



# Town Centre Environmental Quality Assessment

Richmond, Twickenham, Teddington, East Sheen, Whitton and Barnes

December 2012

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## **1 Purpose of this document**

The main purpose of this document is to summarise the findings and results of the environmental quality survey of each of the main town centres in the borough (i.e. Richmond, Twickenham, Teddington, East Sheen, Whitton) as well as the local centre Barnes. See Appendix 1 for the detailed methodology of the environmental quality survey.

The environmental quality survey was carried out in two steps: (1) a desk-based assessment, and (2) site visits of the survey areas, which were undertaken in September and October 2012. See Appendix 2 for the survey sheet template that sets out which items were recorded and assessed, and Appendix 4 for the maps showing the individual assessment areas of each town centre.

## **2 Richmond Town Centre**

Overall, Richmond town centre has a number of open spaces, including three sites designated as Other Open Land of Townscape Importance, two Public Open Spaces as well as designated Metropolitan Open Land. Richmond riverside with its towpath is an important open area for this town as it provides a significant amount of high quality open space for recreation. No part of the town centre is within an Area poorly provided with Public Open Space. The town centre is rich in historic assets; it is the borough's town centre with the largest amount of Listed Buildings (106 Grade II, 12 Grade II\*) and Buildings of Townscape Merit (297). In addition, it is also the only town centre in this borough that is fully covered by Conservation Area designations (six different Conservation Areas cover various parts of the town), which is a reflection of the town centre's historic environment. Parts of Old Deer Park, a Registered Park and Garden, is also within the town centre boundary. An important factor to be considered in the environmental quality assessment of a town centre is the air quality. As Richmond town centre has the most urban areas of this borough, the air quality significantly exceeds the objective in most locations. There are five diffusion tubes within the town centre, whereby the worst air quality has been measured in George Street, followed by Hill Street, Red Lion Street and the Quadrant; Paradise Road shows the best air quality results in this town centre, which only slightly exceeded the objective.

For the purpose of the environmental quality survey, Richmond town centre has been sub-divided into eight areas: (1) Richmond Hill, (2) Riverside, Whittaker Avenue, Heron Square (3) Police station, bus station, cinema (4) George Street, Paradise Road, south of Sheen Road and Duke Street (5) Back areas of George Street and The Quadrant, including Ambassador House, Magdelene's Church (6) The Quadrant, north of Sheen Road and Duke Street (7) Richmond station and surroundings and (8) Parkshot / RACC, Kew Road, St Johns Road. See Appendix 4 for a map of the areas that have been surveyed.

**Richmond Hill (Area 1)** is despite the traffic-related issues (e.g. narrow roads, constrained parking) of very high environmental quality, with good quality and provision of vegetation/tree planting. There may be some room for environmental improvements, but this area is constrained due to its sloping nature. With the exception of Petersham Road, the roads and particularly the pavements are very narrow (especially along Hill Street) and somewhat uneven. There are no problems with street clutter, litter or fly-posting and graffiti. Overall, despite the congested and narrow roads, this area has a pleasant and nice atmosphere, including some very unique shops.

The **riverside area and its surroundings (Area 2)** have a very pleasant and welcoming atmosphere, offering a quiet retreat from the busy town centre. With the exception of some poor paving along the Riverside, which is in significant need of resurfacing, the condition and quality of the pavements and roads are good. There are no problems with litter, fly-posting, graffiti and fly-tipping, but there is some slightly dilapidated street furniture (e.g. benches) at the riverside.

The area by the **police station, bus station and cinema (Area 3)** is heavily influenced by traffic, in particular buses, and thus also very noisy. There is limited scope for planting along Hill Street, but trees and vegetation can be found around the bus and police station. There is generally good design and public realm quality, with the exception of some small areas e.g. parts of Castle Yard and there are no problems with street clutter, litter, fly-posting, graffiti and fly-tipping.

**George Street (Area 4)** is also impacted by heavy traffic, noisy and busy; however it provides a very good environment for pedestrians with passageways and connections. At the time of the survey, paving works were still undertaken along Eton Street; George Street had already been resurfaced. Despite the limited scope for planting/vegetation, there are some mature trees and other tree planting in this area. There are no problems with street clutter, litter, fly-posting, graffiti and fly-tipping; however, there seems to be insufficient provision in street furniture (i.e. benches). Overall, this is an area of high aesthetic quality, offering a nice and pleasant environment.

The **back areas of George Street (Area 5)** are characterised by residential/gated developments with good passageways for pedestrians. In comparison to George Street, the paving and its quality is not as good and some uneven parts along Sheen Road are in need of resurfacing. There are no problems with street clutter, litter, fly-posting, graffiti and fly-tipping; however, there could be more provision of street furniture (i.e. benches) in the courts/open spaces. Very mature trees and street trees can be found in this area, which add together with the good design and welcoming atmosphere to the generally high environmental quality of this part of the town.

The **Quadrant (Area 6)** is like George Street also heavily impacted by traffic, therefore very busy and noisy. At the time of the survey, the road and pavements were about to be resurfaced as part of the Richmond Town Centre scheme. There are very minor issues with litter and no problems in

relation to fly-posting, graffiti and fly-tipping. Despite the limited scope for planting and trees, the widened footways, high quality materials, removal of street clutter and improvements to the street furniture will ensure this part of the town centre is also of high design and public realm quality.

The busiest and most urban part of the town centre is the area of **Richmond Station (Area 7)**, which is characterised by very heavy traffic in a very constrained space, making it a very difficult environment for pedestrians. There is currently no tree planting in this area and the surfacing is very poor, but at the time of the survey, the roads and pavements were about to be resurfaced as part of the Richmond Town Centre scheme. There are some litter problems outside the station entrance, including fly-posting and graffiti, and the street furniture is insufficient and of poor quality. Overall, the public realm and environmental quality of this part of the town is very poor.

The **Parkshot site and Old Deer Car Park (Area 8)** are very different in terms of their atmosphere and environmental quality when compared to the parts of the town along the main road. There is good provision and quality planting/soft landscaping, but some surfaces are in need of repair. There are some litter problems in the car park and near the railway tracks, but there are no incidents of fly-posting, graffiti or fly-tipping. Overall, this area has a secondary town centre role (i.e. car parking, education) and its environmental quality is generally good.

See Appendix 3 for the detailed results of the desk-based assessment, including analysis of open spaces, historic assets, air quality etc.

The individual survey sheets for the areas assessed can be found in Appendix 5.

### **3 Twickenham Town Centre**

Overall, Twickenham town centre has 5 designated Public Open Spaces and 5 sites designated as Other Open Land of Townscape Importance, including some Metropolitan Open Land along the River Crane and River Thames. The town centre is also rich in historic assets with 35 Listed Buildings, 132 Buildings of Townscape Merit and a registered Historic Park & Garden (York House). In addition, approximately one third of the town centre falls within three different Conservation Areas. As Twickenham town centre has some very urban areas, the air quality exceeds in most locations the objective. There are three diffusion tubes within the town centre, whereby the worst air quality has been measured in King Street, followed by Heath Road and Civic Centre, which all have levels above the objective.

The environmental quality of Twickenham town centre has been assessed by dividing the centre into eight areas: (1) Heath Road, (2) King Street, Cross Deep, (3) Church Street, Twickenham riverside, embankment, (4) York Street, back of Church Street, (5) Civic area, York House and Gardens, including Champions Wharf, (6) London Road (south of Regal House), York Street,

Arragon Road, (7) Twickenham station and surroundings, including Regal House, and (8) Holly Road, including car park and Queen's House. See Appendix 4 for a map of the areas that have been surveyed. It should be noted that Twickenham is subject to the Twickenham Area Action Plan, which sets out policies, proposals and improvements for the town centre.

The western end of the town centre, **Heath Road (Area 1)** has been subject to a streetscape upgrade in 2004 and thus the paving, conditions and quality of pavements, roads and street furniture is generally good, with the exception of some patchy parts and forecourts that are at different heights. The traffic along Heath Road can be very heavy at times but there are several designated pedestrian crossings. There were no fly-posting or graffiti issues, but some minor litter and fly-tipping problems. Despite several green boxes, signs, boards etc., the area does not feel too cluttered. Overall, the environmental quality of this area is good with well positioned trees and good public realm; exceptions are the underpass at the end of Heath Road that feels slightly unpleasant and some dilapidated sites and shopfronts that need attention.

The **core of Twickenham (Area 2)** is pivotal in the town centre but it is heavily impacted by motorised traffic (particularly cars and buses). The environment for pedestrians is very unfriendly; there are some dangerous crossing points and pavements are of insufficient width, particularly by the bus stops and green grocer. There is very limited planting and street tree provision, thus providing a poor contrast to Heath Road. There are also lots of clutter and litter problems as well as some minor fly-posting/graffiti and fly-tipping issues. The majority of the street furniture is old and outdated, with the exception of the newly installed lighting and bus shelters. Overall, this area has a down market feel and the design and public realm of this area is of generally poor.

**Twickenham riverside, the embankment and Church Street (Area 3)** provide a stark contrast to the core of the town centre. Despite some congested and narrow lanes with insufficient vegetation, there are good passageways for pedestrians. Part of the embankment has recently been upgraded and is very welcoming and pleasant with good quality tree planting and soft landscaping; the other part is in need of upgrading. Church Street is considered to be the best townscape in Twickenham. No litter, fly-posting, graffiti, fly-tipping or street clutter problems were recorded, and the provision and quality of street furniture is good. Despite the area being impacted by traffic and car parking, it offers a retreat from the much busier core retail area.

The environmental quality of **York Street and back areas of Church Street (Area 4)** is reasonable, despite the area being impacted by traffic and containing some dull parts behind the shops. Some pavements are of insufficient width (e.g. by Barclays Bank) and there are some dangerous crossing points (pedestrian and vehicular conflicts). There is very limited tree planting and some of the street furniture is outdated (e.g. old railings). There are no significant issues in relation to street clutter, litter and no problems with regard to fly-posting, graffiti or fly-tipping.

The **civic area, York House and its Gardens (Area 5)** are considered to be very pleasant areas, with lots of parks and open spaces and some high quality historic buildings. Champions Wharf is however in need of upgrading and currently subject to a Parks Improvement Programme. There are no issues in this area regarding litter, fly-tipping and street clutter.

**London Road (Area 6)** is a very busy, noisy and traffic-impacted environment. There is limited street tree planting, except outside Waitrose and some new landscaping by Premier House. Whilst the majority of pavements in Arragon Road have been resurfaced, the paving along London Road is very patchy and in need of upgrading. The street furniture is generally of moderate quality and London Road in particular has some street clutter problems (e.g. railings, green boxes, signs, board, adverts etc). Overall, the environmental quality of the area is moderate; there are some poor quality buildings along London Road and the open space in Garfield road is also very poor (this is now subject to a Parks Improvement Programme).

**Twickenham station and surroundings (Area 7)** is also very busy and traffic-dominated, with unpleasant noise levels. The pedestrian environment is unfriendly due to some difficult crossings, pavements of insufficient width and patchy surfacing. This area has litter problems and some graffiti was recorded on the station building. The street furniture is generally of poor quality and there is lots of street clutter, including cycles chained to railings that cause obstructions to pavements. Overall, the area feels somewhat unpleasant due to poor quality buildings (e.g. station, sorting office), neglected areas such as Station Yard and moderate public realm quality.

**Holly Road (Area 8)** is mainly a service area and plays a secondary town centre role. The road and pavements are very narrow and patchy. Given the constrained area, the vegetation and landscaping is generally good, particularly Holly Road Garden of Rest, which features some very mature trees. There are some major litter issues along the road as well as in Holly Road car park, which is the only area in this part of the town that has recently been resurfaced. On the day of the survey, fly-tipping was also recorded. Overall, there are some dilapidated buildings, "untidy" areas, particularly at the rear of buildings/shops, and therefore the area is rather unpleasant.

See Appendix 3 for the detailed results of the desk-based assessment, including analysis of open spaces, historic assets, air quality etc.

The individual survey sheets for the areas assessed can be found in Appendix 5.

#### **4 Teddington town centre**

Overall, Teddington town centre has 3 designated Public Open Spaces and 5 sites designated as Other Open Land of Townscape Importance; a very small area in the west of the town is in an Area poorly provided with Public Open Space. The town centre has some historic assets (11

Listed Buildings and 108 Buildings of Townscape Merit); two Conservation Areas cover the eastern part of the town centre. In comparison to the other larger town centres, the air quality is reasonable in Teddington. There are four diffusion tubes within the town centre, whereby the worst air quality has been measured in Broad Street, followed by High Street – at both locations the levels exceeded the objective. However, the monitors in Queen's Road and The Causeway showed results that have met the air quality objective.

The environmental quality of Teddington town centre has been assessed by dividing the centre into seven areas: (1) Memorial Hospital, Methodist Church, (2) Broad Street, (3) The Causeway, Church Road, (4) Station and surroundings (Station Road), (5) Waldegrave Road, (6) High Street, including Vicarage Road, and (7) Lower end of High Street and Ferry Road. See Appendix 4 for a map of the areas that have been surveyed.

The western part of the town centre, **Memorial Hospital and Methodist Church (Area 1)**, is a very pleasant area despite the busy junction. There is a good choice and provision of vegetation and soft landscaping; paving and road surfacing is generally of good quality. No problems have been recorded in relation to litter, fly-posting, graffiti or fly-tipping. The area does not feel cluttered and there is a good provision of street furniture, although some of it is slightly dated.

**Broad Street (Area 2)** is characterised by a busy road with lots of parking and loading activities. The paving and surfacing materials are very patchy and in need of repair at some locations; repaving is underway in some parts. There is limited scope for soft landscaping and tree planting. The area generally does not feel too cluttered and the provision and choice of street furniture is considered to be reasonable; the Council will look at replacing street furniture, subject to funding. Some minor issues were recorded in relation to litter and fly-tipping. Overall, despite the traffic impacts, this is considered to be a very busy and vibrant area with very few empty shops.

**The Causeway (Area 3)** is also characterised by a busy junction. There are currently repaving and repair works being carried out in this area. There is good provision of street trees and soft landscaping, including street furniture in this area. The Council will look at replacing street furniture, subject to funding. There are no associated problems with litter, graffiti or fly-tipping and overall, this is a very pleasant area given the traffic related impacts.

**Teddington Station and its surroundings (Area 4)** is a pleasant area with high environmental quality, a newly designed roundabout, new road surfacing on the main road and good quality and provision of trees/vegetation. Some sections off the main road are very patchy and in need of repair; this also applies to the tree-root-damaged pavement sections leading towards the station. There is good quality provision of street furniture and no issues have been recorded in relation to graffiti, fly-tipping or litter (except some minor incidents in the open space area).

**Waldegrave Road (Area 5)** is a very wide and busy road with lots of mature street trees and soft landscaping. Although the road is very patchy and some pavements are very narrow and damaged by tree roots, this is generally a pleasant area, with a small public space and good quality provision of street furniture.

**Teddington High Street (Area 6)** is a very pleasant area with high environmental quality, good quality provision of street trees and hanging baskets. The street furniture is of good quality and generally the area does not feel cluttered. Overall, the pavements are wide with the exception of some narrow sections and some minor damages to the surface. There are no problems associated with litter, fly-posting, graffiti or fly-tipping in this area.

The **lower end of the High Street and Ferry Road (Area 7)** is less busy and congested in comparison to the High Street, although the junction of Ferry Road and Kingston Road does lead to some build up of traffic. Whilst there are a number of signs and adverts near the Arts Centre, the area does not feel cluttered and has no litter, graffiti or fly-tipping problems. Overall, this part of the town is very pleasant due to its street trees, landscaping, wide pavements, open spaces and interesting buildings, and therefore considered to be of very high environmental quality.

See Appendix 3 for the detailed results of the desk-based assessment, including analysis of open spaces, historic assets, air quality etc.

The individual survey sheets for the areas assessed can be found in Appendix 5.

## **5 East Sheen town centre**

East Sheen town centre has no Public Open Spaces or other spaces designated for their local value/importance; approximately half of the town centre is within an Area poorly provided with Public Open Space. Some parts of the town centre fall within designated Conservation Areas, and there are also some historic assets (3 listed buildings and 109 Buildings of Townscape Merit). Four air quality analysers measure the air quality in the town centre, whereby three of them recorded levels that exceeded the air quality objective.

The environmental quality of East Sheen town centre has been assessed by dividing the centre into five areas: (1) Western part of Upper Richmond Road West, (2) Upper Richmond Road West core retail area, including Waitrose, (3) Sheen Lane and Mortlake Station approach, (4) Upper Richmond Road West (east of Sheen Lane), Sheengate Mansions, and (5) East Sheen – Mortlake Station and surroundings. See Appendix 4 for a map of the areas that have been surveyed.



In general, **Upper Richmond Road West (Areas 1, 2 and 4)** is a very busy road (TfL Red Route), and thus the centre is very impacted by traffic with lots of traffic-related noise, including noise from aircrafts. The core retail area (Area 2) has a very busy junction, providing extended waiting times for pedestrians to cross the road. However, given the constrained nature of the main road, there are many street trees (including some newly planted trees), some landscaped front gardens (particularly in Area 1) and hanging baskets, thus making the area quite pleasant. In general, the main road has been newly resurfaced within and to the west of the core retail area; the eastern part of Upper Richmond Road West is somewhat patchy and in need of repair. The pavements are of sufficient width for pedestrians and the buildings are generally of good design (there are only very few empty properties that may have an impact on the aesthetics of the area). There are only some very minor litter issues and fly-posting as well as fly-tipping has only been recorded as isolated incidents in the western part (Area 1). The street furniture has been upgraded (e.g. new benches) along the main road in the core retail area and to the west of it; in comparison, the eastern part of the road has poorer quality and less street furniture. There are planned improvements to Milestone Green (the public space by the war memorial), which has currently some outdated street furniture and paving. In general, the area along the main road does not feel cluttered, although there are some minor issues in relation to boards, signs, mobile access ramps to shops etc. Overall, Upper Richmond Road West, albeit very impacted by traffic, has a welcoming and pleasant environment.

