

Twickenham Riverside Proposed Design Consultation Feedback Report



1. Introduction

In November 2019 Richmond Council announced that Hopkins Architects were the winners of the Royal Institute of British Architects Design Competition for the redevelopment of Twickenham Riverside. Since their appointment in early 2020, Hopkins and the design team have been working on developing the concept design for the site.

In January 2021 a consultation was carried out to gather views on the design proposal. This report provides a detailed analysis of the feedback received.

Once all feedback has been considered, the design will be further developed before a planning application is submitted later in 2021.

2. Executive summary

- 97% of respondents live within Richmond borough, and a quarter (26%) live in Twickenham Riverside ward
- Three quarters of respondents (75%) currently visit Twickenham Riverside once a week or more
- 84% of respondents say they would be more likely or just as likely to visit the riverside after the redevelopment. Two thirds of respondents with a disability say they are likely to visit the same or more than they do now (68% agree), however the proportion who say they would be less likely to visit is 28%, compared with 9% for those without a disability

- A fifth of respondents (21%) currently use the river for water-based sports or activities at least once a month but nearly half of respondents (47%) said they would be likely to use additional boat storage and river access if these were included in the redevelopment scheme
- Seven in ten respondents (73%) agree that the proposed development achieves the ambition of high-quality open space and pedestrianised priority on the river frontage. Most Twickenham Riverside ward respondents (60%) agree that the ambition has been met, however the percentage disagreeing (35%) is higher than for those living elsewhere in the borough – this is largely reflective of responses from Eel Pie Island, where 70% of respondents disagree
- When asked which aspects of the design they particularly liked, respondents most commonly mentioned the car-free riverside, open space and greenery, views of the river and the opening up of the town centre to the river. Those who responded about aspects they particularly disliked were more likely to mention the removal of parking, the architectural style, the height of the buildings and the element of commercial and/or retail space
- There was disagreement amongst respondents about the proposed removal of parking and vehicle access from the riverside, with some saying the proposals went too far and others not far enough. Some are concerned that the proposed scheme does not provide adequate parking or access for Eel Pie Island and local residents or businesses, while others feel the proposed scheme should go further and prohibit access for any vehicles along the embankment
- On the question of open space there were positive comments about the pedestrianisation as well as the event and community space, the open feel and the planting or greenery. Some respondents felt the proposals feature too many buildings or too much hard landscaping and not enough trees or planting
- In terms of site uses the highest number of comments were in support of the increased focus on river use and activities. Others wanted to see more housing or more social/affordable housing on the site or wanted more clarity about the proposed housing. Again parking for Eel Pie Island and riverside activities was an issue commented on by a number of respondents. There are differences of opinion about the retail and commercial spaces - although many would welcome these on the riverside, others feel they are not needed or are concerned about chains and potential empty premises
- When asked about pedestrian and cyclist movement through the site, many respondents commented that they are happy with this aspect of the proposed scheme. However a number of comments raised safety concerns or stated that cycling should be limited to clearly marked or segregated paths, or that cycling should not be allowed, particularly through the middle of the site. Cycle storage or parking was also mentioned by some respondents as one of the issues to be considered here

3. Methodology

The consultation was hosted on the Richmond Council website from 6th January to 3rd February 2021. The consultation was open to all. Respondents were asked to state the capacity in which they were responding and their postcode, to allow detailed analysis of responses across the borough and beyond.

Two online presentations were held for Hopkins Architects to share their proposal with attendees, giving the public the opportunity to field questions.

Paper copies of all consultation materials and the questionnaire were also available to ensure the consultation was accessible to all.

The consultation was promoted in the following ways:

- Flyers sent to all addresses in the TW1 postcode area
- Posters around the site
- Press release
- Council e-newsletter
- Council website
- Social media
- Emails to local groups and stakeholders

The consultation material and questionnaire are included in Appendices A and B of this report.

4. Response

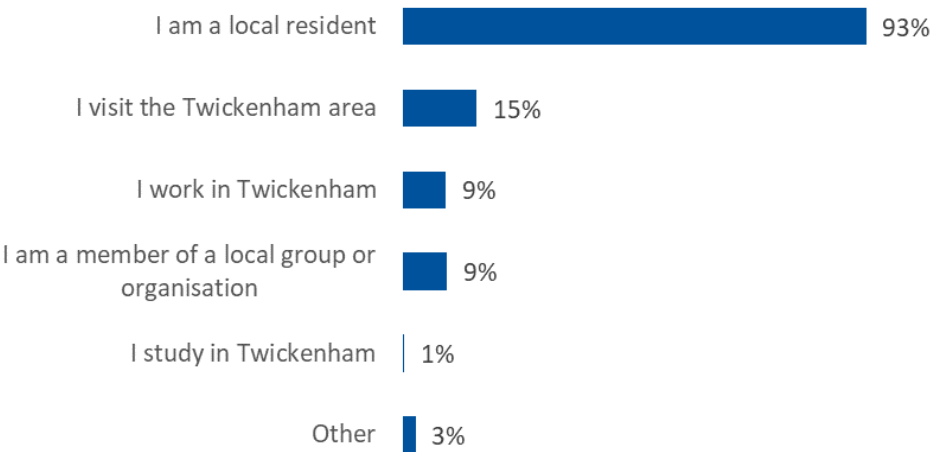
The Council received 829 responses to the consultation. Over nine in ten respondents identified themselves as local residents and there was a good spread of responses from the Twickenham area and across the borough.

The demographic profile of respondents is included in section 6 of this report.

5. Results

Question 1. In what capacity are you completing this survey?

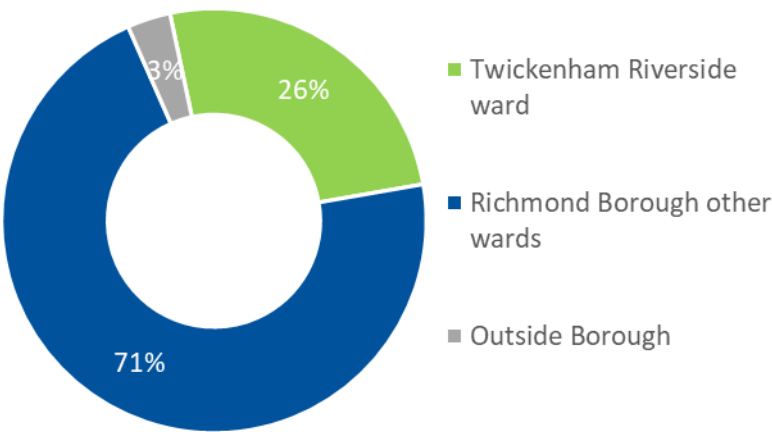
All 829 respondents answered this question and over nine in ten state that they are local residents. Almost one in ten are members of a local group or organisation.



