

Finally on **litter and/ or the cleanliness of streets**, comments generally highlighted litter as unsightly and disappointing. Several felt the roads were not swept enough and that there is an issue with increasing amounts of litter after refuse had been collected and following weekends. Leaves, foxes and dog mess were also mentioned as a nuisance.

"I live on St Margarets Road and every day all sorts of litter just blows into our garden"

"Refuse collection often careless split bin liners split rubbish simply left on the street"



St Margarets/East Twickenham: who responded?

Of those who responded in St Margarets/East Twickenham:

- 58% were Female, 42% were Male
- The age breakdown was:
Under 24 year olds (2%),
25-34 year olds (13%),
35-44 year olds (25%),
45-54 year olds (17%),
55-64 year olds (19%),
65-74 year olds (14%) and
75+ year olds (10%)
- The majority identified themselves as being of White ethnic background (96%)
- 13% said they had a long-standing illness, disability or infirmity
- The majority were borough residents (98%), with 35% having lived here over 25 years.

Get involved

We are committed to addressing local concerns and making improvements, but we can only do this with the help of the local community. We want to know your ideas about what you and your community can do about the issues that have been raised so that we can work together to make your area even better.

The next stage of the All in One includes village planning events covering each of the fourteen areas identified to discuss the results and explore ideas and suggestions about what we can do together. It will also be an opportunity for you to tell us how you want to get involved locally and at the events people will be able to put their names forward through the community resource bank to volunteer their time, skills or facilities.

The events are a starting point for drawing up action plans for each area that will be put together with local people and there will be further opportunities to contribute as the plans are developed.

For further information, go to
www.richmond.gov.uk/all_in_one



LONDON BOROUGH OF
RICHMOND UPON THAMES

ALL IN ONE CONSULTATION

Your St Margarets/ East Twickenham

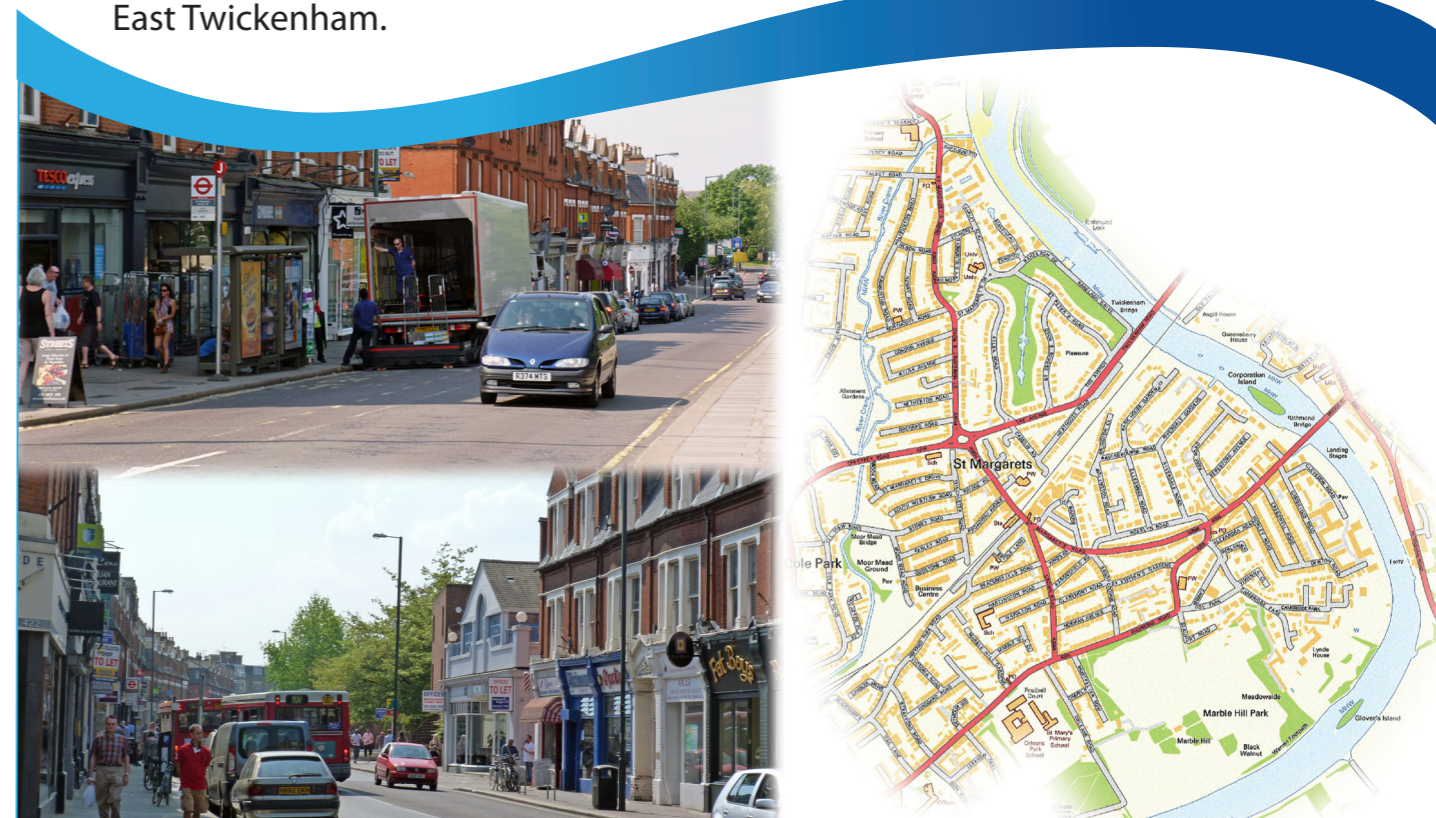
The 'All in One' is one of Richmond Council's key commitments.

