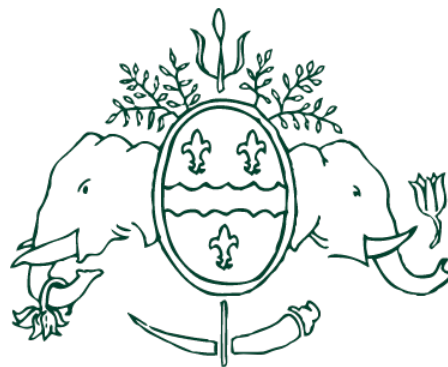


Petersham Nurseries

Supporter petition

Feedback summary note

04 October 2022



Petersham Nurseries

Introduction

This note has been prepared to provide a summary of comments submitted as part of the petition in support of Petersham Nurseries' licence application. This includes an analysis of feedback and a summary of 'common themes' expressed by supporters.

Feedback statistics

What follows are the Petersham Nurseries public petition statistics as of 04 October 2022:

- Total responses in support of Petersham Nurseries - 6584
- Signatories living in Richmond upon Thames - 1328 (315 with specific comments)
- Signatories from rest of the UK - 3772 (891 with specific comments)
- Signatories from rest of world - 460 (139 with specific comments)
- Handwritten signatories on site - 1024.

Common themes

An analysis of feedback received reveals a number of 'common themes', as follows:

- **Restaurant, food** - Explicit mentions of the restaurant, eating at the restaurant, quality of the food, attending dinner events, etc.
- **Grant licence, operating hours** - Explicit mentions of the licence being granted (allowed, etc.), the operating hours of the restaurant, etc.
- **General comments in support** - Comments that refer to the restaurant/garden centre being of value to the community, general messages of support, standardised petition responses.
- **Jobs, local benefits** - References to the restaurant/garden centre being a local employer, making Petersham a destination and local attraction, helping to generate economic growth, etc.
- **References to the Council** - Comments that explicitly reference Richmond Council and Gareth Roberts, the Leader of the Council.

Examples of comments

Below are examples of comments from each of the aforementioned 'common theme' categories:

Restaurant, food

- *"A stunning place to eat, with a fabulous attitude to food provenance and preparation. It is a credit to Richmond upon Thames and the surrounding area."*
- *"A wonderful setting that should be allowed to be open regularly for beautiful dinners."*
- *"As a Richmond resident, I dearly love Petersham Nurseries. When I think how places like the Pitcher and Piano and Slug and Lettuce are allowed to occupy prime positions on the riverside, attracting binge drinkers who leave their rubbish for us to trip over on Saturday and Sunday mornings, it is a travesty that such an upmarket, high quality establishment is being tied up in admin to this extent. This would be a wonderful permanent addition to Richmond's dining scene."*
- *"Dinner at Petersham is a really special place to celebrate and get together with friends. Please allow this to continue."*
- *"I support the Petersham nurseries restaurant application and believe it should be able to open as a normal restaurant for evenings. It provides an extremely high standard of food, that is sadly lacking in the area. It also provides a boost to the reputation of Richmond as it has such high standing as a top restaurant. It is environmentally conscious and I believe works hard to manage traffic. The planners should support such an enterprising success story - one that brings jobs and positive attributes to our area."*
- *"I support this wholeheartedly as Petersham Nurseries provide an excellent restaurant experience and should be allowed to do later than 5pm."*
- *"Wonderful restaurant with a spectacular menu and atmosphere!"*
- *"There is no other place offering such wonderful food and looking after such peaceful and beautiful surroundings. This is needed."*

Grant licence, operating hours

- *"Approve the licence."*
- *"Petersham Nurseries is a vital, and very special small business in the Richmond community and there should be no cause for concern by the planning committee or the local neighbourhood in granting a licence to operate the restaurant in the evenings. As a Richmond resident and regular patron of Petersham Nurseries, I fully support their request for an expanded licence."*
- *"The management team and all staff at Petersham Nurseries are professional operators who can be trusted to provide a dinner service responsibly under a permanent premises licence, without any adverse impact on crime, disorder, public nuisance, or safety."*
- *"Petersham Nurseries Richmond should be able to operate like any other restaurant in London. Richmond Borough should be proud for having such amazing business in the area."*

- *"As someone who has enjoyed Petersham Nurseries on many occasions, I can't think of a more professional business which is already at the heart of its local community. Seems obvious to me that they should be granted a regular licence."*
- *"In times when it's tough enough for businesses, why would you restrict them if there is demand for evening openings?"*
- *"Beautiful place and the main attraction in Petersham. Permit them to carry on with their business."*
- *"Petersham Nurseries is wonderfully and very professionally run. It is much loved in the community and the thing that would make it even more loved is if they had more supper clubs. Anything! More evening dining! Please."*

