

A new heart for Twickenham

Consultation summary report

10 October 2016



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Executive summary

This report summarises the responses to the consultation *A new heart for Twickenham*, which was run by the London Borough of Richmond upon Thames between 19 July and 16 September 2016. An online questionnaire with eight consultation questions was available for the duration of the consultation period. A total of 295 responses were received (294 responses to the survey and one letter). The analysis of responses was carried out by Dialogue by Design (part of the OPM Group), a specialist consultation and public engagement company.

The consultation questions asked respondents to state their preferences and criteria for a development encompassing an area in central Twickenham, bordered by King Street, the River Thames, Wharf Lane and Water Lane. Question themes included: access and parking, site layout, open or community space, and new businesses.

This summary is designed to provide an overview of the responses gathered under each theme.

Access and parking

The future of vehicle parking on the Embankment in Twickenham divided the opinions of those who responded to the consultation. Many respondents emphasised the advantages of reducing or removing parking from the riverside, which they thought would make the space more attractive as well as allowing for alternative uses. Many others argued to preserve vehicle parking on the Embankment, saying that residents and businesses – especially those on Eel Pie Island – would be detrimentally impacted if parking capacity would be reduced. Some respondents thought underground parking could provide a suitable alternative to parking on the Embankment, although concerns about affordability and flood risk were mentioned occasionally.

Many respondents thought that development should focus on improving pedestrian access to the riverside, creating safe and attractive pathways from King Street with full access for disabled people. Similarly, some respondents suggested that improved cycle paths and cycle parking would be desirable. Reduced vehicle access was sometimes mentioned as a requirement for better pedestrian and cyclist access.

Respondents thought it was important that the residents and businesses of Eel Pie Island were consulted on any proposals changing the access arrangements for the island, and often highlighted the importance of adequate facilities for loading and unloading near the footbridge, and road access for cyclists.

Site layout and designation

While respondents' suggestions for the layout of the site and the architecture of new buildings varied, many expressed opposition to the original development proposals that were conceived by Francis Terry and Associates and published in November 2015. Common criticisms were that they were not in keeping with the character of Twickenham and that they did not achieve the objective of reconnecting the town with the river.

The objective to better connect the high street and the riverside was widely supported, particularly through making the river visible from King Street. Many respondents were keen for the site to be better used, but some indicated that a development should first and foremost take into account the needs and preferences of the local community. Opinions were divided on whether a development should include residential space, but many respondents shared a desire not to include more housing than strictly necessary.

Many respondents expressed a preference for new buildings to be small-scale and low-height, as well as fitting in with the current mix of styles of Twickenham riverside. Respondents' opinions varied about what should be built and where. They included suggestions for a town square and/or widened Water Lane, riverside cafés and restaurants, and a lido, as well as views that as few new buildings should be developed as possible. Several respondents expressed a preference for Diamond Jubilee Gardens to be well-connected to a new development, or fully integrated into new plans. Various suggestions were made for additional boating facilities on the River Thames.

Open and community space

There was broad support among respondents for the inclusion of substantial open and community space in a development. Respondents thought open and community space could contribute to making a development attractive and well-used, as well as helping to achieve the objective of reconnecting the town to the river.

Opinions varied on what open and community space should look like and what it should be used for. Respondents generally agreed that it should constitute a pleasant environment offering river views. There were numerous calls for community space to be used for markets and/or events, as well as a range of other public uses, including cultural activity. Respondents often highlighted a desire to see cafés or restaurants near the open and community space.

Many respondents thought open and community space should accommodate leisure and relaxation, especially on the riverside. While some respondents said they preferred passive leisure in a quiet environment, others concentrated on active leisure, mentioning playgrounds and sports facilities. There were numerous comments favouring river-related activity, especially recreational boating.

New businesses

Many respondents were sceptical about the inclusion of new business premises in a development, worrying about their impact on the character of the riverside or on Twickenham's existing businesses. Others thought that a particular type or mix of new businesses could enhance the area by attracting new visitors.

Cafés and restaurants were welcomed by many, even by some who otherwise preferred no new businesses in the development. Many respondents saw scope for leisure businesses to thrive including a range of boating-related businesses. Cultural venues, temporary or permanent, were also seen by many as a welcome feature for the development.

While numerous respondents argued in favour of markets on the site, opinions about shops were mixed. Generally, respondents preferred shopping to remain concentrated around King Street, except for boating-related shops. Some respondents thought small, specialist shops could be part of a development, but others were concerned about the impact on existing shops in the town centre.

The development and consultation process

Along with opposition to the original development proposals some respondents expressed criticism of the development process. There was concern that the Council had insufficiently taken the views of Twickenham residents into account, or that its process for selecting an architect for the development had been flawed.

Several respondents thought it was unclear what the premise for the current consultation was, particularly with regard to the frequent mention of ‘the development’ in consultation materials. Some were concerned that the scope of the consultation was too narrow, or that alternative designs had been prematurely dismissed. Respondents occasionally worried that the consultation questions were leading, presupposing a desirability of particular features or objectives.

Chapter 1: Introduction

This report provides a summary of the issues emerging from the analysis of responses to the consultation *A new heart for Twickenham*, held by the London Borough of Richmond upon Thames during the summer of 2016.

1.1. The consultation

The consultation ran from 19 July to 16 September 2016. Richmond Council released a consultation document containing information about proposals for a development for central Twickenham encompassing part of the area between King Street and the River Thames. It also held a series of thematic workshops on topics relevant to the consultation. An online form was available for the duration of the consultation so that anyone with an interest in the development could submit their views. Paper response forms were available at the workshops.

The consultation questionnaire consisted of 8 open questions, asking respondents for their views on a range of objectives and criteria for a development:

The consultation responses were securely transferred to specialist company Dialogue by Design (part of the OPM Group) for analysis. All responses to all consultation questions were read and coded by independent analysts, using a coding framework developed by Dialogue by Design and signed off by Richmond Council. The analysed data was transferred to Richmond Council and Dialogue by Design produced this summary report to provide an overview of the issues emerging from consultation responses.

1.2. Reading the report

Responses to the consultation were summarised on a question-by-question basis, mirroring the consultation questionnaire. For each consultation question, the report provides an overview of the issues emerging from respondents' comments. The narrative indicates where possible whether points were made by larger or smaller numbers of respondents, so that readers have an impression of which views were shared by many respondents. However, it is important to remember that respondents do not necessarily reflect a wider population, as they were self-selecting rather than a representative sample of local residents.

As all consultation questions were open questions, the responses were analysed as qualitative data and reported on as such. Where numbers are included, these are the product of analysts'

interpretations of what respondents wrote. Clearly, this is less of an exact science than the analysis of responses to closed questions. Readers should consider the numbers in the report with this in mind.¹

Another consideration about the use of numbers is this: analysis involved attributing multiple codes to single responses where appropriate. Therefore, the numbers relating to the qualitative analysis will not add up to the number of respondents participating in the consultation. This also means that adding up codes across codes is not reliable (e.g. 15 comments about a town square and 10 comments about market space does not mean that 25 respondents commented on a town square or a market space – overlap is possible).

It should also be noted that responses to specific questions did not always address that specific question. Respondents sometimes used space to express generalised comments. For the purpose of this report, these responses are reported against the question where they were captured.

¹This does not apply to chapter 2 (Respondents), where quantitative information is based on responses to closed questions.

Chapter 2: Respondents

A total of 295 people responded to the consultation.

Respondents were asked in a series of questions to indicate their connection with Twickenham. They were able to select multiple response options. The findings are shown in figure 1 below.

