

Egham Town Team Survey 2014-15

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Introduction

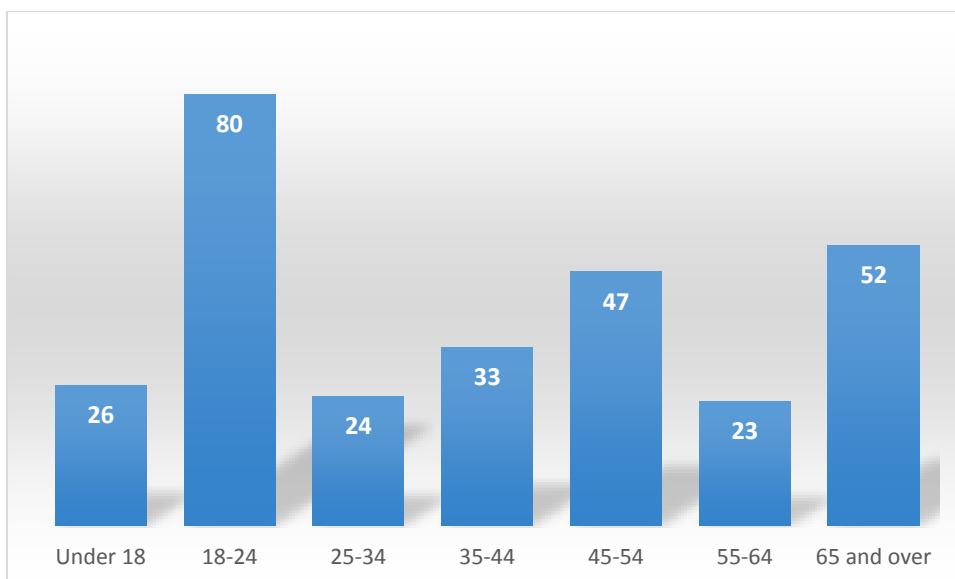
As part of the development of their strategy to revitalise Egham Town centre, Egham Town Team have worked with the Geography Department at Royal Holloway to conduct a questionnaire survey of local residents and visitors (see Appendix 1). Data was collected from a face-to-face survey conducted by RHUL Geography undergraduates on Egham High Street on two weekdays and a Saturday in November 2014. Questionnaires were also filled in at the Egham Christmas Fayre and through an online survey which closed in early February 2015.

A total of 288 questionnaires were completed (219 in person and 69 online). This report provides an overview of the key findings. It is divided up according to the different sections of the questionnaire.

Sample Characteristics

Overall, 64% of respondents were women and 36% men. Respondents came from across the age range, but there were more respondents from the 18-24 age group than any other (see Figure 1). This probably reflects the involvement of RHUL students who largely fall in this age bracket.

Figure 1: Respondent Age Groups

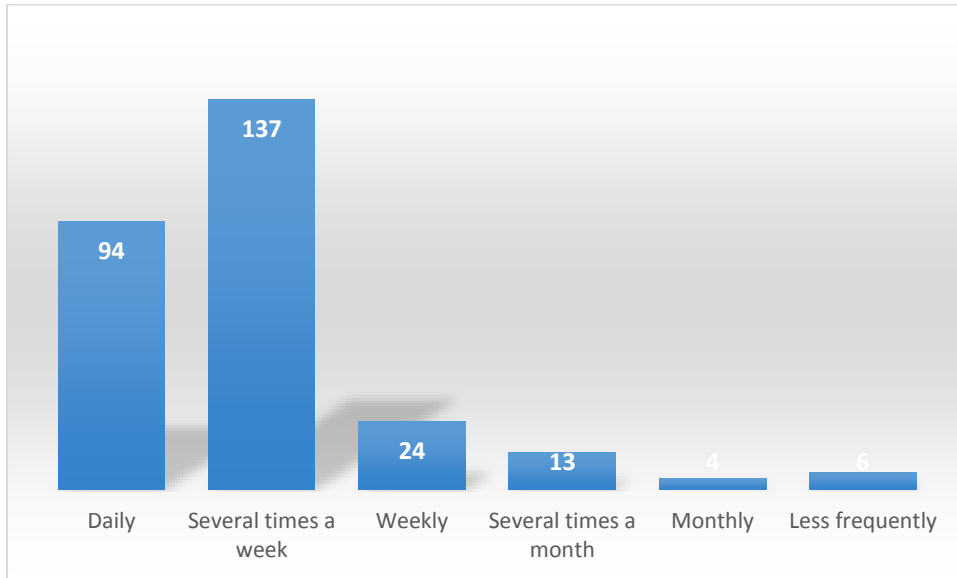


Note: 3 respondents did not give their age.

Reason for Visiting Egham Town Centre

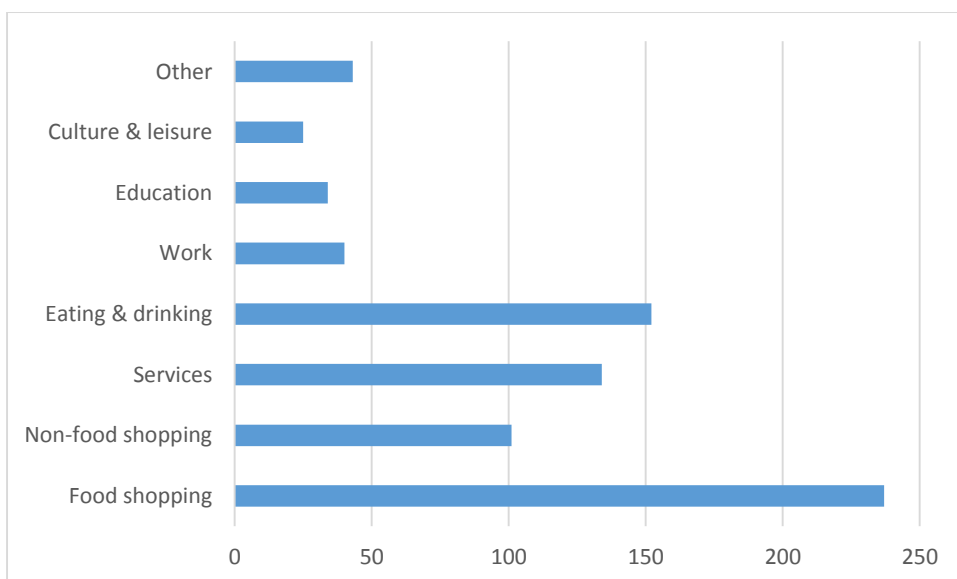
Almost half of the respondents (49.2%) visit Egham Town Centre several times a week and a third (33.8%) visit every day (see Figure 2).

Figure 2: Frequency of Visits



Respondents said that they visited Egham Town Centre for a number of reasons, with food shopping, eating and drinking, and services such as the bank, library or post office being the most popular (see Figure 3). Of the other reasons for coming to the Town Centre, attending church was the most common response.

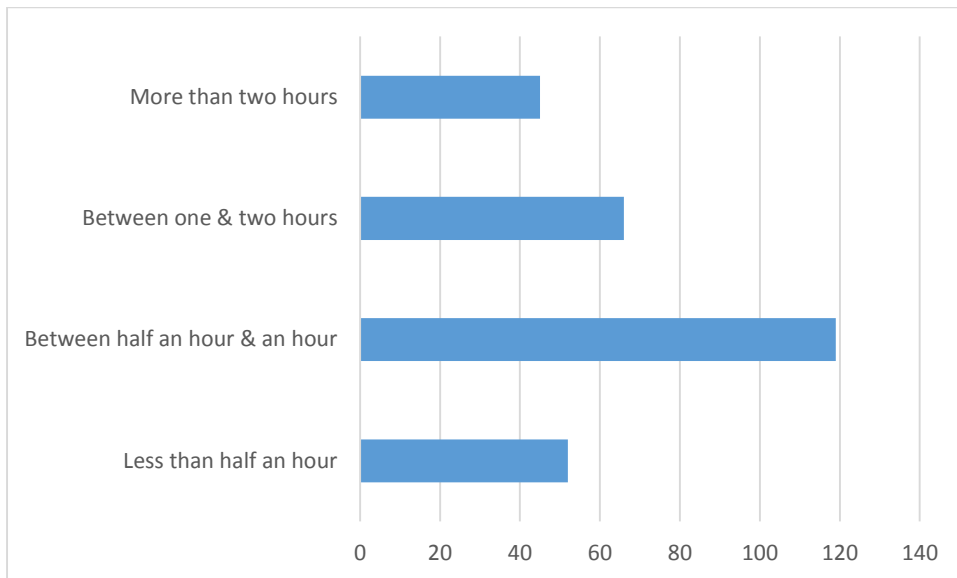
Figure 3: All reasons for visiting Egham Town Centre



When respondents were asked to identify the **main** reason that they visited Egham Town Centre food shopping was the overwhelming reason (64% of respondents). The second most popular response was work (9.7%).

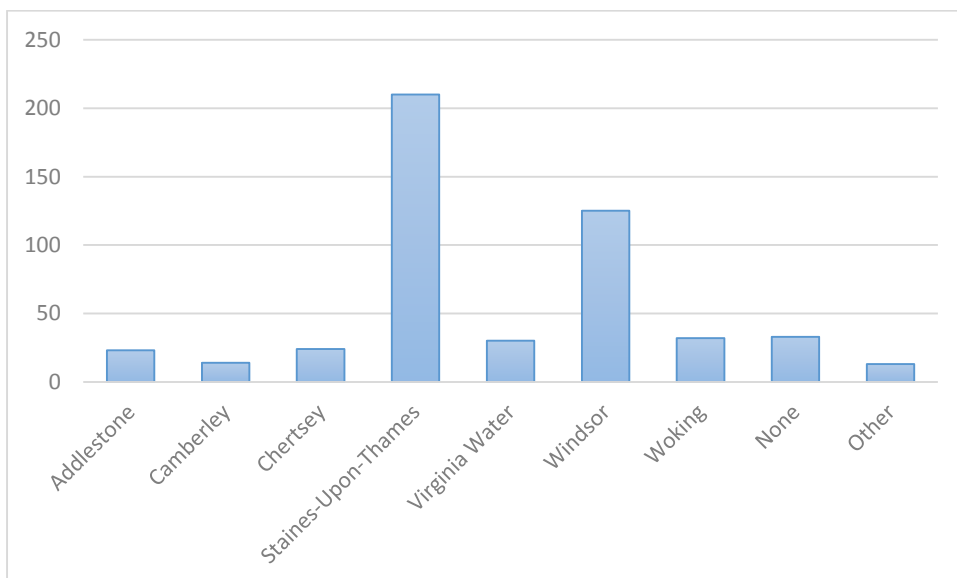
Visits to the town centre ranged from very short visits of less than half an hour, to visits of more than two hours. Between 30 minutes and an hour was the most popular response (see Figure 4)

Figure 4: Length of Visit



Visitors regularly (once a month or more) used a range of other centres, with Staines-upon-Thames the most popular (see Figure 5).