NB. Respondents were able to select more than one option, so percentages add up to more than 100

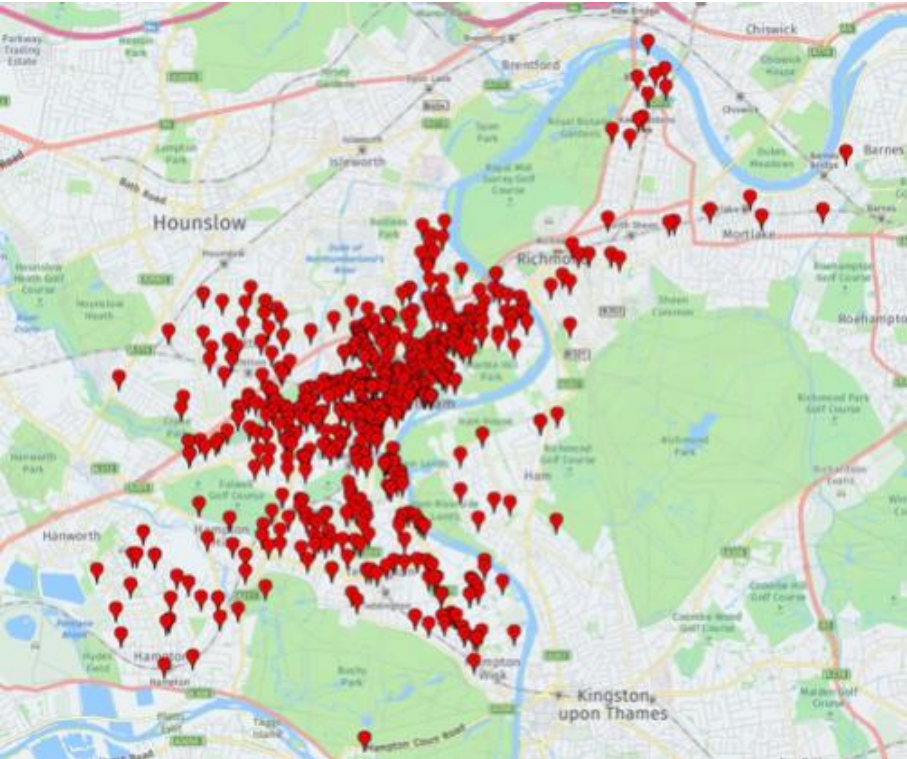
Question 2. Please tell us your postcode

This question was answered by 821 respondents.

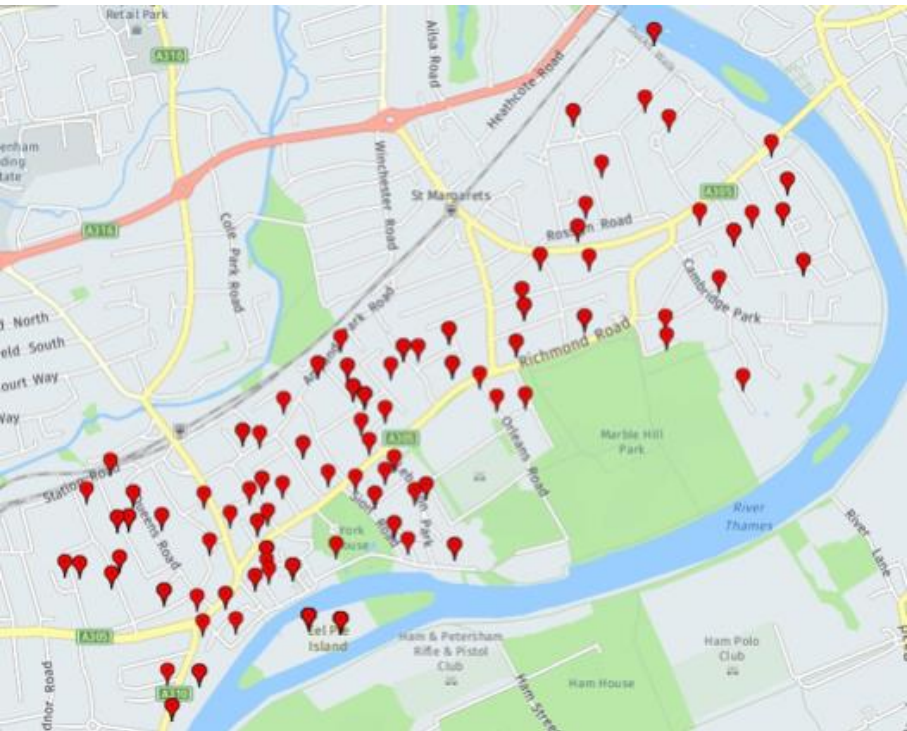


The postcodes provided were used to create maps illustrating where people were responding from. 97% of respondents providing a postcode were located within Richmond borough, and a quarter (26%) live within Twickenham Riverside ward.

The map below shows the distribution of Richmond borough postcodes:

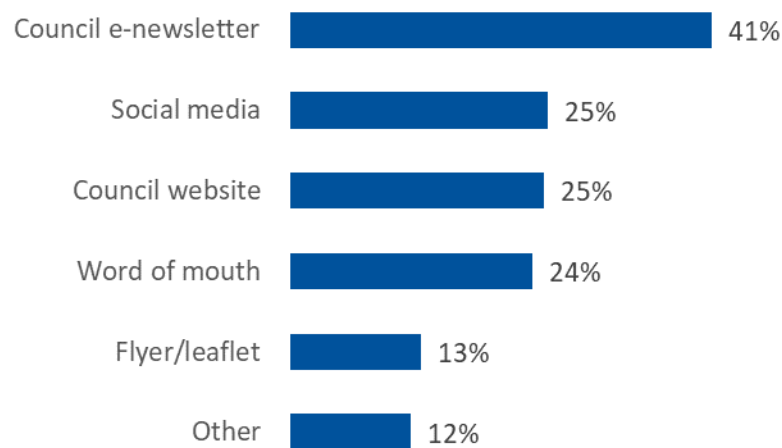


The map below shows the distribution of postcodes in Twickenham Riverside ward:



Question 3. How did you hear about this consultation?

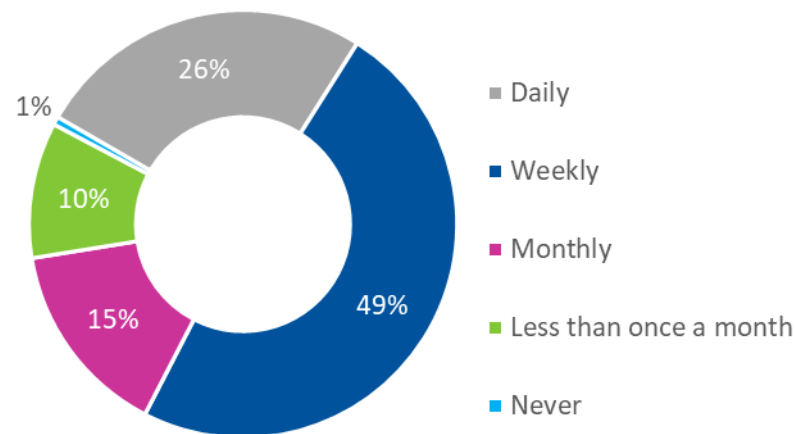
This question was answered by 827 respondents. Four in ten respondents (41%) heard about the consultation through the Council’s newsletter. Around 25% had heard through social media, via the website or through word of mouth respectively. Flyers were sent to all addresses in the TW1 postcode area and 13% of respondents said that this is how they heard about the consultation.



NB. Respondents were able to select more than one option, so percentages add up to more than 100

Question 4. How often do you currently visit Twickenham Riverside?

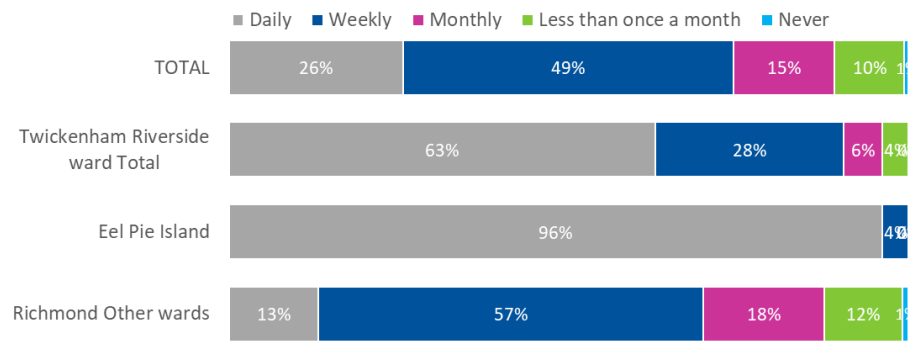
827 respondents answered this question



Respondents from Eel Pie Island are the most likely to visit the riverside on a daily basis (96% do so) – it should be noted here that crossing the Eel Pie Island footbridge involves entering the redevelopment site.

