speed in certain areas of the Village, others do not; therefore, a blanket speed limit change will be unpopular.” This is supported by the survey results, shown in 3.3.8, with 43% of respondents expressing that speeding was an issue in Claygate, 30% saying it was not, and 23% saying maybe (4% didn't know).

There was significant support for some kind of speed control measures to be introduced, and 3.3.9/Table 5 lists all of these. Overall, 81% of respondents supported at least one of the speed control measures listed. The greatest level of support was for Reduced speed limits on certain roads (39%). Vehicle activated signs (34%) and Blanket reduced speed limit across the whole village (31%) were also supported. Road engineering measures (20%) and speed cameras (15%) were less popular choices. Only 19% of respondents said they do not support any of the suggested speed control measures.

Concerns about excessive speed are also raised in the Barriers to Cycling question (see Appendix A1, 3.3.6/Table 4); and 3.3.10/Table 6 for ‘Anything else’ Concerning Traffic and Public Transport’.

Traffic speed is a contentious and complex topic that arouses strong feelings on both sides of the debate. Further work is needed to find out the details of residents’ concerns in this area, which will then inform any action that is needed. For example, is the problem that cars are exceeding the existing 30mph limit, or that that limit is too high? Is the issue confined to just a few cars, or most cars? Is it largely an issue in certain locations?

Recommendation 7 (R7): Explore opportunities to consult with Claygate residents, CPC and Surrey County Council to gain valuable insights into traffic issues in general and especially road safety and concerns about speeding, incorporating any available information and data from Claygate Speedwatch.

Recommendation 8 (R8): Identify suitable and appropriate ideas and opportunities for potential road safety improvements to include, if necessary, targeted speed reduction measures in Claygate that accord with the SCC Vision Zero Road Safety Strategy 2024-25.

‘Anything Else’ Concerning Traffic and Public Transport (see Appendix A1, 3.3.10, Q21)

Table 6 provides a sub-sample of the positives, negatives, and suggestions from respondents to improve aspects of Transport and Parking in Claygate. (This analysis is from a sub-sample of the first 100 respondents’ free-text responses only.)

There were 691 individual responses to Q21 in the survey. It was clear in the responses that people want more to be done to improve Transport and Parking, and a thematic analysis of these 691 responses is set out below. These points and other unique ideas that could bear merit should be taken forward to further discussion with CPC, EBC, and SCC as part of wider TPWG interactions with local government.

1. Roads and Infrastructure: 230 mentions.
 - The major concerns are related to road conditions and maintenance, with a significant number of responses highlighting the urgency for improvements. Potholes alone are mentioned 22 times.
 - Signage and road infrastructure (e.g. roundabouts) were amongst other factors identified.
2. Parking: 215 mentions.
 - Q16 in the report found that 50% of respondents saying that Yes, on-street parking is a problem in Claygate, with a further 21% saying Maybe.
 - Q13 found that 60% of survey respondents park in Albany Crescent and Gordon Road to visit the shops. An analysis of the responses to Q21 suggests that use of these roads, and others in the immediate vicinity, are a cause for concern for residents. That only 30% of respondents use Torrington Lodge and the Station Car Parks suggests that there is an opportunity here to ease congestion and street parking, including the 1-hour free parking in TLCP at R1
 - There were 35 responses relating to commuters parking in the streets around the vicinity of the Parade and railway station, causing inconvenience and disruption to residents.
 - Other parking issues included parking too close to junctions/double yellow lines/on pavements, and the perceived lack of enforcement against such occurrences.
 - Several respondents (8) encouraged the presence of EV charging facilities in the village. Installing such facilities at the Station and other car parks might be an inducement to use the car parks instead of the street.
3. Traffic and Congestion: 115 mentions.
 - Congestion around parts of the village: in particular, the roads around schools at drop-off/pick-up times; and the mini roundabouts by Champion Timber and the Hare and Hounds were called out as problematic.
 - There were 25 responses that showed a perception that the village was being used as a cut-through to/from Hook/Chessington, and by large commercial vehicles. This

might be in part due to the ULEZ, and a recent widening of access on the Clayton Road into Hook, after the A3 bridge⁴.