Figure 5: Other centres used by visitors to Egham

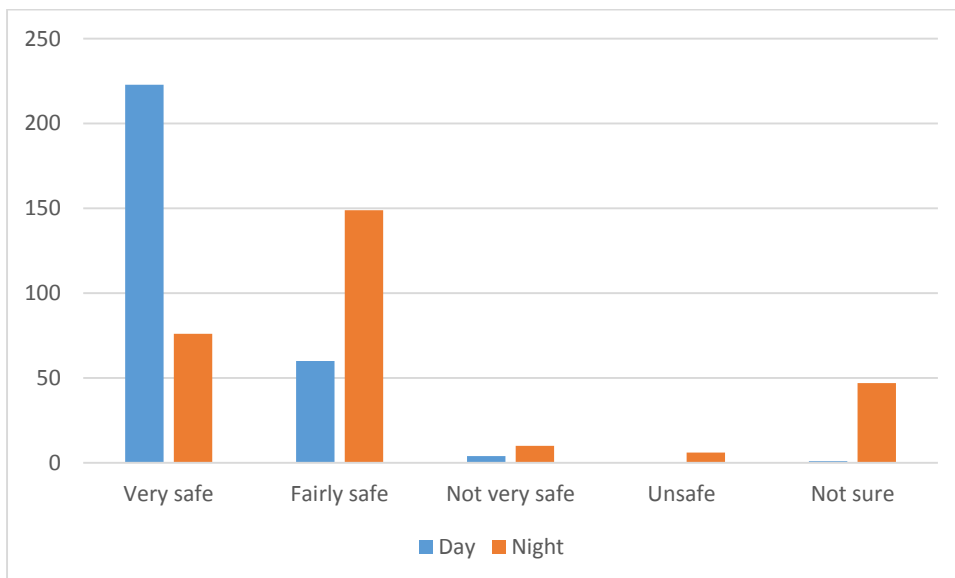


The reasons given for the use of other centres focused on the greater choice of shops elsewhere, along with better quality shops. Some services, such as a cinema or swimming pool, are not available in Egham.

Town Centre Environment

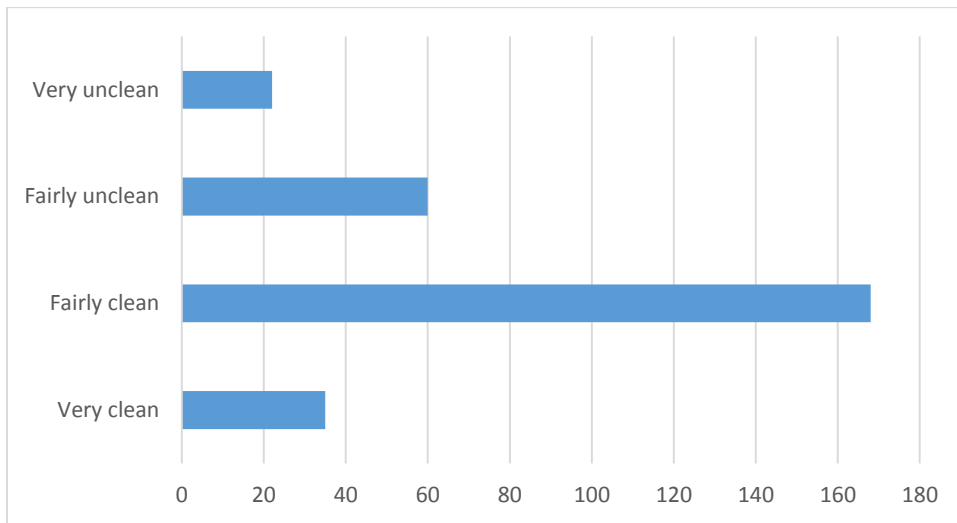
Respondents were generally very positive about the safety, maintenance and cleanliness of Egham Town Centre. The vast majority of respondents felt safe in the daytime. Feelings of safety declined significantly at night, but there were still very low numbers who felt not very safe or unsafe (see Figure 6). These feelings were largely a response to the presence of drunk people in the Town Centre at night.

Figure 6: Feelings of safety in Egham Town Centre in daytime and at night.



Nearly two-thirds (65%) of respondents said that the streets and public areas are well maintained, but just under one-third (31%) said that they were not well maintained. In terms of cleanliness, 72% of respondents said that the Town Centre is very or fairly clean (see Figure 7).

Figure 7: Assessment of the cleanliness of the Town Centre



Over half the respondents (54%) said that the signage to and from and within the town centre was clear, but 21.6% said that the signage was **not** clear. There were some specific suggestions as to improved signage e.g. “*Signage to station & buses & Runnymede Meadow (Memorials)*” (Respondent 213), but there was also a general frustration that Egham was almost invisible:

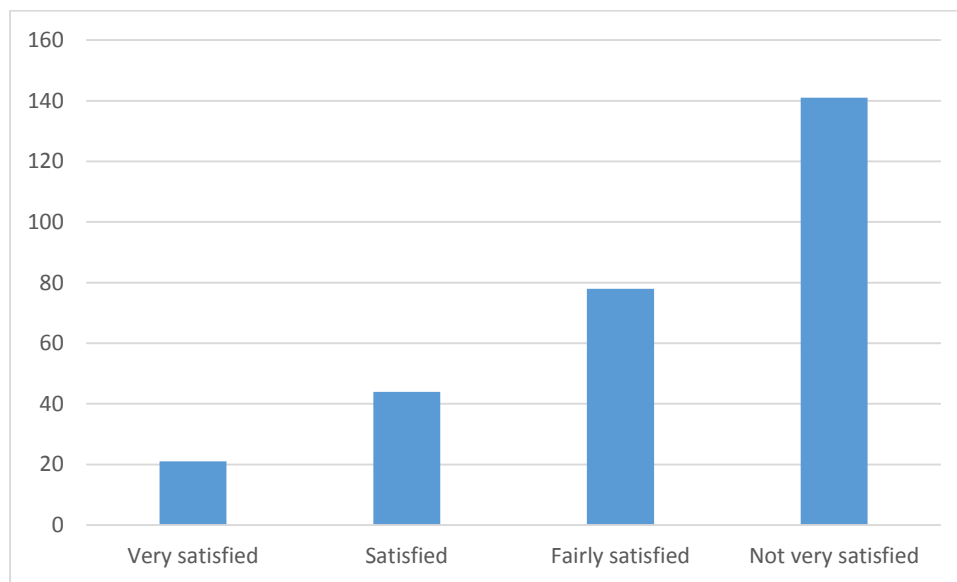
“A lot more and clear signs. If you hadn't been to Egham before you wouldn't know it was here” (Respondent 214).

“Much more signage for car parks & town centre. You could drive past and not know the high street exists” (Respondent 205).

Shopping & Leisure

The range of shops in Egham Town Centre was seen as problematic by respondents, with half (49.6%) saying that they were not very satisfied with the range of shops (see Figure 8). General comments included criticisms of the number of charity shops and the lack of clothes and shoe shops. Many respondents also said that they would like 'traditional' shops, such as a butcher's, greengrocer's and bakery. Specific brands which were mentioned included: Body Shop, Bose, Debenhams, Game, H & M, Lush, Maplins, Matalan, M & S, Primark, Zara. A few respondents said that they would like to have a poundstore and some respondents said they were looking forward to Waitrose arriving in the town.

Figure 8: Satisfaction with the range of shops/ retailers



Satisfaction with the range of places to eat and drink in Egham was much higher. Seventy per cent of respondents were satisfied. Some respondents asked for more independent coffee shops and unique restaurants, but there were also some who asked for Starbucks and McDonalds.

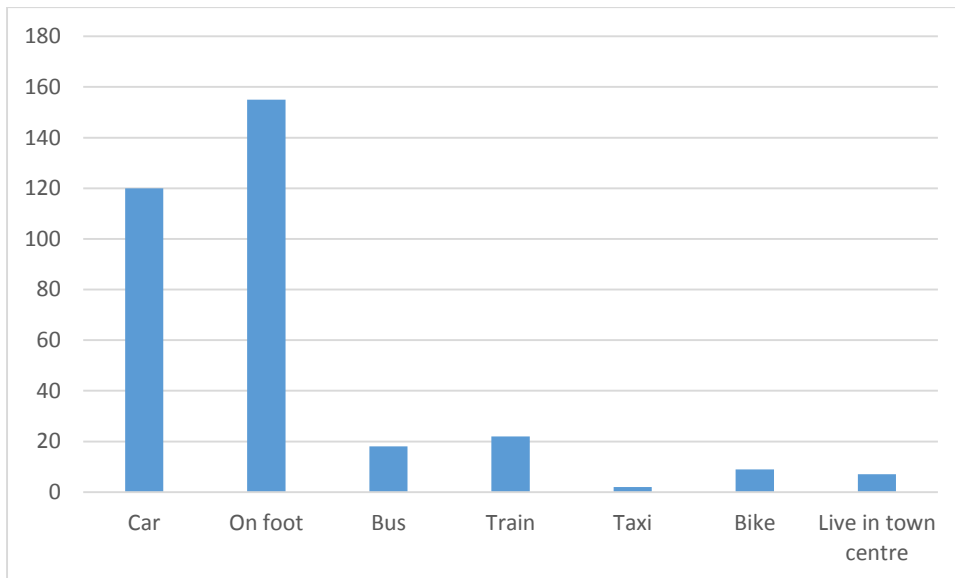
In terms of leisure facilities, 42% of respondents said that there were leisure facilities that they would like to see in the town. A swimming pool and a cinema were the most popular suggestions.