Across all respondents one in four (26%) said they visit Twickenham Riverside daily and three quarters visit once a week or more. For those living in Twickenham Riverside ward the proportion visiting on a daily basis rises to almost two thirds (63%).

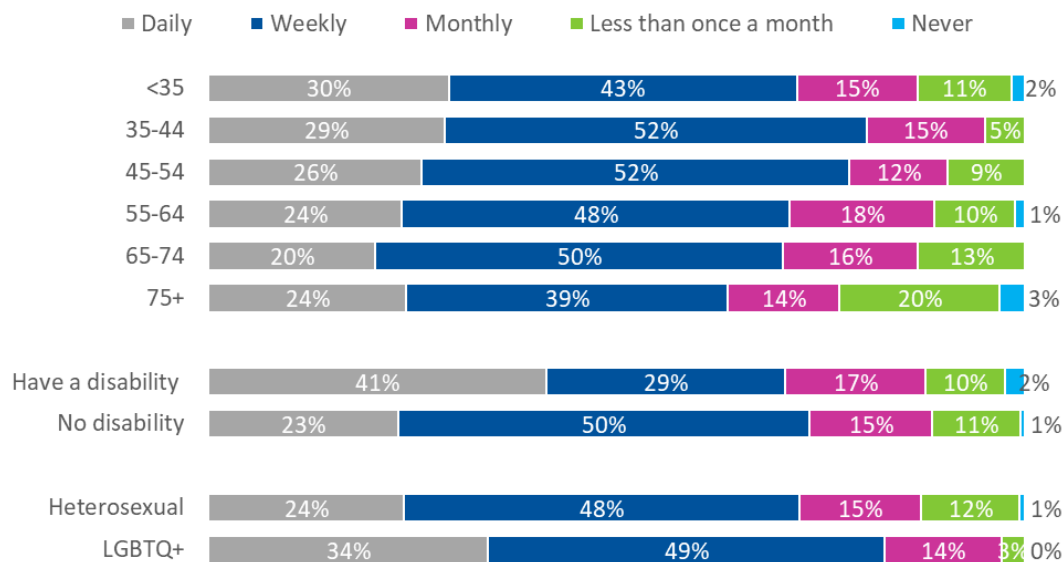
Amongst those living outside the Twickenham Riverside ward, 13% visit daily but seven in ten (70%) say they visit weekly or more often.



(Number answering Q4: Total 827, Twickenham Riverside ward total 209, Eel Pie Island 52, Richmond other wards 586)

NB Twickenham Ward total includes Eel Pie Island figures. Total number answering includes all borough responses plus out of borough/no postcode responses (not shown on chart)

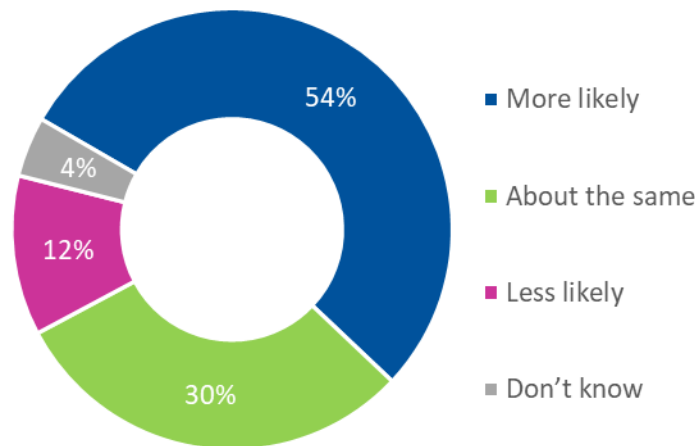
The chart below shows that respondents with a disability and LGBT+ respondents are more likely to visit the riverside on a daily basis. Younger respondents are also a little more likely to visit more frequently than older respondents.



(Number answering Q4: age <35 61, 35-44 124, 45-54 149, 55-64 181, 65-74 176, 75+ 66; have a disability 41, no disability 722, heterosexual/straight 616, LGBT+ 35)

Question 5. Do you think you will be more or less likely to visit Twickenham Riverside following the redevelopment?

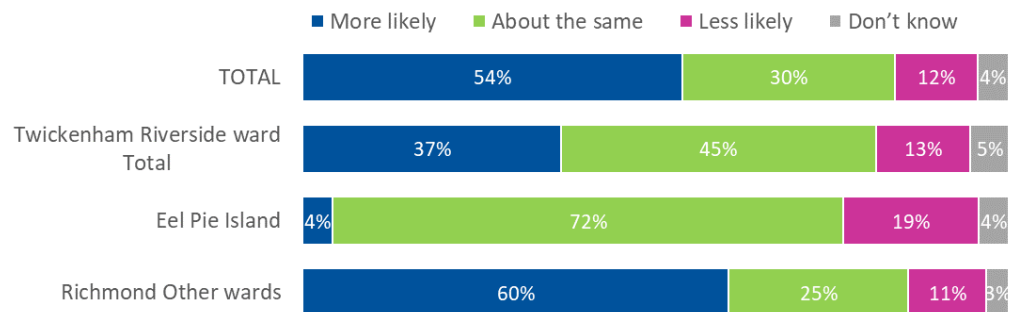
819 respondents answered this question



Over half of respondents (54%) said they would be more likely to visit Twickenham Riverside following the redevelopment, with 12% saying they would be less likely.

Those living in Richmond borough but outside Twickenham Riverside ward are the most likely to say they will be more likely to visit, with six in ten saying this (60%).

72% of Eel Pie Island respondents said they would visit the riverside about the same after the redevelopment. It should be noted here that Eel Pie Island residents would need to visit the riverside in order to get to their homes, so this question may have a different meaning for these respondents.



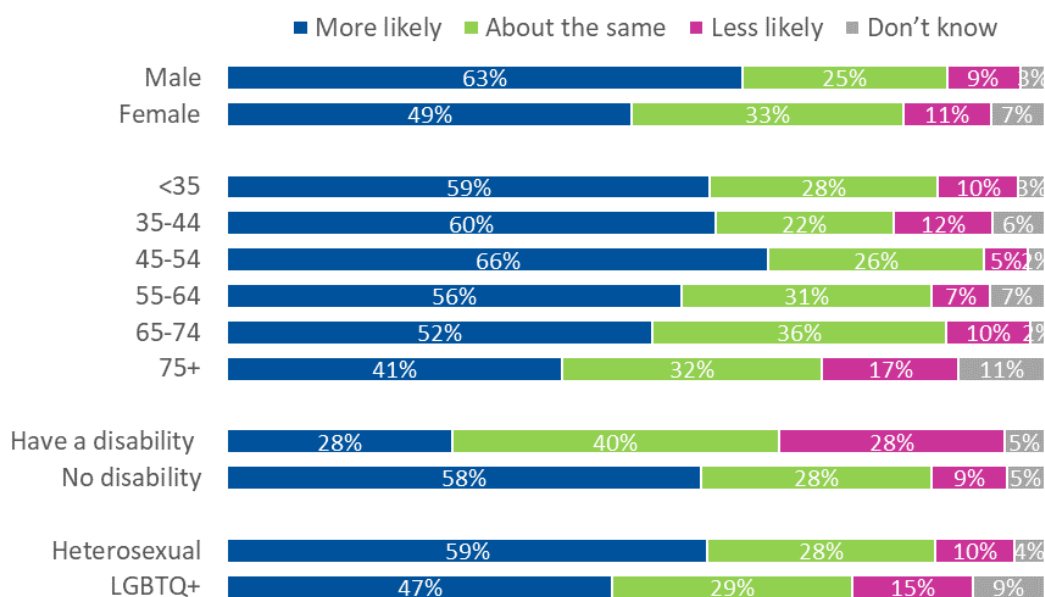
(Number answering Q5: Total 819, Twickenham Riverside ward total 202, Eel Pie Island 47, Richmond other wards 585)

NB Twickenham Ward total includes Eel Pie Island figures. Total number answering includes all borough responses plus out of borough/no postcode responses (not shown on chart)

Men were more likely than women to say they would visit the riverside more following its redevelopment, and younger age groups were also more likely to say this.