General comments in support

- *"A fantastic asset to the local community. How lucky we are to have it on our doorstep. We are proud and support any extension in opening."*
- *"I support Petersham nurseries wholeheartedly."*
- *"Please allow this fantastic restaurant to open regularly for dinner. Petersham Nurseries is a community hub in Ham and Petersham. The Nurseries is a gem in our local area and we would love for it to be open just like a regular restaurant so we can visit more regularly. This is a world class restaurant in a beautiful surrounding - we are lucky to have such an amazing venue in our neighbourhood. Please let them open for dinner!"*
- *"Fully support Petersham Nurseries in this application."*
- *"Best of luck - you deserve to be granted permission for all you do to enhance the area, providing a wonderful place to visit and eat within a walkable distance for many of us who live not so far away. We need more good quality businesses like you that support local suppliers too!"*
- *"I fully support this petition and planning application for this flagship local business, who are so supportive of the building of the local community and culture and bring so much good to the area to be allowed to operate in the professional and considerate manner they have been and wish to do."*
- *"I support this application. Drive up standards and excellence in the community."*
- *"I think Petersham Nurseries adds a huge positive contribution to the area."*

Jobs, local benefits

- *"It's a very wonderful, unusual and valuable resource for our neighbourhood providing important jobs and using local growers, etc."*
- *"Petersham Nurseries is a world renowned destination loved by locals and visitors alike, with an admirable environmental and social ethos. We should do everything to ensure its future."*
- *"This is a lovely addition to Richmond, which also employs a considerable and diverse number of people."*
- *"Help small businesses grow in our borough and help hard working people keep their jobs in this very unique and special place."*
- *"Richmond cannot afford to lose anymore unique businesses like this. Allow them to operate fully and support the local economy."*

- *"The restaurant is a thriving business, giving jobs to many. It is a destination venue, highly respected and a very special place in the community."*
- *"Why would there be any reason not to allow these good people to work, create jobs and provide a fabulous service. It seems strange they are having to fight for it."*
- *"It is important that Petersham Nurseries get to keep their dinner service, for both job protection and serving the community."*