Nearly 80% of respondents would like to see a street market in Egham Town Centre, with clear agreement that the market should be a food market, with suggestions of fruit and vegetables or a farmer's market.

Access

Most respondents travel to the Town Centre by car or on foot (see Figure 9) and most agreed that the Town Centre was easily accessible by the different modes of transport.

Figure 9: How people usually travel to the Town Centre.



Very few respondents knew if the Town Centre was easily accessible by wheelchair, but 31 respondents answered that it was not accessible. Issues that were identified included:

“So many different types of flooring (cobble)” (Respondent 7)

“Pavements damaged and bumpy” (Respondent 64).

Only twelve respondents felt that the Town Centre was not easily accessible for parents with young children. The reasons identified were “dangerous drivers” and “parking problems”.

105 respondents said that it was easy to park bicycles in the Town Centre and 51 said that it was not easy.

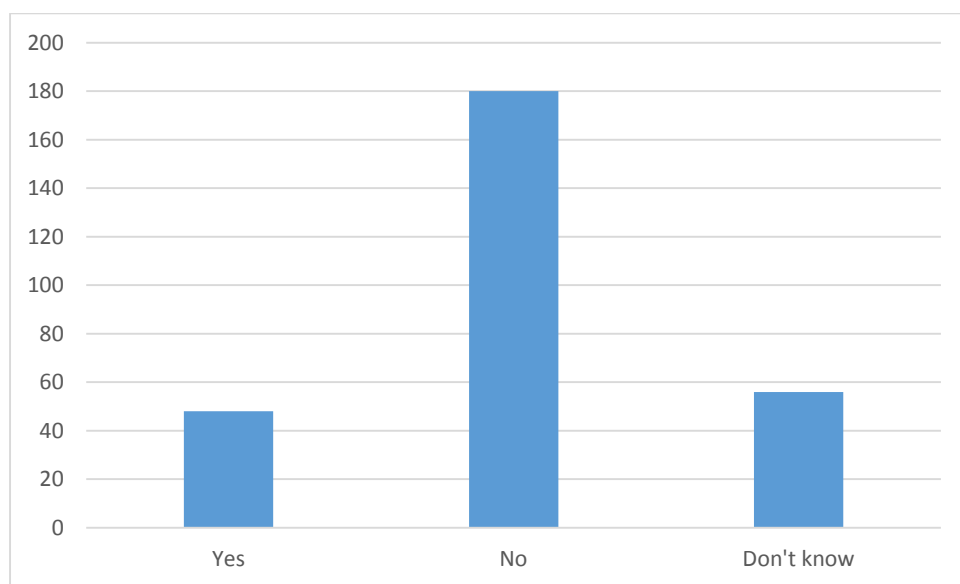
Overall respondents thought that there was insufficient parking in Egham Town Centre (see Figure 10), although some were of the opinion that this would improve once Waitrose opened because of the underground parking. While 77 respondents didn't know whether the car parking was well-signposted, about 50% of the remaining respondents felt that the signage was not very good. In relation to car park pricing, nearly 30% of respondents felt that car parking was not reasonably priced. Comments about car park pricing included:

"There should be a small charge or free for 1/2 hour parking" (Respondent 192)

And

"would like to see machines giving change or exact time for money insert. If individuals don't have correct money, machines do exist already" (Respondent 196)

Figure 10: Response to the question 'Is there enough car parking in Egham Town Centre?'



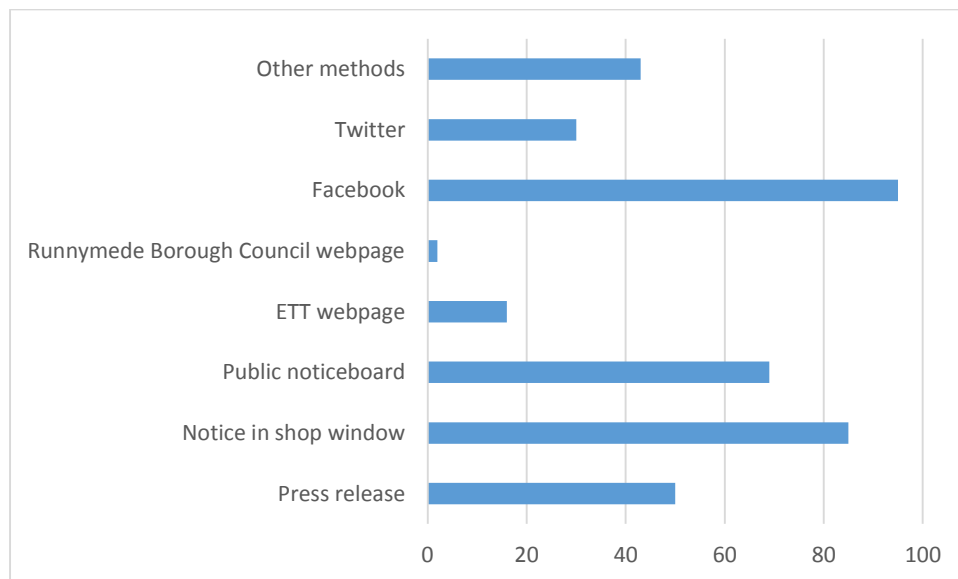
ACTIVITIES AND EVENTS

Of the 187 respondents who answered the question, 92 were aware of an event held in Egham Town Centre during the year. Magna Carta Day and the Christmas fayre were the main events identified. 134 respondents had attended events, and again Magna Carta Day was the most frequently mentioned, but respondents also mentioned church book sales, nativity events, the Christmas fayre and Egham Show. Opinions about these events varied. There was general support for the 'community feel', but there could be more stalls and better advertising.

Respondents had a number of suggestions about future events/ activities including: travelling circus, more events for international population, street market, street music/ buskers, art show, ice skating rink, gigs/ live music, martial arts, more football tournaments, keep Egham tidy campaign, adopt a road. Better advertising of the events that do take place.

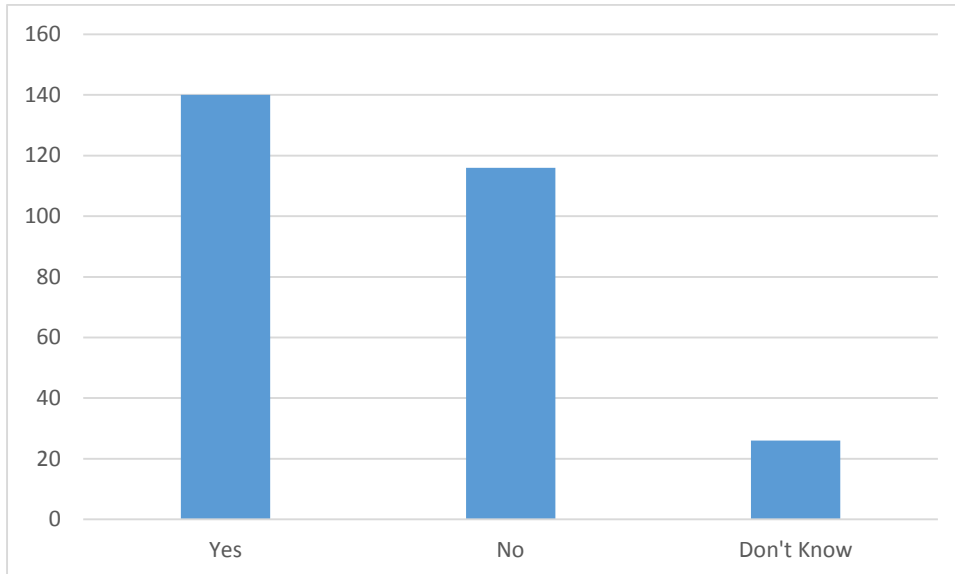
Respondents varied greatly in their preferred way of receiving information about Town Centre events (see Figure 11). Other suggestions included leaflets through the door, on the side of buses, through a local blog and sending emails around RHUL.

Figure 11: Most effective method of promoting Town Centre events to respondent



Finally, respondents were asked whether they would recommend Egham Town Centre to others. Just under half of the respondents said that they would (Figure 12).

Figure 12: Would you recommend Egham Town Centre to others?



When asked to identify Egham Town Centre's main strengths and weaknesses, respondents gave full and wide-ranging answers. In positive terms, there is a feeling that there is a sense of community, it is safe and accessible, but some of the weaknesses include the limited range of shops and facilities (see appendices).

APPENDIX 1

Egham Town Centre Survey

Introduction

‘Good morning/afternoon, I am a student at RHUL and have been commissioned by Egham Town Team to undertake a survey of visitors to Egham Town Centre.

Whether you’re a frequent user or someone who rarely visits Egham, the Town Team want to know your views - both positive and negative! Are you willing to spend a few minutes to complete the survey?’

‘Please be assured that the information we collect will only be used by the Egham Town Team to inform their work. Individuals will not be identifiable from the data we collect.’

Note to Surveyor:

If the person is not able to complete the survey, offer a paper copy which can be completed at their convenience and posted in boxes provided at various locations in the town (see end of form for location details). Alternatively request that the person complete the form online by visiting the Egham Town Team page of the Egham Chamber of Commerce website.

About the survey

(Only read out if respondent asks for further information on why the survey is being completed)

The survey will enable the Town Team to understand your and others views of the centre, what its strengths and weaknesses are and how it might be improved. The information collected will be used to understand how the town centre operates, plan and develop regeneration initiatives, measure the impact of developments and provide an evidence base to attract funding.

Egham Town Team

(Only read out if respondent asks for further information on Egham Town Team)

Egham Town Team is a voluntary partnership set up to help revitalise Egham Town Centre and strengthen community pride in the town. Members of the group include representatives from Egham Chamber of Commerce, Egham Residents Association, Retailers, Strodes College, RHUL, Magna Carta School, Runnymede Borough Council and a local Councillor.