Those with a disability, over 75s and LGBT+ respondents are all more likely to visit the same or more than they do now, but to a lesser extent than other respondents. These three groups also had the highest percentage of respondents saying they would be less likely to visit in the future, particularly those with a disability at 28%.

Further analysis shows that around a third of disabled respondents who said they would be less likely to visit the riverside mention parking as an issue, however the sample size is very small and it is not possible to extrapolate that this is the sole reason they may anticipate visiting less often.



(Number answering Q5: male 400, female 364, age <35 61, 35-44 124, 45-54 148, 55-64 180, 65-74 173, 75+ 66; have a disability 40, no disability 716, heterosexual/straight 613, LGBTQ+ 34)

Question 6. Please tell us which, if any, aspects of the design you particularly LIKE

685 respondents made a positive comment on aspects of the design that they like. When the comments were analysed there were 19 key themes as shown in the table below:

Themes	Aspects of the design you particularly LIKE	Number of respondents	Percentage of total sample
Theme 1	Like that there's no riverside parking / pedestrianisation of current parking area	220	27%
Theme 2	Like the open space / extra open space	184	22%
Theme 3	Like the gardens / greenery / trees / landscaping	143	17%
Theme 4	View of the river / can enjoy the river / more open space/easy access to the river	124	15%
Theme 5	Widening of Water Lane / opening up/linking river and King Street/high street	118	14%
Theme 6	Like the event space / community space / stepped area / likely to encourage more events	114	14%
Theme 7	Like the bar / café / restaurant	104	13%
Theme 8	Like look/design of buildings/architectural style	99	12%
Theme 9	General likes about the design/layout / like all of it	89	11%
Theme 10	Like the balance of open space with commercial / housing / multi-use	70	8%
Theme 11	Like the market	46	6%
Theme 12	Like the shop / retail area	41	5%
Theme 13	Will act as community hub / town focus / make it a destination	36	4%
Theme 14	Like the play area	36	4%
Theme 15	Will act as community hub / town focus/make it a destination	36	4%
Theme 16	Like connection to river activities	35	4%
Theme 17	Like that the design is in keeping with the area / reflect roofs/heritage of Eel Pie Island	30	4%
Theme 18	Like provision of housing / affordable housing	30	4%
Theme 19	Like the pontoon / boathouse/ boat storage	29	3%

NB Respondents may comment on more than one theme, so numbers and percentages may add up to more than total who made a comment

Question 7. Please tell us which, if any, aspects of the design you particularly DISLIKE:

581 respondents made a negative comment on aspects of the design that they dislike. When the comments were analysed there were 25 key themes as shown in the table below:

Themes	Aspects of the design you particularly DISLIKE	Number of respondents	Percentage of total sample
Theme 1	Concerned where current parked cars / Eel Pie cars will go / not enough parking / consider underground car park	163	20%
Theme 2	Don't like architectural style / needs improving	122	15%
Theme 3	Buildings too tall / may cast shadow over open area	101	12%
Theme 4	General dislike / don't like overall design / design is uninspiring	79	10%
Theme 5	Don't need additional retail / commercial space / too much retail / too much empty retail in Twickenham already	72	9%
Theme 6	Don't like vehicles still able to drive through / still too much traffic access	63	8%
Theme 7	Too much space given to buildings	54	7%
Theme 8	No pool/lido	40	5%
Theme 9	Don't like flats / area doesn't need more flats / too many flats	40	5%
Theme 10	Too much concrete / not enough grass / greenery / trees	38	5%
Theme 11	Buildings don't fit in well enough with surroundings	34	4%
Theme 12	Don't need / want another pub / café / restaurant	29	3%
Theme 13	Don't like grassed area / sloped grass / current gardens broken up	28	3%
Theme 14	Don't like loading area / parking for Eel Pie Island / problems for deliveries / 2-way traffic/turning for vehicles	25	3%
Theme 15	Does not facilitate river activities / need to do more for river users / needs slipway to launch boats / want stronger commitment to pontoon/boathouse	25	3%
Theme 16	Don't like the cycle route / cycle area should be separate from pedestrian walkway	23	3%
Theme 17	Does not give a heart / focal point / square to Twickenham / doesn't connect river to high street	22	3%
Theme 18	Driven by revenue opportunities / luxury flats / not driven by public interest / not prioritising public recreation	21	3%
Theme 19	Not enough provision for those with disabilities / blue badge parking / step free access	20	2%
Theme 20	Not enough open / usable / green / public space	20	2%
Theme 21	New play area too small	18	2%
Theme 22	Won't be good in winter/rainy weather / design doesn't have shelters / loss of winter garden	16	2%
Theme 23	Needs public toilets	15	2%
Theme 24	Not enough housing / not enough affordable/social housing	14	2%
Theme 25	Green space / event space below flood plain	13	2%

NB Respondents may comment on more than one theme, so numbers and percentages may add up to more than total who made a comment

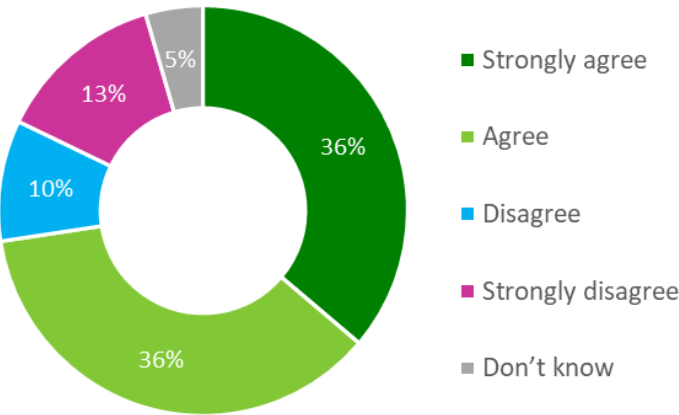
Question 8. One of the objectives of the scheme is to provide high quality open space for Twickenham, including:

- **The re-provision of the Diamond Jubilee Gardens**
- **A car-free riverside (Embankment) where pedestrians are given priority**
- **A widened Water Lane**
- **Enhanced space for special events**

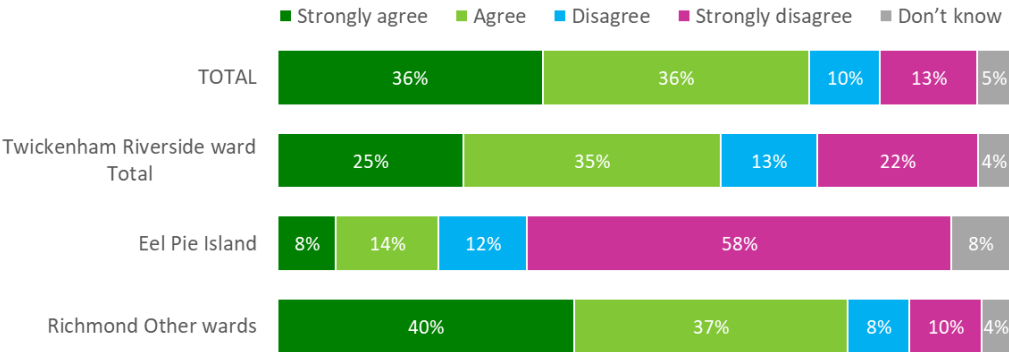
Do you agree or disagree this scheme achieves that ambition?

