



AllianceLeisure

Tonbridge & Malling

Engagement Exercise Survey Results

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Introduction

An engagement exercise was held from Monday 16th of February 2026 to Sunday 22nd of February 2026, to share the designs of the proposed new Angel Centre with the public and get their feedback in anticipation of planning submission on the 9th of March.

A total of 436 survey responses were gathered during this engagement period. 195 of these submissions were handed in on paper during the engagement exercise, and the remaining 241 were completed online.

While a total log of total attendees to the exhibition was not kept, a tally on Tuesday between 10am-3pm suggests that a conservative estimate suggests around 700 people attended the engagement exercise at the Angel Centre over the week during the staffed hours. More attendees may have browsed the consultation boards during remaining centre opening hours.

The following pages analyses the responses received to the survey, focusing on 8 key questions, and providing a demographic breakdown. The appendices include a full export of the survey responses, as received by the 23rd of February 2026.

Introducing the new proposed Angel Centre

For decades the Angel Centre has played a central role in Tonbridge life.

We're excited to share our plans for its modern successor, a state-of-the-art leisure and community facility which builds on that legacy and will serve our community for generations to come.

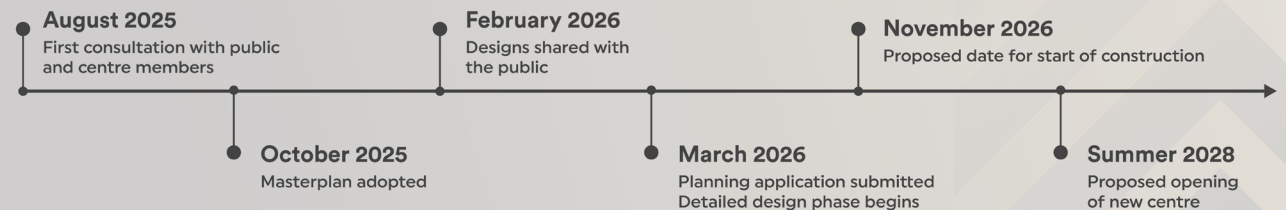


Scan for more info



Have your say

Next Steps

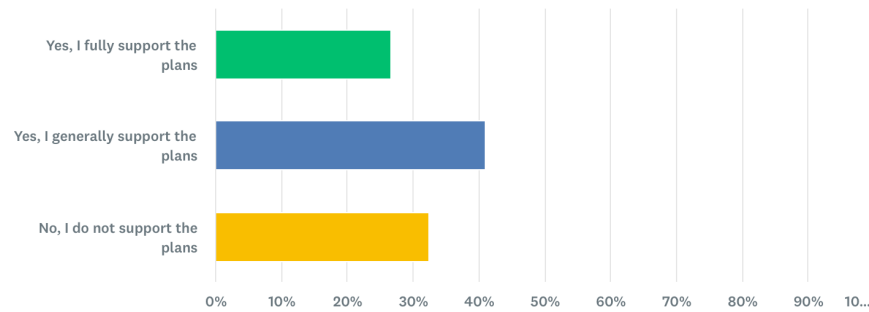


Images for illustrative purposes

Q1

Based on the information provided, do you support the proposed building design?

Answered: 436 Skipped: 0

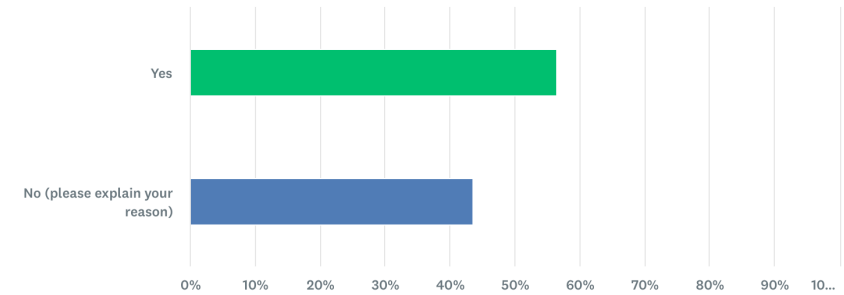


Answer Choices ↓	Percentage ↓	Responses ↓
● Yes, I fully support the plans	26.61%	116
● Yes, I generally support the plans	41.06%	179
● No, I do not support the plans	32.34%	141
Show comments		
Total		436

Q2

Do you think the new Angel Centre is an improvement on the existing building?