The purpose of the Egham Town Team is to:

1. Encourage collaboration amongst individuals and groups with an interest in Egham Town Centre.
2. Lead on the initiation, approval, monitoring and delivery of a series of projects to help revitalise and sustain the Town Centre.
3. Draw upon the interest of stakeholders when identifying initiatives and identify mechanisms for implementation.
4. Regularly monitor and review progress on initiatives against stated outcomes.
5. Ensure that the work of the Town Team is effectively co-ordinated and good communications are maintained with all interested parties.

RESPONDENT'S DETAILS

The following four questions are about yourself and your household.

1. Please confirm your postcode?

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2. Which age group are you in?

1. Under 18
2. 25-34 years
3. 35-44 years
4. 45-54 years
5. 55-64 years
6. 65 years or above

3. Are you... (researcher to confirm)

1. Male
2. Female

4. What is your occupation?

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REASON FOR VISITING EGHAM TOWN CENTRE

5. Approximately how often do you visit Egham Town Centre?

1. Daily
2. Several times a week
3. Weekly
4. Several times a month
5. Monthly
6. Less frequently

6. Why do you visit Egham Town Centre? (Circle all that apply)

1. Food shopping
2. Non-food shopping
3. Services (library/bank/post office etc.)

4. Eating and drinking (coffee shop/cafe/ restaurant/pub/take-away etc.)
5. Visit Literary Institute
6. Work
7. Other (*please specify*)

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7. What is the MAIN reason for your visit? (circle one answer)

1. Food shopping
2. Non-food shopping
3. Services (Library/Bank/post office etc.)
4. Eating and drinking (coffee shop/cafe/ restaurant/pub/take-away etc.)
5. Visit Literary Institute
6. Work
7. Other (*please specify*)

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8. How long do you usually stay in the Town Centre?

1. Less than half an hour
2. Between half an hour and an hour
3. Between one and two hours
4. More than two hours

9. Which other centre/s do you use regularly (once a month or more)? (circle all that apply)

- | | |
|--|--------------|
| 1. Camberley | (GO TO Q.10) |
| 2. Chertsey | (GO TO Q.10) |
| 3. Staines | (GO TO Q.10) |
| 4. Virginia Water | (GO TO Q.10) |
| 5. Windsor | (GO TO Q.10) |
| 6. Other (<i>please specify below</i>) | (GO TO Q.10) |

7. None

(GO TO Q.11)

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10. Why do you visit the other centres?

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TOWN CENTRE ENVIRONMENT

Safety

11. How safe does Egham Town Centre feel during the day?

- 1. Very safe
- 2. Fairly safe
- 3. Not very safe
- 4. Unsafe
- 5. Not sure

12. How safe does Egham Town Centre feel at night?

- 1. Very safe
- 2. Fairly safe
- 3. Not very safe
- 4. Unsafe
- 5. Not sure

Maintenance/cleanliness

13. Are the streets and public areas attractive?

- 1. Yes
- 2. No
- 3. Don't know

14. Are the streets and public areas well maintained?

- 1. Yes
- 2. No
- 3. Don't know

15. How clean is the Town Centre?

- 1. Very clean
- 2. Fairly clean
- 3. Fairly unclean
- 4. Very unclean

Signage

16. Is signage WITHIN the town centre clear?

- 1. Yes
- 2. No
- 3. Don't know

If you answered no, what improvements do you think could be made?

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17. Is signage TO and FROM the town centre clear?

- 1. Yes
- 2. No
- 3. Don't know

If you answered no, what improvements do you think could be made?

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Facilities

18. For a town the size of Egham what other general facilities would you like to see?

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19. Is the town centre user friendly for people with young children?

- 1. Yes
- 2. No
- 3. Don't know

If you answered no, please state why:

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SHOPPING AND LEISURE

20. Are you satisfied with the range of shops available in Egham Town Centre?

- 1. Very satisfied
- 2. Satisfied
- 3. Fairly satisfied
- 4. Not very satisfied

21. Are there any other shops/retailers you would like to see in the town?

- 1. Yes
- 2. No
- 3. Don't know

If you answered yes, please specify which shops/retailers you would like to see in the town:

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22. Are you satisfied with the range of places to eat and drink in Egham?

- 1. Yes
- 2. No
- 3. Don't know

23. Are there any other types of restaurant, café, bar you would like to see in the town?

- 1. Yes
- 2. No
- 3. Don't know

If you answered yes, please specify which café/restaurants you would like to see in the town:

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24. Are there any leisure facilities you would like to see in the town?

1. Yes
2. No
3. Don't know

If you answered yes, please specify which leisure facilities you would like to see in the town:

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25. Would you like to see a street market in Egham Town Centre?

1. Yes
2. No
3. Don't know

If you answered yes, what type of market would you like to see (general, food, speciality)?

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ACCESS

26. How do you normally get to Egham Town Centre?

1. Car
2. On foot
3. Bus

- 4. Train
- 5. Taxi
- 6. Bike
- 7. Live in the Town Centre

27. Is the town centre easily accessible on/by...?

Foot	1. Yes	2. No	3. Don't Know
Bus	1. Yes	2. No	3. Don't Know
Train	1. Yes	2. No	3. Don't Know
Taxi	1. Yes	2. No	3. Don't Know
Bike	1. Yes	2. No	3. Don't Know

If you answered no to any of the above, please state why:

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28. Is the town centre easily accessible for wheel-chair users?

- 1. Yes
- 2. No
- 3. Don't know

If you answered no, please state why:

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29. Is the town centre easily accessible for parents with young children?

- 1. Yes
- 2. No
- 3. Don't know

If you answered no, please state why:

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30. Is it easy to park bicycles in the town centre?

- 1. Yes
- 2. No
- 3. Don't know

Car parking

31. Is there enough car parking in Egham Town Centre?

- 1. Yes
- 2. No
- 3. Don't know

32. Is car parking well signposted?

- 1. Yes
- 2. No
- 3. Don't know

33. Is car parking reasonably priced (state current charges if required)?

- 1. Yes
- 2. No
- 3. Don't Know

ACTIVITIES AND EVENTS

34. Are you aware of any events held in Egham Town Centre during the year?

- 1. Yes GO TO Q.35
- 2. No GO TO Q.37

35. Which events are you aware of and how did you find out about them?

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36. Have you been to an event in Egham Town Centre?

- 1. Yes
- 2. No
- 3. Don't know

If yes, please specify which event/s you attended and what you thought of the event/s?

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37. What events/activities, if any, would you like to see take place in Egham Town Centre?

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38. What is the most effective method of promoting town centre events to you? (Please circle one)

- 1. Press release
- 2. Public notice
- 3. Notice in shop windows

4. Public Noticeboards
5. Egham Town Team webpage
6. Runnymede Borough Council website
7. Facebook
8. Twitter
9. Other method (*please specify*)

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39. Would you recommend Egham Town Centre to others?

1. Yes
2. No (*please state why below*)
3. Don't Know

If you answered no, please state why:

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STRENGTHS AND WEAKNESSES

40. What do you think are Egham Town Centre's three main strengths?

1.
2.
3.

41. What do you think are Egham Town Centre's three main weaknesses?

1.
2.
3.

Thank you for taking the time to fill out the survey.

Completed paper questionnaires should be posted by 31st December 2014 in the boxes provide at the:

- Egham Museum – Literary Institute, High Street, Egham
- Karnak Travel – 5 The Precinct, High Street, Egham
- United Church of Egham – High Street, Egham
- St John’s Church - Manor Farm Lane, Egham

APPENDIX 2: STRENGTHS OF EGHAM TOWN CENTRE – RESPONSES FROM FACE-TO-FACE SURVEY

Responses to Q35: What do you think are Egham Town Centre's Three Main Strengths?

Magna Carta; Between London and Reading; Free book shop
Lots of little shops; cute; close to uni
Small-can do it quickly; flat
Not a big place; not congested; nice costa
Diversity of culture; location-close to london; university
Compact
Good food range
Station; RHUL; Pedestrianised
Hotel
Pedestrianised
Food variety; close to college; lots of seats
Banks; Range of shops; calm
Restaurants; Shops
Eating; drinking; small scale
Main services-one place; Tesco's; Easily accessible
location-central; places to eat food; necessity shops
convenience; food; things you need
subway; coffee shops; wide pavement + can walk in a row
not too much traffic; benches; big tesco
food; close to strode's; coffee shops
selection of shops for small space; parking
place to eat
no electronic shops; not much to see
feels like home
cafes are good; food shopping
feel home; everyone knows everyone
nothing here
nice small village town
nothing
small number of people; italian restaurant; commuting was good
easy to get around-transport
nice little village
quiet/relatively peaceful
Good restaurants; close to home; not overcrowded
Quiet, traditional, accessible
calm, safe, easily accessible
Easy to access, variety of shops, fairly clean
food shopping, good restaurants, safe/quiet
proximity of services; supermarkets
good coffee places; lots of banks; easy to get around

easily accessible; busy (hustle and bustle); charity shops are nice
cafes; lack of traffic (most of the day); tesco
easy access; supermarket; food
Pedestrianised
caters for local workers
Location; station; Runnymede
Easy access; coffee shops; restaurants
Safe
Small town; historical
Safe; food; tesco
Quiet; community feel; charity shops
Accessibility; Facilities; Security
Diversity e.g. students, variety of shops, community needs
Supermarkets, banks, 99
Tesco, Banks, Safety feeling of community
Banks, small supermarkets to get things, range of shops
Runnymede Chicken, sports centre
Accessability, safety, charity shops
Age group (quite young), quiet, aesthetically pleasing
Big supermarket, friendly
Quiet, everything needed- all amenities
Nice community
Tesco, calm for old people
Pedestrianisation, number of restaurants, friendly area
Easy accessible, safe, range of product shops
Safety, quietness, accessability
Mix of food and charity shops, easy to get to from campus, safety
easily accessible, Tesco, a lot of pharmacy shops
University brings diverse people, fairly accessible, close to London with adequate train service
Quiet, everything is close together
High street, Tesco, Café Nero range of food
Safety, there is nothing that distracts you from studying, good to meet your friends as it is small
Restaurants; Large supermarket
Parking; Accessibility; Nice environment and people
Close with community, friendly; History; Pubs
Work availability - private; Pubs; Easy to get to London
Red Lion; Tescos; Gym
Pubs/ Bars; Tescos; Chip shop
Pubs/ Restaurants
Safety - not intimidating; Stuff to do; Practical place
Pubs - Red Lion; Local community area - friendly environment
Shops you need
Location; Convenience; Not too busy
Tescos and Budgens; Social clubs and lots of pubs; Egham sports centre
Close to RHUL; Enough here to eat, buy etc.
Accessible; Necessities; Safe