A total of 818 respondents answered this question.

Over seven in ten (73%) say they agree or strongly agree that the scheme achieves this ambition, however 23% disagree or strongly disagree.

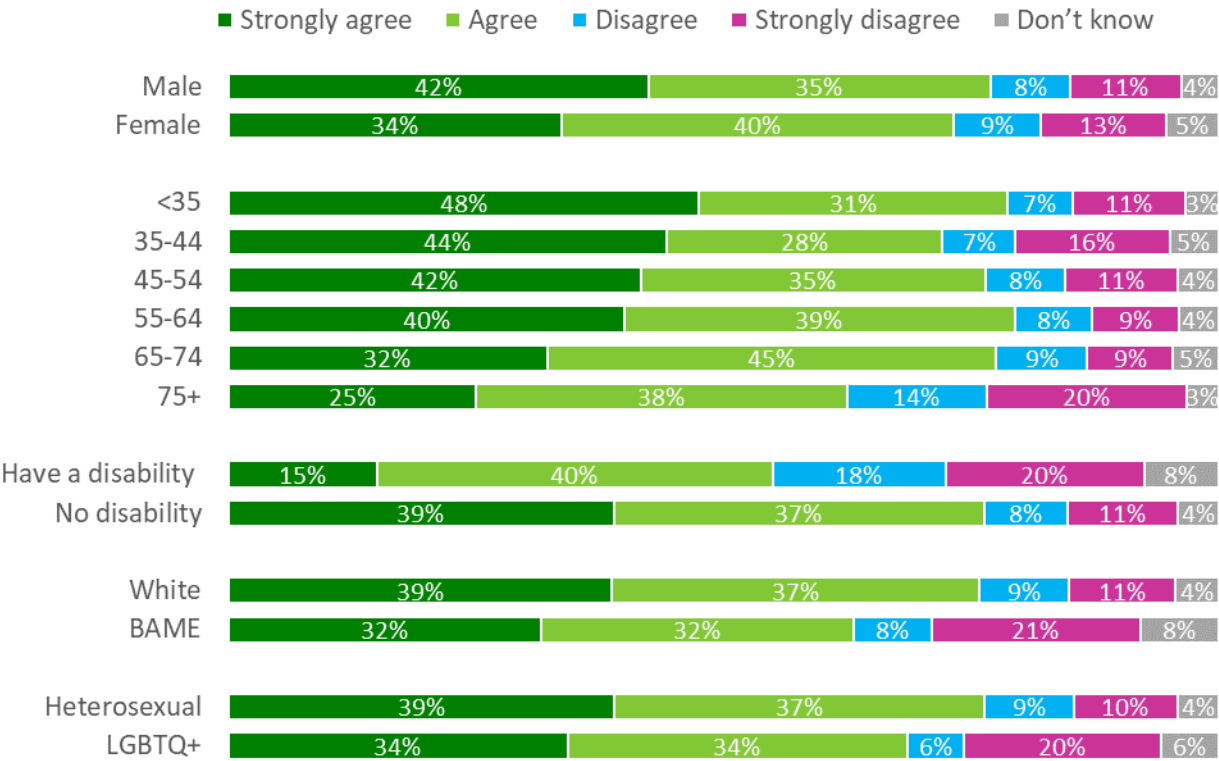


Respondents who live in Twickenham Riverside ward are less likely to agree, with over a third (35%) disagreeing that the ambition has been met – this is mainly driven by Eel Pie Island respondents, of whom 70% disagree.



(Number answering Q8: Total 818, Twickenham Riverside ward total 205, Eel Pie Island 50, Richmond other wards 581)
NB Twickenham Ward total includes Eel Pie Island figures. Total number answering includes all borough responses plus out of borough/no postcode responses (not shown on chart)

The groups most likely to disagree that this objective has been met are those over 75, those with a disability, black and ethnic minority and LGBT+ respondents. For all of these groups the majority agreed the scheme achieves the stated ambition, but at least a quarter disagreed, rising to 38% disagreement for those with a disability.



(Number answering Q8: male 401, female 363, age <35 61, 35-44 122, 45-54 149, 55-64 180, 65-74 174, 75+ 64; have a disability 40, no disability 715, White ethnicity 672, BAME ethnicity 38, heterosexual/straight 611, LGBT+ 35)

Question 9. Please tell us which, if any, aspects of the proposed open space you particularly LIKE

552 respondents made a positive comment on aspects of the open space that they like. When the comments were analysed there were 16 key themes as shown in the table below:

Themes	Aspects of the open space you particularly LIKE	Number of respondents	Percentage of total sample
Theme 1	Car-free riverside / no cars / prioritising people	139	17%
Theme 2	Event space / markets / events on riverside / community space	129	16%
Theme 3	Gardens / lots of greenery/planting/wildlife areas	117	14%
Theme 4	Openness / space / more open space	75	9%
Theme 5	Riverside access / connection / river views from site	63	8%
Theme 6	Widened Water Lane / view of river from King Street / connects King Street to river	48	6%
Theme 7	Everything / general like	45	5%
Theme 8	Retention of existing trees / tree planting	33	4%
Theme 9	Still have playground / safe playground / play area looks good	31	4%
Theme 10	Multi-functional / flexible uses / good balance of uses	27	3%
Theme 11	A space to gather / relax / socialise / community hub / destination point	27	3%
Theme 12	Steps down to river	23	3%
Theme 13	Seating	22	3%
Theme 14	Enhanced water-based activities / pontoon / opportunity to better use the river	22	3%
Theme 15	Café / pub / restaurant	21	3%
Theme 16	Terraced area / different levels	16	2%

NB Respondents may comment on more than one theme, so numbers and percentages may add up to more than total who made a comment

Question 10. Please tell us which, if any, aspects of the proposed open space you particularly DISLIKE

438 respondents made a comment on some aspect of the open space that they dislike. When the comments were analysed there were 15 key themes as shown in the table below:

Themes	Aspects of the open space you particularly DISLIKE	Number of respondents	Percentage of total sample
Theme 1	Not enough grass/plants/trees / too much concrete/paving	40	5%
Theme 2	Too many buildings / too built up / not enough open space	39	5%
Theme 3	Dislike everything / general dislike	32	4%
Theme 4	Dislike changes to Diamond Jubilee Gardens	27	3%
Theme 5	New playground area is smaller/too small / not enough space for children / not as safe for children	23	3%
Theme 6	Cycle path should not be through middle of the site	19	2%
Theme 7	Public open space is in flood zone	17	2%
Theme 8	Insufficient seating / not clear if there is sufficient seating	17	2%
Theme 9	Don't want / like pétanque / not convinced of need	17	2%
Theme 10	Prefer/nothing wrong with current set up	16	2%
Theme 11	Communal space/gardens too broken up by steps, paths and ramps	15	2%
Theme 12	No flat area for ball games/children's play / don't like sloping grass	15	2%
Theme 13	Insufficient provision for less able/disabled/those with mobility issues	15	2%
Theme 14	Lack of striking/unique/landmark feature / no sculpture / no town square	14	2%
Theme 15	Will attract too many people / will take away peace and tranquillity / no obvious quiet place	13	2%

