

Finally on **the levels of crime and anti-social behaviour**, there were specific locations mentioned where anti-social behaviour has been taking place and where residents have been feeling unsafe due to poor lighting and young people congregating in groups. Burglary and theft, graffiti and vandalism and drinking on the streets were highlighted as issues that need addressing in the area. Many expressed the view that a greater police presence would be welcomed as would more activities for young people.

"A lot of youths loitering aimlessly in my area making it feels less safe."

"At weekends, rowdy behaviour by people who drink - well into the small hours."

"Litter & derelict buildings create & generate graffiti & vandalism"

"The safer neighbourhood teams used to patrol regularly but appear to be less visible"

Twickenham: who responded?

Of those who responded in Twickenham:

- 59% were female, 41% were male
- The age breakdown was:
 - Under 24 year olds (2%),
 - 25-34 year olds (13%),
 - 35-44 year olds (24%),
 - 45-54 year olds (19%),
 - 55-64 year olds (19%),
 - 65-74 year olds (12%) and
 - 75+ year olds (10%)
- The majority identified themselves as being of white ethnic background (94%)
- 13% said they had a long-standing illness, disability or infirmity
- The majority were Borough residents (97%), with 38% 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 Twickenham

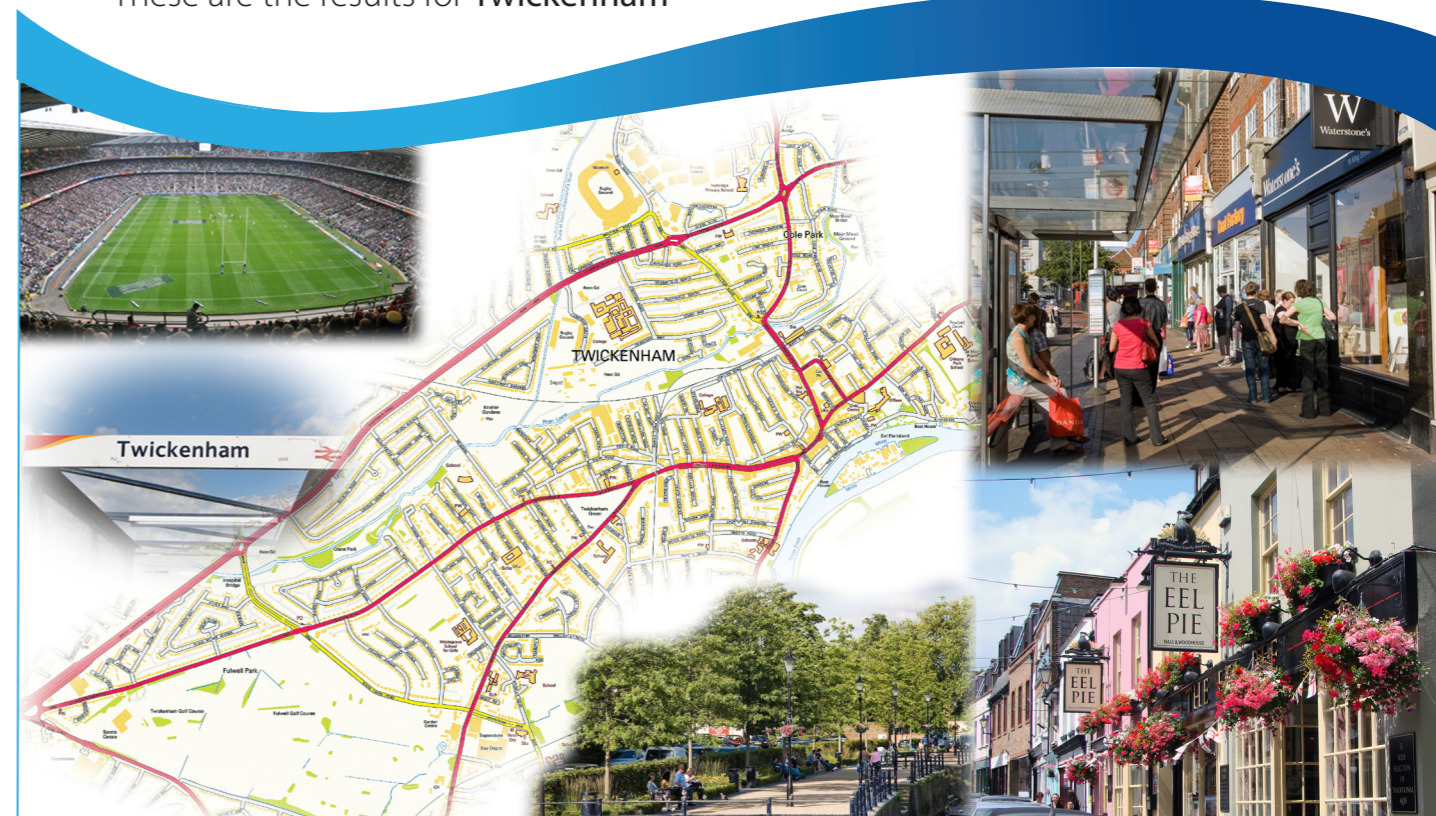
The 'All in One' is one of Richmond Council's key commitments.