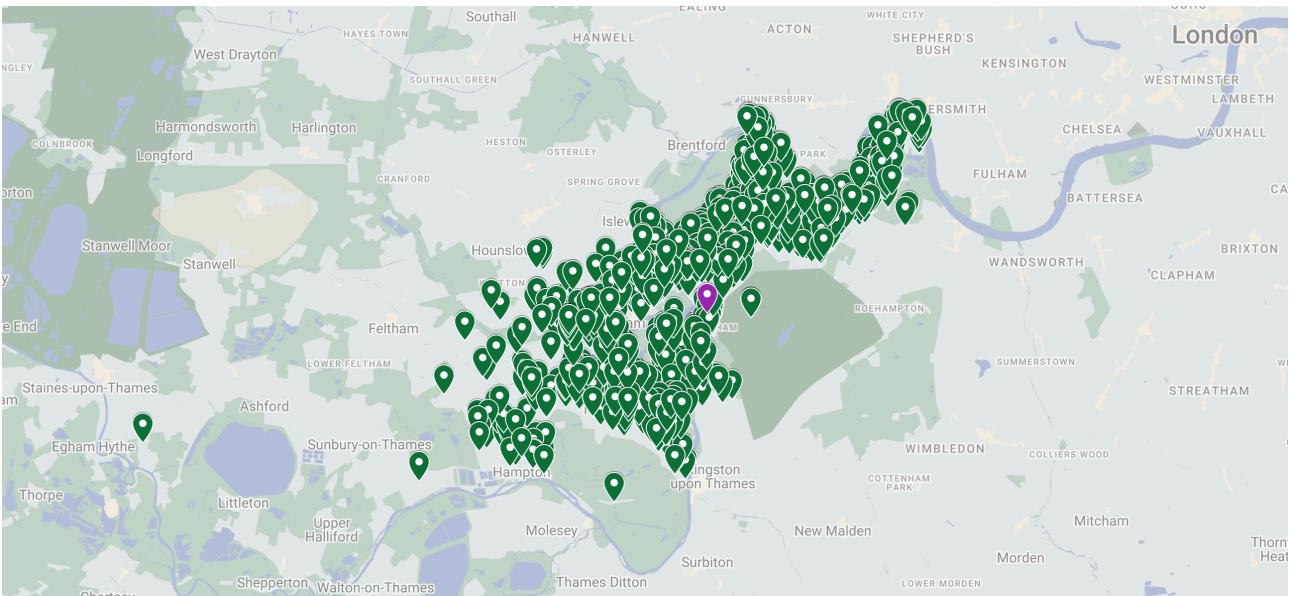
References to the Council

- *"As a council, you are appalling for local businesses. Stop messing around and get this passed - in the current environment we can't afford an anti business local government."*
- *"Gareth, stop being ridiculous. It is a hard enough time for business without you causing further hardship."*
- *"Richmond Council should be doing everything it can to help businesses flourish in these difficult times of high inflation and the challenges of recruiting staff in a post-Brexit economy. Please support Petersham Nurseries with this reasonable and fair request to extend it's licensing hours."*
- *"In a time when hospitality businesses are being hit by increased wage bills, increased cost of food, astronomical energy costs, likely increase in business rates and a likely downturn in demand due to the effect of inflation and higher interest rates on peoples discretionary income - not allowing Petersham Nursery the ability to try and offset these is simply adding to pressures that could lead to the business not being viable. Does Richmond Council really have an objective to put businesses up against the wall financially when what Petersham Nurseries is asking has no cost for the Council and at worse will increase the sales (and hence tax base) of the restaurant?"*
- *"This is a ridiculous issue and should be resolved by our council immediately!"*
- *"Come on, Gareth - it just makes complete sense."*
- *"Petersham Nurseries is the premier dining experience in Richmond, loved by locals. It's is about time the council understood the value of this asset to the local and wider community."*
- *"Council should fully support local businesses."*

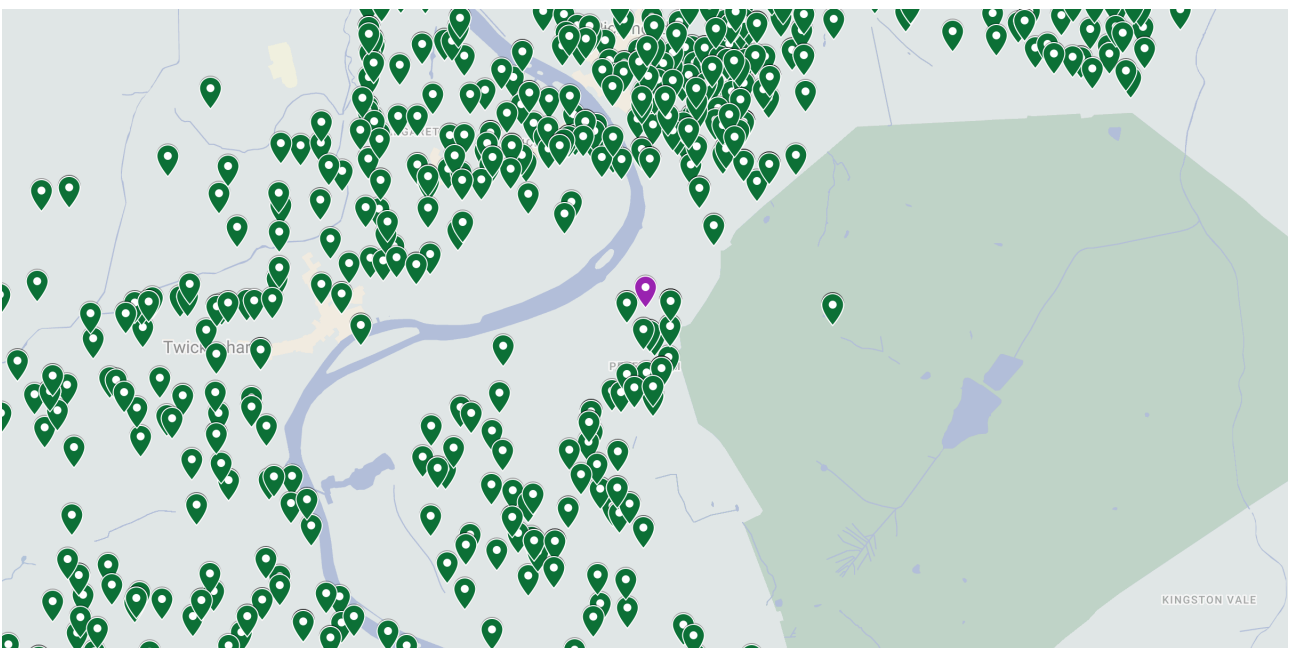
Supporter locations

Of the 1,328 local people from the borough of Richmond upon Thames to sign the petition, 1,327 left contact details. All 1,327 addresses were located close to Petersham Nurseries. A map showing the proximity of every address to Petersham Nurseries can be viewed by clicking [here](#).

NOTE: Addresses are shown in **green**, whilst Petersham Nurseries is displayed in **purple**.



Map showing proximity of petition support addresses to Petersham Nurseries



A closer look at the proximity of support to Petersham Nurseries

Conclusion

Analysis of comments submitted alongside petition entries in support of Petersham Nurseries' efforts to regularise existing operating hours through a Certificate of Lawfulness for Existing Use or Development (CLEUD) has revealed a number of 'common themes' from supports. These are detailed in the report above, as well as in the spreadsheet which accompanies this note.

What is clear is that there is substantial - vociferous in some cases - local support for the plans, as evidenced in the maps showing the proximity of supporters to Petersham Nurseries.