**Sheen Lane and the approach to Mortlake Station (Area 3)** is less impacted by traffic in comparison to the main road, but is somewhat congested due to level-crossing downtimes at the station. This area provides a mixed picture in terms of vegetation/landscaping and paving; Sheen Lane Centre benefits from good provision of quality landscaping, including good paving and good quality street furniture, whereby along Sheen Lane the condition of the paving/surfacing is poorer and the vegetation is less, although there are still some mature trees along the road. There were generally no issues relating to fly-posting/graffiti and fly-tipping, and only some minor litter problems in the rear car park and some clutter along the road. Overall, the area is of good environmental quality, whereby the area along the road feels slightly unpleasant in comparison to the area by Sheen Lane Centre, which has very good public realm quality.

**Mortlake station and its surroundings (Area 5)** are heavily affected by the level-crossing downtime, which has knock-on impacts on the traffic along Sheen Lane, making the area feel very congested. Issues in relation to parking including insufficient parking spaces were also recorded. The roads and pavements are very patchy and there are lots of uneven surfaces, thus impacting on the public realm quality of the area. There is hardly any vegetation or soft landscaping; despite the constrained area, there is considered to be scope for some planting. Issues in relation to litter and street clutter were very minor, and no fly-posting/graffiti or fly-tipping

has been recorded. The area is heavily affected by noise from trains, traffic (including stationary traffic) as well as aircraft. Overall, this area has in comparison to the other parts of the town centre the poorest environmental quality.

See Appendix 3 for the detailed results of the desk-based assessment, including analysis of open spaces, historic assets, air quality etc.

The individual survey sheets for the areas assessed can be found in Appendix 5.

## 6 Whitton town centre

Overall, Whitton town centre has no Public Open Spaces or other spaces designated for their local value/importance; the majority of the town centre is within an Area poorly provided with Public Open Space. In comparison to other town centres, there are no historic assets in Whitton (except 1 Building of Townscape Merit) and no area of Whitton falls within a Conservation Area. There is one air quality analyser within the designated town centre boundary, which shows that the levels have exceeded the air quality objective.

The environmental quality of Whitton town centre has been assessed by dividing the centre into three areas: (1) Station surroundings, (2) High Street and (3) Telephone exchange, car park and library surroundings. See Appendix 4 for a map of the areas that have been surveyed.

The area at and surrounding **Whitton station (Area 1)** is generally of poor environmental and public realm quality, partly due to the poor quality design of the station building but also due to the constrained road layout and railway tracks underneath the road. There are hardly any street trees or other vegetation, but there is limited scope for additional planting. There are some problems associated with litter and the area has a slightly cluttered feel (green boxes, signs, adverts etc.). The environment for pedestrians is generally good, but the pavements as well as the roads are patchy/partly damaged and therefore in need of repair.

**Whitton High Street (Area 2)** is overall considered to be pedestrian-friendly due to the designated crossings and wide pavements. However, the surfaces of both pavements and roads are somewhat damaged and in need of repair. With the exception of some litter near bins, there are no problems in relation to fly-posting, graffiti and fly-tipping. In general, the High Street can be fairly impacted by traffic, and coupled with some poor quality design buildings and lack of public open spaces, the environmental and public realm quality is considered to be moderate to poor. There may be some scope for more street furniture in terms of new benches. Of note are the recently installed new lighting columns, which add to the aesthetics of the area. The High Street will be subject to a major street scene improvement project, which will include the repaving of footways, forecourts, street furniture enhancement and tree planting.

The areas off Whitton High Street, which include the **telephone exchange site, the car park and the library (Area 3)**, differ largely from the High Street. The back areas, such as the service areas of the shops and the telephone exchange site, feel unpleasant. There are some significant litter problems, some fly-posting/ graffiti as well as dumped waste in the back roads. There is some soft landscaping at the car park and library. With the exception of the car park, the remaining surfacing is in need of repair. Overall, due the very poor quality of some of the rear buildings, including the run-down toilet facilities and litter problems, the public realm and environmental quality of this part of the town is very poor.

See Appendix 3 for the detailed results of the desk-based assessment, including analysis of open spaces, historic assets, air quality etc.

The individual survey sheets for the assessed areas can be found in Appendix 5.

## 7 Barnes local centre

Overall, the assessed areas in Barnes have very limited amount of open spaces within them, but some major open spaces, such as Barnes Green and Barn Elms Playing Fields, are nearby and very close to the centres. The majority of the areas making up the Barnes local centre are within Conservation Areas and there are many historic assets, including 6 Listed Buildings and 104 Buildings of Townscape Merit. Whilst there are no air quality analysers within the designated areas, the two nearest monitors (at Castelnau Library and Wetlands Centre) show that in the past couple of years, the air quality objective has been met. In comparison to the other centres/town centres, Barnes has the best air quality.

The environmental quality of the Barnes local centre has been assessed by dividing the centre into three areas: (1) Barnes High Street, (2) Church Road, Grange Road, Kitson Road and (3) Church Road / Castelnau. See Appendix 4 for a map of the areas that have been surveyed.

**Barnes High Street (Area 1)** is of very high environmental quality, with good use of materials for surfacing and paving. There are no problems with street clutter, litter or fly-posting and graffiti. There may be some scope for more street furniture in terms of new benches. Whilst there are plenty of hanging baskets that add positively to the look and feel of the town centre, there is very limited tree planting, so there may be scope for more. Overall, although the area can be dominated by traffic, it is very pleasant with good quality design and public realm quality.

The small parade of shops at **Church Road (Area 2)** is a very pleasant and welcoming area. Whilst there is no space or scope for tree planting and other vegetation, Barnes Green is just opposite the road. This small area is generally too constrained for street furniture. At the time of

the survey, there was only one empty shop in this parade, which looked a little bit run down, but generally this parade has been assessed as having a very high environmental quality.

The environmental quality of the parade/centre at **Barnes Church Road / Castelnau (Area 3)** is very similar to the other areas of Barnes. Whilst it can be somewhat impacted by traffic and the busy junction, it is very noticeable that recent improvements have been carried out. As such, the street paving, condition and quality of pavements are very good. The vegetation and landscaping is of very high quality, with plenty of hanging baskets, tree planting and the open space at St Mary's Churchyard.

See Appendix 3 for the detailed results of the desk-based assessment, including analysis of open spaces, historic assets, air quality etc.

The individual survey sheets for the areas assessed can be found in Appendix 5.

## **Appendix 1 – Methodology**

### **Environmental Quality Survey – Methodology**

## **Town Centre Health Checks 2012 – Environmental Quality Assessment Methodology**

### **1. Introduction**

The environmental quality survey and assessment is an important step in determining the health of a town centre. The aim of this survey is to record and analyse all relevant aspects of environmental quality in the borough's centres. This document sets out the methodology for the environmental quality survey and assessment.

### **2. Scope of the environmental quality assessment**

The study areas for the environmental quality assessment are the following main town centres (as defined by their town centre boundary, adopted as part of the Development Management Plan): Richmond, Twickenham, Teddington, East Sheen and Whitton. Twickenham had a detailed environmental quality survey carried out in the beginning of 2011 and thus has not been re-assessed as part of this survey. In addition, the survey has also been carried out for Barnes, for which the designated Area of Mixed Use has been used as the extent for the survey.

### **3. Maps and extents of study areas**

For the purpose of the environmental quality assessment, the centres have been sub-divided into areas to allow an accurate and more qualitative assessment (see Appendix 4 for maps showing the boundaries of the sub-divided areas for each centre):

#### **Richmond**

- 1 Richmond – Richmond Hill
- 2 Richmond – Riverside, Whittaker Avenue, Heron Square
- 3 Richmond – Police station, bus station, cinema
- 4 Richmond – George Street, Paradise Road, south of Sheen Road and Duke Street
- 5 Richmond – Back areas of George Street and The Quadrant, including Ambassador House, Magdelene's Church
- 6 Richmond – The Quadrant, north of Sheen Road and Duke Street
- 7 Richmond – Richmond station and surroundings
- 8 Richmond – Parkshot / RACC, Kew Road, St Johns Road

#### **Twickenham**

- 1 Twickenham – Heath Road
- 2 Twickenham – King Street, Cross Deep
- 3 Twickenham – Church Street, Twickenham riverside, embankment
- 4 Twickenham – York Street, back of Church Street
- 5 Twickenham – Civic area, York House and Gardens, including Champions Wharf
- 6 Twickenham – London Road (south of Regal House), Arragon Road
- 7 Twickenham – Twickenham station and surroundings, including Regal House
- 8 Twickenham – Holly Road, including car park and Queen's House

#### **Teddington**

- 1 Teddington – Memorial Hospital, Methodist Church
- 2 Teddington – Broad Street
- 3 Teddington – The Causeway, Church Road
- 4 Teddington – Station and surroundings (Station Road)
- 5 Teddington – Waldegrave Road
- 6 Teddington – High Street, including Vicarage Road
- 7 Teddington – Lower end of High Street and Ferry Road

#### **Whitton**

- 1 Whitton – Station surroundings
- 2 Whitton – High Street

- 3 Whitton – Telephone exchange, Car Park and Library surroundings

#### **East Sheen**

- 1 East Sheen – Western part of Upper Richmond Road West
- 2 East Sheen – Upper Richmond Road West core retail area, including Waitrose
- 3 East Sheen – Sheen Lane and Mortlake Station approach
- 4 East Sheen – Upper Richmond Road West (east of Sheen Lane), Sheengate Mansions
- 5 East Sheen – Mortlake Station and surroundings

#### **Barnes**

- 1 Barnes – High Street
- 2 Barnes – Church Road / Grange Road / Kitson Road
- 3 Barnes – Church Road / Castelnau

### **4. How the environmental quality survey was conducted**

The methodology and detailed aspects of the work required for the environmental quality survey have been discussed and agreed by Council Officers.

The first aspect of the study involved background research on the environmental quality by reviewing existing information as part of a desk-based assessment. This was followed by site visits conducted by Council officers in order to gain a more detailed understanding of the environmental quality of the main centres, whereby the information collected was recorded with the use of the “Environmental quality survey sheet” (see Appendix 2). The site visits have been carried out during September 2012.

### **5. Checklist items for the environmental quality assessment**

In order to conduct an environmental quality survey, checklist items/categories such as traffic, movement, litter, clutter, flyposting etc. have been developed. These categories have been derived from other environmental quality surveys, such as the GLA Town Centre Health Check survey (2009), LBRuT’s detailed environmental quality assessment for Twickenham town centre and others, such as Defra’s local environmental quality survey (Keep Britain Tidy). The final checklist for the environmental quality survey has been agreed by Council officers and it assists in the evaluation and description of each checklist item. The “survey sheet” for each area/centre allowed to systemically record the details of each area to ensure consistency and transparency in the assessment.

#### **5.1 Desk-based assessment**

The following elements of the environmental quality survey were dealt with as part of a desk-based assessment, whereby they were assessed for the whole town centre rather than sub-divided areas:

##### **A. Open spaces**

- 1 Number and percentage of designated open spaces such as Metropolitan Open Land and Other Open Land of Townscape Importance (wholly and partly) within the town centre
- 2 Number and percentage of designated Public Open Space (wholly and partly) within the town centre

##### **B. Conservation areas**

- 1 Does the town centre fall wholly or partly within a Conservation Area?

##### **C. Heritage assets**

- 1 Number of Listed Buildings in the town
- 2 Number of Buildings of Townscape Merit
- 3 Number of Scheduled Monuments

- 4 Registered Parks and Gardens (wholly and partly) within the centre

#### **D. Air quality**

- 1 Average NO<sub>2</sub> concentration (micro grams/cubic M)
- 2 Average PM<sub>10</sub> concentration (micro grams/cubic M)

### **5.2 Town centre survey**

The checklist items surveyed as part of the site visits for the sub-divided areas are as follows:

#### **A. Traffic and movement**

Accessibility and ease of movement by foot, bike and public transport; walkability; barrier free pavements; parking provision; congestion; safety and security (vehicle speed, cyclist safety)

Condition:

- 1 Easy to get to and move around, no traffic congestion, quality parking provision, feeling very safe & secure
- 2 Good accessibility levels, minor congestion, good parking provision, safe & secure
- 3 Moderate accessibility, some congestion, limited parking provision, not very safe for pedestrians and cyclists
- 4 Difficult to get and move around, difficult to park, congested roads, unsafe for pedestrians and cyclists
- 5 Inaccessible, badly congested, no parking provision, dangerous for pedestrians and cyclists

#### **B. Vegetation, landscaping and landscaped areas**

Open spaces, trees, hanging baskets, verges, planting in tubs etc

Condition:

- 1 Very good provision, very well maintained, excellent condition
- 2 Good provision and maintenance
- 3 Too much planting, overgrown, poorly maintained
- 4 Insufficient planting and soft landscaping
- 5 Ugly and neglected

Location:

- 1 Very well positioned
- 2 Possible position for future planting (e.g. tree)
- 3 Poorly positioned / obstruction

#### **C. Street paving, condition and quality of pavements**

Quality of street paving and pavement surfaces, including pavement width

Location:

- 1 Very satisfactory, clean, wide, even pavements and surfaces
- 2 Good quality street paving, sufficient pavement width, some minor need for repairs of surfaces
- 3 Moderate quality of street paving, some damaged, uneven surfaces, some narrow pavements, repairs required
- 4 Dirty and uneven pavements, street paving unsatisfactory, need for repairs, mostly narrow pavements
- 5 Street paving and pavements in dangerous conditions and very dirty, in urgent need of repair/surface upgrades, pavement width unsatisfactory



**D. Environmental aesthetics, design quality and public realm quality**

Quality of design, appropriateness to townscape, design specific to area, overall appearance, vibe, atmosphere, beauty, interest of area etc

Condition:

- 1 Very pleasant area, well maintained, high quality design
- 2 Mildly unpleasant with moderate aesthetic interest, generally good design
- 3 Moderately unpleasant with little aesthetic interest, some signs of urban decay
- 4 Very unpleasant with little aesthetic interest, poor design, inappropriate to townscape, signs of neglect
- 5 Totally unpleasant with no aesthetic or social interest, very poor design quality, very inappropriate to townscape, urban decay

**E. Litter**

Items of litter, discarded by members of the public (on the pavement, in the gutter etc)

Condition:

- 1 No problem
- 2 Litter problem near bins or in a specific spot (make note of area)
- 3 Slight problem (less than 5% of area)
- 4 Moderate problem (5-20% of area)
- 5 Severe problem (20% of area or more)

**F. Fly-posting and graffiti**

Signs of graffiti or fly-posting on e.g. vacant units, bus shelters  
(Fly-posting – illegally displayed stickers, poster and notices on public/private property; Graffiti – illegal or unauthorized defacing of public/private property)

Condition:

- 1 No problem
- 2 Minor isolated problem
- 3 Slight problem (less than 10% of surface covered)
- 4 Moderate problem (10-30% of surface covered)
- 5 Severe problem (more than 30% of surface covered)

**G. Fly-tipping**

Illegally dumped waste ranging in size from a black bin liner to larger amounts

Condition:

- 1 No problem
- 2 Minor isolated incident
- 3 Slight problem
- 4 Moderate problem
- 5 Severe problem

**H. Street clutter**

Visibility of signposts, street signs, advertisements and other objects; and restriction of the ease of movement

Condition:

- 1 No problem, well coordinated and positioned
- 2 Minor obstruction, no inconvenience, no excessive clutter
- 3 Partial obstruction, slight inconvenience, feeling cluttered
- 4 Total obstruction, not dangerous but inconvenient, very confusing
- 5 Total/severe obstruction, dangerous and inconvenient, excessive clutter

**I. Street furniture**

Any street furniture, their design quality, coordination and positioning

Condition:

- 1 Good provision, high quality design, very well maintained, excellent condition
- 2 Sufficient provision and good maintenance, good quality
- 3 Insufficient provision, poor quality
- 4 Poorly maintained, bad design and in state of repair
- 5 Ugly and neglected, very poor design

Location:

- 1 Very well positioned
- 2 Possible position for future street furniture
- 3 Poorly positioned / obstruction / very cluttered

**J. Public art**

Are there any public art features, e.g. sculptures etc

Condition:

- 1 Very well maintained, excellent condition, high quality design
- 2 Good provision and good maintenance, good quality
- 3 Wrong place, poorly maintained, poor quality
- 4 Insufficient provision, bad design
- 5 Ugly and neglected, very poor design

Location:

- 1 Very well positioned
- 2 Possible position for future public art features
- 3 Poorly positioned / obstruction

**K. Lighting levels**

Adequacy of lighting and its quality of design

Condition:

- 1 Sufficient lighting, not intrusive, very well positioned, high quality design
- 2 Partly lit, but gloomy, reasonably positioned, good quality  
Broken light fixtures, reduced lighting levels, some poor design
- 3 Very intrusive, very gloomy, poorly positioned, bad design
- 4 Totally dark with no lighting at all, insecure and unsafe, obstruction, very poor design

**L. Noise**

General impressions regarding noise levels, including traffic noise

Condition:

- 1 Very pleasant, minor noise levels
- 2 Mildly unpleasant with moderate noise levels
- 3 Moderately unpleasant with intrusive noise
- 4 Very unpleasant with significant noise issues
- 5 Totally unpleasant with severe noise issues

**M. Other factors**

Any other relevant factors to be recorded, e.g. smell, dereliction (including boarded up shops), shop frontages, anti-social behaviour etc.

**N. General comments on the quality of the area**  
As applicable

**6. Results**

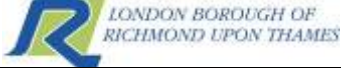
The results of the environmental quality assessment will be included in the Town Centre Health Check Report 2012.