NB Respondents may comment on more than one theme, so numbers and percentages may add up to more than total who made a comment

Question 11. Please give details of any other features you would like to see included in the open space:

497 respondents made a comment on features they would like to see included. When the comments were analysed there were 16 key themes as shown in the table below:

Themes	Other features you would like to see in the open space	Number of respondents	Percentage of total sample
Theme 1	More seating/benches	68	8%
Theme 2	More flower beds/plants/greenery/ green space/trees	67	8%
Theme 3	Swimming pool/lido	53	6%
Theme 4	Car parking	45	5%
Theme 5	Standout feature/sculpture/fountain etc	42	5%
Theme 6	Public toilets	37	4%
Theme 7	Bigger/flat garden area/more grass/less paving	26	3%
Theme 8	Children's play equipment/area	23	3%
Theme 9	Other leisure facility/ice rink/skate park/cinema	19	2%
Theme 10	Rubbish/recycling bins	17	2%
Theme 11	Town Square	16	2%
Theme 12	Sheltered/covered area / Winter gardens	16	2%
Theme 13	More space for physical activity/outdoor gym equipment/climbing wall	15	2%
Theme 14	Paddling pool / sprinkler fountains (children's play)	15	2%
Theme 15	Larger children's play area	14	2%
Theme 16	Totally pedestrian space / bollards to prevent cars / measures to limit parking	13	2%

NB Respondents may comment on more than one theme, so numbers and percentages may add up to more than total who made a comment

Q12. This is a mixed-use scheme which will provide the following:

- *Approximately 49 residential units (flats) of which the Council is targeting a high level of affordable housing*
- *Retail and commercial units on the ground floor, including a café, pub/restaurant, retail and office units*
- *Options to utilise the south west corner of the Embankment for river-related activities (e.g. boating)*

Please let us know if you have any comments on the proposed uses:

581 respondents made a comment about the proposed site uses. When the comments were analysed there were 10 key themes as shown in the table below:

Themes	Themes - comments on proposed site uses:	Number of respondents	Percentage of total sample
Theme 1	In support of the increased focus on river use/activities	96	12%
Theme 2	Need more housing / more social/affordable housing	72	9%
Theme 3	Want clarity on definition of affordable / percentage to be allocated to affordable housing	67	8%
Theme 4	Need parking for Eel Pie Island/riverside activities	53	6%
Theme 5	Want pubs/café/restaurants	33	4%
Theme 6	Need incentives/help to fill retail units / flexible usage terms for commercial units	16	2%
Theme 7	Indoor community space / space for events	16	2%
Theme 8	Workshops/studios / space for local artists/craft people/producers	15	2%
Theme 9	Pub/café/restaurants to be independents / not chains	14	2%
Theme 10	Encourage independent retailers/shops / not chains	14	2%

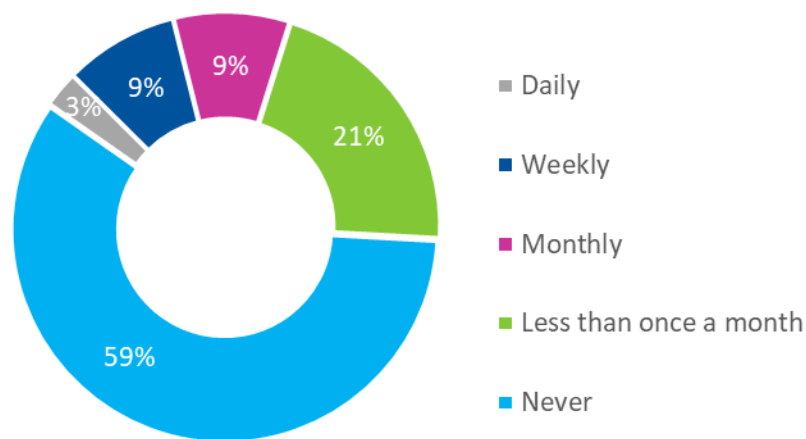
NB Respondents may comment on more than one theme, so numbers and percentages may add up to more than total who made a comment

Question 13. How often do you currently use the river for water-based sport or activities (eg rowing, paddle boarding)?

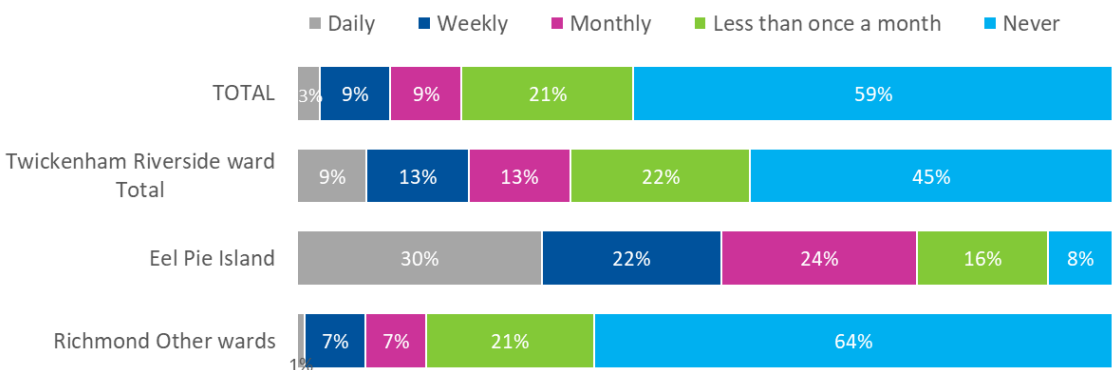
809 respondents answered this question.

Almost six in ten respondents (59%) said they never use the river for water-based sport or activities. However four in ten do use the river, with a fifth (21%) doing so at least monthly.

It should be noted that the COVID-19 pandemic may mean these percentages are lower than they would normally be as clubs have had to suspend activities.



Eel Pie Island respondents are by far the most likely to use the river, with three quarters (76%) saying they use it for water-based sport or activities at least monthly.



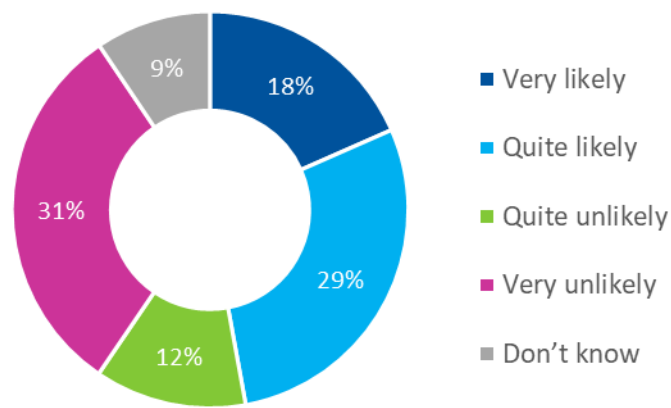
(Number answering Q13: Total 809, Twickenham Riverside ward total 200, Eel Pie Island 50, Richmond other wards 577)

NB Twickenham Ward total includes Eel Pie Island figures. Total number answering includes all borough responses plus out of borough/no postcode responses (not shown on chart)

Question 14. The Council is exploring the inclusion of boat storage and improved access to the river as part of the scheme, how likely would you be to use these?