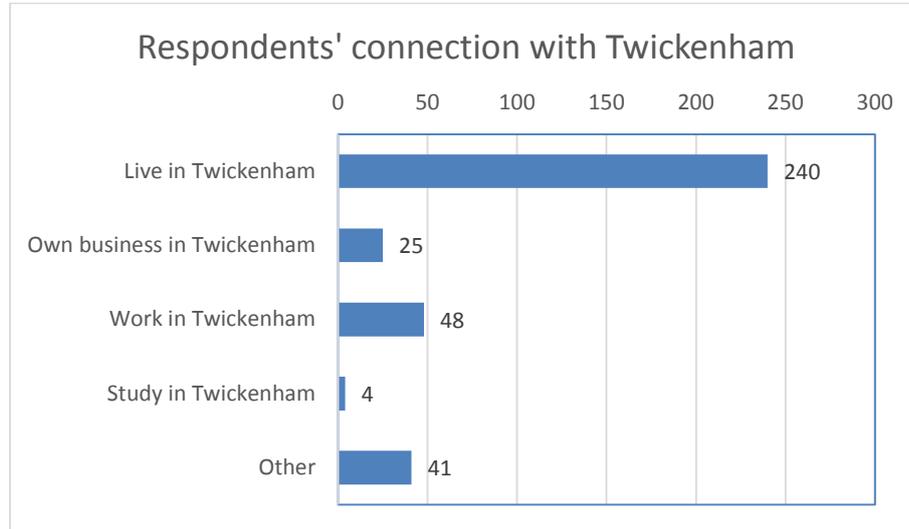


Figure 1 - Respondents' connection with Twickenham

Respondents were also asked to indicate their gender, age range, ethnicity, and whether they considered themselves to have a disability. Figures 2 and 3 below provide an overview of the responses to the questions about gender and age range.

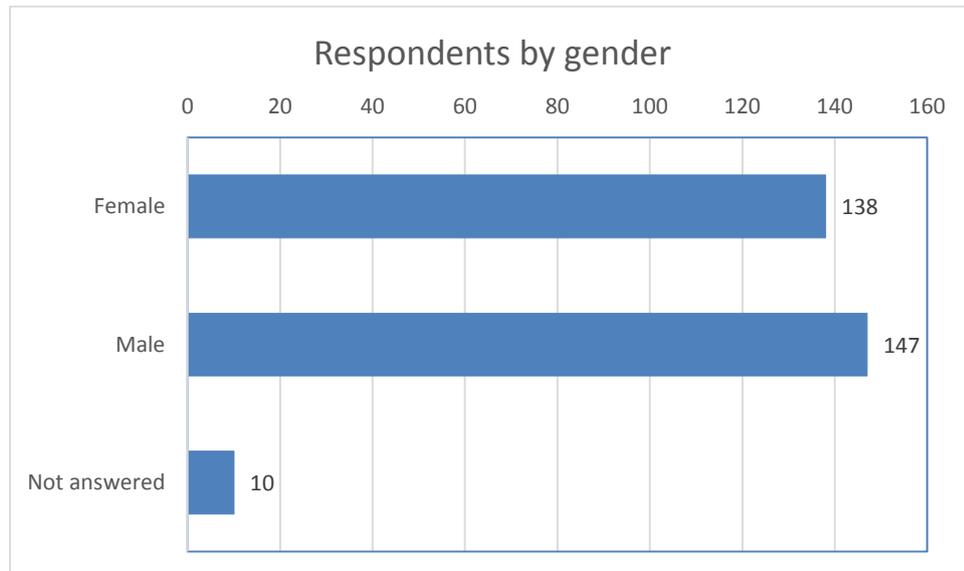


Figure 2 - Respondents by gender

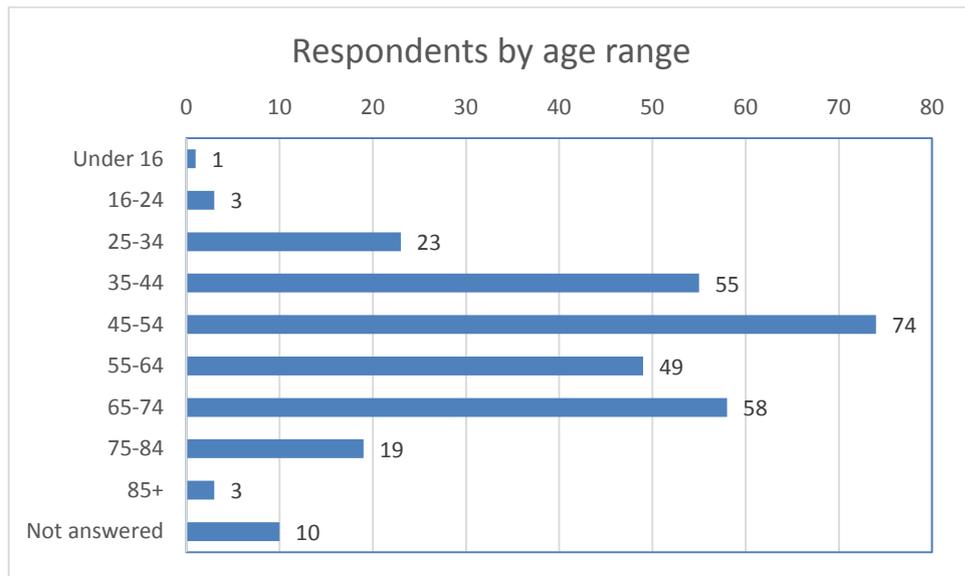


Figure 3 - Respondents by age range

Asked about their **ethnicity**, 252 of the 295 respondents indicated they were 'white'; small numbers of respondents stated that they were 'Asian or Asian British', 'mixed multiple ethnic groups' or 'other ethnic group' – between five and ten for each option. A total of 21 respondents provided no response.

Asked whether they consider themselves to have a **disability**, 257 of the 295 respondents answered 'no', while 17 answered 'yes' and 21 did not provide a response.

Chapter 3: Summary of responses

Respondents' comments to each of the consultation questions are summarised in this chapter. It provides a description of the range of issues emerging from the analysis of responses, including indications as to how many comments were made in regard to particular topics. The numbers in this chapter only illustrate the balance of opinion among those who chose to participate – they do not apply to the local population more widely, as explained in [chapter 1](#).

Quotes from individual responses are included throughout this chapter in order to illustrate some of the topics described in the narrative. This is the only purpose of the quotes; their inclusion is not an endorsement, nor is it meant to give particular views priority over others.

Coding frequency tables can be found in the [Appendix](#).

3.1. Question 1: access arrangements

Question 1 of the consultation asked:

In the future plans for the development, how would you like to see parking / cycling and access arrangements improved?

- Access to Eel Pie Island (including the loading arrangements)
- Parking
- Cycling
- Disabled access

3.1.1. Question 1.1: Access to Eel Pie Island

Many respondents (64 comments) emphasised that the views and interests of **those based on Eel Pie Island** should be considered with priority. However, a small number of respondents were concerned that the views of residents and businesses of the island would be given undue priority over those of others.

Numerous respondents highlighted the importance of **loading and unloading** arrangements for the island, including 55 comments stating they should be maintained and seven comments stating they should be improved. Specific suggestions included creating additional loading space, enhancing the turning area for vehicles, and managing or restricting the time one vehicle occupies a loading bay.

"We live on the island and are having building work done. Some of our materials are taken over the bridge on foot & some by boat but the deliveries & rubble to be taken away all have to be loaded & unloaded on the embankment near the bridge."

There were 41 comments favouring **protecting the current levels of access** and another 26 comments stating the existing situation should be maintained.

“As a Twickenham rowing club member and cyclist, I request that road access to the Island footbridge needs to be maintained. Many residents, club members and people who work on the island, gain access via bike. Thus road access is incredibly important.”

Several respondents (22 comments) thought that **current access was sufficient** or that access to Eel Pie Island was not a major concern.

Some respondents suggested a specific arrangement or restriction with regard to access to the island. Most of these (13 comments) advocated **restrictions to parking on the Embankment**, while others focussed on **traffic flows** in the area (9 comments). Further suggestions included the provision of dedicated vehicle parking spaces away from the Embankment, improvements to the footbridge, an additional footbridge to the opposite bank of the Thames, and better public transport. A variety of further comments were made on the topic of **parking**, including some comments emphasising the **importance of vehicle access** (9 comments).

“Access is clearly important to the residents of Eel Pie Island but this needs to be put in the context of the overall waterfront development. Suggest reducing the amount of parking space in order to increase broader services available.”