Pedestrianised; Safe by day; A lot on it - shops, eateries
Affordable - much cheaper than Windsor; accessibility - parking; Youths and students
Close to uni; Essentials; Runnymede chicken
Charity Shops; Food shops; Pubs and restaurants
Proximity to London
Size - small - good; Good trains; Near airport and park
Enough shops
Compact; Good restaurant; Very English
University; Waitrose
TESCO, BANKS, CLOSE
SAFE, CLEAN, FRIENDLY
RETAINS COMMUNITY FEEL
RESTAURANTS, TESCO, CONVIENCE
GOOD SHOPS
TESCO
SMALL, QUIET, TESCO
CLOSE, CHEAP PRICING
SMALL, COMMUNITY FEEL
CONVINIENT, CLOSE BY, SHOPS , BENCHES OUTSIDE TESCO
NICE COFFEE BARS
GOOG VARIETY OF SHOPS, EASY ACCESS, FRIENDLY PEOPLE
FOOD SHOPPING, RESTAURANTS
HISTORY
SAFE, CHURCHES, RESTAURANTS
ACCESSIBILITY, ATTRACTIVE IF CLEANED UP AND INVESTED IN
THE MUSEUM, COFFEE AND CHAT WITH LOCAL PEOPLE IN THE MORNINGS
HISTORICAL WHICH SHOULD BE ENCOURAGED
SHOPS
access, tesco, costa
shops, food,
friendly, not too big, everything
compact, good range of shops, pharmacy
comfortable, not overcrowded, everyone is friendly
close to RHUL, essential shopping
shopkeepers are nice
pedestrianised centre road, plenty of choice for food and drink
character, a family feel; community good for old people; shops are friendly, charity shops are good
good for locals easy to pop in; nice small high street; charity shops ; easy to park
not enough shop variety, nothing to specifically come here for
not applicable
little, nice, quiet
historical town, good school
not applicable
nice local town; close to staines
good access to london
not applicable

quietness
 compact, easy to access
 friendly, easy to access everything, practical necessities
 new waitrose
 small, not overcrowded, friendly, accessible
 nice big library, museum and unique, location, especially commuting
 maintain current standards
 Resturants
 Range of shops; ease of car parking; easy to rush
 Proximity to london; proximity to road infrastructure
 Smallness-village feel
 Students
 Convenience; Friendliness
 Wide range of local buisnesses; wide selection of banks/services; Access for local residents
 Community; convenience-close
 Supermarket; Resturants/coffee shops
 Accessible
 Size-small town; accessibiltiy; variety
 Safe; good for food shopping; mainline train station
 No answer
 Post office; Pharmacy; Tesco
 Coffee & Tee in church centre; The kitchen-drop in the centre; The museum 2015-80th anniversary of
 Magna Carta
 accesss, Tesco
 friendly atmosphere, good range of scenes, restaurants vary
 village atmosphere, people are friendly, era
 relaxing, non stressfull
 safety, choice of restauratns, fast general purpose shopping
 restaurants, lots of pharmacies
 pedestrianised, trees, youth
 close to train station-accessible
 easily accesible by car and bus, friendly and helpful shopkeepers, no rewdy behaviour during the day,
 plenty of benches for sitting down
 close by, hugo's , tesco's
 compactness, friendliness

99

food shopping, places to eat and drink, pedestrianised town
 it has lots of heritage, it has some lovely restaurants, good schools
 some of the events mentioned take place, there is a great sense of community. That we have a good
 bus service and railway station.
 parking, parking, parking
 histoic town, Magna Carta, Kennedy Memorial
 too many charity shops. Shops and buildings exteriors badly maintained. Not enough specialist shops.
 Too many fast food outlets
 can't think of any

rubbish and litter especially from take away. Some empty shop units, although they are not doing badly compared to some places.

very attractive buildings, great restaurants, busy.

good supermarkets and pharmacies. Post office and library.

99

pedestrianisation, it properly policed and closed to cyclists(particularly those riding the wrong way.

Proximity to Runnymede?

you are able to meet people easily. Be mainly car free in town centre. Shopkeepers are friendly know customers well.

pedestrianisation, community feeling and compact.

compact, easily accessible as flat. Pedestrianisation when operating properly.

accessibility, concentration of business, food shops

variety of restaurants, tesco, close to station

Pedestrianised town centre/ good affordable restaurants & cafes/ easy accessibility

No answer

No answer

No answer

Great community spirit

Friendly. Accessible shops. Banks

Bar 163. Jewellers. Costa

Access

Nice feel. Good food places

Good shops. Access. Close to historical site

Access

Access

Opticians (Robinson & Lamb), community spirit, looking forward to Waitrose

Small & friendly. Good range of shops & services. Within easy reach of home.

Pedestrianised. Good library (but not well signposted). Decent sized supermarket/ soon to be another.

Compact. Café Nero/ Bar 163/ Costa/ Villa Rosa. Bookshop.

Ok for everyday food shopping

Family friendly. Safe for adults & children. Easily accessible.

Compact. Easily accessible. Traffic free during the day.

Traffic free during day. Reasonable range of shops

APPENDIX 3: WEAKNESSES OF EGHAM TOWN CENTRE – RESPONSES FROM FACE-TO-FACE SURVEY

Responses to Q36: What do you think are Egham Town Centre's Three Main Weaknesses?

No attraction to Egham-wouldn't come on weekend; Good evening dining; Train station

Only tesco as a big shop;More crossings from RHUL; Cars can't stop here

Royal Holloway advertising events to locals

Not enough to do

Nothing to do; lack of shops; lack of places to eat

Nothing here

Parking

Litter; limited range of shops; lack of events

Lack of variety of shops; Parking; No hub-could feel nicer

lack of retail shopping; building w?; ?

crowds of students; queues in Tesco; trainline

too many coffee shops; too many charity shops; no retailers

not a lot here- attractions; charity shops; not enough clothes shops

parking; queues

not big enough

not much for youngsters

Variety of shops

close to RHUL

bar variety of shop, overrun by charity shops; car parking

bad variety of shops

not much to do for young

park centre; lack variety

Not enough variety of shops; car parking

home

larger stores in Staines, not much here

everything closed-cinema and pub; no butchers and fishman

buildings look bad; very student oriented; chinese students are dirty and

have fireworks(more housing capability on campus); pedestrianize city centre

not much happens

increase bus times; narrow streets

not enough shops

lack of independent businesses

not much variation (shops), could be cleaner, more parking

lack of options, no decent pubs/bars

too small, no good shops, not enough car parking space

Busy, loud

more range of shops

not many shops set up by locals; too many bookies/banks/betting shops

lack of variety

traffic congestion; parking - not advertised; too many puddles in pavements

lacking of parking (congestion); no major retailers (more variety needed); more signage
not enough choice

Students

too many similar shops; shops don't draw people here; parking
access leads to parking traffic; concrete jungle

not a range of shops; more plants

Not a variety of shops

No clothes shops; not trendy

college; more for older people

parking; shops

Cleanliness; space; business

lack of free parking, litter, bars for students under 21

More shops,

More well known shops,

not enough car parking at lunch time, too many fast food shops,
buildings run down/ landlord problems

Too many charity shops, too many hairdressers, need more clothes shops

Range of shops, public toilets, car parking spaces

Male fashion shopping, public toilets, golf driving range

Cheaper parking, bad characters as shut police station down

Lack of leisure facilities

School children are rude

Shops close too early, no nightlife, lack of shops

lack of police, drug abuse that goes on here, more street lighting by the station, poor light by the station

Lack of clothing shops, lack of car parking, lack of sports facilities

Small range of shops

lack of clothes shopping, tricky to come by car, lack of events, in terms of food quite expensive
boring, lack of shops, small. Lack of variety, poorly entertained.

Lack of diversity in the shops, just one street

Lack of shops, loads of students, lack of parking

Its small, lack of variety of shops

Boring, small, difficult to catch

Lack of car priority; Lack of variety of shops

Too Small; Not convenient

Too many charity shops/ Pharmacy's/ barbers; Students; Lack of variety

Youth - damage & noise; Too many charity shops

Poor signage; Not enough clothes shops; Food - lack of variety

Not enough bars; Train tracks cross over - nightmare; Main part of town pedestrianised

Not enough clothes shops; Not enough choice of food

Train track crossing; Parking

Speeding; Not much to do for kids; Litter

Students - problem for normal working person; Charity shops
and hairdressers- too many; Traffic and parking