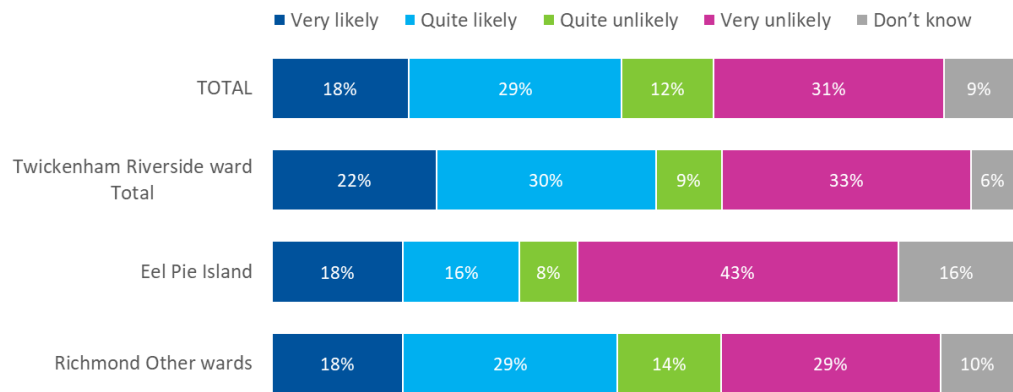
815 respondents answered this question.

Nearly half (47%) of respondents said they would be likely to use such facilities if they were included in the scheme.



Respondents who live in Twickenham Riverside ward were most likely to say they would use these facilities, with 52% saying they would be likely or very likely to do so.

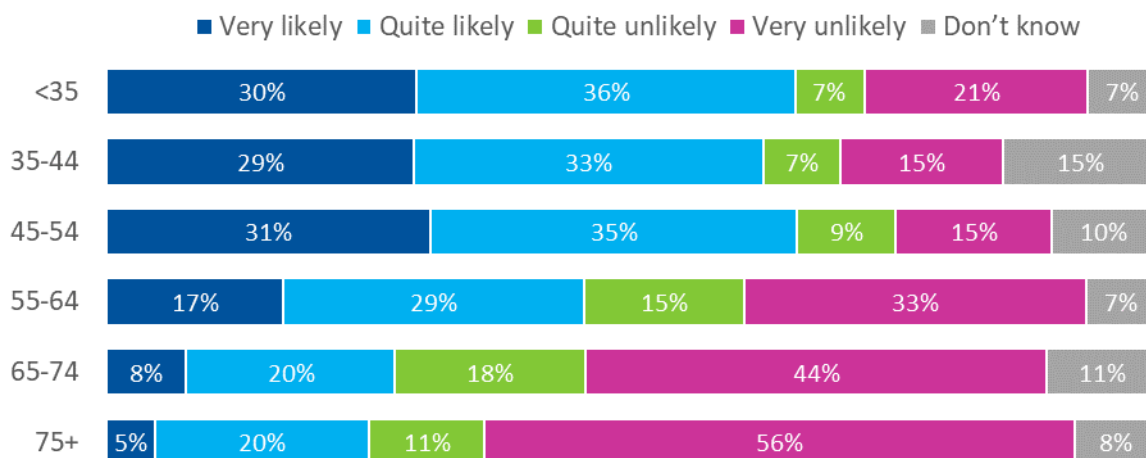
Eel Pie Island respondents were the least likely to say they would make use of additional boat storage and river access, although a third (34%) would still be likely or very likely to do so.



(Number answering Q14: Total 815, Twickenham Riverside ward total 203, Eel Pie Island 51, Richmond other wards 580)

NB Twickenham Ward total includes Eel Pie Island figures. Total number answering includes all borough responses plus out of borough/no postcode responses (not shown on chart)

Younger respondents are most likely to be interested in using additional boat storage and river access, although there is some level of interest across all age groups.



(Number answering Q14: age <35 61, 35-44 123, 45-54 149, 55-64 178, 65-74 171, 75+ 64)

Question 15. Please let us know if you have any comments about the proposed vehicular servicing and access arrangements for the site:

505 respondents made a comment on vehicular servicing and access arrangements. When the comments were analysed there were 11 key themes as shown in the table below:

Themes	Themes – Comments about vehicular servicing and access	Number of respondents	Percentage of total sample
Theme 1	Don't want lorries/deliveries/car access along the embankment	125	15%
Theme 2	It's all fine / all good	94	11%
Theme 3	Parking/access for Eel Pie Island use is inadequate	85	10%
Theme 4	Traffic access should be time restricted/controlled	39	5%
Theme 5	Concerned about 2-way working of Water Lane/ Wharf Lane / turning circles	30	4%
Theme 6	Parking/access for local resident/business use (not Eel Pie Island or new housing) is inadequate	30	4%
Theme 7	Parking/access for new housing residents is inadequate	25	3%
Theme 8	Ensure enough spaces for disabled/those with restricted mobility	24	3%
Theme 9	It needs more thought	22	3%
Theme 10	Parking/loading bays for visitors to high street inadequate	20	2%
Theme 11	Want junctions with King St to be reviewed	16	2%

NB Respondents may comment on more than one theme, so numbers and percentages may add up to more than total who made a comment

Q16. Please let us know if you have any comments about the proposed cycling and pedestrian movements through the site:

437 respondents made a comment about cycling and pedestrian movements. When the comments were analysed there were nine key themes as shown in the table below:

Themes	Themes – Comments about the cycling and pedestrian movements	Number of respondents	Percentage of total sample
Theme 1	It's all fine / happy with it	137	16%
Theme 2	Cycling should be limited to clearly marked/segregated paths / pedestrians need priority / concerns over pedestrian safety	98	12%
Theme 3	Against cycling on the site / comments critical of cyclists	68	8%
Theme 4	Need cycle storage/parking	37	4%
Theme 5	Cycle path should not cut through the middle of the site	31	4%
Theme 6	Concerns over pedestrian safety from vehicles along embankment area	20	2%
Theme 7	Support cycle access	19	2%
Theme 8	Cycle routes must be co-ordinated with rest of cycle network	16	2%
Theme 9	Needs further consideration	14	2%

NB Respondents may comment on more than one theme, so numbers and percentages may add up to more than total who made a comment

6. Demographic Profile

The table below shows the composition of the consultation sample.

Demographic	Sample base (Unweighted)	Proportion (Unweighted %)
Gender		
Male	404	49%
Female	369	45%
Prefer not to say	40	5%
Prefer to self-describe:	4	0%
<i>Base: 817 respondents</i>		
What was your age last birthday?		
19 and under	7	1%
20-24	5	1%
25-34	49	6%
35-44	124	15%
45-54	149	18%
55-64	181	22%
65-74	177	22%
75+	67	8%
Prefer not to say	55	7%
<i>Base: 814 respondents</i>		
Do you consider yourself to have a disability?		
Yes	42	5%
No	723	89%
Prefer not to say	45	6%
<i>Base: 810 respondents</i>		
How would you describe your ethnic group?		
White	680	84%
Mixed/multiple ethnic groups	25	3%
Asian or Asian British	10	1%
Black/African/Caribbean/Black British	3	0%
Prefer not to say	79	10%
Other ethnic group	14	2%
<i>Base: 811 respondents</i>		
Please indicate your sexual orientation		
Heterosexual / straight	618	79%
Gay man	12	2%
Gay woman / lesbian	5	1%
Bisexual	7	1%
Prefer not to say	132	17%
Prefer to self-describe:	11	1%
<i>Base: 785 respondents</i>		

Do you belong to a religion or faith group?		
No	437	55%
Yes, Christian	237	30%
Yes, Buddhist	4	1%
Yes, Hindu	2	0%
Yes, Jewish	7	1%
Yes, Muslim	3	0%
Yes, Sikh	0	0%
Prefer not to say	92	12%
Yes, other	12	2%
<i>Base: 794 respondents</i>		

Appendix A – Consultation Overview

Twickenham Riverside Redevelopment



Closed 3 Feb 2021

Opened 6 Jan 2021

Contact

Any queries please contact:

020 8891 7897

ProgrammeTeam@richmond.gov.uk

In November 2019 Richmond Council announced that Hopkins Architects were the winners of the Royal Institute of British Architects Design Competition for Twickenham Riverside.