4. Railway Station: 67 mentions.

- Access/accessibility issues (30 responses) include calling for better access for those with disabilities or mobility constraints. For example, the footbridge at Claygate railway station has been condemned and its replacement will not meet the accessibility needs or requirements in line with the Equality Act 2010.
- Parking. There were 45 responses that raised parking as an issue. Factors included difficulty in finding parking close to the station, better commuter parking availability, and a difficulty in accessing the station environs for drop-off/pick-ups.

5. Pedestrian accessibility and infrastructure: 51 mentions

- A lack of pedestrian crossings at key points in the village were the most cited factor (20). There is currently only 1 crossing in the village. This was seen as inadequate, and several ideas for new crossings were raised.
- Pavement conditions and lack of maintenance, like the roads, are a cause for concern. Respondents pointed to a need for better maintenance and in some places, additional pathways.

Recommendation 9 (R9): Discussion of possible remedies for the issues brought to light by the analysis of free-text responses regarding traffic or public transport issues in the village to draw out themes and ideas for further engagement within the village; and with local councils on the art of the possible.

⁴ Note that this is outside of CPC, Elmbridge and Surrey County Councils jurisdiction as Clayton Road is in Kingston Upon Thames London Borough

Appendix B4
CLAYGATE: THE WAY FORWARD
HEALTH AND WELLBEING GROUP REPORT

Headlines from Claygate Residents' Survey

- 504 respondents (33%) selected "Health Centre" as an option for the development of TLCP with all age groups ranking it as the 5th top option after a fitness centre, car parking, social housing and private housing (1-3 bedrooms).
- The need for improved provision of healthcare services in the village was raised by some respondents in the open-ended responses (including better access to GP and dentist services, a 24/7 defibrillator and private medical care).
- There is a particular desire for community connection initiatives and a community support hub (providing Cost of Living support, debt advice, Community Fridge, foodbank support, etc).
- There is a desire for meeting places offering wellbeing support for both young and older people. Broadening the services of the Claygate Centre for the Community was mentioned in the free text responses.

The under 50s age group had a stronger focus on family-related services.

(Note: The survey was conducted during the period when Claygate Centre for the Community was only open one or two days a week and there was uncertainty about future availability of services and activities at this Centre. In addition, Claygate Centre was closed for several weeks during December and most of January immediately prior to the survey with no support for the elderly provided by Elmbridge other than for a few individuals who were classified by Elmbridge as the most in need.)

- The free text responses underscored the community focus of the respondents with suggestions for more community events and support for people who are lonely.
- The survey highlighted the clear connection between physical and mental wellbeing, with respondents raising the need for affordable and accessible exercise opportunities.
- Claygate's green spaces are popular and well-used for a range of leisure and recreational activities with two-thirds of respondents using them either every day or several times a week.
- There is strong support, particularly from the under 50s, to have some form of a fitness centre or gym in the village. Those who indicated that they would like a gym in the fixed-response options mostly did not already use a gym regularly.
- There is some support for Good Neighbourhood Schemes (eg visiting homebound people and Neighbourhood Watch), Community Gardening Projects, Mental Health Services and Warm hub/spaces.
- There is significant and strong support for more community gardening in Claygate.
- There is concern that more housing will exacerbate problems concerning the provision of healthcare services.

SWOT Analysis

Strengths

- Capelfield Surgery (free NHS services) including Friends of Capelfield
- K3 Bus service to Kingston Hospital
- Dentists (2 private), physios (several) and other paid for health services
- Health & wellbeing and beauty services (paid for)
- Claygate Centre for the Community - social activities and low-cost hairdressing / footcare inc Friends of Claygate Centre
- Dementia Services located in Claygate Centre
- Wingham Court – care for those with complex needs
- Holy Trinity – Connections, youthwork, mums and babies’ group, toddler playgroup, bereavement support, Wellbeing walks, etc
- Wide range of thriving village clubs and societies covering all ages and activities
- Wide range of popular village events – Claygate Flower Show, Christmas lights, Gig on the Rec, Claygate Fives, etc
- Wide range of CVA initiatives – Claygate in Bloom, Garden Trail, Music Festival etc
- Local Schools with home school link workers
- Three village Preschools and a local daycare nursery – parenting support / advice
- Informal parents’ support groups – eg Preschool Mums WhatsApp group
- EBC and HTC and Probus Wellbeing walks
- Thriving Scout and Guides groups
- Claygate Youth Hub
- Village Sports Clubs – football, cricket, tennis, netball, bowls, etc
- Recreation Ground with children’s playground, football, cricket pitch and MUGA
- Claygate Pavilion – café, clubhouse, meeting place, classes, etc
- Green spaces – woodland, common land, footpaths, bridleways for walking, cycling, running, birdwatching, relaxing, contemplating, etc
- Local allotments
- Wide range of (paid for) recreational classes – yoga, fitness, dance, music, drama, etc
- Shopping Parade of independent shops and cafes for socialising
- Range of local pubs and restaurants
- Access to fresh produce – greengrocer, fishmonger, butcher, etc
- Opportunities for volunteering to help others
- Pleasant village environment
- Good housing (mostly)
- Relatively low level of crime
- Friendly, welcoming community
- Well-connected community (mostly) – eg street WhatsApp groups
- Village Hall that provides a venue for a wide variety of activities for all age groups including a fully equipped stage for theatrical productions and music festivals