Andrea Kitzberger, Planning Policy  
17 September 2012

## **Appendix 2 – Survey Sheet template**

### **Environmental Quality Assessment – Survey Sheet template**

## Appendix 2 – Environmental quality survey sheet

London Borough of Richmond upon Thames Environmental quality survey of five main town centres & Barnes			
<b>Town centre:</b>	<b>Key:</b> Condition: 1 = very good/pleasant; 5 = unpleasant/severe problem Location: 1= good/well positioned; 3 = poor location/cluttered/obstruction		
<b>Sub-area (location details / road):</b>			
<b>Date of Survey:</b>	<b>Time of Survey:</b>	<b>Ref No:</b>	
<b>A. Traffic and movement:</b>	Condition: 1 2 3 4 5		
Other comments:			
<b>B. Vegetation, landscaping and landscaped areas:</b>	Condition: 1 2 3 4 5	Location: 1 2 3	
Other comments:			
<b>C. Street paving, condition and quality of pavements:</b>	Condition: 1 2 3 4 5		
Other comments:			
<b>D. Environmental aesthetics, design, public realm quality:</b>	Condition: 1 2 3 4 5		
Other comments:			
<b>E. Litter:</b>	Condition: 1 2 3 4 5		
Other comments:			
<b>F. Fly-posting and graffiti:</b>	Condition: 1 2 3 4 5		
Other comments:			
<b>G. Fly-tipping:</b>	Condition: 1 2 3 4 5		
Other comments:			
<b>H. Street clutter:</b>	Condition: 1 2 3 4 5		
Other comments:			
<b>I. Street furniture:</b>	Condition: 1 2 3 4 5	Location: 1 2 3	
Other comments:			
<b>J. Public art:</b>	Condition: 1 2 3 4 5	Location: 1 2 3	
Other comments:			
<b>K. Lighting levels:</b>	Condition: 1 2 3 4 5		
Other comments:			
<b>L. Noise:</b>	Condition: 1 2 3 4 5		
Other comments:			
<b>M. Other factors (smell, dereliction, anti-social behaviour etc):</b>			
<b>N. General comments on the quality the area:</b>			

## **Appendix 3 – Results of desk-based assessment**

### **Environmental Quality Survey – Results of desk-based assessment**

## 1. RICHMOND TOWN CENTRE

### A. Open spaces

- 1 Designated open spaces within the town centre: OOLTI: 3 sites, in total 5,178sqm; MOL: Richmond Riverside and parts of Old Deer Park; Thames Policy Area: along the River Thames
- 2 Designated Public Open Space within the town centre: There are 2 designated POS sites: Richmond Riverside and Richmond Riverside Towpath.

### B. Conservation areas

- 1 Conservation areas: The entire town centre is covered by the following Conservation Areas: 'Richmond Green', 'Richmond Riverside', 'Central Richmond', 'Richmond Hill', 'Old Deer Park' and 'St Matthias Richmond'.

### C. Heritage assets

- 1 There are 118 Listed Buildings within the Town Centre (106 Grade II, 12 Grade II\*).
- 2 There are 297 Buildings of Townscape Merit.
- 3 The Town Centre has no Scheduled Monuments.
- 4 Registered Parks and Gardens (wholly and partly within town centre): parts of Old Deer Park are within the town centre boundary.
- 5 The whole of Richmond falls within the Richmond Archaeological Priority Areas and a small part also falls within Kew Gardens and Old Deer Park Archaeological Priority Areas.

### D. Air quality

- 1 Average NO<sub>2</sub> (nitrogen dioxide) concentration (micro grams/cubic M): There are 5 diffusion tubes that monitor nitrogen dioxide (NO<sub>2</sub>) within Richmond Town Centre. These are:

Address	2011 NO <sub>2</sub> results ug/m <sup>3</sup> <sup>1</sup>	2010 NO <sub>2</sub> results ug/m <sup>3</sup>	Air quality objective
Paradise Road, Richmond (518102, 174854)	42	46	40 ug/m <sup>3</sup>
The Quadrant, Richmond (517991, 175075)	57	65	40 ug/m <sup>3</sup>
Hill Street, Richmond (517771, 174701)	81	77	40 ug/m <sup>3</sup>
Red Lion St, Richmond (517916, 175257)	70	75	40 ug/m <sup>3</sup>
George Street, Richmond (517917, 174928)	100	101	40 ug/m <sup>3</sup>

- 2 Average PM<sub>10</sub> concentration (micro grams/cubic M): There are no analysers within the town centre area and therefore no results to record.

<sup>1</sup> Please note all air quality data for 2011 should be treated with caution. Levels for NO<sub>2</sub> diffusion tubes dropped in 2011. This bucks the trend of increasing NO<sub>2</sub> levels each year since 2004. The reason for this is unknown. Given the year on year variability of air pollution levels, the Council can not guarantee that they will remain at these lower levels.

## 2. TWICKENHAM TOWN CENTRE

### A. Open spaces

- 1 Designated open spaces within the town centre: OOLTI: 5 sites, in total 15,605sqm; MOL: along the River Crane and River Thames; Thames Policy Area: along the River Thames
- 2 Designated Public Open Space within the town centre: There are 5 designated POS (in total around 3.2 ha).

### B. Conservation areas

- 1 Conservation areas: Three different Conservation Areas fall within the Town Centre boundary: 'Queens Road', 'Amyand Park Road' and 'Twickenham Riverside' Conservation Area.

### C. Heritage assets

- 1 There are 35 Listed Buildings within the Town Centre (33 Grade II, 2 Grade II\*).
- 2 There are 132 Buildings of Townscape Merit.
- 3 The Town Centre has no Scheduled Monuments.
- 4 Registered Parks and Gardens (wholly and partly within town centre): York House Gardens
- 5 Parts of three Archaeological Priority Areas fall within the Twickenham town centre area: Crane Valley, Twickenham & Marble Hill and Thames Foreshore & Bank.

### D. Air quality

- 1 Average NO<sub>2</sub> (nitrogen dioxide) concentration (micro grams/cubic M): There are 3 diffusion tubes that monitor nitrogen dioxide (NO<sub>2</sub>) within Twickenham Town Centre. These are:

Address	2011 NO <sub>2</sub> results ug/m <sup>3</sup> <sup>2</sup>	2010 NO <sub>2</sub> results ug/m <sup>3</sup>	Air quality objective
King Street, Twickenham (E 516226, N 173195)	81	97	40 ug/m <sup>3</sup>
Heath Road, Twickenham (E 515927, N 173129)	51	60	40 ug/m <sup>3</sup>
Civic Centre, Twickenham (E 516356, N 173365)	52	66	40 ug/m <sup>3</sup>

- 2 Average PM<sub>10</sub> concentration (micro grams/cubic M): There are no analysers within the town centre area and therefore no results to record.

<sup>2</sup> Please note all air quality data for 2011 should be treated with caution. Levels for NO<sub>2</sub> diffusion tubes dropped in 2011. This bucks the trend of increasing NO<sub>2</sub> levels each year since 2004. The reason for this is unknown. Given the year on year variability of air pollution levels, the Council can not guarantee that they will remain at these lower levels.



### 3. TEDDINGTON TOWN CENTRE

#### A. Open spaces

- 1 Designated open spaces within the town centre: There are 5 OOLTIs in the town centre, totalling 9518.18 sqm
- 2 Designated Public Open Space within the town centre: There are 3 POS sites, totalling 4380.30 sqm; a very small area in the western part of the town centre is in an Area poorly provided with Public Open Space.

#### B. Conservation areas

- 1 Conservation areas: 'High Street Teddington Conservation Area' and 'Teddington Lock Conservation Area' cover the entire part of the eastern section of the town centre, whereby 'Park Road Teddington Conservation Area' covers a minor part of the southern section of the centre.

#### C. Heritage assets

- 1 There are 11 Listed Buildings within the study area (9 Grade II, 2 Grade\*).
- 2 There are 108 Buildings of Townscape Merit.
- 3 Teddington has no Scheduled Monuments.
- 4 Registered Parks and Gardens: None
- 5 The 'Teddington' Archaeological Priority Area covers the eastern part of the town centre.

#### D. Air quality

- 1 Average NO<sub>2</sub> (nitrogen dioxide) concentration (micro grams/cubic M): The following 4 diffusion tubes that monitor nitrogen dioxide (NO<sub>2</sub>) are within the designated Teddington Town Centre area:

Address	2011 NO <sub>2</sub> results ug/m <sup>3</sup> <sup>3</sup>	2010 NO <sub>2</sub> results ug/m <sup>3</sup>	Air quality objective
Broad Street, Teddington (Tesco) (515624, 170975)	53	65	40 ug/m <sup>3</sup>
High Street, Teddington (post office) (516260, 171140)	48	46	40 ug/m <sup>3</sup>
15 Queen's Road, Teddington (515522, 170927)	39	45	40 ug/m <sup>3</sup>
Causeway, Teddington (515829, 170967)	36	46	40 ug/m <sup>3</sup>

- 2 Average PM<sub>10</sub> concentration (micro grams/cubic M): There are no analysers within this area and therefore no results to record.

<sup>3</sup> Please note all air quality data for 2011 should be treated with caution. Levels for NO<sub>2</sub> diffusion tubes dropped in 2011. This bucks the trend of increasing NO<sub>2</sub> levels each year since 2004. The reason for this is unknown. Given the year on year variability of air pollution levels, the Council can not guarantee that they will remain at these lower levels.

## 4. EAST SHEEN TOWN CENTRE

### A. Open spaces

- 1 Designated open spaces within the town centre: none
- 2 Designated Public Open Space within the town centre: none; approximately half of the town centre is in an Area poorly provided with Public Open Space

### B. Conservation areas

- 1 Conservation areas: 'Mortlake Green Conservation Area' covers a minor part of the northern section of the centre, whereas 'Sheen Lane Mortlake Conservation Area' is entirely within the designated town centre boundary.

### C. Heritage assets

- 1 There are 3 Grade II Listed Buildings within the study area.
- 2 There are 109 Buildings of Townscape Merit.
- 3 East Sheen has no Scheduled Monuments.
- 4 Registered Parks and Gardens: none.
- 5 The 'Mortlake and Barnes' Archaeological Priority Area covers the northern part of the town centre.

### D. Air quality

- 1 Average NO<sub>2</sub> (nitrogen dioxide) concentration (micro grams/cubic M): The following 4 diffusion tubes that monitor nitrogen dioxide (NO<sub>2</sub>) are within the designated East Sheen Town Centre:

Address	2011 NO <sub>2</sub> results ug/m <sup>3</sup> <sup>4</sup>	2010 NO <sub>2</sub> results ug/m <sup>3</sup>	Air quality objective
Upper Richmond Road West (nr. Sheen School); (521130, 175450)	34	39	40 ug/m <sup>3</sup>
Upper Richmond Road West (URRW) (520510, 175393)	50	57	40 ug/m <sup>3</sup>
Upper Richmond Road West War Memorial, Sheen Lane, Sheen; (520505, 175390)	43	47	40 ug/m <sup>3</sup>
Upper Richmond Road West (nr. Clifford Avenue, Sheen); (519962, 175321)	53	60	40 ug/m <sup>3</sup>

- 2 Average PM<sub>10</sub> concentration (micro grams/cubic M): There are no analysers within this area and therefore no results to record.

<sup>4</sup> Please note all air quality data for 2011 should be treated with caution. Levels for NO<sub>2</sub> diffusion tubes dropped in 2011. This bucks the trend of increasing NO<sub>2</sub> levels each year since 2004. The reason for this is unknown. Given the year on year variability of air pollution levels, the Council can not guarantee that they will remain at these lower levels.

## 5. WHITTON TOWN CENTRE

### A. Open spaces

- 1 Designated open spaces within the town centre: none
- 2 Designated Public Open Space within the town centre: none; the majority of Whitton town centre is in an Area poorly provided with Public Open Space.

### B. Conservation areas

- 1 Conservation areas: none.

### C. Heritage assets

- 1 There are no Listed Buildings within the town centre.
- 2 There is 1 Building of Townscape Merit.
- 3 Whitton town centre has no Scheduled Monuments.
- 4 Registered Parks and Gardens: none.
- 5 Archaeological Priority Areas: none.

### D. Air quality

- 1 Average NO<sub>2</sub> (nitrogen dioxide) concentration (micro grams/cubic M): There are no diffusion tubes that monitor nitrogen dioxide (NO<sub>2</sub>) within Whitton town centre. The nearest diffusion tube is:

Address	2011 NO <sub>2</sub> results ug/m <sup>3</sup> <sup>5</sup>	2010 NO <sub>2</sub> results ug/m <sup>3</sup>	Air quality objective
Percy Road, Whitton (nr. Percy Way) (514050, 173189)	50	49	40 ug/m <sup>3</sup>

- 2 Average PM<sub>10</sub> concentration (micro grams/cubic M): There are no analysers within the town centre area and therefore no results to record.

<sup>5</sup> Please note all air quality data for 2011 should be treated with caution. Levels for NO<sub>2</sub> diffusion tubes dropped in 2011. This bucks the trend of increasing NO<sub>2</sub> levels each year since 2004. The reason for this is unknown. Given the year on year variability of air pollution levels, the Council can not guarantee that they will remain at these lower levels.

## 6. BARNES LOCAL CENTRE

### A. Open spaces

- 1 Designated open spaces within the town centre: 2 OOLTI sites, in total 1248.8 sqm  
Thames Policy Area: a minor part of Area 1 is within this designation.
- 2 Designated Public Open Space within the town centre: none

### B. Conservation areas

- 3 Conservation areas: 'Barnes Green Conservation Area' covers almost entirely the three areas of Barnes. The majority of Area 1 and 3 are designated Conservation Area, and the entire Area 2 is within this Conservation Area.

### C. Heritage assets

- 1 There are 6 Listed Buildings within the study area (5 Grade II, 1 Grade II\*).
- 2 There are 104 Buildings of Townscape Merit.
- 3 Barnes has no Scheduled Monuments.
- 4 Registered Parks and Gardens: none.
- 5 The 'Mortlake and Barnes' Archaeological Priority Area covers the entire Area 1 and 2 as well as approximately half of Area 3.

### D. Air quality

- 1 Average NO<sub>2</sub> (nitrogen dioxide) concentration (micro grams/cubic M): There are no diffusion tubes that monitor nitrogen dioxide (NO<sub>2</sub>) within the designated areas of Barnes. The nearest diffusion tubes are:

Address	2011 NO <sub>2</sub> results ug/m <sup>3</sup> <sup>6</sup>	2010 NO <sub>2</sub> results ug/m <sup>3</sup>	Air quality objective
Castelnau Library, Barnes (static site) (522502, 177166)	38	40	40 ug/m <sup>3</sup>
Wetlands Centre, Barnes (static site) (522989, 176727)	25	26	40 ug/m <sup>3</sup>

- 2 Average PM<sub>10</sub> concentration (micro grams/cubic M): There are no analysers within this area and therefore no results to record.

<sup>6</sup> Please note all air quality data for 2011 should be treated with caution. Levels for NO<sub>2</sub> diffusion tubes dropped in 2011. This bucks the trend of increasing NO<sub>2</sub> levels each year since 2004. The reason for this is unknown. Given the year on year variability of air pollution levels, the Council can not guarantee that they will remain at these lower levels.

## **Appendix 4 – Maps of Assessment Areas**

### **Environmental Quality Assessment –**

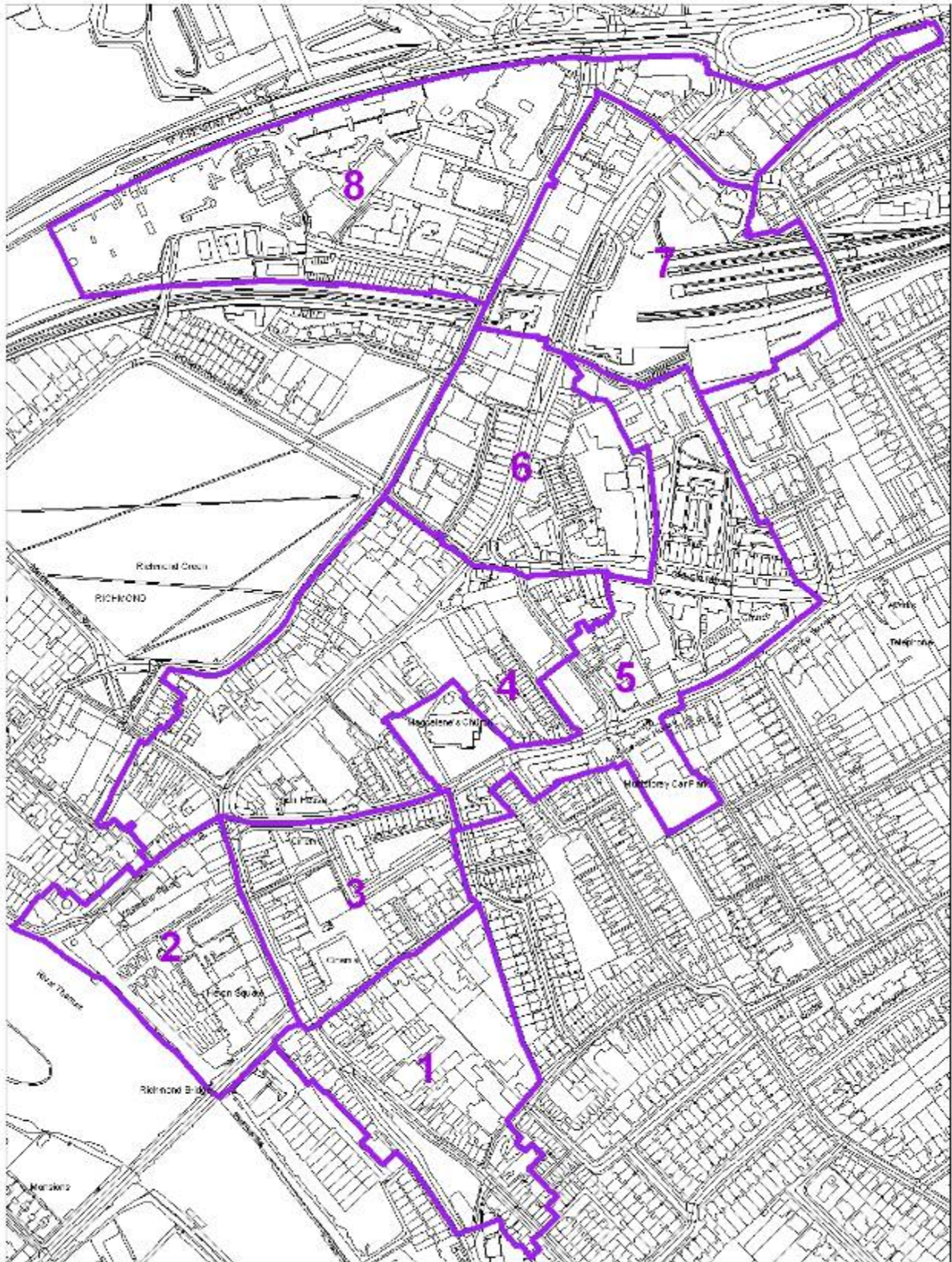
### **Maps of Assessment Areas**

**Maps of town centres showing boundaries of sub-divided areas**

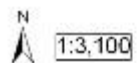
- a) **Richmond**
- b) **Twickenham**
- c) **Teddington**
- d) **East Sheen**
- e) **Whitton**
- f) **Barnes**