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 **Twickenham**



What you said:

From the 10,665 households in Twickenham, there were 1,821 responses to the survey. This gives a very good response rate of 17%. Overall, there were 13,585 responses to the survey, giving a Borough wide response rate of 17%.

Respondents in Twickenham were very satisfied with their local area as a place to live (88%). 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 friendly people / community.

17% agreed that they can influence decisions affecting their local area (with 37% neither agreeing nor disagreeing). Over half (51%) 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 (70%).



The next most important was **the level of crime and anti-social behaviour** (38%). Both of these aspects scored in line with the borough average.

This was followed by **public transport** (33%), **shopping in your local high street** (30%) and **education and schools** (25%).

What could be improved:

Nearly half (47%) of respondents identified **shopping in your local high street** as being in need of improvement, which was higher than anywhere else in the Borough. Compared with the overall Borough result (22%), it was 25% percentage points higher.

Following this, you felt that traffic and levels of **congestion** (32%), **condition of pavements** (22%) and **provision of parking** (22%) could be improved.

Finally, levels of **crime and anti-social behaviour** (19%) **development and planning issues** (18%) and **amount of litter and/or cleanliness of streets** (17%) were also key things you felt could be improved.

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

For **shopping in your local high street**, respondents felt Twickenham High Street did not have enough variety and quality of shops compared to surrounding areas (Teddington, Richmond and Kingston). Respondents felt more needed to be done to encourage shoppers, including making the high street more attractive, improving the shop frontages, the overall environment and cleanliness. Respondents wanted to see more support for local businesses to attract more independent shops, several also wanted fewer bars, take-away and charity shops.

"Too many charity shops in Twickenham and not enough variety of shops"

"It would be lovely to see Twickenham become more like a market town, the shops need to look smarter and help given to encourage new one off business into the town"

"The quality of the shop fronts is appalling, the streets are frequently littered with takeaway trash in the morning. The whole demeanour is depressing."

"Keep Twickenham tidy and make it a nice place to visit, not a drinking hole for the young. The riverfront needs to be addressed, I do not care how as long as it is done in a style in keeping with old market towns. Make Twickenham a place to be proud of."

Problems with **traffic and/ or levels of congestion**, particularly in Twickenham Town Centre. Various issues with traffic were identified, such as the general volume of traffic, school runs, use of residential roads as short cuts, events at Twickenham Stadium and the ways traffic is managed (i.e. positioning and sequencing of traffic lights, bus lanes that are not busy, traffic flows through Twickenham Town centre). Many respondents felt that residential roads suffered

from speeding traffic which made them unsafe, particularly for children living in the area. Suggestions for easing traffic congestion included introducing speed restrictions in residential roads, redirecting traffic around Twickenham Town Centre and encouraging more people to use public transport, car share or to walk or cycle.

"Traffic speeds need to be controlled and traffic encouraged to use A316"

"Traffic through Twickenham at peak hours is poorly managed by the existing traffic light systems - the phasing may need to be changed to avoid long queues waiting along Heath Road heading into town"

"Far too much traffic for road space available causing intolerable congestion... bus lanes are not busy and waste of road space"

"Too little priority given to those walking, cycling and using public transport. Too many incentives for people to own/drive cars"

"Traffic problems in the morning especially around schools"

Condition of roads and pavements: in particular respondents were concerned about uneven and cracked pavements, mainly caused by tree roots. These were seen as a hazard particularly for the elderly, disabled and those with young children. Respondents were also concerned about the general condition of roads and the number of potholes. Respondents referred mostly to maintenance issues and the need for resurfacing and quality repairs, not short term patching up of the roads

"The pavements on my street are difficult to navigate with a pram & I would have thought impossible for wheelchairs."

"Small damage to cars courtesy of potholes."

"Roads terrible during and after the bad weather... they are dangerous"

"Tree roots [damage pavements]... tarmac over them makes [the pavements] very uneven and dangerous"

"Paving stones are often uneven or loose."



Regarding **provision of parking**, many commented on the difficulties of parking near their homes, citing insufficient parking, parking restrictions, commuters, local workers and events at Twickenham Stadium (as well as event parking restrictions) as contributing factors. There were particular concerns about the cost of residential parking and where parking schemes are in place how they are operating (i.e. hours of operation). There were also suggestions that in Twickenham high street free/less expensive and more short term parking would encourage more people to shop locally.

"It's often impossible to find a parking space on or near our house"

"Residents parking is far too expensive"

"I live in an area where there is no resident parking [scheme]... its difficult to find a place to park day or night. Residents parking would I hope alleviate this problem."

"The parking on our street is a problem - [due to local workers] parking all day. The street needs permits from 8.30am -10.30am"

"Parking enforcement is a joke and only seems to penalise residents looking to park near their home"

"High Street shopping parking availability is so poor and enforcement so vicious it puts us off shopping locally"

"Lack of free short-term parking in the centre"