Some respondents thought access for **pedestrians** (10 comments) and/or **cyclists** (12 comments) should be considered with priority. Smaller numbers of others emphasised the importance of disabled access to the island and the need to have adequate emergency access.

“I would be in favour of the option of pedestrianising the Embankment - but the Council needs to explore ways to reallocate space along the embankment for walking and cycling. There are more possible solutions than the two parking options put forward.”

A small number of respondents mentioned the **impact of tidal flooding** on the access to Eel Pie Island, with some emphasising a need to mitigate this.

3.1.2. Question 1.2: Parking

Respondents were divided about how future developments should deal with vehicle parking. While many respondents expressed a preference for reductions in parking; many others emphasised a need to maintain or increase current levels of parking.

Where respondents made comments favouring a **reduction of parking space**, they most often commented on the **Embankment** specifically (60 comments).

“All parking should be moved away from the riverside. It is a waste of scarce riverside space and spoils the view. It also smells bad.”

There were a further 20 comments arguing for **reductions or removal of parking spaces in general** as well as a handful of comments in favour of reducing parking space on Water Lane. Several respondents who said they would like to see less parking indicated that they would prefer **walking** (17 comments) and/or **cycling** (12 comments) to be prioritised instead.

“Personally happy to have less parking which would free up public space or space for pedestrians and cyclists.”

Where respondents expressed a preference for maintaining or increasing parking space availability, they often emphasised a need to **protect the current levels of parking** (46 comments) or a desire to **increase parking capacity** (18 comments). Some respondents specifically argued for preserving **parking spaces on the Embankment** (27 comments).

“Retention of all on-street parking. It benefits the entire riverside area and is a vital route in to local attractions as well as servicing Church St/King St retail and businesses.”

A large number of respondents (59 comments) highlighted the need for **residents and businesses of Eel Pie Island** to have adequate parking facilities in the vicinity of the island.

“The current provision for parking and traffic flow along Water Lane, the Embankment and Wharf Lane works well for the residents, businesses and clubs on Eel Pie Island and the Embankment and we are making a strong plea that this arrangement be left unchanged.”

Many respondents made specific suggestions about arrangements or restrictions for vehicle parking. The most frequently mentioned option was that of **underground parking**, which featured in 44 comments.

“Underground parking would be advisable if affordable.”

Other specific suggestions included **restricting riverside parking** to only cater for Eel Pie Island residents and businesses (8 comments) as well as other **residents parking schemes** (8 comments) and **short-term parking arrangements** (5 comments).

There were a variety of **other suggestions** (27 comments in total). A few respondents requested improved signage, either to guide motorists to carparks elsewhere in Twickenham or to clarify the distinction between permit and pay and display parking bays. A few others expressed a preference for diagonal or parallel parking alongside roads. One comment highlighted a need to take into consideration the impact of self-driving vehicles on demand and design.

“The parking needs to be clearly marked, it is silly having the meters alongside the 'permit only' bays.”

3.1.3. Question 1.3: Cycling

Many respondents thought that cycling arrangements should be improved as part of the development. Both cycling access and cycle parking were mentioned numerous times. Among those commenting on cycling access, several respondents made general statements about **the importance of cycling access** (34 comments), with another nine arguing that **current levels of access** should be protected.

“Priority for cycle lanes to encourage non-car travel.”

Respondents making specific comments about cycling access often said that **cycle paths and lanes** should be prioritised (39 comments). Better **cycle routes and signage** were mentioned in 11 comments. A total of 13 comments included other specific suggestions to help achieve greater cycling access.

“I assume there is a plan to provide for a continuous cycle track along the riverside and that this will be allowed for in the redevelopment.”

Comments about cycle parking were mostly generic, simply expressing a desire for **more or better cycle parking** in the area (42 comments). Another four comments were made to suggest specific measures for improving cycle parking.

“I would like to see cycle parking as a priority not an afterthought. This means it would be well thought out and clearly included in plans from the beginning alongside other aspects of proposed plans.”

Several respondents thought that there was **no urgent need** to address cycling access, or that the current situation was satisfactory (24 comments). Similarly, there were 17 comments saying there should be **no change** in cycling access. Some respondents said they **opposed the inclusion of cycling provisions** in a development (13 comments).

“The mix of cyclists and vehicles along the Embankment has not caused any problems despite it being a busy cycling route.”

Some respondents made comments about **shared use of space** (18 comments), either to suggest this as a preferred arrangement or to emphasise the need to manage this adequately. Most of these comments focussed on space shared by cyclists and pedestrians, while a few referred to cyclists and motorists sharing road space.

A number of respondents made detailed comments about a **particular junction or situation** (19 comments), often to highlight a dangerous or inconvenient situation. Several of these comments highlighted the corner of Wharf Lane and the Embankment as a priority concern.

“The contra-flow cycle lane in Wharf Lane where it cuts across the pavement at the junction with the Embankment is a blind corner and potentially dangerous.”

3.1.4. Question 1.4: Disabled access

Most respondents who commented on **access arrangements for disabled people** thought that it was important to **improve** these as part of a developments (64 comments). A further 10 comments were made to state that **current levels of access** should be protected.

“This is extremely important, and again should be included in any plans from the beginning. Safe, well thought out wheelchair access goes hand in hand with high quality pedestrian and cyclist access and safety. Making the road two way will do the opposite of supporting these requirements.”

Where respondents commented on particular arrangements for disabled access, they usually cited **disabled parking bays** (24 comments) and/or **step free access** (17 comments). A further 17 comments included various suggestions for specific arrangements; these included calls for drop-off points rather than disabled bays by the riverside as well as some ideas for making a development attractively step free.

“There are disabled parking bays already present and used, but I also see a number of vehicles with dispensations in the flexible pay and display parking bays.”

There were 16 comments stating that the **current arrangements for disabled access** are sufficient. A further nine comments emphasise that the provision of adequate access for disabled people is a **statutory requirement**. A few respondents said they favoured no change.

Some respondents made comments about a **particular situation**, highlighting existing or potential issues with disabled access (12 comments).

“The pavements that lead to the river aren't wide enough for wheel chairs or mobility scooters.”

In response to this question several respondents (31 comments) chose to express their general **opposition to the original development proposals**, or registered **concerns about the development process** (45 comments).

3.2. Question 2: Buildings layout

Question 2 of the consultation asked:

Please give us your views on the layout of the buildings to be included in the development and how it should connect to Diamond Jubilee Gardens and the rest of Twickenham?

Question 2 attracted a broad range of comments about the overall site layout, the architecture of buildings, the connections between different parts of the site and the use of spaces and buildings. This section summarises each theme in turn.

3.2.1. Comments about the overall site layout

For a great number of respondents, the inclusion of open space in a development was paramount. There were 48 comments stating a **preference for open space in general**, alongside 54 comments calling for a **visual link between King Street and the River Thames** and 31 comments expressing a desire for a **town square**. Furthermore, several respondents said they were in favour of **widening Water Lane** (16 comments) or indicated that they would like as little development as possible, keeping space **free of buildings** (13 comments).

“We believe that the riverside space is an important public amenity and that if we use this opportunity to open up Twickenham to its riverside we could change the nature of the town for the better for generations to come.”

A small number of respondents objected to the widening of Water Lane and/or the establishment of a visual link between King Street and the river, generally with the aim of **preserving the quiet nature of the riverside**.

Many respondents made specific suggestions as to what they would or would not like to see incorporated in the development including a **lido** (34 comments), which respondents considered a central feature for a development to be designed around.

“Please revisit and reconsider Lido with residential, run the numbers and see if economies work out.”

There was a great variety of suggestions for **other features that could be included** (34 comments in total). These included a few calls for fountains or trees, some specific suggestions for public spaces, a few ideas for buildings and architectural features, and some suggestions for facilities, like an ice rink.

“Build a brick archway to connect with Diamond Jubilee Gardens to match the ones in and around York House Gardens.”

Some respondents specified **features they thought should be avoided** in a development (18 comments). Some of their comments took issue with the idea of an arcade or ‘tunnel’ connecting the high street and other parts of the site. A few comments questioned whether Diamond Jubilee Gardens needed to be preserved in its current form.