N  
1:2,550

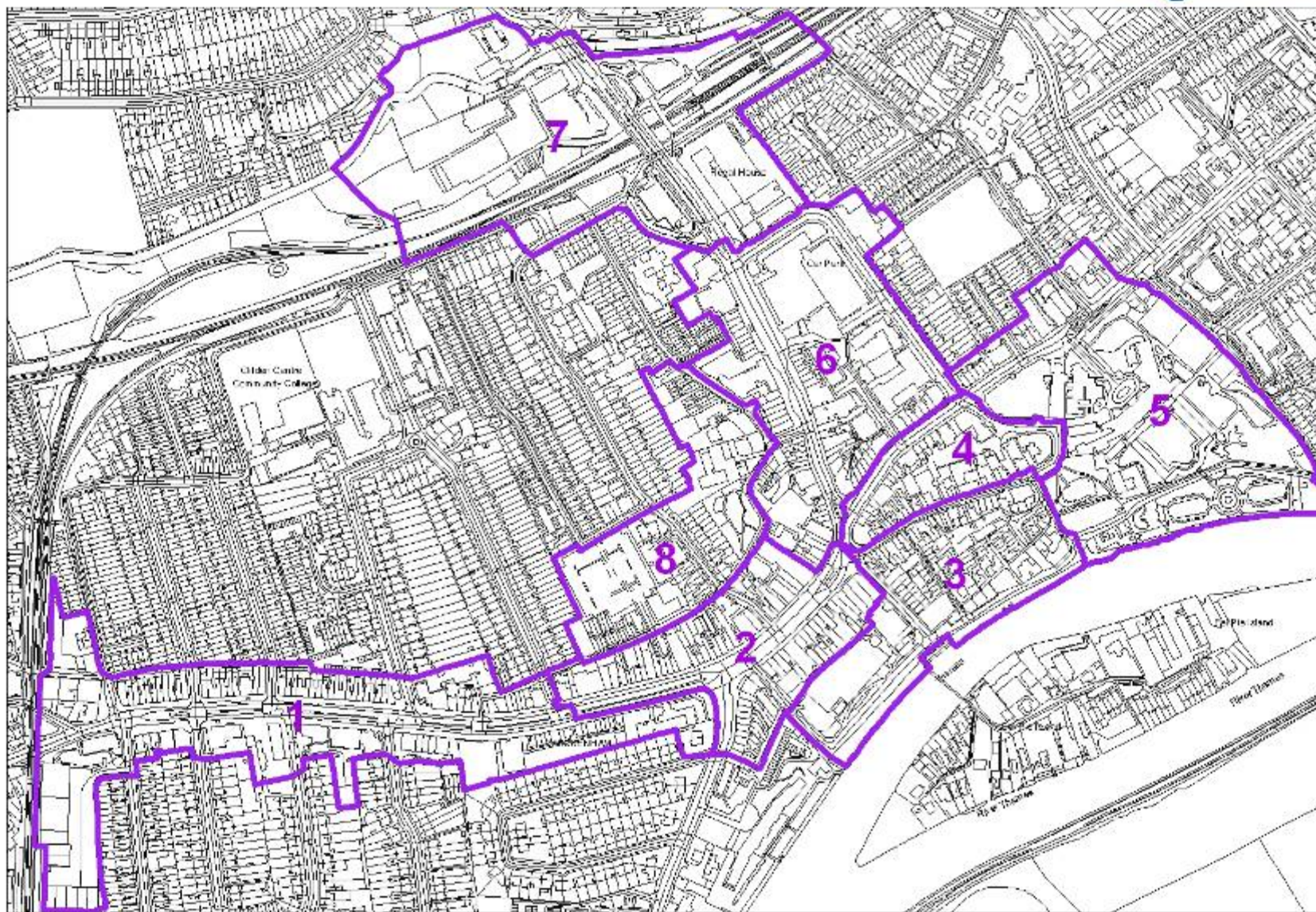
### Richmond town centre



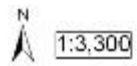
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### Twickenham town centre



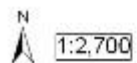
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© London Borough of Richmond upon Thames



### Teddington town centre

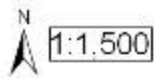




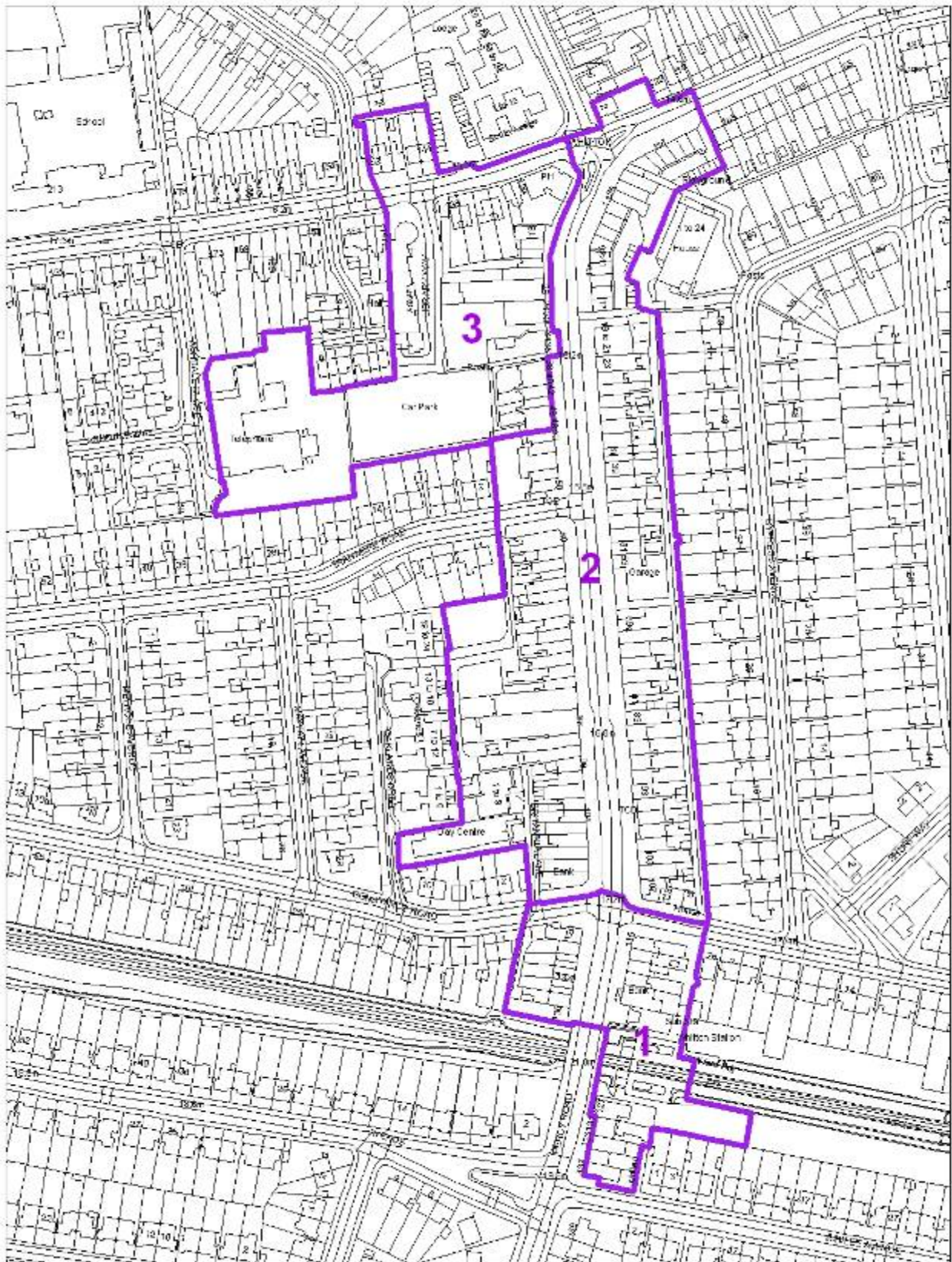


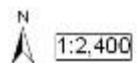
### East Sheen town centre





### Whitton town centre





### Barnes local centre



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## **Appendix 5 – All individual survey sheets**

### **Environmental Quality Assessment – Survey sheets of individual areas**

**London Borough of Richmond upon Thames**  
**Environmental quality survey of five main town centres & Barnes**



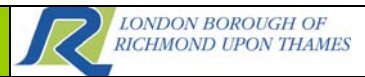
<b>Town centre:</b> Richmond	<b>Key:</b> Condition: 1 = very good/pleasant; 5 = unpleasant/severe problem Location: 1= good/well positioned; 3 = poor location/cluttered/obstruction		
<b>Sub-area (location details / road):</b> Area 1 – Richmond Hill			
<b>Date of Survey:</b> 20/09/2012	<b>Time of Survey:</b> 13:30	<b>Ref No:</b>	
<b>A. Traffic and movement:</b>	Condition: 1 2 ③ 4 5		
Other comments: some narrow roads and constrained parking, lots of traffic on Hill Street, parking on double-yellow lines			
<b>B. Vegetation, landscaping and landscaped areas:</b>	Condition: ① 2 3 4 5	Location: ① 2 3	
Other comments: tree planting etc			
<b>C. Street paving, condition and quality of pavements:</b>	Condition: 1 2 ③ 4 5		
Other comments: narrow pavements (along Hill Street), uneven surfaces (road and pavements) except Petersham Road which was recently re-surfaced			
<b>D. Environmental aesthetics, design, public realm quality:</b>	Condition: 1 ② 3 4 5		
Other comments: the area is quite dominated by traffic; some room for improvements in the open space, but this is constrained due to sloping nature of area			
<b>E. Litter:</b>	Condition: ① 2 3 4 5		
Other comments: some minor issues around bins			
<b>F. Fly-posting and graffiti:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>G. Fly-tipping:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>H. Street clutter:</b>	Condition: ① 2 3 4 5		
Other comments: only minor issues, but generally not feeling too cluttered			
<b>I. Street furniture:</b>	Condition: 1 2 3 4 5	Location: 1 ② 3	
Other comments: none existing; there could be some provision at the open space between Hill Rise and Petersham Road			
<b>J. Public art:</b>	Condition: 1 2 3 4 5	Location: 1 ② 3	
Other comments: none existing; maybe some provision in the open space			
<b>K. Lighting levels:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>L. Noise:</b>	Condition: 1 ② 3 4 5		
Other comments: Noise from traffic and aircraft			
<b>M. Other factors (smell, dereliction, anti-social behaviour etc):</b>			
<b>N. General comments on the quality the area:</b> Although the area is very congested and narrow, it has a pleasant and nice atmosphere, with some unique shops			

**London Borough of Richmond upon Thames**  
**Environmental quality survey of five main town centres & Barnes**



<b>Town centre:</b> Richmond	<b>Key:</b> Condition: 1 = very good/pleasant; 5 = unpleasant/severe problem Location: 1= good/well positioned; 3 = poor location/cluttered/obstruction		
<b>Sub-area (location details / road):</b> Area 2 – Riverside, Whittaker Avenue, Heron Square			
<b>Date of Survey:</b> 20/09/2012	<b>Time of Survey:</b> 13:00	<b>Ref No:</b>	
<b>A. Traffic and movement:</b>	Condition: 1 ② 3 4 5		
Other comments: some very narrow pavements towards Hill Street and Water Lane; very traffic dominated, could be difficult for disabled users to access the Riverside; nice passages and movement possibilities (e.g. Heron Square)			
<b>B. Vegetation, landscaping and landscaped areas:</b>	Condition: ① 2 3 4 5	Location: ① 2 3	
Other comments: limited scope at street level, but very good provision along Riverside			
<b>C. Street paving, condition and quality of pavements:</b>	Condition: 1 2 ③ 4 5		
Other comments: some nice, traditional paving on the roads down to Riverside, e.g. Water Lane; very poor paving at Riverside; some areas in significant need of resurfacing			
<b>D. Environmental aesthetics, design, public realm quality:</b>	Condition: ① 2 3 4 5		
Other comments: particularly the Riverside and Heron Square have a very pleasant and welcoming atmosphere; an upgrade to Heron Square is proposed to the public space by the management company			
<b>E. Litter:</b>	Condition: ① 2 3 4 5		
Other comments: some minor issues around bins			
<b>F. Fly-posting and graffiti:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>G. Fly-tipping:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>H. Street clutter:</b>	Condition: 1 ② 3 4 5		
Other comments: only minor issues/clutter towards Richmond Hill			
<b>I. Street furniture:</b>	Condition: 1 ② 3 4 5	Location: ① 2 3	
Other comments: mainly at Riverside, whereby some are rather dilapidated; one bench at Hill Street; good provision and quality in Heron Square			
<b>J. Public art:</b>	Condition: 1 2 3 4 5	Location: 1 ② 3	
Other comments: none existing; but one memorial at Whitaker Avenue and a fountain in Heron Square; there could be some public art provision at Riverside			
<b>K. Lighting levels:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>L. Noise:</b>	Condition: 1 ② 3 4 5		
Other comments: very busy at street level with noise from traffic and aircraft, but very pleasant and quiet at Riverside			
<b>M. Other factors (smell, dereliction, anti-social behaviour etc):</b> Some anti-social behaviour during evenings and night times, particularly near the night club (Vodka Revolution)			
<b>N. General comments on the quality the area:</b> The area can be affected by floods and high tides, particularly the Riverside			

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<b>Town centre:</b> Richmond	<b>Key:</b> Condition: 1 = very good/pleasant; 5 = unpleasant/severe problem Location: 1= good/well positioned; 3 = poor location/cluttered/obstruction		
<b>Sub-area (location details / road):</b> Area 3 – Police station, bus station, cinema			
<b>Date of Survey:</b> 20/09/2012	<b>Time of Survey:</b> 11:30	<b>Ref No:</b>	
<b>A. Traffic and movement:</b>	Condition: 1 2 ③ 4 5		
Other comments: area can be very busy and congested with buses; some very narrow pavements towards Hill Street; very traffic dominated and somewhat congested; waiting times for crossing the road; but some convenient passages for pedestrians (e.g. Castle Yard)			
<b>B. Vegetation, landscaping and landscaped areas:</b>	Condition: 1 ② 3 4 5	Location: ① 2 3	
Other comments: limited scope for planting; some trees around the bus station and in front of the police station			
<b>C. Street paving, condition and quality of pavements:</b>	Condition: 1 ② 3 4 5		
Other comments: good paving around bus/police station; some minor issues/unevenness along main road; Castle Yard (part of it recently newly paved; other part in some need of repair)			
<b>D. Environmental aesthetics, design, public realm quality:</b>	Condition: 1 ② 3 4 5		
Other comments: Castle Yard (the area facing Lewis Road rather than Hill Street) appears a bit unpleasant and there is some poor design outside the Studio Cinema; the rest has a very pleasant and welcoming atmosphere			
<b>E. Litter:</b>	Condition: ① 2 3 4 5		
Other comments: some minor issues around bins			
<b>F. Fly-posting and graffiti:</b>	Condition: 1 ② 3 4 5		
Other comments: some minor issues at Castle Yard			
<b>G. Fly-tipping:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>H. Street clutter:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>I. Street furniture:</b>	Condition: 1 2 3 4 5	Location: 1 ② 3	
Other comments: none existing; could be room for some street furniture in this area, e.g. near bus station			
<b>J. Public art:</b>	Condition: 1 2 3 4 5	Location: 1 2 3	
Other comments: none existing; area unlikely to be suitable for public art provision			
<b>K. Lighting levels:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>L. Noise:</b>	Condition: 1 2 ③ 4 5		
Other comments: Noise mainly from traffic, buses and aircraft			
<b>M. Other factors (smell, dereliction, anti-social behaviour etc):</b>			
<b>N. General comments on the quality the area:</b>			

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<b>Town centre:</b> Richmond	<b>Key:</b> Condition: 1 = very good/pleasant; 5 = unpleasant/severe problem Location: 1= good/well positioned; 3 = poor location/cluttered/obstruction		
<b>Sub-area (location details / road):</b> Area 4 – George Street, Paradise Road, south of Sheen Road and Duke Street			
<b>Date of Survey:</b> 20/09/2012	<b>Time of Survey:</b> 11:00	<b>Ref No:</b>	
<b>A. Traffic and movement:</b>	Condition: 1 2 ③ 4 5		
Other comments: very traffic dominated and busy area, even outside rush hour; very good passage ways and connections for pedestrians; some narrow pavements limiting movement for pedestrians (e.g. King Street)			
<b>B. Vegetation, landscaping and landscaped areas:</b>	Condition: 1 ② 3 4 5	Location: ① 2 3	
Other comments: limited scope for planting and vegetation in constrained space (e.g. not really possible along main road); some mature trees by Victoria Place; some tree planting at Lower George Street and Golden Court			
<b>C. Street paving, condition and quality of pavements:</b>	Condition: ① 2 3 4 5		
Other comments: currently paving works along Eton Street; George Street has all been recently resurfaced			
<b>D. Environmental aesthetics, design, public realm quality:</b>	Condition: ① 2 3 4 5		
Other comments: very nice, pleasant and welcoming			
<b>E. Litter:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>F. Fly-posting and graffiti:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>G. Fly-tipping:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>H. Street clutter:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>I. Street furniture:</b>	Condition: 1 2 ③ 4 5	Location: 1 ② 3	
Other comments: None existing; insufficient provision given that this area is a main part of the town centre – limited provision outside 1 Eton Street; some old benches at Golden Court; there could be some possibility for provision at the main square (near the tree and flower shop)			
<b>J. Public art:</b>	Condition: 1 ② 3 4 5	Location: 1 ② 3	
Other comments: some minor provision on Lower George Street square; but there could be more provision given that this area is a main part of the town centre			
<b>K. Lighting levels:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>L. Noise:</b>	Condition: 1 2 ③ 4 5		
Other comments: noise mainly from traffic, buses and aircraft; also some construction noise			
<b>M. Other factors (smell, dereliction, anti-social behaviour etc):</b>			
<b>N. General comments on the quality the area:</b> Current construction works at 1 Eton Street			