Answered: 421 Skipped: 15

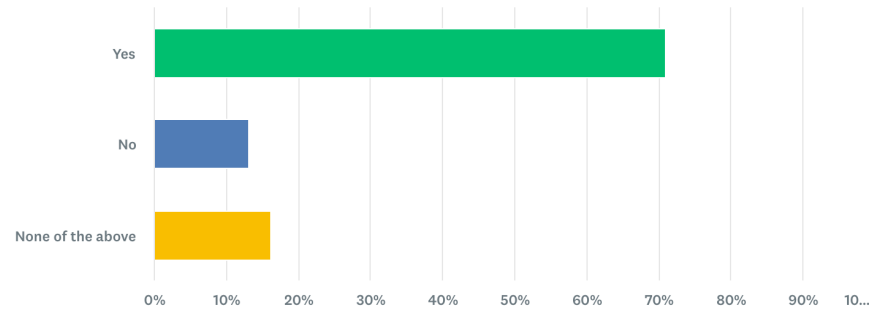


Answer Choices ↓	Percentage ↓	Responses ↓
● Yes	56.53%	238
● No (please explain your reason) Show responses	43.47%	183
Total		421

Q3

Do you support the use of a living wall as a visible commitment to sustainable design?

Answered: 422 Skipped: 14



Answer Choices ↓	Percentage ↓	Responses ↓
● Yes	70.85%	299
● No	13.03%	55
● None of the above	16.11%	68
Total		422

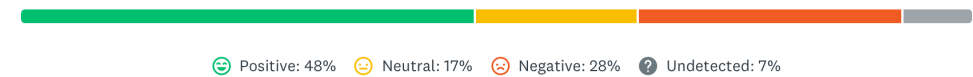
Q4

How do you feel about the materials and colours used in the design as presented?

Answered: 310 Skipped: 126

RESPONSES (310) WORD CLOUD TAGS (0) THEMATIC ANALYSIS

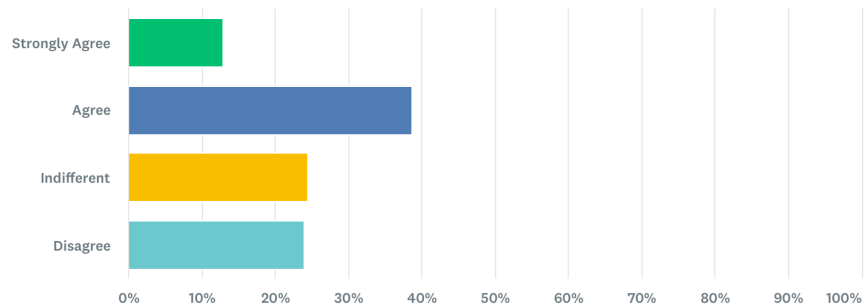
How people feel:



Q5

Please indicate the extent to which you agree or disagree with the following statement: This proposal meets the aspirations of the wider Town Centre Master Plan

Answered: 418 Skipped: 18

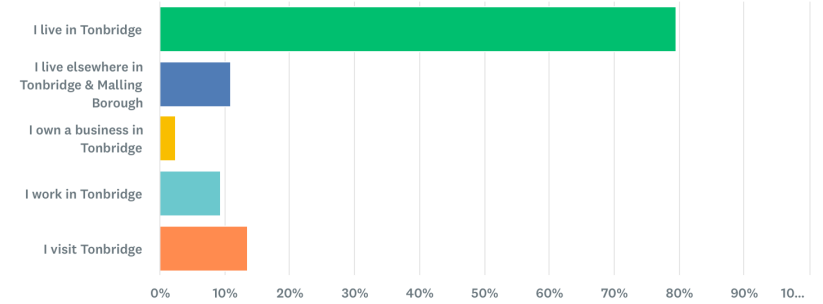


Answer Choices ↓	Percentage ↓	Responses ↓
● Strongly Agree	12.92%	54
● Agree	38.76%	162
● Indifferent	24.40%	102
● Disagree	23.92%	100
Total		418

Q6

Which of the following best describes you? (Select all that apply)

Answered: 424 Skipped: 12

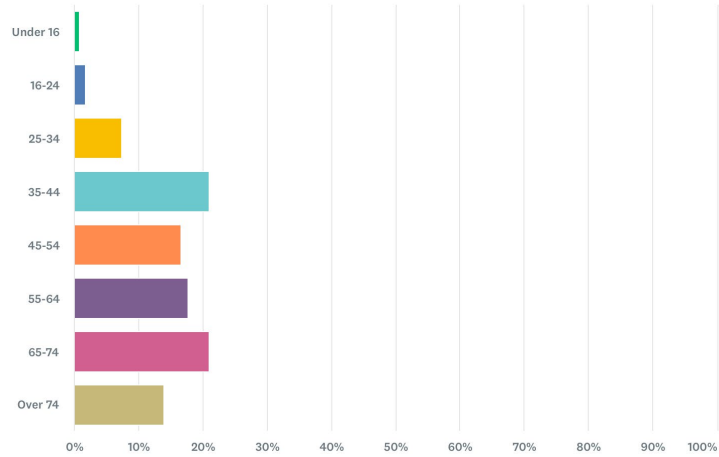


Answer Choices ↓	Percentage ↓	Responses ↓
● I live in Tonbridge	79.48%	337
● I live elsewhere in Tonbridge & Malling Borough	10.85%	46
● I own a business in Tonbridge	2.36%	10
● I work in Tonbridge	9.43%	40
● I visit Tonbridge	13.44%	57
Total		490

Q5

What is your age group?

