

Finally on **development and planning**, many of the comments revolved around being informed and included in the planning process. Many residents felt that the process was drawn out, inconsistent and favoured developers rather than the good of the area. Residents also felt that it was difficult to be part of the planning process due to lack of publicity, the amount of time needed to participate and the actual process. There were also concerns around preserving the character of the area and improving Twickenham Town Centre.

“Planning decisions are very drawn out and seem to favour developers”

“Planning decisions often do not seem to be in the best interests of preserving the lovely feel of our area. In particular Twickenham town centre is an eyesore, yet there is no reason why it should not have the same vibrant and attractive feel that Teddington has, attracting in more quality shops and restaurants”

Strawberry Hill: who responded?

Of those who responded in Strawberry Hill:

- 58% were Female, 42% were Male
- The age breakdown was:
 - Under 24 year olds (1%),
 - 25-34 year olds (4%),
 - 35-44 year olds (16%),
 - 45-54 year olds (23%),
 - 55-64 year olds (23%),
 - 65-74 year olds (18%) and
 - 75+ year olds (15%)
- The majority identified themselves as being of White ethnic background (95%)
- 12% said they had a long-standing illness, disability or infirmity
- The majority were borough residents (99%), with 46% 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



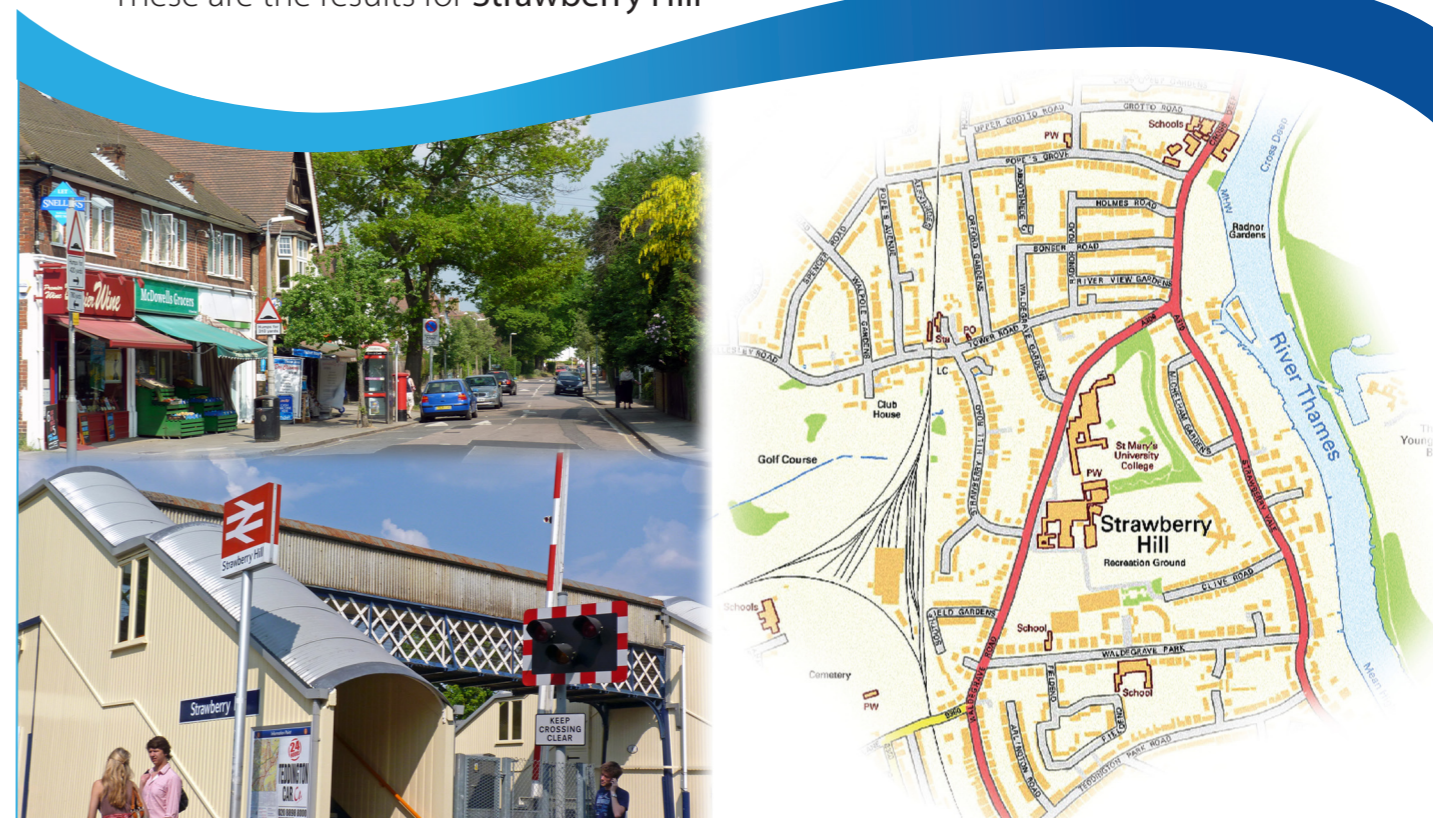
The 'All in One' is one of Richmond Council's key commitments.