“If necessary, scrap Jubilee Gardens, particularly to (sp) purpose of hiding views of backs of buildings, along King Street.”

A total of 12 comments included detailed suggestions about **the layout of the site**. These comments explored, for instance, how the space of the current Santander building could be used, and how the carpark behind it could be developed. There were also suggestions about the location and orientation of a town square, the inclusion of new buildings and facilities, and arrangements for access and parking.

“New shops, with flats above, could then be built at right-angles to the chemist Boots and King Street, leading towards the Embankment, forming the sides of the Square but still with a wide panorama of the river.”

3.2.2. Comments about architecture

A common element in respondents’ comments about new buildings for a development was that these should be in keeping with the surrounding area. For most respondents this meant that they should be small in scale and low-rise. Many respondents expressed concern about the development of a large building on Twickenham’s riverfront, stating that this would be detrimental to views and to the character of the area.

There were 23 comments highlighting **the look and feel of the area** and the importance of preserving this if any development would occur. Respondents used words such as “village-like”, “quaint” and “higgledy-piggledy” to describe Twickenham’s character. They also referred to the river as a shaping element, as well as the relationship between mainland Twickenham and Eel Pie Island.

“One of the challenges of this site is to design a new development which links three separate elements - each of which has a distinct character. These are King Street (busy town centre), Church Street (small scale independent premises), and the riverside (more rural, with traditional riverside enterprises).”

In similar comments, many respondents expressed a preference for an **architectural style** for a development (55 comments). Some of these favoured traditional styles, to make new buildings blend in with existing ones. Others thought that modern architecture would be suitable, or that the architecture of new buildings should provide a mix of styles. Several comments about style specifically rejected the neo-classical style.

“In addition, the pompous, neo-classical nature of this design is completely at odds with the charming mix of buildings in this area on both island and mainland.”

Numerous respondents commented on the **volume** (50 comments) and/or **height** (45 comments) of buildings for a development. Respondents generally expressed a preference for small-scale and low height, sometimes excepting King Street. Many of these comments were dismissive of the scale of buildings in the original proposals, stating that these would be overbearing or dominant. A few respondents suggested that buildings should be kept to a minimum.

“No strong opinion on layout other than it should be of an appropriate height and massing so as not to remove light from Water Lane or dominate the riverside. The historic riverside retains its character in part because the St Mary’s Church tower remains the dominating structure.”

3.2.3. Comments about connections between different parts of the site

Many respondents commented on how the different parts of the site could be connected as part of a development, with most comments focussing on **connections with Diamond Jubilee Gardens** (56 comments). Several respondents thought the gardens were currently underused as a result of inadequate connections. There were various comments suggesting that a development should encompass Diamond Jubilee Gardens, so that the gardens would become an integrated part of it. Smaller numbers of comments proposed specific connections between Diamond Jubilee Gardens and King Street, the Embankment, Water Lane, or Church Street. A small number of respondents opposed connecting a development to Diamond Jubilee Gardens.

“The present access to DJGs is awkward. At the very least there should be steps up from the Embankment on the Southeast corner of the Gardens.”

Another frequently mentioned focus for improved connections was the **riverside** (37 comments), although many of the comments on this issue simply emphasised the importance of bringing town and river together, be it through visual links or through easier access. Most of the 22 comments about improving **connections with King Street** either highlighted its link with the riverside or suggested a new connection to Diamond Jubilee Gardens.

“My big problem with the initial proposal was that the high street felt completely disconnected from the river.”

There were nine comments from respondents simply emphasising the importance of good, or improved, connections between different parts of the site.

3.2.4. Comments about the use of buildings and spaces

Some respondents who made comments about the use of buildings and spaces included in the development did so to indicate what they thought would be an adequate or desirable function. The inclusion of a **café or restaurant** (23 comments) and respondents also suggested a variety of **public and community uses** (22 comments).

“Riverside restaurants would do well on the ground level, residential above is the most obvious mix that comes to mind. Some kind of municipal building such as a library would also work very well.”

While some respondents were favourable to the inclusion of **residential properties** in a development (18 comments), a similar number of others were opposed to this (15 comments). There were 16 comments opposing the inclusion of **commercial functions** in a development. However, smaller numbers of respondents did think this would be appropriate, including some arguing for a **market or event space**.

“Commercial units on the ground floor could be restaurants, offices could be on the first floor and studio flats to increase value and density on the top floor.”

A few respondents thought a development should provide space for **river-related activities**. A small number of comments were made to emphasise the need to **separate** different types of activities. A few expressed **opposition** to the inclusion of cafés and/or restaurants in a development.

3.2.5. Other comments

Some respondents made comments about **access** (21 comments). These comments were varied in nature and included a few requests to ensure that new connections and spaces are publicly accessible, that pedestrian access is prioritised, and that access to Eel Pie Island is not compromised. A small number of respondents made specific comments about parking, generally reiterating comments made in response to [question 1](#).

“Overall so long as there is good pedestrian access to the river (better than current narrow pavements) then some residential buildings around that would be fine. Please try to keep the area as open to public access as possible. Please no “residents only” areas (except perhaps underground).”

Many respondents also used this question to register their **opposition to the original development proposals** (42 comments), as covered in [section 3.2.2](#) above. A small number of comments were made expressing **support** for the original development proposals.

In similar vein, numerous respondents **expressed concern about the process for the development** and/or the way it is seen to be managed by the Council (34 comments). Several

respondents made comments about **the consultation process** (18 comments), which were often related to concerns about the overall development process.

“I would like to be able to view and comment on a range of different designs from a number of design teams (all design teams to include a registered landscape architectural company) for this important site within the heart of Twickenham.”

3.3. Question 3: Incorporating open/community space

Question 3 of the consultation asked:

How best could open / community space be incorporated into the development?

Responses to question 3 were broad-ranging. Some comments focussed on the design of the open or community space; others on the use of the space. This section summarises each theme in turn.

3.3.1. Comments about the design of the space

Many respondents expressed some degree of agreement with the inclusion of open or community space in the development. Often, this was accompanied by disagreement with particular elements of previous proposals for the development, which respondents thought fell short on open space.

Several respondents emphasised that they **opposed development** and/or preferred no new buildings (26 comments). Others said that they were supportive of (more) **open space** generally (13 comments) or argued for the inclusion of a **town square** (31 comments) and/or additional **green space** (22 comments). However, some respondents indicated that the area presently includes **sufficient open space** (15 comments).

“The Council initially promised a design which would incorporate a Town Square and open up views to the river. I still regard this as a desirable objective.”

Many respondents made specific comments to indicate what they thought the space should look like. There were 20 comments containing **suggestions for the overall site layout**, including its landscaping. Suggestions included a terraced design, a level plain and a tiered square. Some of the comments included ideas for the location or extent of open space; a few included suggestions about covering or surfacing.

“Water Lane needs to be significantly widened both to enhance connectivity to the river and to increase community space: the entire floor space of the purchased Santander building should be incorporated into a broad pedestrian route extending across the current car park, and this new space should be used as a town square when necessary.”

There were 16 comments requesting that open space is designed in such a way that it enhances **the town's connection with the River Thames**. Some respondents suggested that **Diamond Jubilee Gardens** should be changed or improved (15 comments), saying for example that they should be expanded and/or opened up.

Respondents also provided various suggestions of **specific features** to be included in the design of the space (27 comments), such as seating, public toilets, fountains, planting, or underground parking.

“There is such scope for the imagination. A children's play area would be lovely. Some picnic tables and benches. A walkway along the river. A maze... I'm not an expert but think that it is a wonderful opportunity to have a lovely green space next to the river.”

Some respondents emphasised which features they thought should be **removed or avoided** if the area is developed, including nine comments specifically opposing **vehicle parking**. There were 13 further comments registering opposition to specific features, some of them about the inclusion of large buildings.

3.3.2. Comments about the use of the space

Commenting on the use of open or community space to be included in a development, many respondents emphasised that they thought it should be **for community purposes** (31 comments), sometimes specifying particular community uses, such as a community hall or communal gardens. A town square was mentioned by some, as well as other general descriptions of a community space or hub. A few respondents emphasised the potential for the space to house events for the local community.