Weaknesses

- Lack of space for additional health services at Capelfield Surgery
- Only one pharmacy in the village
- Lack of local mental wellbeing services
- Lack of a community support hub for help and advice for local residents
- Lack of access to a foodbank / community fridge for those without a car
- Lack of a local Warm Welcome Hub / Safe Space
- Cost of local health and wellbeing services eg beauty treatments, etc
- Cost of using local cafes and restaurants for those on a low budget
- No fitness centre / gym in the village
- Lack of local provision for SEN children and their families
- Cost of fresh produce sold by local shops / lack of a local 'value' supermarket
- Lack of safe cycling routes in the village
- Lack of public transport and access to shops and community facilities in East Claygate
- Lack of support for lonely people?
- Lack of awareness of availability of facilities such as Claygate Centre, CHEER, Esher & Claygate Car Service, 24/7 Defibrillators

Opportunities

- Extend existing Capelfield building
- Relocate Capelfield to larger site
- Increase provision for young people at Youth Hub
- Community led service provision at local venues eg Claygate Centre
- Development of health & wellbeing facilities on brownfield sites eg underused car parks, vacant buildings, other unused sites
- Increase use of local green spaces
- Development / enhancement of existing sporting facilities in village
- Schemes to provide reduced cost health & wellbeing activities / services
- Generosity of village residents in giving time and resources for community projects and initiatives

Threats

- Reduced opening hours of Claygate Centre (ie 15 hours less per week)
- Budget cuts reducing services provision by statutory providers
- Increased cost of living causing more stress to those on low incomes
- Inappropriate / unsympathetic development of vacant sites impacting on existing pleasant environment
- Cuts to K3 bus service to Kingston Hospital
- Increased traffic in village – reduction in air quality, increased noise, increased danger to pedestrians and cyclists
- Impact on village environment and access to GP and Dentist appointments of increased housing and other developments
- Loss of green spaces due to new development

Current and Planned Provisions for Health & Wellbeing

Capelfield Surgery

The partners of Capelfield Surgery have said they support Claygate residents' desire for improved health services and would support the idea of moving the surgery to the Torrington Lodge Car Park site in the medium to long term.

However Capelfield Surgery would not be able to contribute financially towards any building or relocation costs. The partners experienced a significant loss in income in 22/23 following the covid pandemic in order to keep the practice running and viable. They have not been able to extend the current site as the income generated from privately rented rooms is unlikely to cover costs of any extension.

GP income is determined by the number of patients registered (static for 30yrs) and the nursing services offered – not the number of GP appointments provided.

At present the surgery's expenses continue to rise due to increased business running costs, rates, increasing minimum wage & nursing/salaried GP wages with a minimal increase in GP income 'global sum' to cover these costs.

Any additional housing in Claygate (if converted into additional patients registered at the practice) would boost income to the surgery which could hopefully translate into more resources for patients.

Expansion of Services and Appointments is actively under review

Capelfield is one of seven GP Practices within East Elmbridge PCN (Primary Care Network). The intention is for all seven Practices to act cooperatively so that patients can be seen by alternative GP Practices for specialist services where feasible. The PCN are actively assessing this provision.

Claygate Centre for the Community

The Centre is not able to offer the same range of services and activities as it used to prior to December 2023.