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<b>Town centre:</b> Richmond	<b>Key:</b> Condition: 1 = very good/pleasant; 5 = unpleasant/severe problem Location: 1= good/well positioned; 3 = poor location/cluttered/obstruction		
<b>Sub-area (location details / road):</b>	Area 5 – Back areas of George Street and The Quadrant, including Ambassador House, Magdelene's Church		
<b>Date of Survey:</b> 20/09/2012	<b>Time of Survey:</b> 10:30	<b>Ref No:</b>	
<b>A. Traffic and movement:</b>	Condition: 1 ② 3 4 5		
Other comments: some good passage ways for pedestrians that connect the back areas with the main town centre roads			
<b>B. Vegetation, landscaping and landscaped areas:</b>	Condition: ① 2 3 4 5	Location: ① 2 3	
Other comments: mature trees along Sheen Road, street trees along Paradise Road, planting at Drummonds Place			
<b>C. Street paving, condition and quality of pavements:</b>	Condition: 1 2 ③ 4 5		
Other comments: some uneven parts along Sheen Road that could do with repairing			
<b>D. Environmental aesthetics, design, public realm quality:</b>	Condition: 1 ② 3 4 5		
Other comments: generally good design and welcoming			
<b>E. Litter:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>F. Fly-posting and graffiti:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>G. Fly-tipping:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>H. Street clutter:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>I. Street furniture:</b>	Condition: 1 ② 3 4 5	Location: 1 ② 3	
Other comments: limited provision, but limited scope for provision of street furniture, given that this area is not the main part of the town centre, although some may be possible in the courts/open spaces			
<b>J. Public art:</b>	Condition: 1 2 3 4 5	Location: 1 2 3	
Other comments: none existing; unlikely to be appropriate in the back areas			
<b>K. Lighting levels:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>L. Noise:</b>	Condition: 1 ② 3 4 5		
Other comments: some noise from traffic and aircraft			
<b>M. Other factors (smell, dereliction, anti-social behaviour etc):</b>			
<b>N. General comments on the quality the area:</b> Area somewhat dominated by residential/gated developments (e.g. Lichfield Court)			

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<b>Town centre:</b> Richmond	<b>Key:</b> Condition: 1 = very good/pleasant; 5 = unpleasant/severe problem Location: 1= good/well positioned; 3 = poor location/cluttered/obstruction		
<b>Sub-area (location details / road):</b> Area 6 – The Quadrant, north of Sheen Road and Duke Street			
<b>Date of Survey:</b> 20/09/2012	<b>Time of Survey:</b> 08:30	<b>Ref No:</b>	
<b>A. Traffic and movement:</b>	Condition: 1 2 ③ 4 5		
Other comments: very busy and dominated by traffic; very constrained space;			
<b>B. Vegetation, landscaping and landscaped areas:</b>	Condition: 1 ② 3 4 5	Location: ① 2 3	
Other comments: some hanging baskets; no tree planting but very limited space			
<b>C. Street paving, condition and quality of pavements:</b>	Condition: 1 2 ③ 4 5		
Other comments: the road is about to be resurfaced as part of the Richmond Town Centre scheme; currently the surfacing is in very poor condition (note that some elements have already been upgraded/repaved); some of the back roads could also do with re-paving although they are not considered to be in a very poor condition			
<b>D. Environmental aesthetics, design, public realm quality:</b>	Condition: 1 ② 3 4 5		
Other comments: there is limited scope for improvements; some of the railings will be removed as part of the scheme; Works in progress: widened footways in better materials, railing removal, street furniture improvement			
<b>E. Litter:</b>	Condition: 1 ② 3 4 5		
Other comments: very minor issues, mainly around bins			
<b>F. Fly-posting and graffiti:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>G. Fly-tipping:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>H. Street clutter:</b>	Condition: 1 ② 3 4 5		
Other comments: works are currently ongoing to remove any street clutter			
<b>I. Street furniture:</b>	Condition: 1 ② 3 4 5	Location: 1 2 3	
Other comments: no scope for additional provision given the constrained area			
<b>J. Public art:</b>	Condition: 1 2 3 4 5	Location: 1 2 3	
Other comments: none existing; but very constrained space/no scope			
<b>K. Lighting levels:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>L. Noise:</b>	Condition: 1 2 ③ 4 5		
Other comments: noise mainly from traffic, buses and aircraft			
<b>M. Other factors (smell, dereliction, anti-social behaviour etc):</b>			
<b>N. General comments on the quality the area:</b> Works in progress to improve area further			

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<b>Town centre:</b> Richmond	<b>Key:</b> Condition: 1 = very good/pleasant; 5 = unpleasant/severe problem Location: 1= good/well positioned; 3 = poor location/cluttered/obstruction	
<b>Sub-area (location details / road):</b> Area 7 – Richmond station and surroundings		
<b>Date of Survey:</b> 20/09/2012	<b>Time of Survey:</b> 09:00	<b>Ref No:</b>
<b>A. Traffic and movement:</b>	Condition: 1 2 3 ④ 5	
Other comments: very busy and dominated by traffic; very constrained space; some difficulties in crossing for pedestrians e.g. from the railway station to the bus station; difficult levels and stairs to cope with (e.g. outside Foxtons, down to station entrance)		
<b>B. Vegetation, landscaping and landscaped areas:</b>	Condition: 1 2 3 ④ 5	Location: 1 ② 3
Other comments: no tree planting but very limited space; possibly as part of the future public design scheme		
<b>C. Street paving, condition and quality of pavements:</b>	Condition: 1 2 3 ④ 5	
Other comments: the road is about to be resurfaced as part of the Richmond Town Centre scheme; currently the surfacing is in very poor condition		
<b>D. Environmental aesthetics, design, public realm quality:</b>	Condition: 1 2 3 ④ 5	
Other comments: the buildings are generally of good design but the public space is of very poor quality		
<b>E. Litter:</b>	Condition: 1 2 ③ 4 5	
Other comments: mainly around bins and outside station hall (e.g. cigarette buds etc)		
<b>F. Fly-posting and graffiti:</b>	Condition: 1 ② 3 4 5	
Other comments:		
<b>G. Fly-tipping:</b>	Condition: ① 2 3 4 5	
Other comments:		
<b>H. Street clutter:</b>	Condition: 1 ② 3 4 5	
Other comments:		
<b>I. Street furniture:</b>	Condition: 1 2 ③ 4 5	Location: 1 ② 3
Other comments: insufficient and poor quality; possible new provision as part of design scheme		
<b>J. Public art:</b>	Condition: 1 2 3 4 5	Location: 1 ② 3
Other comments: none existing; but possible new provision as part of design scheme		
<b>K. Lighting levels:</b>	Condition: ① 2 3 4 5	
Other comments:		
<b>L. Noise:</b>	Condition: 1 2 ③ 4 5	
Other comments: very noisy but also very urban area; noise mainly from traffic, buses and aircraft, also vehicles (e.g. delivery vehicles) with engines on		
<b>M. Other factors (smell, dereliction, anti-social behaviour etc):</b> Some anti-social behaviour likely during evenings on the weekends Unpleasant area outside the station due to smoking and traffic		
<b>N. General comments on the quality the area:</b> Very urban area; future public design scheme will enhance this area, including provision of a new/traffic-free public open space, that makes it easier to move between the station entrance, bus stops and connection with the town Tree planting and seating to be agreed with SW Trains.		

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<b>Town centre:</b> Richmond	<b>Key:</b> Condition: 1 = very good/pleasant; 5 = unpleasant/severe problem Location: 1= good/well positioned; 3 = poor location/cluttered/obstruction		
<b>Sub-area (location details / road):</b> Area 8 – Parkshot / RACC, Kew Road, St Johns Road			
<b>Date of Survey:</b> 20/09/2012	<b>Time of Survey:</b> 09:30	<b>Ref No:</b>	
<b>A. Traffic and movement:</b>	Condition: 1 2 ③ 4 5		
Other comments: very busy and dominated by traffic; some waiting times at crossings for pedestrians			
<b>B. Vegetation, landscaping and landscaped areas:</b>	Condition: ① 2 3 4 5	Location: ① 2 3	
Other comments: good provision considering constrained space along main road; good quality planting and soft landscaping around Parkshot and back areas			
<b>C. Street paving, condition and quality of pavements:</b>	Condition: 1 2 ③ 4 5		
Other comments: some areas/roads/pavements are in need of repair			
<b>D. Environmental aesthetics, design, public realm quality:</b>	Condition: 1 ② 3 4 5		
Other comments: generally good, particularly the back areas			
<b>E. Litter:</b>	Condition: 1 ② 3 4 5		
Other comments: mainly around Old Deer Car Park/near the railway tracks			
<b>F. Fly-posting and graffiti:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>G. Fly-tipping:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>H. Street clutter:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>I. Street furniture:</b>	Condition: 1 2 3 4 5	Location: 1 ② 3	
Other comments: none existing; unlikely to be appropriate in the back areas, but maybe some provision may be possible along the main road			
<b>J. Public art:</b>	Condition: 1 2 3 4 5	Location: 1 ② 3	
Other comments: none existing; unlikely to be appropriate in the back areas but possibly along main road			
<b>K. Lighting levels:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>L. Noise:</b>	Condition: 1 2 ③ 4 5		
Other comments: noise mainly from traffic (some A316 traffic), including from aircraft and trains			
<b>M. Other factors (smell, dereliction, anti-social behaviour etc):</b> The Parkshot site and Old Deer Car Park site are very different to the main town centre areas in terms of their atmosphere and environmental quality			
<b>N. General comments on the quality the area:</b> This area has a secondary town centre role, providing mainly car parking and education			

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<b>Town centre:</b> Twickenham	<b>Key:</b> Condition: 1 = very good/pleasant; 5 = unpleasant/severe problem Location: 1= good/well positioned; 3 = poor location/cluttered/obstruction		
<b>Sub-area (location details / road):</b> Area 1 – Heath Road			
<b>Date of Survey:</b> 09/10/2012	<b>Time of Survey:</b> 14:00	<b>Ref No:</b>	
<b>A. Traffic and movement:</b>	Condition: 1 ② 3 4 5		
Other comments: lots of traffic, considering time of day; some very fast traffic; designated pedestrian crossings but considerable waiting time			
<b>B. Vegetation, landscaping and landscaped areas:</b>	Condition: 1 ② 3 4 5	Location: 1 ② 3	
Other comments: street trees, soft landscaping, hanging baskets			
<b>C. Street paving, condition and quality of pavements:</b>	Condition: 1 ② 3 4 5		
Other comments: pavements generally good and of sufficient width; some patchy parts, particularly where the forecourts have different heights (i.e. step up)			
<b>D. Environmental aesthetics, design, public realm quality:</b>	Condition: 1 ② 3 4 5		
Other comments: generally good, except the area by the underpass feels slightly unpleasant; Good public realm. Some sites, buildings and frontages need attention			
<b>E. Litter:</b>	Condition: 1 ② 3 4 5		
Other comments: near rail tracks (end of Heath Road), some minor issues near bins			
<b>F. Fly-posting and graffiti:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>G. Fly-tipping:</b>	Condition: 1 ② 3 4 5		
Other comments: dumped bin bag			
<b>H. Street clutter:</b>	Condition: 1 ② 3 4 5		
Other comments: green boxes, signs, boards etc, but not feeling too cluttered			
<b>I. Street furniture:</b>	Condition: 1 ② 3 4 5	Location: 1 ② 3	
Other comments: some old railings (near the railway underpass), new cycle stands, very limited opportunities for seating, some old benches; scope for more benches			
<b>J. Public art:</b>	Condition: 1 2 3 4 5	Location: 1 ② 3	
Other comments: none existing; could be possible but Heath Road provides entrance into town so may not be suitable			
<b>K. Lighting levels:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>L. Noise:</b>	Condition: 1 ② 3 4 5		
Other comments: traffic related noise			
<b>M. Other factors (smell, dereliction, anti-social behaviour etc):</b>			
<b>N. General comments on the quality the area:</b> Some dilapidated shops and shopfronts along Heath Road; Good streetscape upgrade (in 2004), but traffic dominated. Subject to Twickenham Area Action Plan policies, proposals and improvements.			

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<b>Town centre:</b> Twickenham	<b>Key:</b> Condition: 1 = very good/pleasant; 5 = unpleasant/severe problem Location: 1= good/well positioned; 3 = poor location/cluttered/obstruction		
<b>Sub-area (location details / road):</b> Area 2 – King Street, Cross Deep			
<b>Date of Survey:</b> 09/10/2012	<b>Time of Survey:</b> 14:30	<b>Ref No:</b>	
<b>A. Traffic and movement:</b>	Condition: 1 2 ③ 4 5		
Other comments: very busy (could be start of school traffic); resurfaced service road behind Iceland; difficult to cross as a pedestrian – 4 lanes of traffic; Poor 'pig pen' road crossing point and railings; very busy by the bus stops			
<b>B. Vegetation, landscaping and landscaped areas:</b>	Condition: 1 ② 3 4 5	Location: 1 ② 3	
Other comments: tree planting, hanging baskets; very limited provision in King Street			
<b>C. Street paving, condition and quality of pavements:</b>	Condition: 1 2 ③ 4 5		
Other comments: roads generally good, but pavements very patchy; very narrow pavements (e.g. by bus stops and green grocer)			
<b>D. Environmental aesthetics, design, public realm quality:</b>	Condition: 1 2 3 ④ 5		
Other comments: very dominated by busy junction and traffic; difficult environment for pedestrians; very poor and unpleasant environment; very poor and seedy alongside the listed building and the George PH pub, listed telephone box, very congested due to bus queues; poor paving, ugly cycle lane, very ugly utility boxes, poor contrast to Heath Road			
<b>E. Litter:</b>	Condition: 1 2 ③ 4 5		
Other comments: near bins, in corners, in phone box, in passage way linking Holly Road with King Street,			
<b>F. Fly-posting and graffiti:</b>	Condition: 1 ② 3 4 5		
Other comments: one incident in public footpath between Holly Road and King Street			
<b>G. Fly-tipping:</b>	Condition: 1 ② 3 4 5		
Other comments: dumped black bin bag outside Natwest			
<b>H. Street clutter:</b>	Condition: 1 2 3 ④ 5		
Other comments: green boxes, shop signs, boards and adverts; old/ugly railings; poor signage and intrusive utility boxes; road/traffic signs; green grocers occupies large part on pavement			
<b>I. Street furniture:</b>	Condition: ① 2 3 4 5	Location: 1 ② 3	
Other comments: very constrained space; cycle stands, old street lighting (Cross Deep) but new lighting along King Street; Cross Deep lighting needs renewing as King Street / Heath Road have already been done; old/ugly and intrusive railings; limited seating opportunities (one bench by Natwest and outside Santander); good bush shelters			
<b>J. Public art:</b>	Condition: 1 2 3 4 5	Location: 1 ② 3	
Other comments: none existing; there may be some scope for art installations			
<b>K. Lighting levels:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>L. Noise:</b>	Condition: 1 ② 3 4 5		
Other comments: traffic related noise, particularly from HGVs and buses			
<b>M. Other factors (smell, dereliction, anti-social behaviour etc):</b> Fumes from buses at bus stops			
<b>N. General comments on the quality the area:</b> Charity 'muggers' – down market atmosphere; Pivotal space in town centre, could make significant contribution to regeneration. Subject to Twickenham Area Action Plan policies, proposals and improvements.			