“By reducing the amount of private development that is currently proposed and replacing with open space that could be used as a community focus.”

There were 34 comments favouring the inclusion of a **lido** in a development. Various respondents suggested **other recreational uses** for the open space (18 comments), such as children's playgrounds, access to boating, spaces for sports, leisurely walks and general relaxation.

Some respondents specifically requested that the open or community space be enhanced with a new **café or restaurant** (15 comments). Similarly, there were suggestions that the space could be used to house **markets** (8 comments) or other **commercial functions** (8 comments). While there were a small number of favourable comments about the inclusion of residential buildings, several other respondents made comments **opposing new housing** in a development (13 comments).

3.3.3. Other comments

Some respondents expressed a preference about the location of open space in a development. There were 12 comments stating that open or community space should be realised on the **riverside** and nine comments favouring the area along **Water Lane**. Suggestions of **other locations** (13 comments) included the central area of the site, the area currently occupied by the Santander buildings and the Bath House site. A few comments emphasised the space should be created away from King Street.

“Open space on King Street would not be much use. There are two alternatives for an open space/town square. The first is in the centre of the site and the other is on the riverside boundary of the site.”

Respondents made various comments about **access** in relation to open or community space (25 comments). For example, several respondents argued in favour of pedestrianisation of parts or all of the site. A smaller number of respondents commented that vehicle access and parking would need to be taken into account when designing open space. A few comments emphasised the importance of disabled access to all parts of the site.

“Pedestrianise the whole river frontage and provide a town square with underground parking beneath.”

A small number of comments were made about the **architecture** of any new buildings to be included in a development, mostly to express a preference for buildings of modest height and with a modest footprint.

Some respondents used these questions to express **opposition to the original proposals** (12 comments), while four comments were made in support.

More respondents expressed **concern about the process for the development** (23 comments), stating for example that a development has not yet been agreed, or that they have no confidence in the council’s choice of architects. A few comments questioned whether the brief for the development had been adequate, in particular with regard to public space. A handful of comments were made about the **consultation**, including a few criticisms of the question, which respondents thought was loaded or too vague.

3.4. Question 4: Use of community/open space

Question 4 of the consultation asked:

What could the community / open space be used for?

Most respondents listed one or more possible functions for the community or open space in their response; some respondents specified functions they believed should be avoided for the community or open space.

A very large number of respondents thought the space could be used to **accommodate events**, such as music concerts and theatre performances (99 comments). These comments also included mentions of community events, dance shows, outdoor cinema, literary performances and local fairs.

“The performance space should be used for plays, concerts, poetry readings, films and art exhibitions. Street theatre could use both spaces and extend on to the riverside, Diamond Jubilee Gardens and King Street.”

Smaller numbers of comments were made to suggest other cultural uses or features, such as a **museum or exhibition space** (15 comments) or **public art** including sculptures and fountains (11 comments).

“I would love to see space for the proposed Eel Pie Island Museum in the new development. Not only will it tell the story of the musical history of the island, it will also tell the riparian history of the boatyards and the surrounding riverside area and the activity that continues to this day.”

Another function that was suggested in a large number of comments was that of a **market space** (90 comments). Some respondents specified that they would like regular markets, such as Twickenham’s farmers market, to be held in the space, others suggested occasional, visiting or seasonal markets.

“For example move the Saturday Farmer's Market from the Car Park behind M&S, bring the French Market (and develop other market opportunities) from Church Street.”

There were 45 comments suggesting **other food and drink related use** for the community or open space. In most instances, these were suggestions for cafés and/or restaurants to be available in the vicinity of the space.

Respondents made a variety of suggestions about leisure activities that the community or open space would be suitable for. These included a large number of comments favouring **relaxation or other general leisure** (63 comments).

“Sitting and watching the world go by!”

Suggestions for active leisure uses included the idea of a **lido or swimming pool** was prominent (43 comments). **Walking and cycling** were suggested by some respondents (13 comments), as were **water sports** including boating (12 comments). There were 29 comments favouring **other types of sports**, or sports in general.

“A lido - with hotter weather more common it would be lovely to have this resource that could also offer treatments - a slower pace for the elderly whilst offering activity for the young.”

There were 28 comments suggesting that the space should function as a **meeting place** or a venue for community activity. In addition, some respondents thought the community or open space could be used for **public meetings**, charity events, or protests (11 comments).

“Imagine an Italian piazza or another continental square. This should be the prime civic space which Twickenham lacks.”

Several respondents suggested that the community or open space should include **facilities for children and families**, such as a playground (24 comments). A few respondents prioritised facilities and activities for **young people** or for teenagers in particular (6 comments).

Some respondents emphasised the **importance of open space** in general (16 comments) or argued in favour of the establishment of a **town or village square** (16 comments). There were also 16 comments suggesting that the community or open space should be without designation so that it could be a **flexible space**, suitable for a wide variety of uses. A small number of respondents highlighted the potential for the space to allow **nature or wildlife** to thrive (7 comments).

“Like squares of old it should be a general area that can shape itself over time.”

Where respondents indicated that they **opposed a particular function or use** for the space, they sometimes mentioned **events and entertainment** (7 comments) or **markets** (5 comments). There were 10 comments specifically objecting to other uses of the space, with residential, shops and vehicle parking each mentioned a few times. One comment was made to oppose bringing council offices to the site.

Some respondents used this question to voice **concerns about the process** (11 comments).

3.5. Question 5: Use of the River Thames

Question 5 of the consultation asked:

How could the development complement or enhance the current use of the River Thames?

Many respondents made suggestions about enhancing access to the river Thames from Twickenham, mostly with a view to creating further opportunities for boating activity. There were 45 comments highlighting opportunities for **recreational boating facilities** to operate from Twickenham's riverside and 38 comments suggesting there could be scope to develop **mooring facilities** for ferries and other river traffic.

"It would be ideal if a rowing boats could be brought back to the Twickenham Riverside for people to hire for short pleasure trips."

"The possibility should be explored of providing a landing stage for the river cruises that pass Twickenham on route to and from Hampton Court."

Respondents also commented on the accessibility of the riverside, including 31 comments emphasising **the importance of access to the riverside** in general. Others suggested a need to improve access to the riverside for various modes of transport, including **pedestrians** (15 comments), **cyclists** (8 comments) and **drivers** (5 comments about parking). A few comments were specifically about access to Eel Pie Island.

"Creating a pleasing and inviting pathway from central Twickenham down to the river would enhance Twickenham itself."

To some respondents, the key to enhancing the use of the river was to make it more visible. There were 22 comments emphasising the importance of a **visual link between King Street and the River Thames** and a further 14 comments citing the **visibility of the river** in general. Another 13 comments focussed on **open space** as a means of improving access to the riverside.

"Be properly open to the river so that it is visible from King Street without shops and arcades blocking the view!"

Preserving the **nature and heritage** of the local area and providing **information** about it was mentioned in 11 comments. A few others made suggestions about green space, planting and trees (5 comments).

"Eel Pie Island, with its artistic community and working boat yards, has always been a draw and a unique asset to our Borough, and our riverside should celebrate this."

There were 18 other comments about **including specific features**, suggesting for example a fountain or other water feature, facilities for boating-related activity, ample seating, bins and public toilets. A few suggestions were made for a viewing point or platform.

In comments reflecting some of the key themes from responses to question 2, some respondents commented on the **architecture** of new buildings, often emphasising the need for the **style** (12 comments), **volume** (9 comments) and **height** (2 comments) of these to fit with their riverside surroundings, sometimes **highlighting the area's look and feel** (8 comments).

“The current plans in no way enhance or complement the current use of the riverside. It is jarring and not what the community asked for.”

Some respondents argued that the use of the river would benefit from **removing or reducing particular features**, including eight comments suggesting that waterfront parking should be removed. In another 16 comments, respondents argued **against development in general**, requesting that no new buildings are erected near the riverside. A few respondents objected to other specific features, such as flats or shops.

There were 16 comments expressing **concern about the process** and a further seven comments about the **consultation**. There were 25 comments expressing opposition to the original proposals.