- The Centre is now only open four days a week to Centre Members and there are no plans to open the Centre on the other weekday, namely Wednesday, for Centre Members within the next 18 months if at all. It is also open for two less hours on each of these four days. The net result is that it is open for 15 less hours per week in aggregate.
- The Centre is now the nominated Centre of Excellence for the Dementia Group. The Main Hall and rear downstairs room are exclusively used by the Dementia Group on Tuesday, Wednesday and Friday. All of the upper floor is now dedicated exclusively to the Dementia Group. The net effect of the above is that on Tuesdays and Fridays only the Reception Area is available to Centre Members that limits provision of services and activities.
- Elmbridge's Community Support Services Transformation Programme plans for support to a wider range of residents in need within a tight budget.
- The perception is that the current Community Support Services (CSS) budget reaches only 2% of Elmbridge residents in need and is disproportionately geared towards the elderly. The aim is to provide support to the 9% of Elmbridge residents that are identified as most in need.

Claygate Centre for the Community (cont.)

This policy has led to:

- Claygate Centre Members deemed to be most in need are now being offered Community Transport to other Centres on Tuesdays and Fridays when only the Reception Area is available. (NB: Some find this too tiring as it involves being too long in the Community Bus)
- Centre Members are expected to go to alternative Community Centres if a particular activity or service is unavailable or not available at a convenient time. (NB: This is not readily achievable for some people due to lack of public transport)
- Some providers of services and activities have either stopped providing their service or now provide their services elsewhere due to the stricter requirements imposed by CSS that has shifted risk from Elmbridge to the provider
- CSS are actively assessing what services and activities can or should be done by alternative providers with financial support where appropriate. (For example, a bathing service is no longer provided as it is the responsibility of Surrey County Council Adult Social Care).

Holy Trinity Church (HTC)

- HTC provides wellbeing facilities for both old, young and people with disabilities.
- Connections provides a wide range of activities and social interaction every other Tuesday morning during school term time at the Church. On the alternate Tuesday mornings, a “Coffee Stop” (or equivalent) is provided that provides an opportunity for social interaction. In addition, conversation and refreshments are provided under the “Pop up Connections” banner to Wingham Court residents on a monthly basis.
- The Well in Common Road provides a weekday hub for children from year 6 upwards. This includes games, academic and mental health support, hot snacks and a safe space.
- Walk & Talk provides an opportunity for light conversation and exercise for “early retired” up to two days per week.
- A Care Line provides practical, pastoral and bereavement support.

Claygate Youth & Community Hub (The Hub)

The Hub in Elm Road provides a wide range of activities including IT facilities for homework and a light meal for local youths on Tuesday evenings. This includes young people who are most in need of support. Additional activities are arranged on an ad hoc basis.

CHEER (Concern & Help for East Elmbridge Retired)

This is a registered charity that provides:

- Benefits assistance – help with completing forms
- Befriending Services
- Parkinsons’ Support Group
- Events to promote social interaction amongst the elderly

Claygate Village Hall

Provides a venue for a wide range of exercise classes and other activities for all ages including a fully equipped stage for Theatrical Shows and Music Festivals

Other Wellbeing Activities provided by Local Organisations

These include:

Walks Organised by Elmbridge BC, Holy Trinity Church & Probus.

Sporting Activities Claygate Cricket Club, Claygate Royals, Claygate Tennis Club, Claygate Bowls, Martial Arts, Claygate Netball etc.

Outdoor Activities Allotments, Claygate in Bloom, Claygate Gardening Society

Community Activities Two Women Institute Organisations, Claygate Dramatic Society, First Claygate Scouts and Girl Guides

Other Services

NHS Dentists

NHS services to under 18s are provided when availability arises at Hare Lane Dental Practice NHS services are provided when availability arises at S A Butt Dental Practice (3 Manor Road South) and Surbiton Dental Practice.

Hinchley Wood Practice (Station Approach) accepts specialist dental care for NHS patients subject to referral.

Defibrillators

There are ten registered defibrillators at various locations around the village including five available 24/7 at The Parade, Claygate Centre, Recreation Ground, Claygate Tennis Club and Ruxley Heights.

Citizens Advice Bureau

There were plans to provide this service one day a week from Claygate Centre, but these have been put on hold due to the relocation of the Dementia Group to this Centre and consequent conversion of the office intended for this use to a Gents toilet.

Warm Hub

EBC Community Support Services no longer provide this service at any of their Community Centres as it has been assessed that they do not have suitably qualified staff to cope with issues arising from vulnerable individuals with mental health issues. The only registered Warm Hub in Claygate is provided at the Well (HTC) for young people.