Needs more clothes shops; Lots of charity shops

Scruffy

Not a lot of shops; difficulty parking; Crammed

Range of shops (4 drug stores); Too dirty; Too small
Horrible teenagers
Small; Not very friendly looking
More christmas decorations; Hanging baskets; Too loud and too fast cars down highstreet
A little bit shabby - but only a little
Small; More local specific shops; Traffic at 4/5 o'clock
Small; No cinema; No bowling alley
Lack of culture; lack of shops; Lack of leisure facilities
State of pavements
No answer
Needs more retail shops; Pool needed
Losing community feel; House prices too high
NOT MUCH TO DO
TOO MANY BARBER SHOPS
SHORTAGE OF FAMILY ACCOMODATION
NEED MORE DIVERSITY OF SHOPPING OUTLETS
NOT A LOT OF SHOPS
NOT MUCH HERE
MORE SHOPS, MORE PARKING, A STARBUCKS IN CENTRE
CHOICE OF SHOPS
OUT DATED, INDENTICAL TO OTHER TOWN CENTRES- NOTHING STANDS OUT,
TRAFFIC IN DUE TO MANY DELIVERY VANS
STUDENTS, EMPTY SHOPS, LACK OF NIGHT LIFE
NOT ENOUGH FUN SHOPS
DIRTY, NOT ENOUGH BINS
BORING
LACK OF ASSORTMENT OF SHOPS, UNTIDY
MORE MAGNA CARTER
CAR PARKING, POOR CHOICE OF SHOPS
TOO MANY RESTAURATNS, NOT ENOUGH VARIETY OF SHOPS
DIRTY, TOO MAY CHARITY SHOPS, LACK OF PARKING
POOR SHOPS, LITTER
ITS GRADUALLY DYING, RUNNYMEDE COUCIL IS MORE INTERESTED IN ADDLESTONE AND THE
TOWN IS BRING RUINED BY THE ADVANCE OF FOREIGN STUDENTS AND BAD MANNERS
OF STRODES STUDENTS
LACK OF VARIETY
range of shops
lack of clothes shops, no free parking, traffic
rent too high for small businesses, waitrose- too many chains, students at night
more restaurants/fast food
none
needs wider range of shops
variety of shops, just charity shops and coffee shops
quite littered
neglect on the look
low end restaurants; retailers find it difficult, low variety
tesco, food facilities, safe

lack decent clothes stores, focused on students
not enough variety
quiet - no night life
local shops, lack a butchers, green grocers
not enough variety
closes early
too many charity shops, a bit more local produce
lack of parking, lack of supermarkets other than tesco, litter on sundays
too many taxis
not well enough signposted - bagshot route, updated - not massive, innovative buildings and
infrastructure, hard to maintain
Roads; Litter
lack of theatre
Bad town planning; poor building regs-ugly
Could be tidier-especially high street
Car parking-availability
Unclear or lack of parking; only one major retailer (Tesco);
lack of restaurant chains (KFC, McDonalds etc.)
Too many students-rude
Too many charity shops; not enough interesting/useful shops;
not a town centre-just a place to pop into; expensive parking at tesco (50p just to pop in)
No answer
Size-not enough shops
Parking; no high class restaurants; rubbish; too many estate agents
Parking is terrible; difficult to access; not appealing
All the charity shops; go somewhere else for something special; a bit dull
Too many students and rubbish- not enough bins; not enough car parking;
uneven paving especially for scooters
shops
the highstreet does not ... the historical importance of the area, ?
... if raining? Too much litter from take away restaurants
litter, car parking charges too expensive, uneven pavements
is a 'through town'in and out job done, no attractions to encourage lingering for long,
hotch potch for construction styles for what should be a historical town
no good clothes shops
grumpy people, shop front signage, tescos
older people, older shops, pigeons
shops we no longer have ie. Craft shops and ironmongers, too many charity shops, lack of car parks
too many charity shops
not enough car and coach parking
catering too much to students
parking, not enough variety of shops, town parking should be for just disabled older
drivers and mum's with children
it looks awful, its dirty
there are periods in the day with where I feel overwhelmed by students from various
establishments. Littered streets. Lack of parking
not enough car parking, could make more of its history

friendly local community feel. Waitrose will be a good thing, maybe revitalise the town. Within walking distance.

too many cafes and coffee shops. Too many charity shops. Not enough variety of shops
litter, should be pedestrianised all day. More proper small shops, not just charity shops.
no independent food shops. Could do with more clothes shops that aren't charity shops.
Some empty shops and too many charity shops.

too many food outlets, strode's students leaving litter. Too many charity shops.
shabby looking shops. Lack of independent retailers. ...? Are very expensive.

The High street is not the only part of the town centre, more shops exist part ..?

not a wide range of shops. Parking can currently be difficult. No shoe or book shop.

too many food outlets. Not enough variety of shops. Don't think there is a third one.

lack of variety, lack of free parking and traffic congestion.

limited free parking, traffic congestion caused by train barriers. No swimming pool

Not enough variety of shops/ not enough short stay or free parking/ no public toilets

Not enough shops

Pavements are uneven.

Selection of shops. Uninviting.

Food shops

Combination of shops

Face-lift

Shops

Shops

Parking. Limited independent shops

Litter. Poorly maintained urban fabric

Lack of quality independent shops. Too many similar shops. Empty/ scruffy shops.

No greengrocers or butchers. Tesco dominates. No focal point.

The area outside Tesco is tired and dirty. Nothing to distinguish Egham from any small town.

Too many charity shops. Barbers/ ladies hairdressers. Opticians & betting shops.

Limited shopping choices. Cost of parking. Limited parking spaces.

Students massing, especially at lunchtime & inconsiderate behaviour. Litter. Lack of small independent shops.

Too much litter. Too many charity shops. Students en masse in the high street at lunchtime.

APPENDIX 4: KEY QUALITATIVE DATA FROM THE ONLINE SURVEY

Q9. Why do you visit the other centres?		
Sr.No.	Response No :	Response Text
1	1	More variety of shops
2	2	Addlestone - for work. Staines & Windsor - for bigger shops incl clothes, homeware, and for cinema & meals out.
3	3	Better range of shops, Cinema, swimming pool
4	4	
5	5	For Waitrose (more convenient for parking than Staines)
6	6	Nearly always because they have better parking
7	7	Considerably more variety.
8	8	Easier to access
9	9	Marks & spencer
10	10	Wider range of products available, easier parking
11	11	For services unavailable in Egham.
12	12	Sainsbury's and free car parking with a short walk to the town centre for other shopping
13	13	Different shops
14	14	Not enough choice in Egham unless you want a chemist or coffee shop
15	15	Non-food shopping,
16	16	Better shopping. Weekend opening for banks.
17	17	
18	18	All have better shops except chertsey which is just where I work.
19	19	I work in London and it's often easier to do shopping on the way home.
20	20	
21	21	More/bigger shops + cinema
22	22	More choice of shops
23	23	Staines market
24	24	Greater selection of shops (Non-food).
25	25	They have much more to offer than Egham high street!
26	26	More shopping opinions
27	27	New books electrical goods and men's clothes
28	28	More shops with bigger choice of buying options plus has the main high street brands to collect online orders.
29	29	
30	30	Greater variety of shops in the larger towns
31	31	To buy items not available in Egham.
32	32	Free parking, better choice of shops, different shops, better offers
33	33	Work in Chertsey. Go to Staines for shopping that I can't get in Egham
34	34	Choice of shops and gym.
35	35	
36	36	sunningdale for Waitrose and garden centres; staines for higher level shopping eg water stones; m&s; debns
37	37	More choice for shops

38	38	Variety of good quality shopping and restaurants.
39	39	much wider range of shops
40	40	It's a bigger centre with more selections.
41	41	they have more to offer, mainly for shopping and entertainment options
42	42	Clothes shopping and cinema
43	43	
44	44	Clothes shops and food shopping.
45	45	
46	46	Good facilities, good selection of shops
47	47	good shops, close to egham (staines), windsor (bakery, nice atmosphere for a day out)
48	48	Nearest
49	49	Same reasons I visit Egham
50	50	Food shopping, Clothes shopping, Entertainment
51	51	Nearer and more shops
52	52	More shops
53	53	Few shops in Egham. No draper or d.l.y bits now that A and J have closed
54	54	
55	55	Because they have more to offer.
56	56	Proximity to clients
57	57	
58	58	general shopping, banking, library.
59	59	There is no big shopping mall in egham, no one pound store, not many restaurant
60	60	More choice of facilities and shops.
61	61	
62	62	more shops, more choices
63	63	Nearer to where I live. Much more choice.
64	64	I live in Addlestone and Woking has a big shopping centre (Peacock Centre)
65	65	
66	66	
67	67	
68	68	Local
69	69	range of shops and convenience (work in kingston)
70	70	Clothes shops

Q31. Which events are you aware of and how did you find out about them?

Sr.No.	Response No :	Response Text
1	1	
2	2	Magna Carta Day in June. Have been going for the last decade (when fine).
3	3	Magna Carta day (posters around town, residents association) Christmas Fair(residents association and via Scout group) Nativity - via residents association
4	4	Magna Carta Day.
5	5	
6	6	
7	7	mostly by word of mouth, Magna Carta Day and the xmas fair

8	8	Nativity with animals. Found via Churches Together
9	9	
10	10	Magna Carta Day. Open Air Nativity. I was told by my church.
11	11	Magna Carta festival, church sales, recent street fair, others
12	12	
13	13	Magna Carta day. Nativity play. Book sales. Probably others. Generally find out via Facebook or word of mouth.
14	14	All events are posted on local Facebook pages and local media/ newspapers etc, notice boards around town Christmas fayres and markets, etc Church events
15	15	
16	16	
17	17	Word of mouth. Internet. (Someone should have proof read this survey, this is Q31 not Q30 and the spelling is terrible)
18	18	Magna carter day saw a poster
19	19	Local posters outside the fire station. There is very little (obvious) advertising normally. I'm told there are adverts in local papers but we don't buy local papers. It wouldn't take much to have posters in shop windows. Fireworks. Beer festival. Nativity service. Remembrance parade. Aware of all of these things - found out too late to attend any of them.
20	20	Magna Carta fair - just know now Xmas fair - via scouting Nativity - via streetlife Egham brass band - via street life and posters
21	21	Magna Carta Day - via posters Nativity Christmas Fayre - via Facebook
22	22	Posters
23	23	Manga Carta day
24	24	Christmas fair, magna carta day, country faire heard via stained informer
25	25	
26	26	
27	27	
28	28	
29	29	Magna Carter Day, Xmas Fair & Nativity, all in the High Street. I think I found out about them from Streetlife. Thank goodness for Streetlife as we never get the local paper delivered to us (despite me complaining several times!).
30	30	Various 'Days' eg Magna Carta, Christmas Festival, Open Air Nativity. Posters
31	31	Xmas events magna carts day streetlife
32	32	Street life, fair in church
33	33	Magna Carta Day. Usually get a programme through the door
34	34	
35	35	Magna carta day /
36	36	Magna Carta Day - I local paper and via Egham Residents FB site
37	37	
38	38	
39	39	
40	40	
41	41	
42	42	Christmas market, heard about via Royal Holloway university
43	43	
44	44	Magma Carter day. By word of mouth.
45	45	Many via the chamber of commerce

46	46	
47	47	
48	48	Magna Carta day, Community day, Egham Christmas fair. Through Egham Residents Association and Egham Chamber of Commerce
49	49	
50	50	
51	51	Christmas Fayre, town show etc. Facebook
52	52	
53	53	
54	54	
55	55	Magna Carta, Chistmas market, Community Fair. Heard from E.R.A.
56	56	Magna Carta day, Christmas Fair, Some street Markets
57	57	
58	58	
59	59	
60	60	
61	61	
62	62	
63	63	
64	64	
65	65	
66	66	
67	67	magna carta day - leaflet through door
68	68	
69	69	magna carta day - leaflet through door
70	70	Christmas Market

Q33. What events/activities, if any, would you like to see take place in Egham Town Centre?