3.6. Question 6: Linking King Street and the river

Question 6 of the consultation asked:

How could the development improve the link between King Street and the river?

Some of the respondents to question 6 thought about the link between King Street and the river predominantly as a visual connection, while others focussed on accessibility. Among the comments addressing visual links, there were numerous that argued for enhancing the **visibility of the River Thames from King Street** (34 comments). Another 11 comments were about the visibility of the river more generally.

“The river should be visible from King Street - and not via a covered colonnade of shops.”

Respondents suggested that a wider Water Lane could aid the objective of creating a better vista of the river from the town centre (36 comments) and similar comments were made by respondents arguing for **open space** (20 comments) and/or a **town square** (12 comments). A small number of comments were made to **argue against widening Water Lane**, mostly on aesthetic grounds.

“By widening and enhancing Water Lane with landscaping and cafes (and removing parking) to create and attractive enticing environment.”

Where respondents spoke about access from the town centre to the riverside, many emphasised a need to **improve pedestrian access** (46 comments). In often related comments, respondents argued that **vehicle access to the riverside should be reduced** or managed differently (18 comments). Some respondents said they would like the **access to improve generally** (11 comments) or suggested better **access for cyclists** should be a priority (6 comments).

“It would be good to have a proper footpath between King Street and the river. I can't walk up Water Lane now as the pavement is too uneven.”

Some respondents provided specific suggestions for improving links to the riverside. There were 10 comments suggesting a **passageway through the shopfronts on King Street**, that would allow a pedestrian route to Diamond Jubilee Gardens and the riverfront below. Others suggested the use of **green spaces and trees** to accentuate links to the riverside (10 comments), or highlighted a need to improve the **quality of the riverside** (8 comments). There were six comments suggesting that improved **signposting** would be desirable to achieve better links.

“The Kemp Muir scheme shows how buildings could be designed to lead people from the King Street shops through a short, open, 'market style' arcade through a choice of routes, down to the riverside.”

To some respondents, the improvement of this link was **not a priority** (14 comments), A few respondents expressed concern that an improved link would impact on **the quiet character of the riverside** (5 comments).

“Really can't see how further construction could actually achieve any improvements in linking King Street and the river, and it definitely won't if it's too big and overshadows its environs, including the houses in Water Lane.”

Small numbers of comments were made to reiterate a preference for **small-scale architecture** or for the **removal of parking spaces** from the riverside.

Some respondents used this question to express **concern about the process** (14 comments), as well as three comments on the consultation. Others expressed general **opposition to development in the area** (20 comments) or to the original **proposals** (18 comments).

3.7. Question 7: New business on the Riverside

Question 7 of the consultation asked:

What types of new business on the Riverside site do you think Twickenham would benefit from?

While most respondents answered question 7 by listing potentially suitable types of businesses for the riverside, others commented on the need case or the context. Of those who did the latter, many expressed **general opposition** to the premise of having new businesses on the riverside (48 comments). Several respondents argued that Twickenham currently has a **surplus of business spaces** and that it would not be helpful to create more (27 comments).

“None. Concentrate on improving the quality of the existing ones in the high street and beyond.”

Some respondents commented on the **strategy or criteria** that should inform decisions about new businesses in the area (25 comments). Respondents’ comments included several mentions of making the riverside a destination. They thought this could be achieved through carefully managing what new businesses are attracted. Suggestions included prioritising river-related businesses or favouring small, high-end retail and catering businesses.

“Church street is a good model - nothing major, just a few nice shops, restaurants, cafes. It needs businesses that can get by between Rugby days so don't just stick down a 400 capacity Rugby pub.”

In other comments about strategy, respondents suggest that the viability of retail has come under pressure and that attracting shops may be difficult. A few added that new riverside businesses should not displace existing businesses from other locations in Twickenham.

Respondents who offered suggestions for types of new businesses often thought that Twickenham would benefit from **cafés and restaurants** on the riverside, with 72 comments making a general suggestion to that effect and 54 comments suggesting a specific type of café or restaurant.

“Restaurants/cafes seem to do well in Twickenham, and the mix could include these as well.”

Where respondents made specific comments about new cafés or restaurants, they sometimes specified that these should be on the riverside, or at least have a river view. High quality was also frequently requested. Several respondents commented that they would prefer small or independent businesses, while a few others mentioned particular chains of which they would like a branch to open in Twickenham. Some comments were made in favour of community cafés or places offering organic or vegetarian menus. A few suggestions were made for themed cafés.

“Perhaps something specialised, such as vegetarian &/or organic (like Tide Tables in Richmond).”

Another 11 comments were made to suggest that one or more new **pubs** could be part of a development. Conversely, there were 11 comments specifically **opposing** the establishment of new cafés, restaurants or pubs by the river.

“We already have two pubs and many restaurants in Church Street, plus the Barmy Arms by the river. What more of those does the town need?!?”

Leisure businesses were often suggested for the riverside, with 35 comments arguing for **boating-related businesses**. Other types of **leisure businesses**, including cycle hire and children’s activities, were mentioned in 14 comments.

“Paddle board, canoe and boating business.”

Several respondents thought that **shops** could be suitable for the riverside, particularly **art or craft workshops** (20 comments), **fashion shops** (17 comments) or **food shops** (11 comments). There were 23 comments suggesting **other specific shops**, including gift and toy shops, and eight comments mentioning shops in general. Some respondents reiterated a preference for a **market** (12 comments).

“Artisans and unique business owners should be attracted to the area.”

In contrast to the suggestions above, several respondents argued **against shops on the riverside**, with 12 comments opposing shops in general and 11 comments opposing specific types of shops.

“Please no more charity shops!!”

Cultural venues were mentioned by several respondents. There were 26 comments suggesting the establishment of a **museum, gallery or library** on the riverside. In addition, 15 comments were made to suggest an **entertainment venue** for music, theatre and/or film.

“Library with enhanced children’s section and adult reading areas with river views.”

A number of respondents expressed a preference for various kinds of **small businesses**, such as technology start-ups, or for small businesses in general (16 comments). Some respondents thought the area should house a **shared business space** which could attract local entrepreneurs (9 comments). Some respondents expressed a preference for **independent businesses** (17 comments) – including shops, cafés and restaurants.

“Low rent lets for start-ups and creative industries would be a good fit for the locality.”

There were 14 comments suggesting the riverside could host **services or amenities**, such as a post office, an information point, a community centre, sheltered housing or a charity space. Other suggested uses, each mentioned in small numbers of comments, were offices, housing, and hotels.

There were six comments expressing **concern about the process** as well as six comments about the **consultation**.

3.8. Question 8: Location of new businesses

Question 8 of the consultation asked:

Where do you think new businesses would be best located?

Where respondents expressed a preference for a location for new business, they often mentioned **King Street** (35 comments). In some cases, respondents added that King Street has space for new businesses or that new businesses should be housed in **existing business premises** (5 comments).

“On King Street - plenty of empty spaces/shops to be used.”

There were 19 comments suggesting the **Embankment or riverside** would be the most suitable location for new businesses, often specifying that this was for cafés or restaurants only. Other respondents **opposed this** and emphasised that new businesses should not be located on the riverside (10 comments).

“A riverside location is always nice. Especially for restaurants and cafés”

Some respondents thought that new businesses could benefit from the proximity of the river without necessarily being located on the riverside. There were 10 comments suggesting that a **view of the river** should be the main criterion in determining a location for new businesses as well as five comments arguing that businesses could be located **set back from the river**.

“Away from the River at the back of the site. The Riverside itself should be open.”

Several respondents suggested that new businesses be located within a new development, including 10 comments favouring locations **around a new town square**. Similarly, some respondents thought businesses could be situated **along new walkways** (6 comments).

“New retail businesses could be along the sides of the new square. This site should not be used for non-public-facing commercial/ business use.”

Various other locations within the site were suggested in small numbers of comments, such as **Water Lane** (8 comments) and **Diamond Jubilee Gardens** (6 comments). Some respondents expressed a preference for a particular spot in **the central area of the site** (9 comments) or for businesses to be located **around the edges** (3 comments).