Foodbank Support

The nearest foodbank facility is at St Nicholas Church in Thames Ditton or St Peter's, West Molesey. There is no delivery service provided for those without transport.

Transportation

Esher & Claygate Car Service is a volunteer-run organisation that drives residents to medical appointments.

Graham Dear Trust

A local registered charity operating in Claygate focussed on providing mental health support for younger people. This includes funding to help teachers and support staff at schools to enhance their knowledge of mental health wellbeing and promoting mental health awareness more broadly.

Recommendations

1. Take steps to maintain the provision of existing health & wellbeing services in the village
2. Work with EBC and others to ensure the availability of services at the Claygate Centre for the Community continue to meet the needs of the residents of Claygate particularly the elderly and vulnerable.
3. Seek to enhance and extend the provision of health & wellbeing services in the village especially those aimed at those who are socially isolated, have poor physical or mental health and their carers and those who are struggling with the high cost of living.
4. Seek to improve communication about and awareness of existing and planned future health and wellbeing activities and facilities.
5. Seek to establish a multi-purpose Community Hub in Claygate to serve people of all ages.
6. Seek suitable venues in the village to provide local Warm Hub facilities over the winter months.
7. Ensure access to emergency food support for residents in need who are without transport to get to the nearest foodbank.
8. Seek to preserve and enhance existing wellbeing facilities such as Green Spaces, Allotments and Community Gardens.

Appendix B5
CLAYGATE: THE WAY FORWARD
LEISURE AND RECREATION GROUP REPORT

Headlines from Survey

- A Fitness Centre was the favored option for Torrington Lodge Car Park by 45% of respondents, with strongest support amongst under 50s.
- Leisure and Recreational facilities are well used by respondents with higher use among younger age groups. The Children's Playground at the Rec has been used by over half of respondents.
- Claygate's green spaces are popular with 67% using them daily or 2-3 times a week.
- The green spaces are used for a variety of activities with walking the most popular.
- There is support for a fitness centre / gym / outdoor gym across the age ranges driven by those under 50 and supported predominantly by people who do not already use a gym regularly

SWOT Analysis

Strengths

- Well used assets including the Rec / tennis clubs / swimming pool / village hall & church hall.
- Direct access to EBC / Crown Estate green spaces – high value and usage
- Variety of local pubs providing leisure space & music
- Vibrant football & cricket teams
- Allotments

Weaknesses

- Limited space to add new facilities / limited capacity for new activities in existing facilities
- Rec is the only managed green space / can only do so much. Constrained by clay soil
- Limited activities for teens beyond sport – dependent on Hub for under 18

Opportunities

- Use brown field site for new leisure, say gym (but would attract traffic from outside Claygate)

Threats

- Football moves from Claygate due to poor state of pitches
- Maintaining funding required for Rec
- Over use / conflicting use of green spaces

Popular ideas

- Gym – varied options from David Lloyd to container. Probably difficult to get EBC support as gym provision in Elmbridge has been assessed as acceptable. Large variety of options requiring further analysis and commercial support. Smaller scale option most likely as larger gym would require a significant footprint.
- Outdoor gym – Rec may be only viable location – requires hard standing / all weather access and funds. Does align well with EBC active community goals

Recommendations

1. Research options for an outdoor gym on Claygate Rec and seek funding to implement once a design is agreed.
2. Further research required on fitness centre options to include commercial viability and partners
3. Continue to support leisure and recreation facilities to benefit all residents of Claygate.

Appendix B6

CLAYGATE: THE WAY FORWARD ENVIRONMENT GROUP REPORT

The Environment group was formed following the CVA meeting held on Thurs 9th November 2023. The groups' aims are to protect and enhance the natural environment of our village and to engage more residents in environmental sustainability issues. The survey data has highlighted residents' current habits and opinions, and we hope to be able to help inform greater understanding of the issues and promote environmentally friendly activities.

Headlines from the Survey Related to the Environment

Shopping Habits with Environmental Impact

- 82% of respondents reported avoiding using single-use packaging "sometimes", "often" or "always", whereas only 42% reported using refillable containers and 55% choose chemical-free cleaning products "sometimes", "often" or "always".
- 48% of respondents use charity shops at least monthly; 38% reported using the charity shops only rarely. The Eco-Shop has yet to make an impression on shopping behaviours.