It represents a fundamental shift in the way the Council does business to put residents and service users at the heart of all it does.

In November 2010 a postal survey was sent to every household in the London Borough of Richmond upon Thames to capture local views and priorities.

The results have been analysed by area, based on where people said they lived, to identify what people like about their area and what could be improved.

These are the results for **St Margarets / East Twickenham**.



What you said:

From the 6,097 households in St Margarets / East Twickenham, there were 916 responses to the survey. This gives a very good response rate of 15%. Overall, there were 13,585 responses to the survey, giving a borough wide response rate of 17%.

Respondents in St Margarets / East Twickenham were very satisfied with their local area as a place to live (96%). When commenting on what you like best about the area, most frequently mentioned were the parks and open spaces, followed by the river, the shops, the transport links and the community/friendly people.

18% agreed that they can influence decisions affecting their local area (with 42% neither agreeing nor disagreeing). Over half (53%) feel informed about services in their local area.

What's important to you:

Overwhelmingly, **parks and open spaces** were considered to be the most important aspect in making your area a good place to live (81%). This was notably higher than other areas of the borough (on average 73%).



This was followed by the level of **crime and anti-social behaviour** (39%), **shopping in the local high street** (35%) **public transport** (32%) and **education and schools** (20%).

What could be improved:

Over a third (36%) identified **traffic and congestion** as being in need of improvement. Following this, you felt

that **condition of pavements** (27%) and **provision of parking** (25%) could be improved.

The **affordability of housing** was also identified as an issue in St Margarets / East Twickenham and it was in the top five 'most needs improving' (21%). This was a higher result than other areas and 4 percentage points above the overall borough result of 17%. The **amount of litter and/or cleanliness of streets** was also a key thing you felt could be improved (17%).



When asked to explain **why** these things needed improving, you identified the following:

Problems with **traffic and/or levels of congestion**, particular areas consistently mentioned include, St Margarets (St Margarets Road, Grove, Station and A316 roundabout), Richmond Road and Richmond Bridge. Various causes of congestion identified included, events at Twickenham Stadium, traffic lights, roadworks and delivery lorries or HGVs. Respondents felt traffic congestion was particularly bad during peak commuting hours, around school start and finish times and at weekends. Respondents came up with various solutions for easing congestion which included, introducing speeding restrictions, a one-way system, better traffic light management and a variety of traffic restrictions (i.e. pedestrianisation and restrictions on the size of vehicles).

"I live by St Margarets roundabout and the traffic never ends"

"There is always congestion around St Margarets at peak times and weekends are also crazy especially when its match day"

"Traffic has grown and is now high across Richmond Bridge, would favour new restrictions on this route"

"Constant roadworks and maintenance on Richmond Bridge causes too much traffic congestion"

"Reset traffic lights at St Margarets roundabout to reduce congestion"

On the **condition of pavement**, the majority of the comments related to the poor state of pavements. Many were concerned that they are a trip hazard, particularly for the young, elderly and disabled. Tree roots were cited as a principle cause of many broken and uneven pavements and fallen leaves were considered a slip hazard.

"There are too many cracked and uneven paving slabs all along Amyand Park Road which is dangerous"

"Pavements throughout St Margarets are a disgrace... for those in wheelchairs and parents with pushchairs they are a safety hazard"

"There are lots of uneven pavements in the neighbourhood mainly caused by tree roots"

"The condition of roads is unacceptable. Many areas have uneven pavements and there is an additional risk with falling leave if they are left un-cleared"

Issues relating to **provision of parking** were also mentioned, with many commenting on the difficulties of parking near their homes, citing poorly parked cars, parking by visitors to social venues, commuters, shoppers, parking restrictions, holiday-makers and parking associated with local schools as the main contributing factors. Parking was also considered an issue for local businesses, the limited amount and cost of parking was considered to be detrimental to local businesses. Ideas for improvement included free parking for local shops and more car parks however, respondents were split over whether parking restrictions and permits would improve the situation.

"Parking is terrible and one cannot get parked in our own raad sometimes, commuters come from all over and park for the day"



"St Margarets suffers from long-term parking problems. Car owners going on holiday (via Heathrow) use the area for free parking for lengthy periods - this limits parking facilities for local car owners"

"Parking can be impossible. One cannot pop in to local shops"

"Fewer restrictions on parking to encourage local shopping and assist visitors"

"Parking in South Western Road is a nightmare... I'd be interested in residential permits in our road if the costs were realistic"

Regarding the **affordability of housing**, many commented on the high cost of housing. This makes it difficult for new people to move into the area and for existing homeowners to move to larger properties. Several felt this was having a negative impact on the diversity of the local community and that the issue would particularly affect young people and first time buyers. Ideas for improvement focused on making available more affordable housing (i.e. new builds, social housing, shared ownership schemes, private rental and support for young people and first time buyers).

"The high cost of buying or renting accommodation in the area is leading to Twickenham becoming a middle class ghetto"

"It seems to be very difficult for young people to afford to live in this area. Young people grow up here but can't afford to stay"