“A lido and café should be located next to Diamond Jubilee Gardens.”

A few respondents preferred new businesses to be **located elsewhere** in Twickenham or outside Twickenham. Some respondents said they would prefer not to see any new businesses at all.

Some respondents used this question to express **concerns about the process** (7 comments) and there was one comment about the **consultation**.

Appendix: Coding frequency tables

Question 1: In the future plans for the development, how would you like to see parking / cycling and access arrangements improved?

Question 1.1: Access to Eel Pie Island (including the loading arrangements)

Table 1 - Responses to question 1.1

| Code | Count |
|---|-------|
| Comment about enforcement | 1 |
| Comment about facilities | 3 |
| Comment about open space | 4 |
| Comment about parking | 12 |
| Comment on consultation | 4 |
| Concern about developments/flats | 1 |
| Concern about funds | 1 |
| Concern about process | 13 |
| Consider all residents/users | 2 |
| Consider Eel Pie Island residents/businesses | 64 |
| No change | 26 |
| No comment | 19 |
| Not a concern/access sufficient | 22 |
| Oppose original proposals (published in November 2015) | 15 |
| Prioritise access from river/boats | 1 |
| Prioritise cycling | 12 |
| Prioritise disabled access | 5 |
| Prioritise emergency access | 3 |
| Prioritise loading/unloading - improve facilities | 7 |
| Prioritise loading/unloading - maintain facilities | 55 |
| Prioritise parking/driving | 9 |
| Prioritise walking | 10 |
| Protect current level of access | 41 |
| Reduce impact of flooding | 5 |
| Refer to other response/document | 6 |
| Refer to Richmond | 2 |
| Specific arrangement - footbridge | 5 |
| Specific arrangement - traffic flows | 9 |
| Specific restriction - embankment parking | 13 |
| Suggest specific arrangement/restriction | 19 |
| Support original proposals (published in November 2015) | 2 |

Question 1: In the future plans for the development, how would you like to see parking / cycling and access arrangements improved?

Question 1.2: Parking

Table 2 - Responses to question 1.2

| Code | Count |
|---|--------------|
| Comment about current situation | 8 |
| Comment about enforcement | 2 |
| Comment about facilities | 3 |
| Comment on consultation | 4 |
| Concern about process | 12 |
| Consider all residents/users | 1 |
| Consider Eel Pie Island residents/businesses | 59 |
| Increase parking capacity | 18 |
| No change/keep waterfront parking | 27 |
| No comment | 13 |
| Not a concern | 11 |
| Oppose original proposals (published in November 2015) | 8 |
| Oppose underground parking | 2 |
| Prioritise cycling | 12 |
| Prioritise parking/driving | 4 |
| Prioritise public transport | 3 |
| Prioritise walking | 17 |
| Protect current levels of parking | 46 |
| Reduce impact of flooding | 2 |
| Reduce/remove parking space - Embankment | 60 |
| Reduce/remove parking space - general | 20 |
| Reduce/remove parking space - Water Lane | 5 |
| Refer to other response/document | 13 |
| Refer to Richmond | 2 |
| Restrict to Eel Pie Island residents/businesses | 8 |
| Specific arrangement - residents parking | 8 |
| Specific arrangement - short-term parking | 5 |
| Specific arrangement - underground parking | 44 |
| Suggest location outside site | 4 |
| Suggest location within site | 13 |
| Suggest specific arrangement/restriction | 27 |
| Support original proposals (published in November 2015) | 1 |

Question 1: In the future plans for the development, how would you like to see parking / cycling and access arrangements improved?

Question 1.3: Cycling

Table 3 - Responses to question 1.3

| Code | Count |
|---|--------------|
| Benefits of cycling | 5 |
| Comment on consultation | 3 |
| Comment on particular junction/situation | 19 |
| Concern about process | 9 |
| General comment about cycling | 4 |
| Improve/increase cycle parking - general | 42 |
| Improve/increase cycle parking - specific | 4 |
| Improve/increase cycling access - general | 34 |
| Improve/increase cycling access - lanes/paths | 39 |
| Improve/increase cycling access - routes/signage | 11 |
| Improve/increase cycling access - specific measure | 13 |
| Improve/manage shared use | 18 |
| Maintain no cycling on Eel Pie Island | 2 |
| No change | 17 |
| No comment | 19 |
| Not a concern/current access sufficient | 24 |
| Oppose cycling provisions | 13 |
| Oppose original proposals (published in November 2015) | 6 |
| Prioritise walking | 4 |
| Protect current levels of access | 9 |
| Refer to other response/document | 10 |
| Remove/reduce cycling access | 4 |
| Suggest specific arrangement/restriction | 7 |
| Support original proposals (published in November 2015) | 2 |

Question 1: In the future plans for the development, how would you like to see parking / cycling and access arrangements improved?

Question 1.4: Disabled Access

Table 4 - Responses to question 1.4

| Code | Count |
|---|--------------|
| Comment on consultation | 3 |
| Comment on particular situation | 12 |
| Concern about process | 11 |
| Improve/increase disabled access | 64 |
| No change | 5 |
| No comment | 31 |
| Not a concern | 16 |
| Oppose original proposal (published in November 2015) | 2 |
| Protect current levels of access | 10 |
| Refer to legislation/statutory requirements | 9 |
| Refer to other response/document | 7 |
| Specific arrangement - disabled bays | 24 |
| Specific arrangement - step free | 17 |
| Suggest specific arrangement/restriction | 17 |

Question 2: Please give us your views on the layout of the buildings to be included in the development and how it should connect to Diamond Jubilee Gardens and the rest of Twickenham?

Table 5 - Responses to question 2

| Code | Count |
|--|--------------|
| Architecture - height | 45 |
| Architecture - style | 55 |
| Architecture - volume | 50 |
| Area - look and feel | 23 |
| Broaden - Water Lane | 16 |
| Comment about access | 21 |
| Comment about parking | 6 |
| Comment on consultation | 18 |
| Comment on current situation | 6 |
| Comment on funding | 4 |
| Concern about process | 34 |
| Connect - Church Street | 4 |
| Connect - Diamond Jubilee Gardens | 56 |
| Connect - general/better | 9 |
| Connect - King Street | 22 |
| Connect - riverfront | 37 |
| Connect - Water Lane | 8 |
| Consider landscape/nature | 3 |
| Function/use - café/restaurant | 23 |
| Function/use - commercial | 5 |
| Function/use - market/event space | 7 |
| Function/use - not cafés/bars/restaurants | 2 |
| Function/use - not commercial | 16 |
| Function/use - not residential | 15 |
| Function/use - public/community | 22 |
| Function/use - residential | 18 |
| Function/use - river-related activity | 3 |
| Function/use - separation | 2 |
| No comment | 7 |
| Not broaden Water Lane | 3 |
| Oppose connecting to Diamond Jubilee Gardens | 5 |
| Oppose development/prefer no buildings | 13 |
| Oppose river view from King Street | 2 |
| Oppose specific feature | 18 |
| Oppose original proposals (published in November 2015) | 42 |
| Prioritise open space/garden | 48 |
| Prioritise river view from King Street | 54 |
| Prioritise town square | 31 |
| Prioritise/include lido | 34 |
| Prioritise/include specific feature | 34 |
| Refer to other response/document | 7 |
| Refer to Richmond | 16 |
| Site layout suggestion | 12 |
| Support change - general | 5 |
| Support original proposals (published in November | 6 |

2015)

Question 3: How best could open / community space be incorporated into the development?