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 **Strawberry Hill**



What you said:

From the 1,695 households in Strawberry Hill, there were 317 responses to the survey. This gives a very good response rate of 19%. Overall, there were 13,585 responses to the survey, giving a borough wide response rate of 17%.

Respondents in Strawberry Hill were very satisfied with their local area as a place to live (93%). When commenting on what you like best about the area, most frequently mentioned were the parks and open spaces, followed by the river, the transport links, the shops and the people/community.

18% agreed that they can influence decisions affecting their local area (with 38% 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 (74%) which is in line with the borough average (73%).



The next most important was **the level of crime and anti-social behaviour** (38%).

This was followed by **public transport** (34%), **shopping** (29%) and **education and schools** (21%).

What could be improved:

A third (33%) of respondents identified shopping in your local high street as being in need of improvement. Compared with the overall borough result (22%), it was 11% percentage points higher.

Following this, you felt that **traffic and/or levels of congestion** (32%) and **conditions of pavements** (28%) and **provision of parking** (23%) could be improved.

Finally, you felt that the **condition of the roads** (21%) and **development and planning issues** (18%) were also key things to be improved.

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

On **shopping in your local high street**, the vast majority of comments related to the quality and range of shops in Twickenham High Street. Respondents felt there were too many charity and discount shops, several said they would shop in other areas. Respondents generally wanted to support local businesses and some felt that developing the Riverside would enhance Twickenham's Town Centre. Richmond, Kingston, Teddington and Church Street were mentioned preferred places to shop.

"Twickenham Town Centre has lost its way, too many charity shops. The pound shop cheapens the area"

"Twickenham High Street lacks diverse shops. The main street is predominantly charity shops so I usually have to travel to Richmond for what I need. Yet, I want to support local businesses"

"The shopping environment in Twickenham is poor. Development of the riverside with shops, restaurants and cafes etc will attract people to the area. This will in turn attract businesses (retail)"

Problems with the **traffic and congestion**, the main concerns related to speeding traffic, congestion and parking. Many residents felt that residential roads suffered with speeding traffic which made them unsafe to cross, especially for disabled people and young children. It was also felt that the level of traffic congestion was particularly high in Twickenham. Various causes of congestion identified included, parking arrangements, events at Twickenham Stadium, the school run, traffic lights and ways in which the traffic is managed. Suggestions for easing traffic congestions included additional short term parking for shoppers, speed restrictions and several requests for the removal of speed bumps.

"My road is very dangerous to cross with cars routinely speeding and there is no safe crossing between, Radnor Gardens and Ferry Road. I would to see a zebra or pelican crossing in it."

"Congestion through Twickenham High Street is often unacceptable on rugby days. Roads are taken up by rugby fans and local hotel spill over parking"

"The lack of parking places discourage potential shoppers away from the town and into the arms of a supermarket"

"Disabled people and mothers with buggies cannot cross safely and have to walk into a busier road to cross, making turnings out of side roads very dangerous"

Issues relating to the **condition of pavements and roads** were also mentioned, with many commenting that pavements were uneven and dangerous and especially hazardous for disabled and older people. People felt that this was due to tree roots pushing and cracking paving slabs which resulted in an uneven surface. Potholes and the general poor condition of roads were of particular concern. Roads were felt to be dangerous not only for motorists, but also for pedestrians and cyclists. It was also felt that fallen leaves were a hazard as they blocked drains and were slippery.

"The condition of the pavements is extremely bad. On two occasions I've fallen"

"Pavements -become extremely dangerous especially where tree roots in force movement of paving stones. Safer to walk in the road"

"Many roads in the Borough are in a poor state. In particular our road and the ones close by have potholes which keep opening up - a patch up approach just isn't working"

"Pavements & roads in both Teddington & Twickenham are no longer being cleared of leaves. Hence there has been a lot of flooding in our area. The pavements are very dangerous because of slippery wet leaves."



Regarding **parking provision**, many respondents felt quite strongly about the 'resident parking' and 'parking enforcements'. Several stated that it was difficult for them and visitors to park outside their homes due to commuters and students parking on their road. It was also felt that the variety of parking enforcements were sometimes too harsh and/or not the best method for solving parking problems. Parking was also considered an issue for local businesses and people wanting to shop locally.

"We have no resident parking which makes parking quite difficult for residents and their visitors"

"We experience problems parking outside our own house on a daily basis, this problem is caused by the students and staff of the local university (St Mary's) parking on residential roads. The road is also used as a cut-through which causes congestion and drivers speeding dangerously on a purely residential road. This issue is always exacerbated during term time"

"Parking is a nightmare around Twickenham"

"The traffic is busy in our area and there is a need to introduce permit parking. This has been raised with the council but so far little response"

"Parking enforcement does not help local businesses"