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<b>Town centre:</b> Twickenham	<b>Key:</b> Condition: 1 = very good/pleasant; 5 = unpleasant/severe problem Location: 1= good/well positioned; 3 = poor location/cluttered/obstruction		
<b>Sub-area (location details / road):</b> Area 3 – Church Street, Twickenham riverside, embankment			
<b>Date of Survey:</b> 09/10/2012	<b>Time of Survey:</b> 15:00	<b>Ref No:</b>	
<b>A. Traffic and movement:</b>	Condition: 1 ② 3 4 5		
Other comments: some narrow/congested lanes leading from King Street to Riverside; good passageways for pedestrians; Church Street very busy (cars); lots of parking spaces at embankment			
<b>B. Vegetation, landscaping and landscaped areas:</b>	Condition: ① 2 3 4 5	Location: ① 2 3	
Other comments: lots of tree planting at riverside/embankment, hanging baskets in Church Street, open spaces (Jubilee Gardens), near riverside etc			
<b>C. Street paving, condition and quality of pavements:</b>	Condition: 1 ② 3 4 5		
Other comments: mixed condition; current pavement repair works; some new road surfaces but also some very patchy sections			
<b>D. Environmental aesthetics, design, public realm quality:</b>	Condition: 1 ② 3 4 5		
Other comments: pleasant area, but embankment/riverside impacted by car parking and Church Street slightly impacted by traffic			
<b>E. Litter:</b>	Condition: 1 ② 3 4 5		
Other comments: very minor			
<b>F. Fly-posting and graffiti:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>G. Fly-tipping:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>H. Street clutter:</b>	Condition: ① 2 3 4 5		
Other comments: signs/ads and flags in Church Street			
<b>I. Street furniture:</b>	Condition: ① 2 3 4 5	Location: ① 2 3	
Other comments: generally very good; new lighting columns, some new and old benches			
<b>J. Public art:</b>	Condition: 1 2 3 4 5	Location: 1 ② 3	
Other comments: none existing; but there is scope for some			
<b>K. Lighting levels:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>L. Noise:</b>	Condition: ① 2 3 4 5		
Other comments: some from minor road works			
<b>M. Other factors (smell, dereliction, anti-social behaviour etc):</b>			
<b>N. General comments on the quality the area:</b> Very mixed area – Riverside/embankment could be split into two parts: the refurbished/upgraded part and the old part; Church Street very different from Riverside; Church Street has amongst the best townscape of the town centre - closure to traffic at certain times of day would be beneficial. Subject to Twickenham Area Action Plan policies, proposals and improvements.			
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**London Borough of Richmond upon Thames**  
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<b>Town centre:</b> Twickenham	<b>Key:</b> Condition: 1 = very good/pleasant; 5 = unpleasant/severe problem Location: 1= good/well positioned; 3 = poor location/cluttered/obstruction		
<b>Sub-area (location details / road):</b> Area 4 – York Street, back of Church Street			
<b>Date of Survey:</b> 12/10/2012	<b>Time of Survey:</b> 11:30	<b>Ref No:</b>	
<b>A. Traffic and movement:</b>	Condition: 1 2 ③ 4 5		
Other comments: very busy, particularly at junction of York Street and London Road; very dominated by traffic; likely to be insufficient parking; pedestrian crossings at traffic lights/junction; dangerous crossing point at Water Lane / Church Street; pedestrian / vehicular conflict			
<b>B. Vegetation, landscaping and landscaped areas:</b>	Condition: 1 ② 3 4 5	Location: 1 ② 3	
Other comments: some street trees towards the back road of Civic Centre/rear of Church Street; couple of trees in front of HSBC and one in front of Barclays; limited scope for tree planting in York Street			
<b>C. Street paving, condition and quality of pavements:</b>	Condition: 1 ② 3 4 5		
Other comments: pavements in good condition, minor needs of repairs, somewhat patchy; very narrow by Barclays Bank			
<b>D. Environmental aesthetics, design, public realm quality:</b>	Condition: 1 2 ③ 4 5		
Other comments: reasonable but very dominated by traffic; dull area behind shops in York Street			
<b>E. Litter:</b>	Condition: 1 ② 3 4 5		
Other comments: some minor issues			
<b>F. Fly-posting and graffiti:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>G. Fly-tipping:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>H. Street clutter:</b>	Condition: 1 ② 3 4 5		
Other comments: signs and adverts on pavements			
<b>I. Street furniture:</b>	Condition: 1 ② 3 4 5	Location: 1 2 ③	
Other comments: old/ugly railings; boards/signs and adverts; new lighting (on buildings)			
<b>J. Public art:</b>	Condition: 1 2 3 4 5	Location: 1 2 3	
Other comments: none existing; no scope for any installations			
<b>K. Lighting levels:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>L. Noise:</b>	Condition: 1 ② 3 4 5		
Other comments: traffic related noise			
<b>M. Other factors (smell, dereliction, anti-social behaviour etc):</b>			
<b>N. General comments on the quality the area:</b> Boarded up shop. Subject to Twickenham Area Action Plan policies, proposals and improvements.			



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<b>Town centre:</b> Twickenham	<b>Key:</b> Condition: 1 = very good/pleasant; 5 = unpleasant/severe problem Location: 1= good/well positioned; 3 = poor location/cluttered/obstruction		
<b>Sub-area (location details / road):</b> Area 5 – Civic area, York House and Gardens, including Champions Wharf			
<b>Date of Survey:</b> 12/10/2012	<b>Time of Survey:</b> 11:00	<b>Ref No:</b>	
<b>A. Traffic and movement:</b>	Condition: 1 ② 3 4 5		
Other comments: good pedestrian connections / passageways,			
<b>B. Vegetation, landscaping and landscaped areas:</b>	Condition: ① 2 3 4 5	Location: ① 2 3	
Other comments: street trees; trees and soft landscaping in civic area; tree planting, landscaping and vegetation in park/open space areas			
<b>C. Street paving, condition and quality of pavements:</b>	Condition: 1 ② 3 4 5		
Other comments: generally good, but the road/car park by the embankment is in need of repair; minor needs of repair also within Civic Centre / York House car park and York House access road			
<b>D. Environmental aesthetics, design, public realm quality:</b>	Condition: 1 ② 3 4 5		
Other comments: very pleasant area, lots of park and open space areas; high quality historic buildings; Champions Wharf is however in need of upgrade and currently subject to a Parks Improvement Programme consultation			
<b>E. Litter:</b>	Condition: ① 2 3 4 5		
Other comments: very minor issues near bins			
<b>F. Fly-posting and graffiti:</b>	Condition: 1 ② 3 4 5		
Other comments: some minor graffiti in York House Gardens (on a board)			
<b>G. Fly-tipping:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>H. Street clutter:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>I. Street furniture:</b>	Condition: ① 2 3 4 5	Location: ① 2 3	
Other comments: limited possibilities along Richmond Road, but lots of seating opportunity in open spaces and along riverside			
<b>J. Public art:</b>	Condition: 1 ② 3 4 5	Location: 1 ② 3	
Other comments: Champions Wharf sculptures – in need of upgrade; York House Gardens			
<b>K. Lighting levels:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>L. Noise:</b>	Condition: 1 ② 3 4 5		
Other comments: traffic related noise along Richmond Road, but very tranquil by riverside and in York House Gardens			
<b>M. Other factors (smell, dereliction, anti-social behaviour etc):</b>			
<b>N. General comments on the quality the area:</b> Some residential properties are included in this area; Riverside area/road can be affected by high tides and flooding. Subject to Twickenham Area Action Plan policies, proposals and improvements.			

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<b>Town centre:</b> Twickenham	<b>Key:</b> Condition: 1 = very good/pleasant; 5 = unpleasant/severe problem Location: 1= good/well positioned; 3 = poor location/cluttered/obstruction		
<b>Sub-area (location details / road):</b> Area 6 – London Road (south of Regal House), Arragon Road			
<b>Date of Survey:</b> 12/10/2012	<b>Time of Survey:</b> 12:00	<b>Ref No:</b>	
<b>A. Traffic and movement:</b>	Condition: 1 2 ③ 4 5		
Other comments: very busy, also in regard to parking spaces; crossing road at designated pedestrian crossing, but otherwise difficult; some parking on double-yellow lines (particularly outside Arragon car park); Arragon car park access area is pedestrian unfriendly			
<b>B. Vegetation, landscaping and landscaped areas:</b>	Condition: 1 ② 3 4 5	Location: 1 ② 3	
Other comments: street trees at northern end of London Road (e.g. outside Waitrose), new landscaping and design by Premier House			
<b>C. Street paving, condition and quality of pavements:</b>	Condition: 1 ② 3 4 5		
Other comments: road very patchy and in need of repairs; pavements along London Road of sufficient width but in need of upgrade; some new pavement surfacing in Arragon Road			
<b>D. Environmental aesthetics, design, public realm quality:</b>	Condition: 1 2 ③ 4 5		
Other comments: very traffic dominated; some poor quality buildings; open space in Garfield Road in need of upgrade (currently subject to Parks Improvement programme consultation); new landscaping outside Premier House			
<b>E. Litter:</b>	Condition: 1 ② 3 4 5		
Other comments: minor issues near bins and in Garfield Road open space			
<b>F. Fly-posting and graffiti:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>G. Fly-tipping:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>H. Street clutter:</b>	Condition: 1 2 ③ 4 5		
Other comments: green boxes, signs, boards, adverts – specifically in London Road			
<b>I. Street furniture:</b>	Condition: 1 2 ③ 4 5	Location: 1 ② 3	
Other comments: old/ugly railings, old bins, very limited seating opportunities, some new lighting columns			
<b>J. Public art:</b>	Condition: 1 2 3 4 5	Location: 1 ② 3	
Other comments: none existing, but there is scope for some			
<b>K. Lighting levels:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>L. Noise:</b>	Condition: 1 2 ③ 4 5		
Other comments: traffic related noise			
<b>M. Other factors (smell, dereliction, anti-social behaviour etc):</b>			
<b>N. General comments on the quality the area:</b> Some residential properties, particularly along Arragon Road, are included in this area. Opportunity to form new public space in front of library and part pedestrianised street. Subject to Twickenham Area Action Plan policies, proposals and improvements.			

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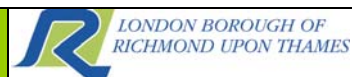
<b>Town centre:</b> Twickenham	<b>Key:</b> Condition: 1 = very good/pleasant; 5 = unpleasant/severe problem Location: 1= good/well positioned; 3 = poor location/cluttered/obstruction		
<b>Sub-area (location details / road):</b> Area 7 – Twickenham station and surroundings, including Regal House			
<b>Date of Survey:</b> 12/10/2012	<b>Time of Survey:</b> 12:30	<b>Ref No:</b>	
<b>A. Traffic and movement:</b>	Condition: 1 2 ③ 4 5		
Other comments: very busy, pedestrian crossings at main junctions, including designated crossing outside station; pedestrian movement generally difficult; stairs to Station Yard from London Road			
<b>B. Vegetation, landscaping and landscaped areas:</b>	Condition: 1 ② 3 4 5	Location: 1 ② 3	
Other comments: some street trees outside Regal House, possibly scope for more as part of station and former sorting office redevelopment; trees and landscaping along River Crane and by Heatham House; planting opportunities restricted by bridge			
<b>C. Street paving, condition and quality of pavements:</b>	Condition: 1 2 ③ 4 5		
Other comments: pavements somewhat patchy and in need of resurfacing; road is patchy and some parts are in need of repair			
<b>D. Environmental aesthetics, design, public realm quality:</b>	Condition: 1 2 ③ 4 5		
Other comments: some very poor quality buildings, e.g. station; station site feels somewhat unpleasant; moderate public realm quality; Station Yard area: barren and neglected			
<b>E. Litter:</b>	Condition: 1 2 ③ 4 5		
Other comments: at the back/side of Regal House; in Station Yard, including car park			
<b>F. Fly-posting and graffiti:</b>	Condition: 1 ② 3 4 5		
Other comments: some graffiti on main station building			
<b>G. Fly-tipping:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>H. Street clutter:</b>	Condition: 1 2 ③ 4 5		
Other comments: old railings, bins, green boxes, insufficient dedicated cycle parking – leading to cycles chained to railings and obstructing pavements			
<b>I. Street furniture:</b>	Condition: 1 2 ③ 4 5	Location: 1 ② 3	
Other comments: some old benches, old lighting etc			
<b>J. Public art:</b>	Condition: 1 ② 3 4 5	Location: 1 ② 3	
Other comments: one art installation outside of station, but scope for more/enhanced art			
<b>K. Lighting levels:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>L. Noise:</b>	Condition: 1 2 ③ 4 5		
Other comments: noise from traffic and trains			
<b>M. Other factors (smell, dereliction, anti-social behaviour etc):</b>			
<b>N. General comments on the quality the area:</b> The station site has planning permission for redevelopment and is expected to be implemented in the next few years. The former post office sorting office site is also expected to be redeveloped in the next few years. Dominated visually by Regal House and bridge. Subject to Twickenham Area Action Plan policies, proposals and improvements.			
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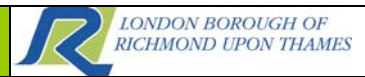
<b>Town centre:</b> Twickenham	<b>Key:</b> Condition: 1 = very good/pleasant; 5 = unpleasant/severe problem Location: 1= good/well positioned; 3 = poor location/cluttered/obstruction		
<b>Sub-area (location details / road):</b> Area 8 – Holly Road, including car park and Queen's House			
<b>Date of Survey:</b> 10/10/2012	<b>Time of Survey:</b> 8:15	<b>Ref No:</b>	
<b>A. Traffic and movement:</b>	Condition: 1 ② 3 4 5		
Other comments: one way traffic along Holly Road (very narrow); narrow and difficult to move for pedestrians			
<b>B. Vegetation, landscaping and landscaped areas:</b>	Condition: ① 2 3 4 5	Location: ① 2 3	
Other comments: some mature trees including soft landscaping in Holly Road car park; mature trees and vegetation in open space (Holly Road Garden of Rest); some front garden vegetation (e.g. Grosvenor Road); no scope for vegetation/planting in other parts due to constrained areas			
<b>C. Street paving, condition and quality of pavements:</b>	Condition: 1 2 ③ 4 5		
Other comments: mixed condition; Holly Road car park good; Holly Road very narrow to no pavements; pavements patchy and in need of repair			
<b>D. Environmental aesthetics, design, public realm quality:</b>	Condition: 1 2 ③ 4 5		
Other comments: rather unpleasant area, some dilapidated buildings; untidy, particularly at rear of buildings/shops			
<b>E. Litter:</b>	Condition: 1 2 ③ 4 5		
Other comments: major litter issues in service road (Holly Road); some issues also in the car park			
<b>F. Fly-posting and graffiti:</b>	Condition: 1 ② 3 4 5		
Other comments: self-written "NO PARKING" on the rear of buildings/facing service road			
<b>G. Fly-tipping:</b>	Condition: 1 2 ③ 4 5		
Other comments: lots of dumped bin bags in private parking areas and along Holly Road			
<b>H. Street clutter:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>I. Street furniture:</b>	Condition: ① 2 3 4 5	Location: ① 2 3	
Other comments: very limited, but very constrained area; some benches and seating opportunities in Holly Road Garden of Rest and playground			
<b>J. Public art:</b>	Condition: 1 2 3 4 5	Location: 1 ② 3	
Other comments: none existing; very limited opportunity but possibly in open space			
<b>K. Lighting levels:</b>	Condition: 1 ② 3 4 5		
Other comments: it is difficult to assess these during daylight hours, but the assumption is that the levels are good; Improvements to the lighting are planned for the passage between King Street & Holly Road			
<b>L. Noise:</b>	Condition: ① 2 3 4 5		
Other comments: very quiet during time of survey (early morning)			
<b>M. Other factors (smell, dereliction, anti-social behaviour etc):</b>			
<b>N. General comments on the quality the area:</b> Significant amount of residential properties are included in this area; the area is mainly a service area and thus has a secondary town centre role. Subject to Twickenham Area Action Plan policies, proposals and improvements.			
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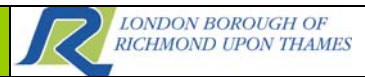
<b>Town centre:</b> Teddington	<b>Key:</b> Condition: 1 = very good/pleasant; 5 = unpleasant/severe problem Location: 1= good/well positioned; 3 = poor location/cluttered/obstruction		
<b>Sub-area (location details / road):</b> Area 1 – Memorial Hospital, Methodist Church			
<b>Date of Survey:</b> 09/10/2012	<b>Time of Survey:</b> 8:30	<b>Ref No:</b>	
<b>A. Traffic and movement:</b>	Condition: 1 2 ③ 4 5		
Other comments: very busy junction, lots of traffic, morning rush-hour			
<b>B. Vegetation, landscaping and landscaped areas:</b>	Condition: ① 2 3 4 5	Location: ① 2 3	
Other comments: lots of trees, soft landscaping, open space in front of church			
<b>C. Street paving, condition and quality of pavements:</b>	Condition: 1 ② 3 4 5		
Other comments: pavement and road surfacing in minor need of repairs			
<b>D. Environmental aesthetics, design, public realm quality:</b>	Condition: 1 ② 3 4 5		
Other comments: pleasant area given the busy road/junction			
<b>E. Litter:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>F. Fly-posting and graffiti:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>G. Fly-tipping:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>H. Street clutter:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>I. Street furniture:</b>	Condition: 1 ② 3 4 5	Location: ① 2 3	
Other comments: good provision of benches (the ones in the open space are slightly dated) – the seating in the green area will be replaced			
<b>J. Public art:</b>	Condition: 1 2 3 4 5	Location: 1 ② 3	
Other comments: none existing; scope for some very limited public art			
<b>K. Lighting levels:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>L. Noise:</b>	Condition: 1 ② 3 4 5		
Other comments: traffic related noise			
<b>M. Other factors (smell, dereliction, anti-social behaviour etc):</b>			
<b>N. General comments on the quality the area:</b>			

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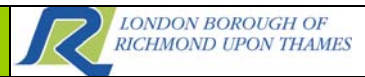
<b>Town centre:</b> Teddington	<b>Key:</b> Condition: 1 = very good/pleasant; 5 = unpleasant/severe problem Location: 1= good/well positioned; 3 = poor location/cluttered/obstruction		
<b>Sub-area (location details / road):</b> Area 2 – Broad Street			
<b>Date of Survey:</b> 09/10/2012	<b>Time of Survey:</b> 9:00	<b>Ref No:</b>	
<b>A. Traffic and movement:</b>	Condition: 1 2 ③ 4 5		
Other comments: very busy, dedicated crossings for pedestrians, lots of parking and loading activities			
<b>B. Vegetation, landscaping and landscaped areas:</b>	Condition: ① 2 3 4 5	Location: ① 2 3	
Other comments: some tree planting by bus stop, but very limited; very few hanging baskets; limited soft landscaping; given constrained area, there is little scope for more planting			
<b>C. Street paving, condition and quality of pavements:</b>	Condition: 1 2 ③ 4 5		
Other comments: very patchy pavement; some very narrow pavement sections; repaving under way, with removal of red bricks and block infill etc			
<b>D. Environmental aesthetics, design, public realm quality:</b>	Condition: 1 ② 3 4 5		
Other comments: somewhat dominated by traffic; but very busy and vibrant area with very few empty shops			
<b>E. Litter:</b>	Condition: 1 ② 3 4 5		
Other comments: minor issues around the bins			
<b>F. Fly-posting and graffiti:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>G. Fly-tipping:</b>	Condition: 1 ② 3 4 5		
Other comments: charity shop donations could be regarded as fly-tipping			
<b>H. Street clutter:</b>	Condition: 1 ② 3 4 5		
Other comments: not too cluttered			
<b>I. Street furniture:</b>	Condition: ① 2 3 4 5	Location: ① 2 3	
Other comments: some benches, limited scope for more; new cycle stands			
<b>J. Public art:</b>	Condition: 1 2 3 4 5	Location: 1 ② 3	
Other comments: none existing, except Mo Farah's golden post box; there may be some scope for art installations			
<b>K. Lighting levels:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>L. Noise:</b>	Condition: 1 ② 3 4 5		
Other comments: traffic related noise			
<b>M. Other factors (smell, dereliction, anti-social behaviour etc):</b>			
<b>N. General comments on the quality the area:</b> Possible further street scene upgrading in the future			