Since their appointment in early 2020, Hopkins and the design team have been developing the concept design to ensure that it meets the brief, is compliant with planning policy and meets the requirements of key statutory stakeholders such as the Environment Agency. We would now like to seek your views on the proposal.

Please find the consultation boards below. Please read through the boards before filling out the questionnaire.

[Council introduction boards](#)

Design boards (high resolution):

- [Board 1 – Aerial view](#)
- [Board 2 – The site masterplan](#)
- [Board 3 – The view from King Street](#)
- [Board 4 – The new Embankment](#)
- [Board 5 – The new Embankment activity spaces](#)
- [Board 6 – The new Gardens](#)
- [Board 7 – Elevations](#)
- [Board 8 – Building uses](#)
- [Board 9 – Transport](#)

The designs boards can also be viewed together in a low resolution [here](#)

Have your say

Once you have read through the boards please give us your views using the online survey link below.

If you require a paper copy or need the consultation materials in another format please contact ProgrammeTeam@richmond.gov.uk or call 020 8891 7897.

There will be two virtual presentations from the architect, with an opportunity for the public to ask questions. Further information can be found [here](#).

What happens next?

Following the consultation all feedback will be considered and the design further developed before a planning application is submitted later in 2021.

Appendix B – Questionnaire

Confidentiality

All the information you provide will be treated in strict confidence and will not be used to identify you personally. It will not be passed on to anyone else and will only be used for the purposes of this consultation. The analysis is done on an anonymous basis under the guidelines of the Data Protection Act. Anonymised data may be published, including publishing comments on the Council's website.

Your details

1 In what capacity are you completing this survey?

Please select all that apply

Please select all that apply

- ☐ I am a local resident
- ☐ I work in Twickenham
- ☐ I visit the Twickenham area
- ☐ I study in Twickenham
- ☐ I am a member of a local group or organisation (please specify below)
- ☐ Other (please specify below)

2 Please tell us your postcode:

This information will not be used to identify you personally but to ensure we are consulting widely across the area.

3 How did you hear about this consultation?

Please select all that apply

Please select all that apply

- ☐ Flyer/leaflet
- ☐ Council website
- ☐ Social media
- ☐ Word of mouth
- ☐ Council e-newsletter
- ☐ Other, please specify:

Visiting the riverside

4 How often do you currently visit Twickenham Riverside?

Please select only one item

- ☐ Daily
- ☐ Weekly
- ☐ Monthly
- ☐ Less than once a month
- ☐ Never

5 Do you think you will be more or less likely to visit Twickenham Riverside following the redevelopment?

Please select only one item

- ☐ More likely
- ☐ About the same
- ☐ Less likely
- ☐ Don't know

Architecture/design

6 Please tell us which, if any, aspects of the design you particularly LIKE:

7 Please tell us which, if any, aspects of the design you particularly DISLIKE:

Open space

One of the objectives of the scheme is to provide high quality open space for Twickenham, including:

- The re-provision of the Diamond Jubilee Gardens
- A car-free riverside (Embankment) where pedestrians are given priority
- A widened Water Lane
- Enhanced space for special events

8 Do you agree or disagree this scheme achieves that ambition?

Please select only one item

- ☐ Strongly agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly disagree
- ☐ Don't know

9 Please tell us which, if any, aspects of the proposed open space you particularly LIKE:

10 Please tell us which, if any, aspects of the proposed open space you particularly DISLIKE:

11 Please give details of any other features you would like to see included in the open space:

Site uses

This is a mixed-use scheme which will provide the following:

Approximately 49 residential units (flats) of which the Council is targeting a high level of affordable housing
Retail and commercial units on the ground floor, including a café, pub/restaurant, retail and office units
Options to utilise the south west corner of the Embankment for river-related activities (e.g. boating)

12 Please let us know if you have any comments on the proposed uses:

13 How often do you currently use the river for water-based sport or activities (e.g. rowing, paddle boarding)?

Please select only one item

- ☐ Daily
- ☐ Weekly
- ☐ Monthly
- ☐ Less than once a month
- ☐ Never

14 The Council is exploring the inclusion of boat storage and improved access to the river as part of the scheme.

If there were more water-based sport and activities available at Twickenham riverside, how likely would you be to use these?

Please select only one item

- ☐ Very likely
- ☐ Quite likely
- ☐ Quite unlikely
- ☐ Very unlikely
- ☐ Don't know

Transport, access and servicing

15 Please let us know if you have any comments about the proposed vehicular servicing and access arrangements for the site:

16 Please let us know if you have any comments about the proposed cycling and pedestrian movements through the site:

About you

The following optional questions will help the council to improve its services and be fair to everyone who lives in the borough. The information you provide will be used for statistical and research purposes only and will be stored securely. If there are any questions you do not wish to answer, please move on to the next question.

Why do we ask the 'About you' questions?

The Council asks Equality Monitoring questions at the end of all of our public consultations. It might not seem obvious why they're relevant to each individual consultation, but we need to be sure that we're being fair, and considering the impacts of any possible changes on any groups with protected characteristics. The Council is required to do this under Equalities legislation.

The questions help us to:

- identify residents' needs and whether the services we provide are right for them
- be better positioned to know whether we are providing fair and equal access to all groups of people who need our services
- identify how we can improve services to make them more accessible and inclusive
- understand who is or is not responding to our consultations

The questions are optional – if respondents don't feel comfortable providing this information they are under no obligation to do so. All monitoring data is classed as personal data and is treated as confidential, in line with Data Protection requirements.

There is a helpful guide by Stonewall on this issue called 'What's it got to do with you?' which you can read by clicking [here](#).

17 Are you:
Please select only one item

- ☐ Male
- ☐ Female
- ☐ Prefer not to say
- ☐ Prefer to self-describe:

18 What was your age last birthday?

Please select only one item

- ☐ 19 and under
- ☐ 20-24
- ☐ 25-34
- ☐ 35-44
- ☐ 45-54
- ☐ 55-64
- ☐ 65-74
- ☐ 75+
- ☐ Prefer not to say

19 Do you consider yourself to have a disability?

Please select only one item

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

20 How would you describe your ethnic group?

Please select only one item

- ☐ White
- ☐ Mixed/multiple ethnic groups
- ☐ Asian or Asian British
- ☐ Black/African/Caribbean/Black British
- ☐ Prefer not to say
- ☐ Other ethnic group, please specify:

21 Please indicate your sexual orientation:

Please select only one item

- ☐ Heterosexual / straight
- ☐ Gay man
- ☐ Gay woman / lesbian
- ☐ Bisexual
- ☐ Prefer not to say
- ☐ Prefer to self-describe:

22 Do you belong to a religion or faith group?

Please select only one item

- ☐ No
- ☐ Yes, Christian
- ☐ Yes, Buddhist
- ☐ Yes, Hindu
- ☐ Yes, Jewish
- ☐ Yes, Muslim
- ☐ Yes, Sikh
- ☐ Prefer not to say
- ☐ Yes, other (please specify):