Answered: 423 Skipped: 13



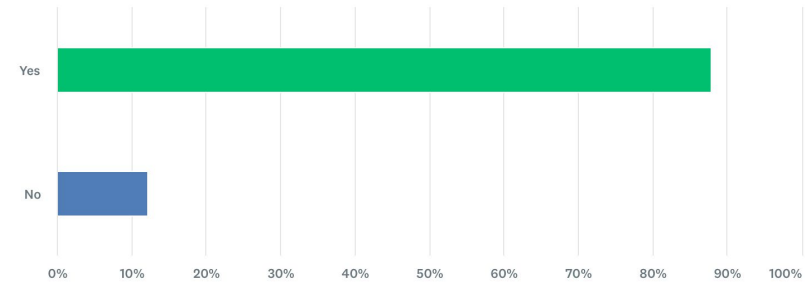
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Answer Choices ↓	Percentage ↓	Responses ↓
● Under 16	0.71%	3
● 16-24	1.65%	7
● 25-34	7.33%	31
● 35-44	21.04%	89
● 45-54	16.55%	70
● 55-64	17.73%	75
● 65-74	21.04%	89
● Over 74	13.95%	59
Total		423

Q6

Do you currently use the Angel Centre?

Answered: 428 Skipped: 8



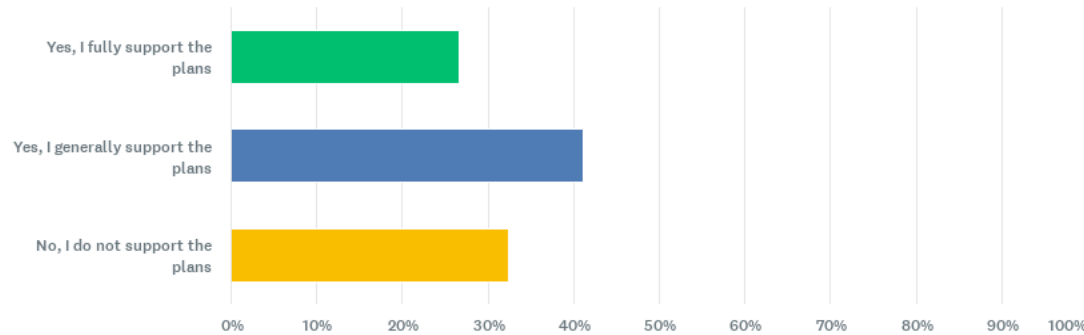
Answer Choices ↓	Percentage ↓	Responses ↓
● Yes	87.85%	376
● No	12.15%	52
Total		428



Key Questions

1. Does the public agree or disagree with the proposed plans?
2. Do those who live locally agree the plans meet the aspirations of the town centre master plan?
3. Sentiments on the materials of the proposed design.
4. Demographic breakdown of responses.

Q1 Based on the information provided, do you support the proposed building design?



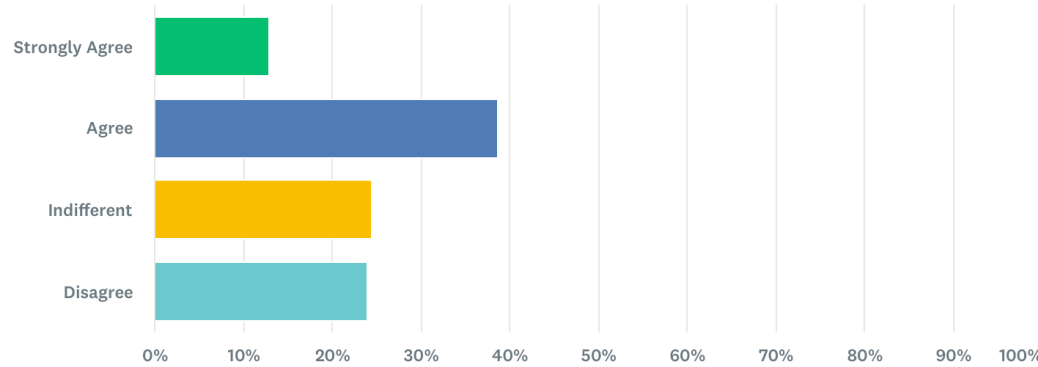
Answer Choices ↓	Percentage ↓	Responses ↓
● Yes, I fully support the plans	26.61%	116
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1.