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<b>Sub-area (location details / road):</b> Area 3 – The Causeway, Church Road			
<b>Date of Survey:</b> 09/10/2012	<b>Time of Survey:</b> 9:45	<b>Ref No:</b>	
<b>A. Traffic and movement:</b>	Condition: 1 2 ③ 4 5		
Other comments: very busy junction; traffic dominated			
<b>B. Vegetation, landscaping and landscaped areas:</b>	Condition: 1 ② 3 4 5	Location: ① 2 3	
Other comments: street trees, groups of trees, soft landscaping by park House and small open space near The Causeway			
<b>C. Street paving, condition and quality of pavements:</b>	Condition: 1 ② 3 4 5		
Other comments: mixed condition; current pavement repair works; some new road surfaces but also some very patchy sections			
<b>D. Environmental aesthetics, design, public realm quality:</b>	Condition: 1 ② 3 4 5		
Other comments: pleasant area, given the traffic impacts			
<b>E. Litter:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>F. Fly-posting and graffiti:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>G. Fly-tipping:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>H. Street clutter:</b>	Condition: 1 ② 3 4 5		
Other comments: not too cluttered			
<b>I. Street furniture:</b>	Condition: 1 ② 3 4 5	Location: ① 2 3	
Other comments: some benches (in need of refurbishment), but constrained for additional ones			
<b>J. Public art:</b>	Condition: 1 2 3 4 5	Location: 1 ② 3	
Other comments: none existing; some scope for minor art installations			
<b>K. Lighting levels:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>L. Noise:</b>	Condition: 1 ② 3 4 5		
Other comments: traffic and construction related noise			
<b>M. Other factors (smell, dereliction, anti-social behaviour etc):</b>			
<b>N. General comments on the quality the area:</b> Some residential properties are included in this part of the town centre The circular bench to be replaced, possible lighting upgrade			

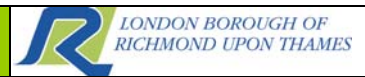
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<b>Town centre:</b> Teddington	<b>Key:</b> Condition: 1 = very good/pleasant; 5 = unpleasant/severe problem Location: 1= good/well positioned; 3 = poor location/cluttered/obstruction		
<b>Sub-area (location details / road):</b> Area 4 – Station and surroundings (Station Road)			
<b>Date of Survey:</b> 09/10/2012	<b>Time of Survey:</b> 10:15	<b>Ref No:</b>	
<b>A. Traffic and movement:</b>	Condition: 1 ② 3 4 5		
Other comments: roundabout – new design, resurfacing and layout; generally less busy (post rush hour)			
<b>B. Vegetation, landscaping and landscaped areas:</b>	Condition: ① 2 3 4 5	Location: ① 2 3	
Other comments: street trees, groups of trees, soft landscaping by park House and small open space near The Causeway			
<b>C. Street paving, condition and quality of pavements:</b>	Condition: 1 ② 3 4 5		
Other comments: mixed condition; newly resurfaced on main road (Broad St & High St), but other parts are rather patchy; some sections of the pavement have been damaged by tree roots			
<b>D. Environmental aesthetics, design, public realm quality:</b>	Condition: 1 ② 3 4 5		
Other comments: pleasant area, amenity space by Park Road / The Causeway; buildings – offices, hotel, Business Park			
<b>E. Litter:</b>	Condition: 1 ② 3 4 5		
Other comments: some minor issues in open space			
<b>F. Fly-posting and graffiti:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>G. Fly-tipping:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>H. Street clutter:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>I. Street furniture:</b>	Condition: ① 2 3 4 5	Location: ① 2 3	
Other comments: benches in open space area, but very limited scope for additional ones			
<b>J. Public art:</b>	Condition: 1 2 3 4 5	Location: 1 ② 3	
Other comments: none existing; some scope for minor art installations			
<b>K. Lighting levels:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>L. Noise:</b>	Condition: 1 ② 3 4 5		
Other comments: traffic related noise			
<b>M. Other factors (smell, dereliction, anti-social behaviour etc):</b>			
<b>N. General comments on the quality the area:</b>			



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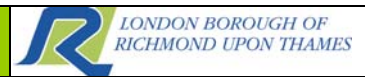
<b>Town centre:</b> Teddington	<b>Key:</b> Condition: 1 = very good/pleasant; 5 = unpleasant/severe problem Location: 1= good/well positioned; 3 = poor location/cluttered/obstruction		
<b>Sub-area (location details / road):</b> Area 5 – Waldegrave Road			
<b>Date of Survey:</b> 09/10/2012	<b>Time of Survey:</b> 10:30	<b>Ref No:</b>	
<b>A. Traffic and movement:</b>	Condition: 1 2 ③ 4 5		
Other comments: very wide road, busy considering time of day			
<b>B. Vegetation, landscaping and landscaped areas:</b>	Condition: ① 2 3 4 5	Location: ① 2 3	
Other comments: street trees, soft landscaping, tree planting – particularly in open space but also near businesses			
<b>C. Street paving, condition and quality of pavements:</b>	Condition: 1 2 ③ 4 5		
Other comments: very patchy road and in need of repair; pavements in some sections very narrow and damaged by tree roots			
<b>D. Environmental aesthetics, design, public realm quality:</b>	Condition: 1 ② 3 4 5		
Other comments: generally pleasant area; public space			
<b>E. Litter:</b>	Condition: 1 ② 3 4 5		
Other comments: very minor issues near bins			
<b>F. Fly-posting and graffiti:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>G. Fly-tipping:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>H. Street clutter:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>I. Street furniture:</b>	Condition: 1 ② 3 4 5	Location: ① 2 3	
Other comments: lots of benches in public space			
<b>J. Public art:</b>	Condition: 1 2 3 4 5	Location: 1 ② 3	
Other comments: none existing; could be possible in public space			
<b>K. Lighting levels:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>L. Noise:</b>	Condition: 1 ② 3 4 5		
Other comments: traffic related noise			
<b>M. Other factors (smell, dereliction, anti-social behaviour etc):</b>			
<b>N. General comments on the quality the area:</b> Refurbishment works at Teddington library			

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**Environmental quality survey of five main town centres & Barnes**



<b>Town centre:</b> Teddington	<b>Key:</b> Condition: 1 = very good/pleasant; 5 = unpleasant/severe problem Location: 1= good/well positioned; 3 = poor location/cluttered/obstruction		
<b>Sub-area (location details / road):</b> Area 6 – High Street, including Vicarage Road			
<b>Date of Survey:</b> 09/10/2012	<b>Time of Survey:</b> 11:00	<b>Ref No:</b>	
<b>A. Traffic and movement:</b>	Condition: 1 ② 3 4 5		
Other comments: very busy, also in regard to parking spaces; crossing road at designated pedestrian crossing, but otherwise difficult			
<b>B. Vegetation, landscaping and landscaped areas:</b>	Condition: ① 2 3 4 5	Location: ① 2 3	
Other comments: street trees, hanging baskets			
<b>C. Street paving, condition and quality of pavements:</b>	Condition: 1 ② 3 4 5		
Other comments: wide pavements, somewhat patchy here and there; some narrow pavement sections			
<b>D. Environmental aesthetics, design, public realm quality:</b>	Condition: 1 ② 3 4 5		
Other comments: very pleasant			
<b>E. Litter:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>F. Fly-posting and graffiti:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>G. Fly-tipping:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>H. Street clutter:</b>	Condition: 1 ② 3 4 5		
Other comments: green boxes etc, but not feeling too cluttered			
<b>I. Street furniture:</b>	Condition: 1 ② 3 4 5	Location: 1 ② 3	
Other comments: new cycle stands, limited seating opportunities			
<b>J. Public art:</b>	Condition: 1 2 3 4 5	Location: 1 ② 3	
Other comments: none existing; could be possible			
<b>K. Lighting levels:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>L. Noise:</b>	Condition: 1 ② 3 4 5		
Other comments: traffic related noise			
<b>M. Other factors (smell, dereliction, anti-social behaviour etc):</b>			
<b>N. General comments on the quality the area:</b>			

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**Environmental quality survey of five main town centres & Barnes**



<b>Town centre:</b> Teddington	<b>Key:</b> Condition: 1 = very good/pleasant; 5 = unpleasant/severe problem Location: 1= good/well positioned; 3 = poor location/cluttered/obstruction		
<b>Sub-area (location details / road):</b> Area 7 – Lower end of High Street and Ferry Road			
<b>Date of Survey:</b> 09/10/2012	<b>Time of Survey:</b> 11:30	<b>Ref No:</b>	
<b>A. Traffic and movement:</b>	Condition: 1 ② 3 4 5		
Other comments: less busy, some traffic near junction of Ferry Road and Kingston Road			
<b>B. Vegetation, landscaping and landscaped areas:</b>	Condition: ① 2 3 4 5	Location: ① 2 3	
Other comments: street trees, soft landscaping, open spaces, some very mature trees by Arts Centre			
<b>C. Street paving, condition and quality of pavements:</b>	Condition: 1 ② 3 4 5		
Other comments: wide pavements, road surfacing generally good			
<b>D. Environmental aesthetics, design, public realm quality:</b>	Condition: ① 2 3 4 5		
Other comments: very pleasant; interesting buildings, including Arts Centre			
<b>E. Litter:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>F. Fly-posting and graffiti:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>G. Fly-tipping:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>H. Street clutter:</b>	Condition: 1 ② 3 4 5		
Other comments: number of signs and adverts near the Arts Centre			
<b>I. Street furniture:</b>	Condition: 1 ② 3 4 5	Location: 1 ② 3	
Other comments: two off-street benches, with some scope for more			
<b>J. Public art:</b>	Condition: 1 2 3 4 5	Location: 1 ② 3	
Other comments: none existing; could be possible but may not be suitable in this location			
<b>K. Lighting levels:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>L. Noise:</b>	Condition: 1 ② 3 4 5		
Other comments: minor traffic related noise			
<b>M. Other factors (smell, dereliction, anti-social behaviour etc):</b>			
<b>N. General comments on the quality the area:</b> Secondary town centre role; entry to town			

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<b>Town centre:</b> East Sheen	<b>Key:</b> Condition: 1 = very good/pleasant; 5 = unpleasant/severe problem Location: 1= good/well positioned; 3 = poor location/cluttered/obstruction	
<b>Sub-area (location details / road):</b> Area 1 – Western part of Upper Richmond Road West		
<b>Date of Survey:</b> 21/09/2012	<b>Time of Survey:</b> 11:00	<b>Ref No:</b>
<b>A. Traffic and movement:</b>	Condition: 1 2 ③ 4 5	
Other comments: very busy road – Red Route; extended waiting times for pedestrians to cross the road		
<b>B. Vegetation, landscaping and landscaped areas:</b>	Condition: ① 2 3 4 5	Location: ① 2 3
Other comments: plenty of street trees, many landscaped front gardens		
<b>C. Street paving, condition and quality of pavements:</b>	Condition: 1 ② 3 4 5	
Other comments: newly surfaced road; good pavements, including sufficient width, with very minor need of repairs		
<b>D. Environmental aesthetics, design, public realm quality:</b>	Condition: 1 ② 3 4 5	
Other comments:		
<b>E. Litter:</b>	Condition: 1 ② 3 4 5	
Other comments: some minor issues around bins		
<b>F. Fly-posting and graffiti:</b>	Condition: 1 ② 3 4 5	
Other comments:		
<b>G. Fly-tipping:</b>	Condition: 1 ② 3 4 5	
Other comments: in one location (back-/service-road)		
<b>H. Street clutter:</b>	Condition: 1 ② 3 4 5	
Other comments: only minor issues, but generally not feeling too cluttered		
<b>I. Street furniture:</b>	Condition: ① 2 3 4 5	Location: ① 2 3
Other comments: some new benches		
<b>J. Public art:</b>	Condition: 1 2 3 4 5	Location: 1 ② 3
Other comments: none existing; may not be suitable for public art		
<b>K. Lighting levels:</b>	Condition: ① 2 3 4 5	
Other comments:		
<b>L. Noise:</b>	Condition: 1 2 ③ 4 5	
Other comments: lots of noise from traffic and in particular HGVs and aircraft		
<b>M. Other factors (smell, dereliction, anti-social behaviour etc):</b> Derelict building		
<b>N. General comments on the quality the area:</b> Some residential-looking properties; some empty shops that have an impact on the aesthetics of the area		

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<b>Town centre:</b> East Sheen	<b>Key:</b> Condition: 1 = very good/pleasant; 5 = unpleasant/severe problem Location: 1= good/well positioned; 3 = poor location/cluttered/obstruction	
<b>Sub-area (location details / road):</b> Area 2 – Upper Richmond Road West core retail area, including Waitrose		
<b>Date of Survey:</b> 21/09/2012	<b>Time of Survey:</b> 09:45	<b>Ref No:</b>
<b>A. Traffic and movement:</b>	Condition: 1 2 ③ 4 5	
Other comments: very busy road – Red Route; traffic lights; busy junction; extended waiting times for pedestrians to cross the road		
<b>B. Vegetation, landscaping and landscaped areas:</b>	Condition: ① 2 3 4 5	Location: ① 2 3
Other comments: many street trees, hanging baskets; new/small trees along Red Route		
<b>C. Street paving, condition and quality of pavements:</b>	Condition: 1 ② 3 4 5	
Other comments: newly surfaced road; good pavements, including sufficient width, with very minor need of repairs		
<b>D. Environmental aesthetics, design, public realm quality:</b>	Condition: 1 ② 3 4 5	
Other comments: the area is generally very dominated by traffic; some old railings that need replacing Planned improvement of Milestone Green (public space around the war memorial, junction of Sheen Lane & Upper Richmond Road West) including paving into the road to accommodate street market.		
<b>E. Litter:</b>	Condition: 1 ② 3 4 5	
Other comments: some minor issues around bins		
<b>F. Fly-posting and graffiti:</b>	Condition: ① 2 3 4 5	
Other comments:		
<b>G. Fly-tipping:</b>	Condition: ① 2 3 4 5	
Other comments:		
<b>H. Street clutter:</b>	Condition: 1 ② 3 4 5	
Other comments: only minor issues, but generally not feeling too cluttered		
<b>I. Street furniture:</b>	Condition: 1 ② 3 4 5	Location: ① 2 3
Other comments: some old benches at the little square that could do with replacing; new and very good provision along Red Route		
<b>J. Public art:</b>	Condition: 1 2 3 4 5	Location: 1 ② 3
Other comments: none existing; only 2 memorials at little square		
<b>K. Lighting levels:</b>	Condition: ① 2 3 4 5	
Other comments:		
<b>L. Noise:</b>	Condition: 1 2 ③ 4 5	
Other comments: lots of noise from traffic and in particular HGVs and aircraft		
<b>M. Other factors (smell, dereliction, anti-social behaviour etc):</b>		
<b>N. General comments on the quality the area:</b>		

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<b>Town centre:</b> East Sheen	<b>Key:</b> Condition: 1 = very good/pleasant; 5 = unpleasant/severe problem Location: 1= good/well positioned; 3 = poor location/cluttered/obstruction		
<b>Sub-area (location details / road):</b> Area 3 – Sheen Lane and Mortlake Station approach			
<b>Date of Survey:</b> 21/09/2012	<b>Time of Survey:</b> 09:15	<b>Ref No:</b>	
<b>A. Traffic and movement:</b>	Condition: 1 ② 3 4 5		
Other comments: somewhat congested due to level-crossing downtime, but less busy than on main road (Upper Richmond Road)			
<b>B. Vegetation, landscaping and landscaped areas:</b>	Condition: 1 ② 3 4 5	Location: 1 ② 3	
Other comments: some mature trees and soft landscaping by the buildings; Good provision and quality of vegetation around Sheen Lane Centre			
<b>C. Street paving, condition and quality of pavements:</b>	Condition: 1 ② 3 4 5		
Other comments: very mixed picture – old paving and poorer condition along the road, but nice paving and good condition by Sheen Lane Centre			
<b>D. Environmental aesthetics, design, public realm quality:</b>	Condition: 1 ② 3 4 5		
Other comments: the area by Sheen Lane Centre is very nice and pleasant, whereby along the road the area feels mildly unpleasant			
<b>E. Litter:</b>	Condition: 1 ② 3 4 5		
Other comments: some minor issues at the car park			
<b>F. Fly-posting and graffiti:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>G. Fly-tipping:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>H. Street clutter:</b>	Condition: 1 ② 3 4 5		
Other comments: some signs and advertisements/boards along road			
<b>I. Street furniture:</b>	Condition: ① 2 3 4 5	Location: ① 2 3	
Other comments: very good quality provision at Sheen Lane Centre			
<b>J. Public art:</b>	Condition: 1 2 3 4 5	Location: 1 ② 3	
Other comments: none existing;			
<b>K. Lighting levels:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>L. Noise:</b>	Condition: 1 ② 3 4 5		
Other comments: noise mainly from traffic and aircraft			
<b>M. Other factors (smell, dereliction, anti-social behaviour etc):</b>			
<b>N. General comments on the quality the area:</b>			