Sr.No.	Response No :	Response Text
1	1	Farmers market
2	2	Something to bring town and gown together. Music - singing? We have at least 2 good choirs.
3	3	Town Bonfire for 5th Nov? I think the exisiting events would be enough but perhaps with better variety of stalls / increased attendance
4	4	Switching on of Christmas lights with a firework display.
5	5	
6	6	
7	7	
8	8	
9	9	
10	10	Christmas parade, with local schools
11	11	A bit more concerning local history
12	12	Something silly but which would catch the attention of the country - such as the 'Great Egham race'
13	13	
14	14	ongoing
15	15	all, as long the town get more "movement"

16	16	Fairs. Markets.
17	17	
18	18	
19	19	
20	20	
21	21	
22	22	Better Christmas market.
23	23	
24	24	Regular Farmers market, Oktoberfest.
25	25	
26	26	
27	27	
28	28	an annual carnival with floats going through the High Street? A decent Christmas market with mulled wine, not just an extension of the shops already in the High Street. Unique stalls, a market that doesn't come every week, but perhaps one saturday in 4
29	29	Anything in the high street, stalls etc. Love it when they have the brass bands playing. Maybe we should have a fair for St. George's Day, like we do for Magna Carter Day?
30	30	
31	31	
32	32	
33	33	
34	34	Regular markets but need to be well advertised, unlike the Xmas one that I didn't see a single poster for.
35	35	
36	36	antiques fair would be fun
37	37	
38	38	
39	39	high street market to rival that in Staines - this would create a reason to go to Egham rather than Staines
40	40	
41	41	
42	42	
43	43	
44	44	promote Rhul somehow
45	45	without enough parking events that Egham can stage are limited
46	46	
47	47	
48	48	Magna Carta day, Community day, Egham Christmas fair
49	49	
50	50	
51	51	
52	52	-
53	53	
54	54	
55	55	
56	56	Some cultural events
57	57	

58	58	Perhaps fairs or food events would be nice, but us students seem indifferent.
59	59	
60	60	
61	61	
62	62	
63	63	
64	64	
65	65	
66	66	
67	67	
68	68	
69	69	more markets
70	70	

Q36(a). What do you think are Egham Town Centre's three main strengths?:

Sr.No.	Response No :	Response Text
1	1	Quiet
2	2	It is easy to reach, lots of people walking and cycling, pedestrian friendly and public transport.
3	3	Accessability (station, proximity to A30, M25, Buses)
4	4	I don't think that it has even one strength.
5	5	Has all main amenities (post office, bank etc)
6	6	History
7	7	Villagey feel, quaintish
8	8	Indie shops- few chain stores
9	9	
10	10	Small enough to cover on foot
11	11	Nicely quaint size
12	12	Pleasant town to visit
13	13	Compact
14	14	Accessability
15	15	tesco
16	16	Easy to shop
17	17	Access
18	18	restaraunts
19	19	It is small
20	20	The pedestrian centre when the gate is closed
21	21	Ease of access
22	22	Good rail links to London
23	23	Transport links
24	24	quaint
25	25	
26	26	
27	27	All in one street . walking in safe pedestrian area 10 to 4
28	28	Vehicles can park during non-peak times, encouraging passing trade to stop and those to drive into town to eat
29	29	It's small so it has a great community atmosphere.

30	30	Generally traffic safe
31	31	Apart from litter the High Street is relatively attractive.
32	32	It used to have practically anything you could want, sadly its in decline, its main strength an weakness it is a one street town, with side roads not having any shops or a reason to visit
33	33	Easily accessible by foot and public transport
34	34	Library
35	35	a nice town feel
36	36	wealth of residents and economy of local area
37	37	Location
38	38	The coming waitrose
39	39	old fashioned high street feel makes it feel safe to use, pedestrianisation useful when browsing/ out for a walk
40	40	
41	41	
42	42	Tesco
43	43	culture
44	44	Local to uni
45	45	
46	46	Situated very close to Runnymede and the memorials
47	47	Close vicinity to college
48	48	Location
49	49	It is small and easily accessible
50	50	Tesco
51	51	Relatively compact therefore easy to walk around.
52	52	Village feel
53	53	it's history and connections with Magna Carta
54	54	
55	55	E.R.A.
56	56	Size
57	57	Good Asian supermarkets
58	58	It's quirky and I like the amount of independent businesses there
59	59	
60	60	Good range of food and drink establishments
61	61	
62	62	location
63	63	Some good eating places
64	64	easily accessible
65	65	
66	66	
67	67	
68	68	Tesco
69	69	size
70	70	it's history - connections with Magna Carta

Q36(b). What do you think are Egham Town Centre's three main strengths?:

Sr.No.	Response No :	Response Text
--------	---------------	---------------

1	1	Easy to get to
2	2	It feels very safe (apart from when the cars drive down the High St which is meant to be pedestrianised).
3	3	Supermarkets in town centre and enough shops/ facilities to 'get by' - doctor, pharmacy, post office, bank
4	4	Ditto.
5	5	Busy during the week
6	6	Good shops
7	7	easily accessible
8	8	Small size- easy to get around
9	9	
10	10	Good selection of good restaurants
11	11	Relative access to many modes of transport
12	12	nearness to the M25 and A30 etc
13	13	Good range of restaurants
14	14	friendliness
15	15	a lot of restaurants and pubs, coffee shops
16	16	Safe
17	17	Location
18	18	pubs
19	19	The proper restaurants / cafes are lovely
20	20	It has most stuff you need.
21	21	Parking
22	22	food shops especially with waitrose opening
23	23	Range of food venues
24	24	local history
25	25	
26	26	
27	27	
28	28	Good location, train station and easy motorway access nearby. Pleasant surroundings
29	29	It's a pretty safe place to live.
30	30	Many places to eat and drink, particularly privately owned establishments. I try to avoid 'chains'
31	31	Full of places to eat and drink
32	32	
33	33	Good range of restaurants and coffee shops
34	34	Post office
35	35	
36	36	cultural heritage, historical associations with Magna Carta
37	37	
38	38	
39	39	Like Leatherhead it is becoming dominated by restaurants as "normal" shops cannot compete given its high street setting so it is a good place to eat out in but offers very little else to make a visit worthwhile
40	40	
41	41	
42	42	The Crown pub

43	43	good food
44	44	Has a boots
45	45	
46	46	easily accessible by public transport
47	47	supermarket
48	48	Social life for eating and drinking
49	49	good chemist and card shops
50	50	Lunchtime snack food in general
51	51	Some small independent retailers
52	52	Easy to get to
53	53	
54	54	
55	55	People that care, Chamber of Commerce, Independent Councillors.
56	56	Student friendly
57	57	Chips for a pound at Runnymede's
58	58	It's good for last minute things i.e. banking
59	59	
60	60	Tesco and Waitrose
61	61	
62	62	acesability
63	63	Safe
64	64	good range of shops
65	65	
66	66	
67	67	
68	68	Subway
69	69	friendly
70	70	food shops

Q36(c). What do you think are Egham Town Centre's three main strengths?:

Sr.No.	Response No :	Response Text
1	1	Essentials available
2	2	It provides most of the local services - food, bank, post office, pharmacies, hairdressers etc - residents need.
3	3	Proximity to River/Runnymede areas, Windsor great part etc
4	4	Ditto.
5	5	Easy to get in/out
6	6	Easy access
7	7	nice coffee shops
8	8	Ease of access by public transport
9	9	
10	10	
11	11	Decent array of basic services
12	12	
13	13	Friendly
14	14	community

15	15	parking spaces
16	16	Friendly
17	17	Size
18	18	Fish and chip shop
19	19	It is sometimes completely pedestrian (although it's unclear when these times are)
20	20	
21	21	Supermarket
22	22	banking and post office facilities
23	23	Good range of independent retailers
24	24	affluent (relatively) population
25	25	
26	26	
27	27	
28	28	good character, nice old buildings, feels a bit historic
29	29	Plenty of places to eat.
30	30	Friendly staff in shops
31	31	
32	32	
33	33	A sense of community - nearly always meet someone I know!
34	34	Coffee shops
35	35	
36	36	transport links - easy motorway links across Home Counties
37	37	
38	38	
39	39	
40	40	
41	41	
42	42	Charity shops
43	43	
44	44	has a tescos
45	45	
46	46	there are rarely major traffic disruptions
47	47	Villa Rosa restaurant
48	48	
49	49	cafes
50	50	Nice, cosy, clean
51	51	Reasonable restaurants
52	52	-
53	53	
54	54	
55	55	
56	56	Food and coffee shops
57	57	
58	58	
59	59	
60	60	Nice central high street

61	61	
62	62	
63	63	Easy to get there by train
64	64	Runnymede, Chicken & Ribs
65	65	
66	66	
67	67	
68	68	Costa
69	69	location
70	70	well connected to London/Reading/Staines/Windsor/Slough/Heathrow

Q37(a). What do you think are Egham Town Centre's three main weaknesses?:

Sr.No.	Response No :	Response Text
1	1	Parking
2	2	It is a bit tired and grubby looking in parts, needs some love!
3	3	Looks a bit 'run down - on approach to centre past the fire station, Arndale centre building looks dated,
4	4	Poor choice of shops.
5	5	Poor variety of shops
6	6	Parking
7	7	too high rents, scare away interesting independent shops
8	8	Lack of parking
9	9	
10	10	Parking
11	11	Too small to be considered very interesting
12	12	Car parking costs and capacity
13	13	Untidiness - lots of discarded rubbish in the high street
14	14	parking
15	15	not retail fashion shops(only one)
16	16	Cleanliness
17	17	Lack of decent parking which negatively affects immediate local residents
18	18	parking
19	19	Dirty
20	20	The access crossing in from the housing centres.
21	21	Lack of variety of shops
22	22	Litter
23	23	Lack of cohesive town centre
24	24	abandoned highstreet
25	25	the scruffy appearance with rubbish dropped by students at lunchtimes
26	26	
27	27	Not enough parking
28	28	not enough easy parking for passing trade to stop
29	29	Not enough variety of shops.
30	30	General state of litter strewn streets
31	31	Can be very messy
32	32	small, aside from boots which is still boycotted by locals who support Millimans against boots bully boy tatics

33	33	Not enough variety of shops - too many hairdressers and charity shops
34	34	Looks a bit tired round the edges
35	35	to many food outlets
36	36	flood prevention management...
37	37	Congestion / level crossing
38	38	Terrible shops
39	39	expensive parking, no free parking for major shopping trips, lack of access for top up/convenience shopping because of the pedestrianised section
40	40	
41	41	
42	42	Small
43	43	not many shops
44	44	doesnt have a topshop
45	45	Lack of parking
46	46	small
47	47	not very tidy (esp. at lunch time)
48	48	Railway level crossings
49	49	it looks messy and dirty.
50	50	No street market
51	51	Limited clothes shops
52	52	Lack of range
53	53	as above - untidy streets, few independent shops and looks dead
54	54	
55	55	Litter
56	56	Parking
57	57	Not looked after well
58	58	Can get crowded at lunchtimes
59	59	
60	60	Lack of retail diversity (too many charity shops and banks)
61	61	
62	62	lack of variaty
63	63	Lacks a sense of coherence
64	64	some littering at times
65	65	
66	66	
67	67	
68	68	No KFC
69	69	range of shops - too many duplicates e.g. chemists, opticians, betting shops
70	70	too many charity shops!

Q37(b). What do you think are Egham Town Centre's three main weaknesses?:

Sr.No.	Response No :	Response Text
1	1	Poorly lit alleyways
2	2	Proper enforcement of pedestrianised High St so you don't have to look over your shoulder all the time.
3	3	Litter - lots of litter...
4	4	Expensive and inadequate parking facilities.

5	5	Not enough parking for people with small children and buggies
6	6	Parking
7	7	over priced parking
8	8	Too many charity shops
9	9	
10	10	Not enough variety of shops
11	11	Car parking remains difficult
12	12	
13	13	Lack of quality, characterful small shops. Think Again was a sad loss. Green grocers/Butchers and similar would be a big step up.
14	14	lack of variety of shops
15	15	not home goods shops
16	16	
17	17	Too many charity shops, opticians and chemists
18	18	No modern or decent shops
19	19	Too many shops of the same variety - charity / pharmacy / hairdresser / nail bar.
20	20	Too many charity shops.
21	21	Lack of leisure facilities
22	22	expanding student population with no increase in public services to support them e.g. Street cleaning, parking
23	23	Confusing roads in and out
24	24	lack of interest/imagination/capability to organise and drive investment
25	25	lack of parking
26	26	
27	27	level crossings with constant delays
28	28	range of shops is limited, lots of charity shops and opticians
29	29	I hear the shop leases are very expensive.
30	30	Lack of variety in shops
31	31	Lack of shops
32	32	No specialist shops eg The Craft and Gift Shop, Think Again, mystic shop, The Car Shop, now chinese supper market
33	33	Not always kept clean
34	34	Lacks supermarket competition
35	35	to many charity shops
36	36	traffic management - gridlock from multiple level crossings, as well as regularly failing lights at runnymede roundabout.
37	37	
38	38	Ugly facade
39	39	supermarkets are too small with restricted product range and higher prices than their out of town counterparts and do not have free parking
40	40	
41	41	
42	42	Not enough leisure facilities
43	43	very quiet
44	44	doesnt have a wagammmas
45	45	lack of small local businesses
46	46	not many shops

47	47	no appealing non-food shops
48	48	Not enough diversity in shops
49	49	lack of parking
50	50	No clothes shopping
51	51	No shoe shops
52	52	More restaurants needed
53	53	
54	54	
55	55	Behavior of students
56	56	Variety
57	57	Small variety of shops
58	58	Not enough healthy lunch options
59	59	
60	60	Doesn't appeal to students
61	61	
62	62	
63	63	Poor range of shops
64	64	big crowds
65	65	
66	66	
67	67	
68	68	Too many cars
69	69	lack of leisure facilities
70	70	not a lot to do other than food shop and go to cafes

Q37(c). What do you think are Egham Town Centre's three main weaknesses?:

Sr.No.	Response No :	Response Text
1	1	Poor street lighting
2	2	Maybe some more upmarket (independent) shops rather than so many charity shops.
3	3	Lack of variety of shops - pretty much limited to charity shops, opticians, fast food and hairdressers....
4	4	Litter everywhere.
5	5	Feels unloved
6	6	Parking
7	7	far too many charity shops
8	8	
9	9	
10	10	
11	11	Limited range of services and shops
12	12	
13	13	Sparse cover over pavements, discouraging visits in poor weather. The new section of glass cover near Holland and Barrett is welcome as it is unobtrusive and will do the job.
14	14	
15	15	to many charity shops in the center, could be moved some of them on the other street

16	16	
17	17	Strodes College students leaving too much litter everywhere and their open drug use
18	18	No bus link to chertsey
19	19	
20	20	
21	21	
22	22	uncontrolled parking down residential roads
23	23	Run down precinct shops
24	24	communities need events/people to coalesce around to be a community, this doesn't really happen here
25	25	lack of charactor and variety of shops (too many charity shops and betting shops)
26	26	
27	27	
28	28	student populations means that they won't be really have the money to spend in the town
29	29	
30	30	I suppose lack of parking although I am a non-driver
31	31	Can be overwhelmed by students.
32	32	Lack of good easy accessible parking either free for 1 hour, for those quick dash in and out visits
33	33	
34	34	Empty shops
35	35	to many offices
36	36	architectural merit - lots of the buildings on station road north and the South side of the High Street are dire and should never have been allowed to have be built. Hopefully Egham will improve once waitrose completes but lots more work needs to be done
37	37	
38	38	
39	39	it simply lacks the range of shops available elsewhere including the comparators practically on its doorstep in Staines
40	40	
41	41	
42	42	
43	43	transport
44	44	doesnt have other clothes stores
45	45	lack of parking
46	46	too many fast food resturants
47	47	no appealing cafes/ places to meet
48	48	Lack of car parking
49	49	
50	50	Nothing going on
51	51	Not independent food shops eg butchers, green grocers Eric.
52	52	-
53	53	
54	54	
55	55	Looking dowdy, not inviting.

56	56	Charity Shops
57	57	
58	58	Busy with congestion/dangerous traffic at times
59	59	
60	60	Looks a bit tired
61	61	
62	62	
63	63	
64	64	
65	65	
66	66	
67	67	
68	68	Pidgins
69	69	the precinct and station road shop buildings - ugly
70	70	

Q38. Is there anything else you would like to comment on regarding Egham Town Centre?

Sr.No.	Response No :	Response Text
1	1	No
2	2	Lets make it great for June 2015!
3	3	Il'm excited by the new supermarket as I think it wil bring a boost but I'm concerned about congestion around the level crossing combined with the new Waitrose.. I mentioned litter previously but I think it leads to a lack of respect for the town environment and breeds more litter.
4	4	No.
5	5	
6	6	Sort out the parking go see shepperton they have got it right re parking
7	7	
8	8	
9	9	
10	10	No
11	11	
12	12	
13	13	Slightly alarmed by plans that are very specific about new developments where the current library and youth centre and hand wavey about where those facilities will end up. Wondering if this is an attempt to soften people up to the idea that those facilities aren't needed.
14	14	No
15	15	no
16	16	
17	17	
18	18	
19	19	I want to love it. I love my house. I love the proximity to beautiful green spaces. I want to be proud of the high street. I want shops that sell local produce. Tesco has wrecked the high street. Waitrose is going to make it non-existent apart from pound stretcher and it's equivalents. It could be wonderful. It could be a genuine Surrey gateway to the countryside. Instead it's a Staines / London suburb rural monstrosity. It makes me really sad to see how filthy it is all the time. I'm afraid I don't know the answers but I'm

		very happy to try and be as constructive as possible. I'd be very happy to be contacted directly about all of this.
20	20	
21	21	
22	22	
23	23	
24	24	we have a town which has a high street that could be an amazing asset please please use it!
25	25	Get it's charactor back, give reasonable rents to shop owners in order to fill empty units. Better advertising & promotion of events.
26	26	
27	27	
28	28	i think new buildings should be built with character, Similar to Victorian architecture! More modern buildings make it less unique and more like every other high street. The town needs character to stand out
29	29	We have lived in Egham for nearly 12 years now and we love it. Please don't commercialise it too much, we don't need another Staines. Egham's beauty is that it's quaint, please keep it that way.
30	30	
31	31	
32	32	
33	33	
34	34	Needs a little bit of updating
35	35	Not enough nice shops like there used to be
36	36	must revisit residential parking schemes - the town's residential roads such as mine (rusham rd) are constantly choked by non-residents cars
37	37	
38	38	
39	39	good luck, I think the days of High Street town centres are numbered
40	40	
41	41	
42	42	
43	43	
44	44	
45	45	please reopen the high street to create more parking and attract more businesses back to Egham.
46	46	
47	47	
48	48	We don't need loads of chemists, coffee shops, charity shops
49	49	No
50	50	
51	51	
52	52	-
53	53	i could go on forevet!!!
54	54	
55	55	The dreadful amount of litter and the lack of cleaning it up.
56	56	Work with the Borough
57	57	
58	58	

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Get a KFC