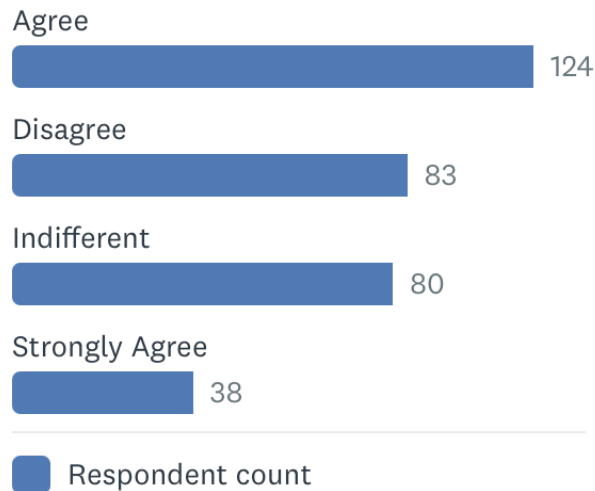
Does the public agree or disagree with the proposed plans?

With a total of 67.67% either fully supporting the plans or generally supporting the plans, we are confident that the general public is happy to progress with the proposed design for the Angel Centre.

Answered: 418 Skipped: 18



Local residents' agreement on town centre master plan aspirations



2.

Do those who live locally agree the plans meet the aspirations of the town centre master plan?

Among residents of Tonbridge, a large portion of 49.8% either agree or strongly agree that the plans meet the aspirations of the town centre master plan. 24.6% were indifferent and 25.5% disagreed indicating a mix of support and reservations within the local community.

Within text submissions, several respondents voiced concerns about the Town Centre Masterplan, in particular with regards to the loss of parking and access to community facilities.



3.

Sentiments on the materials of the proposed design.

A thematic analysis of the responses to Question 4 about the materials used in the proposed design, we could detect a 48% positive response rate, with 17% neutral and 28% negative.

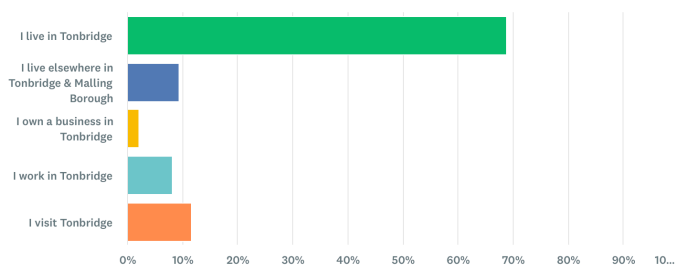
4.

Demographic Breakdown

The majority of respondents are current residents of Tonbridge, and are over the age of 55 (52.72%). The vast majority of the respondents are current users of the Angel Centre, and therefore have an active interest in the proposals presented to replace the current facility.

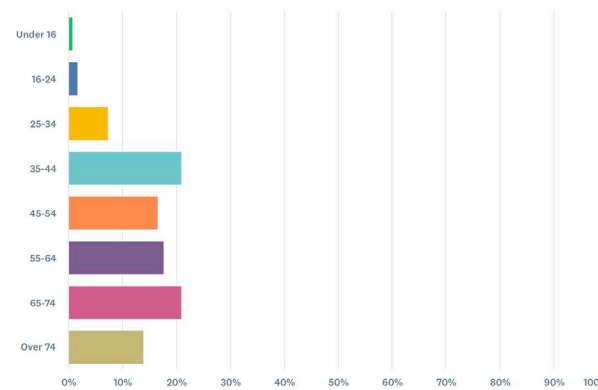
Which of the following best describes you? (Select all that apply)

Answered: 424 Skipped: 12



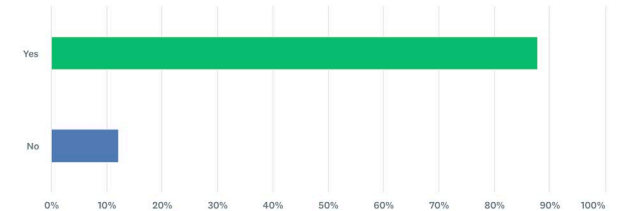
What is your age group?

Answered: 423 Skipped: 13



Do you currently use the Angel Centre?

Answered: 428 Skipped: 8



Conclusion

While there are concerns voiced about the loss of certain amenities compared to the current facility, the responses of the survey overall still show that over **two-thirds of the respondents support the proposed design plans** and **over half of respondents agree that it fulfils the requirements of the Town Centre Master Plan.**

Throughout the engagement process, the project team have received verbal and written suggestions on how to make the design work more flexibly for the current users. Many affected stakeholder groups are being consulted as part of this planning submission with further engagement planned, and all responses will be taken into consideration while finalising the designs and in future operation of the new centre.