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<b>Town centre:</b> East Sheen	<b>Key:</b> Condition: 1 = very good/pleasant; 5 = unpleasant/severe problem Location: 1= good/well positioned; 3 = poor location/cluttered/obstruction	
<b>Sub-area (location details / road):</b> Area 4 – Upper Richmond Road West (east of Sheen Lane), Sheengate Mansions		
<b>Date of Survey:</b> 21/09/2012	<b>Time of Survey:</b> 10:15	<b>Ref No:</b>
<b>A. Traffic and movement:</b>	Condition: 1 2 ③ 4 5	
Other comments: very busy road – Red Route; extended waiting times for pedestrians to cross the road		
<b>B. Vegetation, landscaping and landscaped areas:</b>	Condition: ① 2 3 4 5	Location: ① 2 3
Other comments: many street trees, hanging baskets; new/small trees along Red Route; good provision given restrictions and constraints due to main road		
<b>C. Street paving, condition and quality of pavements:</b>	Condition: 1 2 ③ 4 5	
Other comments: some very wide pavements, but roads and paving on pavements a bit patchy and in need of repair		
<b>D. Environmental aesthetics, design, public realm quality:</b>	Condition: 1 ② 3 4 5	
Other comments: the area is generally very dominated by traffic		
<b>E. Litter:</b>	Condition: 1 ② 3 4 5	
Other comments: some minor issues around bins		
<b>F. Fly-posting and graffiti:</b>	Condition: ① 2 3 4 5	
Other comments:		
<b>G. Fly-tipping:</b>	Condition: ① 2 3 4 5	
Other comments:		
<b>H. Street clutter:</b>	Condition: 1 ② 3 4 5	
Other comments: only minor issues (boards, signs, mobile access ramps), but generally not feeling too cluttered		
<b>I. Street furniture:</b>	Condition: 1 2 ③ 4 5	Location: 1 ② 3
Other comments: insufficient provision when compared to the western part of Upper Richmond Road West		
<b>J. Public art:</b>	Condition: 1 2 3 4 5	Location: 1 ② 3
Other comments: none existing;		
<b>K. Lighting levels:</b>	Condition: ① 2 3 4 5	
Other comments:		
<b>L. Noise:</b>	Condition: 1 2 ③ 4 5	
Other comments: lots of noise from traffic and in particular HGVs and aircraft		
<b>M. Other factors (smell, dereliction, anti-social behaviour etc):</b>		
<b>N. General comments on the quality the area:</b> Some shops do not have disabled access arrangements and thus put out 'mobile' ramps for wheelchair users, that made the area feel a bit cluttered		

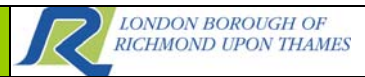
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<b>Town centre:</b> East Sheen	<b>Key:</b> Condition: 1 = very good/pleasant; 5 = unpleasant/severe problem Location: 1= good/well positioned; 3 = poor location/cluttered/obstruction	
<b>Sub-area (location details / road):</b> Area 5 – Mortlake Station and surroundings		
<b>Date of Survey:</b> 21/09/2012	<b>Time of Survey:</b> 08:45	<b>Ref No:</b>
<b>A. Traffic and movement:</b>	Condition: 1 2 ③ 4 5	
Other comments: Mortlake station level-crossing downtime has knock-on impacts on traffic and makes the area feel very congested; lots of parking on double-yellow lines during survey, implying there is insufficient parking		
<b>B. Vegetation, landscaping and landscaped areas:</b>	Condition: 1 2 3 ④ 5	Location: 1 ② 3
Other comments: insufficient provision (no trees, hanging baskets, shrubs etc) – despite the constrained area, there is some space for some planting		
<b>C. Street paving, condition and quality of pavements:</b>	Condition: 1 2 ③ 4 5	
Other comments: lots of uneven surfaces, very patchy		
<b>D. Environmental aesthetics, design, public realm quality:</b>	Condition: 1 2 ③ 4 5	
Other comments: the area is generally very dominated by the railway crossing and its associated downtimes; the area around the station could be improved		
<b>E. Litter:</b>	Condition: 1 ② 3 4 5	
Other comments: very minor issues		
<b>F. Fly-posting and graffiti:</b>	Condition: ① 2 3 4 5	
Other comments:		
<b>G. Fly-tipping:</b>	Condition: ① 2 3 4 5	
Other comments:		
<b>H. Street clutter:</b>	Condition: 1 ② 3 4 5	
Other comments: only minor issues, but generally not feeling too cluttered		
<b>I. Street furniture:</b>	Condition: 1 2 3 4 5	Location: 1 2 3
Other comments: none existing; but it may also not be suitable in this part of the town centre		
<b>J. Public art:</b>	Condition: 1 2 3 4 5	Location: 1 ② 3
Other comments: none existing; unlikely to be suitable in this area		
<b>K. Lighting levels:</b>	Condition: ① 2 3 4 5	
Other comments:		
<b>L. Noise:</b>	Condition: 1 2 ③ 4 5	
Other comments: lots of noise from traffic, trains and aircraft		
<b>M. Other factors (smell, dereliction, anti-social behaviour etc):</b>		
<b>N. General comments on the quality the area:</b>		



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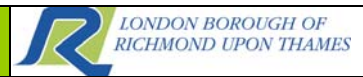
<b>Town centre:</b> Whitton	<b>Key:</b> Condition: 1 = very good/pleasant; 5 = unpleasant/severe problem Location: 1= good/well positioned; 3 = poor location/cluttered/obstruction		
<b>Sub-area (location details / road):</b> Area 1 – Station surroundings			
<b>Date of Survey:</b> 09/10/2012	<b>Time of Survey:</b> 13:00	<b>Ref No:</b>	
<b>A. Traffic and movement:</b>	Condition: 1 ② 3 4 5		
Other comments: lunchtime traffic; designated pedestrian crossing			
<b>B. Vegetation, landscaping and landscaped areas:</b>	Condition: 1 ② 3 4 5	Location: 1 2 3	
Other comments: only very few street trees, but very limited scope for more planting			
<b>C. Street paving, condition and quality of pavements:</b>	Condition: 1 2 ③ 4 5		
Other comments: wide pavements, road patchy, pavements and road surface damages in need of repair			
<b>D. Environmental aesthetics, design, public realm quality:</b>	Condition: 1 2 ③ 4 5		
Other comments: area dominated by poor quality design of station building, poor public realm quality; constrained due to rail tracks under the road			
<b>E. Litter:</b>	Condition: 1 ② 3 4 5		
Other comments: some minor issues around bins			
<b>F. Fly-posting and graffiti:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>G. Fly-tipping:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>H. Street clutter:</b>	Condition: 1 ② 3 4 5		
Other comments: green boxes and some signs/adverts			
<b>I. Street furniture:</b>	Condition: ① 2 3 4 5	Location: 1 ② 3	
Other comments: old railings, cycle stands, new lighting columns and one bench; scope for more benches near station			
<b>J. Public art:</b>	Condition: 1 2 3 4 5	Location: 1 ② 3	
Other comments: none existing; scope for some public art near station building, depending upon design/layout			
<b>K. Lighting levels:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>L. Noise:</b>	Condition: 1 ② 3 4 5		
Other comments: traffic, trains, aircraft			
<b>M. Other factors (smell, dereliction, anti-social behaviour etc):</b>			
<b>N. General comments on the quality the area:</b>			

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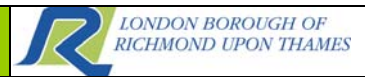
<b>Town centre:</b> Whitton	<b>Key:</b> Condition: 1 = very good/pleasant; 5 = unpleasant/severe problem Location: 1= good/well positioned; 3 = poor location/cluttered/obstruction		
<b>Sub-area (location details / road):</b> Area 2 – High Street			
<b>Date of Survey:</b> 09/10/2012	<b>Time of Survey:</b> 13:20	<b>Ref No:</b>	
<b>A. Traffic and movement:</b>	Condition: 1 ② 3 4 5		
Other comments: busy, lunchtime traffic, most parking spaces taken up, designated pedestrian crossing; some cycling on pavements			
<b>B. Vegetation, landscaping and landscaped areas:</b>	Condition: 1 ② 3 4 5	Location: 1 ② 3	
Other comments: some street trees, but could be more			
<b>C. Street paving, condition and quality of pavements:</b>	Condition: 1 2 ③ 4 5		
Other comments: wide pavements, road patchy, pavements and road surface damages in need of repair			
<b>D. Environmental aesthetics, design, public realm quality:</b>	Condition: 1 2 ③ 4 5		
Other comments: area dominated by some poor quality design of buildings, generally poor public realm quality			
<b>E. Litter:</b>	Condition: 1 ② 3 4 5		
Other comments: some minor issues around bins			
<b>F. Fly-posting and graffiti:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>G. Fly-tipping:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>H. Street clutter:</b>	Condition: 1 ② 3 4 5		
Other comments: not feeling too cluttered, but green boxes and some signs/adverts			
<b>I. Street furniture:</b>	Condition: 1 ② 3 4 5	Location: ① 2 3	
Other comments: new lighting columns, cycling stands and benches			
<b>J. Public art:</b>	Condition: 1 2 3 4 5	Location: 1 ② 3	
Other comments: none existing; potentially scope for some public art on the High Street			
<b>K. Lighting levels:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>L. Noise:</b>	Condition: 1 ② 3 4 5		
Other comments: traffic, aircraft			
<b>M. Other factors (smell, dereliction, anti-social behaviour etc):</b>			
<b>N. General comments on the quality the area:</b> The High Street will be subject to a major street scene improvement project, including repaving of footways and forecourts, street furniture enhancement, tree planting etc. The lighting has already been upgraded.			

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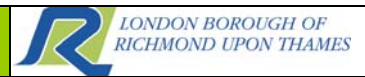
<b>Town centre:</b> Whitton	<b>Key:</b> Condition: 1 = very good/pleasant; 5 = unpleasant/severe problem Location: 1= good/well positioned; 3 = poor location/cluttered/obstruction		
<b>Sub-area (location details / road):</b> Area 3 – Telephone exchange, Car Park and Library surroundings			
<b>Date of Survey:</b> 09/10/2012	<b>Time of Survey:</b> 14:00	<b>Ref No:</b>	
<b>A. Traffic and movement:</b>	Condition: 1 ② 3 4 5		
Other comments: designated pedestrian crossing; passageways for pedestrians linking car park with High Street			
<b>B. Vegetation, landscaping and landscaped areas:</b>	Condition: 1 2 ③ 4 5	Location: 1 ② 3	
Other comments: vegetation/planting/soft landscaping at car park and library, 1 street tree outside Lidl, some private hanging baskets (Pub); scope for more planting on High Street			
<b>C. Street paving, condition and quality of pavements:</b>	Condition: 1 ② 3 4 5		
Other comments: surfacing on main road OK, pavements in some need of repair; car park area has been recently re-surfaced			
<b>D. Environmental aesthetics, design, public realm quality:</b>	Condition: 1 2 3 ④ 5		
Other comments: back areas off the High Street feel unpleasant and are very littered (particularly behind Iceland); very poor quality of buildings, including run-down toilet facilities, and generally poor public realm quality			
<b>E. Litter:</b>	Condition: 1 2 ③ 4 5		
Other comments: litter in back road and car park			
<b>F. Fly-posting and graffiti:</b>	Condition: 1 ② 3 4 5		
Other comments: some minor graffiti in the back area			
<b>G. Fly-tipping:</b>	Condition: 1 ② 3 4 5		
Other comments: dumped black bin bag in back road			
<b>H. Street clutter:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>I. Street furniture:</b>	Condition: 1 ② 3 4 5	Location: ① 2 3	
Other comments: some new lighting columns in car park, but the rest of them are old; 2 benches outside Iceland and Poundland			
<b>J. Public art:</b>	Condition: 1 2 3 4 5	Location: 1 ② 3	
Other comments: none existing; scope for some			
<b>K. Lighting levels:</b>	Condition: ① 2 3 4 5		
Other comments: difficult to assess passage ways as survey was done during daylight hours			
<b>L. Noise:</b>	Condition: 1 ② 3 4 5		
Other comments: traffic, aircraft			
<b>M. Other factors (smell, dereliction, anti-social behaviour etc):</b>			
<b>N. General comments on the quality the area:</b> Some residential properties are included in this area; the Telephone Exchange site is fenced off with barbed wire, i.e. without access from within the town centre boundary and therefore doesn't feel part of the town centre			

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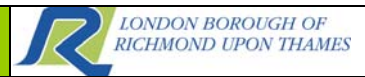
<b>Town centre:</b> Barnes	<b>Key:</b> Condition: 1 = very good/pleasant; 5 = unpleasant/severe problem Location: 1= good/well positioned; 3 = poor location/cluttered/obstruction		
<b>Sub-area (location details / road):</b> Area 1 – Barnes High Street			
<b>Date of Survey:</b> 20/09/2012	<b>Time of Survey:</b> 13:15	<b>Ref No:</b>	
<b>A. Traffic and movement:</b>	Condition: 1 ② 3 4 5		
Other comments: lots of traffic and very busy during lunchtime			
<b>B. Vegetation, landscaping and landscaped areas:</b>	Condition: 1 ② 3 4 5	Location: 1 ② 3	
Other comments: hanging baskets, no tree planting along road (except in a Court)			
<b>C. Street paving, condition and quality of pavements:</b>	Condition: 1 ② 3 4 5		
Other comments: good road surfacing, sufficient pavement width, some minor uneven roads and little problems			
<b>D. Environmental aesthetics, design, public realm quality:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>E. Litter:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>F. Fly-posting and graffiti:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>G. Fly-tipping:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>H. Street clutter:</b>	Condition: 1 ② 3 4 5		
Other comments: only minor issues, such as green boxes and bins, but generally not feeling too cluttered			
<b>I. Street furniture:</b>	Condition: 1 2 3 4 5	Location: 1 ② 3	
Other comments: none existing			
<b>J. Public art:</b>	Condition: 1 2 3 4 5	Location: 1 ② 3	
Other comments: none existing, with the exception of Barnes Trail			
<b>K. Lighting levels:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>L. Noise:</b>	Condition: 1 ② 3 4 5		
Other comments: noise mainly from traffic and aircraft			
<b>M. Other factors (smell, dereliction, anti-social behaviour etc):</b>			
<b>N. General comments on the quality the area:</b>			

**London Borough of Richmond upon Thames**  
**Environmental quality survey of five main town centres & Barnes**



<b>Town centre:</b> Barnes	<b>Key:</b> Condition: 1 = very good/pleasant; 5 = unpleasant/severe problem Location: 1= good/well positioned; 3 = poor location/cluttered/obstruction	
<b>Sub-area (location details / road):</b> Area 2 – Church Road / Grange Road / Kitson Road		
<b>Date of Survey:</b> 20/09/2012	<b>Time of Survey:</b> 13:45	<b>Ref No:</b>
<b>A. Traffic and movement:</b>	Condition: ① 2 3 4 5	
Other comments: limited traffic, sufficient on-street parking		
<b>B. Vegetation, landscaping and landscaped areas:</b>	Condition: ① 2 3 4 5	Location: 1 2 3
Other comments: hanging baskets, no tree planting along main road, but it would be too constrained; Barnes Green is just opposite		
<b>C. Street paving, condition and quality of pavements:</b>	Condition: 1 ② 3 4 5	
Other comments: good road surfacing, sufficient pavement width, some minor uneven roads and little problems		
<b>D. Environmental aesthetics, design, public realm quality:</b>	Condition: ① 2 3 4 5	
Other comments:		
<b>E. Litter:</b>	Condition: ① 2 3 4 5	
Other comments:		
<b>F. Fly-posting and graffiti:</b>	Condition: ① 2 3 4 5	
Other comments:		
<b>G. Fly-tipping:</b>	Condition: ① 2 3 4 5	
Other comments:		
<b>H. Street clutter:</b>	Condition: 1 ② 3 4 5	
Other comments: only minor issues, such as green boxes and bins, but generally not feeling too cluttered		
<b>I. Street furniture:</b>	Condition: 1 2 3 4 5	Location: 1 2 3
Other comments: none existing, but too constrained in this small area; lots of benches nearby		
<b>J. Public art:</b>	Condition: 1 2 3 4 5	Location: 1 2 3
Other comments: none existing; area too small and constrained for public art		
<b>K. Lighting levels:</b>	Condition: ① 2 3 4 5	
Other comments:		
<b>L. Noise:</b>	Condition: 1 ② 3 4 5	
Other comments: noise mainly from traffic and aircraft		
<b>M. Other factors (smell, dereliction, anti-social behaviour etc):</b>		
<b>N. General comments on the quality the area:</b> There is only one empty shop in this parade, which looks a little bit run down		

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<b>Town centre:</b> Barnes	<b>Key:</b> Condition: 1 = very good/pleasant; 5 = unpleasant/severe problem Location: 1= good/well positioned; 3 = poor location/cluttered/obstruction		
<b>Sub-area (location details / road):</b> Area 3 – Church Road / Castelnau			
<b>Date of Survey:</b> 20/09/2012	<b>Time of Survey:</b> 14:00	<b>Ref No:</b>	
<b>A. Traffic and movement:</b>	Condition: 1 ② 3 4 5		
Other comments: good parking provision, busy during lunchtime, very busy junction			
<b>B. Vegetation, landscaping and landscaped areas:</b>	Condition: ① 2 3 4 5	Location: ① 2 3	
Other comments: hanging baskets, landscaped areas at St Mary's Churchyard (trees and shrubs), tree planting, including opposite Red Lion Street			
<b>C. Street paving, condition and quality of pavements:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>D. Environmental aesthetics, design, public realm quality:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>E. Litter:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>F. Fly-posting and graffiti:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>G. Fly-tipping:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>H. Street clutter:</b>	Condition: ① 2 3 4 5		
Other comments: only minor issues, such as green boxes and bins, but generally not feeling too cluttered			
<b>I. Street furniture:</b>	Condition: 1 ② 3 4 5	Location: ① 2 3	
Other comments: 2 benches in need of upgrade; 1 new bench within landscaped area; more seating available opposite Red Lion Pub			
<b>J. Public art:</b>	Condition: 1 2 3 4 5	Location: 1 ② 3	
Other comments: none existing, with the exception of Barnes Trail; possible location near the landscaped areas			
<b>K. Lighting levels:</b>	Condition: ① 2 3 4 5		
Other comments:			
<b>L. Noise:</b>	Condition: 1 ② 3 4 5		
Other comments: noise mainly from traffic and aircraft, some construction noise			
<b>M. Other factors (smell, dereliction, anti-social behaviour etc):</b>			
<b>N. General comments on the quality the area:</b> Improvements carried out recently.			