Table 6 - Responses to question 3

| Code | Count |
|--|--------------|
| Architecture - height | 6 |
| Architecture - style | 5 |
| Architecture - volume | 7 |
| Change/improve Diamond Jubilee Gardens | 15 |
| Comment about access | 25 |
| Comment about funding | 2 |
| Comment on consultation | 5 |
| Concern about process | 23 |
| Connect - general/better | 7 |
| Connect - riverside | 16 |
| Function/use - café/restaurant | 15 |
| Function/use - commercial | 8 |
| Function/use - community | 31 |
| Function/use - flexible | 1 |
| Function/use - leisure/recreation | 18 |
| Function/use - market/farmers market | 8 |
| Function/use - residential | 5 |
| Location - other | 13 |
| Location - riverside | 12 |
| Location - Water Lane | 9 |
| No comment | 4 |
| Not a concern/sufficient space | 15 |
| Oppose development/prefer no buildings | 26 |
| Oppose specific feature - car park | 9 |
| Oppose specific feature - flats/residential | 13 |
| Oppose specific feature - other | 13 |
| Oppose original proposals (published in November 2015) | 12 |
| Prioritise/include specific feature - green space/trees | 22 |
| Prioritise/include specific feature - lido/swimming pool | 34 |
| Prioritise/include specific feature - other | 27 |
| Prioritise/include specific feature - town square | 31 |
| Refer to another response/document | 16 |
| Refer to Richmond | 5 |
| Site layout suggestion | 20 |
| Support open space - general | 13 |
| Support original proposals (published in November 2015) | 4 |

Question 4: What could the community / open space be used for?

Table 7 - Responses to question 4

| Code | Count |
|---|-------|
| Active leisure - sports | 29 |
| Active leisure - walking/cycling | 13 |
| Activities - general/other | 14 |
| Boating/water sports | 12 |
| Comment about access | 7 |
| Comment about buildings/facilities | 4 |
| Community activity/meeting place | 28 |
| Concern about process | 11 |
| Conflict between uses | 4 |
| Events/music/performance | 99 |
| Food and drink | 45 |
| Information/education | 3 |
| Leisure/relaxation - general | 63 |
| Lido/swimming pool | 43 |
| Market/farmers market | 90 |
| Museum/exhibition space | 15 |
| Nature/ecology/wildlife | 7 |
| No change | 5 |
| No comment | 4 |
| Not - other use | 10 |
| Not events/entertainment | 7 |
| Not market | 5 |
| Open space - general | 16 |
| Oppose original proposals (published in November 2015) | 11 |
| Playground/family friendly | 24 |
| Public art/sculpture/fountain | 11 |
| Public meetings/charity/protest | 11 |
| Refer to other example | 2 |
| Refer to other response/document | 21 |
| Refer to Richmond | 8 |
| Socialising/meeting friends | 7 |
| Support original proposals (published in November 2015) | 2 |
| Town square - general | 16 |
| Undesignated/flexible | 16 |
| Youth activities | 6 |

Question 5: How could the development complement or enhance the current use of the River Thames?

Table 8 - Responses to question 5

| Code | Count |
|--|--------------|
| Access to Eel Pie Island | 2 |
| Access to river - mooring/ferries/pier | 38 |
| Access to river - recreational boating | 45 |
| Access to riverside - cyclists | 8 |
| Access to riverside - general | 31 |
| Access to riverside - parking | 5 |
| Access to riverside - pedestrians | 15 |
| Architecture - height | 2 |
| Architecture - style | 12 |
| Architecture - volume | 9 |
| Area - look and feel | 8 |
| Comment on consultation | 7 |
| Concern about process | 16 |
| Green space/planting/trees | 5 |
| Heritage/information | 11 |
| Mitigate impact of flooding/tide | 1 |
| No change | 5 |
| No comment | 3 |
| Not a concern/river sufficiently used | 17 |
| Oppose development/prefer no buildings | 16 |
| Oppose original proposals (published in November 2015) | 25 |
| Prioritise open space | 13 |
| Prioritise town square | 1 |
| Prioritise/include lido | 14 |
| Prioritise/include specific feature | 18 |
| Refer to other area | 4 |
| Refer to other response/document | 9 |
| Refer to Richmond | 7 |
| Remove/reduce specific feature | 6 |
| Remove/reduce waterfront parking | 8 |
| Riverside events | 4 |
| Riverside facilities | 9 |
| Riverside leisure | 9 |
| Site layout suggestion | 5 |
| Visibility of river - from King Street | 22 |
| Visibility of river - general | 14 |

Question 6: How could the development improve the link between King Street and the river?

Table 9 - Responses to question 6

| Code | Count |
|---|--------------|
| Architecture - height | 7 |
| Architecture - style | 7 |
| Architecture - volume | 5 |
| Broaden - Water Lane | 36 |
| Comment on consultation | 3 |
| Concern about process | 14 |
| Improve access to riverside - cyclists | 6 |
| Improve access to riverside - general | 11 |
| Improve access to riverside - pedestrians | 46 |
| Improve quality of riverside - general | 8 |
| Improve signage | 6 |
| Manage/reduce vehicle access | 18 |
| No change | 2 |
| No comment | 9 |
| Not a concern | 14 |
| Not broaden - Water Lane | 3 |
| Oppose development/prefer no buildings | 20 |
| Oppose specific feature | 5 |
| Oppose original proposals (published in November 2015) | 18 |
| Prioritise gap in King Street facade | 10 |
| Prioritise green space/trees | 10 |
| Prioritise open space | 20 |
| Prioritise town square | 12 |
| Prioritise/include specific feature | 35 |
| Protect quiet character of riverside | 5 |
| Refer to other response/document | 16 |
| Refer to Richmond | 3 |
| Remove/reduce riverside parking | 3 |
| Remove/reduce specific feature | 7 |
| Support original proposals (published in November 2015) | 1 |
| Visibility of river - general | 11 |
| Visibility of river - from King Street | 34 |

Question 7: What types of new business on the Riverside site do you think Twickenham would benefit from?

Table 10 - Responses to question 7

| Code | Count |
|--|--------------|
| Art/culture/museum/library | 26 |
| Cafés/restaurants - general | 72 |
| Cafés/restaurants - specific | 54 |
| Comment about access | 9 |
| Comment on consultation | 6 |
| Comment on current situation | 9 |
| Concern about process | 6 |
| Education/information | 3 |
| Events/music/performance/film | 15 |
| General/other | 14 |
| Hotel/accommodation | 2 |
| Housing | 3 |
| Leisure - boating | 35 |
| Leisure - gym | 5 |
| Leisure - other | 14 |
| Lido | 25 |
| Market/farmers market | 12 |
| No comment | 3 |
| Not - other/specific | 5 |
| Not cafés/restaurants | 11 |
| Not chains | 4 |
| Not shops - general | 12 |
| Not shops - specific | 11 |
| Offices - general | 7 |
| Offices - specific | 2 |
| Oppose new businesses | 48 |
| Oppose original proposals (published in November 2015) | 7 |
| Prioritise independent businesses | 17 |
| Pubs | 11 |
| Refer to other response/document | 3 |
| Refer to Richmond | 4 |
| Services/community | 14 |
| Shared business space | 9 |
| Shops - crafts/workshops | 20 |
| Shops - fashion | 17 |
| Shops - food | 11 |
| Shops - general | 8 |
| Shops - other specific | 23 |
| Small businesses - general/other | 16 |
| Suggest strategy/criteria | 25 |
| Too many business spaces in Twickenham | 27 |

Question 8: Where do you think new businesses would be best located?

Table 11 - Responses to question 8

| Code | Count |
|--|-------|
| Any space offering river view | 10 |
| Avoid location - riverside | 10 |
| Comment on consultation | 1 |
| Concern about process | 7 |
| Elsewhere in Twickenham | 3 |
| Existing business premises | 5 |
| General/other | 5 |
| Location - central areas of site | 9 |
| Location - Diamond Jubilee Gardens | 6 |
| Location - edges of site | 3 |
| Location - Heath Road/London Road/Richmond Road | 2 |
| Location - King Street | 35 |
| Location - Riverside/Embankment | 19 |
| Location - Water Lane | 8 |
| Location - Wharf Lane | 2 |
| No change/nowhere | 3 |
| No comment | 5 |
| No specific location indicated | 8 |
| Oppose development/prefer no new businesses | 7 |
| Oppose original proposals (published in November 2015) | 4 |
| Outside Twickenham | 2 |
| Refer to other response/document | 10 |
| Set back from the river | 5 |
| Within new development - along walkways | 6 |
| Within new development - general | 4 |
| Within new development - lido | 3 |
| Within new development - town square | 10 |