Takeaway: It is evident that many residents are aware of the environmental impact of their shopping habits but there is scope for improvement. The group suggests a campaign to inform residents of sustainable and environmentally friendly products that are available in the village and a liaison with the Shops & Businesses group to encourage shops to stock more of them.

Car Use and Transport Choices

- More people walk "Always" or "Often" in the village than drive. However, 58% of respondents indicated that they "Always" or "Often" used their car or van to travel within the village.
- Respondents were significantly more likely to say they were trying to reduce their car use for environmental reasons (49%) than for saving money (32%). Patterns were the same across more and less frequent drivers.
- Only 13% of respondents said they cycle "Always" or "Often" within the village. The main barriers to cycling are potholes, traffic speed and limited bike parking facilities.
- An association was observed showing that when respondents thought about using active or public transport as an environmental choice over car use, they tended to focus more strongly on when they did use these means of travelling rather than when they did not and used the car. (See Survey Final Report 3.6.7)
- The K3 bus was used by all age groups, with 26% of respondents indicating that they used it "Always" or "Often" within the village. Respondents also praised the service for connecting them to destinations outside of the village.

Takeaway: Respondents would like to use their cars less. Improvements to road safety and cycling infrastructure are likely to increase cycling and reduce car use. The group recommends improvements to road maintenance and more bike parking facilities. The K3 bus is vital for reducing car use both within Claygate and for travel beyond.

Claygate's Green Spaces

- Claygate's green spaces are very popular, with 67% of respondents reporting to use them daily or 2- 3 times a week. Only 4% of respondents indicated that they used them "Rarely" or "Never".
- The most popular activity across all age groups is walking (92%). The next most common activities are dog-walking (35%) and children's play (32%).
- Preferred activities differ between age groups: The under 50s mostly engage in running, sports, and family activities. The over 65s like walking and the 50-64 age group spend more time dog walking.
- There is a significant and large concern among respondents about losing green spaces, and strong disagreement with building housing on the green belt.

Takeaway: Claygate's green spaces are essential for the health and well-being of our community across age-groups. We need to ensure they remain.

Environmental Conservation activities

There is overall enthusiasm for environmental conservation activities. Respondents reported that they engaged in the following ways with environmental conservation:

- Being careful with water consumption (76%)
- Growing plants that are bee and insect friendly (67%)
- Feeding the birds (62%)
- Picking up rubbish in green spaces and around Claygate (51%)
- Planting British native species (44%)

Takeaway: The data suggests many respondents understand the importance of biodiversity and environmental awareness. We should encourage this by promoting the Elmbridge countryside team walks and activities, organising local walks and making information available about environmental issues.

Support for Community Gardens

- There was good support for more community gardens (58%).
- 27% of respondents chose "maybe" suggesting they were not sufficiently informed about the proposal.

Takeaway: The Crown Estate has already been approached regarding the possibility of creating a community garden in the village. We recommend that the group continues to research this and seek funding.

New Housing Developments and Biodiversity

- Respondents across all age groups were overwhelmingly in favour of new development having a net gain on natural habitats and biodiversity.

Takeaway: The group is delighted Elmbridge Borough Council advocates for 20% biodiversity net gain on new developments as this aligns with the respondents support for the initiative.

Summary of Takeaways: Group Recommendations

1. Campaign to inform residents of sustainable and environmentally friendly products that are available in the village and liaison with the Shops & Businesses group to encourage shops to stock more of them.
2. The group recommends improvements to road maintenance and the cycling infrastructure to increase cycling and reduce car use.
3. Ensure that the K3 bus continues to run regularly.
4. Ensure preservation of Claygate's green spaces and greenbelt.
5. To encourage understanding of biodiversity and environmental awareness we recommend promoting the Elmbridge countryside team walks and activities, organising local walks and making information available about environmental issues.
6. We recommend that the group continues to research the possibility of creating a community garden, including seeking funding.
7. Ensure all new developments in Claygate implement 20% Biodiversity Net Gain

Conclusion

We are heartened by the document 'Elmbridge Vision 2030' in which Elmbridge Borough Council sets out a number of aims, including:

- becoming a carbon-neutral borough by 2050,
- supporting sustainable travel options such as walking, cycling and public transport
- enhancing the natural environment by creating the best environment for wildlife and biodiversity to thrive
- making it easier for the community to reduce, reuse, repair and recycle
- always protecting the green belt

We look forward to working with the local Councils to realise these aims.