



# Your Hampton Wick

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

It represents a fundamental shift in the way the Council does business to put residents and service users at the heart of all it does.

In November 2010 a postal survey was sent to every household in the London Borough of Richmond upon Thames to capture local views and priorities.

The results have been analysed by area, based on where people said they lived, to identify what people like about their area and what could be improved.

These are the results for **Hampton Wick**.



## What you said:

From the 1,535 households in Hampton Wick, there were 249 responses to the survey. This gives a very good response rate of 16%. Overall, there were 13,585 responses to the survey, giving a borough wide response rate of 16%.

Respondents in Hampton Wick were very satisfied with their local area as a place to live (92%). When commenting on what you like best about the area, most frequently mentioned were the parks and open spaces, the river, the convenience of the area (both locally and its proximity to London), the local shops and transport links.

18% agreed that they can influence decisions affecting their local area (with 38% neither agreeing nor disagreeing). Just under half (42%) of people felt informed about services in their local area.

## What's important to you:

Overwhelmingly, **parks and open spaces** were considered to be the most important aspect in making your area a good place to live (80%). The next most important was level of **crime and anti-social behaviour** (40%).

This was followed by the level of **public transport** (32%), **library services** (21%) and **shopping** (19%).



## What could be improved:

**Traffic and congestion** was the top priority for improvement in Hampton Wick (36%), compared with the overall Borough average of 34%. Following this, you felt that **shopping** (27%), **provision of parking** (25%) and **condition of pavements** (24%), could be improved.



Finally **development and planning** (18%), **waste and recycling** (18%) and **crime and anti-social behaviour** (18%) were also key things you felt could be improved.

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

On **traffic and levels of congestion**, residents were concerned with the speed of traffic travelling through Hampton Wick and the amount of congestion going into Kingston. Some of the causes identified included the phasing of traffic lights, traffic islands, speed bumps and road works.

*"There is a very high volume of traffic travelling at high speeds along quiet residential roads used as alternative to High Street"*

*"Cars travel at 40 to 50 mph along the High Street, Park Road and Kingston Bridge"*

*"Traffic between Upper Teddington Road and Kingston during rush hours and at weekends is frequently brought to a complete standstill. This is owing to a bottleneck at Kingston Bridge and cars backed up waiting for access to John Lewis and Bentall car parks"*

*"The phasing of some of the local traffic lights is poor"*

*"The new islands for crossing near Kingston Bridge causes congestion for the right filter lane"*

Issues relating to **shopping in your local high street** and **support for local businesses** were also mentioned, with many concerns expressed about the rate at which local shops are closing resulting in a lack of variety and no provision to meet basic shopping needs like a privately owned convenience store, greengrocer, butcher or bakery.

*"I would prefer to do most of my shopping in the local High Street and [I am] disappointed that new businesses are very similar e.g. hair, beauty, sports"*

*"Shops in local the High Street suffered due to rent increases"*

*"Local shops have suffered due to over development of Kingston shops taking trade away"*

*"The area could certainly do with a 'local' version of some of the major supermarkets"*

Relating to **parking provision**, most of the comments refer to concerns about insufficient residential parking and parking near to the local shops. People cited new developments, more people living in the area and parking controls as some of the main causes.

*"Parking is always difficult and expensive in this area"*

*"Parking is a nightmare despite purchasing a resident parking permit"*

*"In our road there are 5 parking meters rather than places for residents so we have to park, if there are any places, quite a distance away from our house"*

*"When the bus stops were installed [they] took up our parking spaces"*

*"There are 20 or more business bays in Normansfield Avenue that should be freed up for visitor parking as they are, quite literally, never used"*

*"There's been so many housing development which have resulted in associated parking issues"*

On the **condition of pavements** the main focus of comments was on the poorly maintained pavements which are uneven with broken paving stones and tarmac that have been in a dangerous state of disrepair for a long time. Pavements are narrow in places making them difficult to use particularly for wheelchair users, made worse by tree roots coming to the surface.

*"Roads and pavements are badly potholed, broken and dangerous"*

*"I have lived in Glamorgan Road for 33 years and in all that time the pavements and roads have never received any attention"*



*"I know of quite a few people who have tripped on uneven pavement outside my house including myself"*

*"Pavements are very narrow with roots lifting paving stones and tarmac"*

Respondents also felt strongly about **development and planning**, suggesting that the area was being over developed, with much of this being unsympathetic and out of character with the local design and environment. It was felt residents weren't listened to when planning decisions were taken.

*"Over development with high density unattractive, highly priced housing"*

*"The area is at risk of being spoiled due to back fill development and over building"*

*"The amount of development at the old Jewsons/ electricity board is excessive and it isn't complete"*

*"There is too much unsympathetic development, we live here because we like the ambiance of Victorian, Georgian and Edwardian houses"*

*"Planning restrictions have become more lax over the years leading to over development"*

*"Development planning issues seem to favour developers – there are too many flats being built"*

Finally on issues relating to **waste and recycling**, residents commented on the lack of general recycling facilities for flats and specifically for recycling plastics and cardboard.

*"I would like to be able to recycle more items, such as tetra packs and plastic food containers"*

*"The recycling centre is good for a variety of things you can recycle there, but it needs emptying more often"*

*"Townmead recycling is too far to travel from here, especially when Kingston is very close, however we are not allowed to use it"*

*"There are no boxes for ordinary paper, boxes and tetra packs or plastic in my area"*

*"More could be done to encourage greater recycling and better use of waste"*

## Hampton Wick: who responded?

Of those who responded in Hampton Wick:

- 61% were female, 39% were male
- The age breakdown was:  
Under 24 year olds (1%),  
25-34 year olds (12%),  
35-44 year olds (18%),  
45-54 year olds (17%),  
55-64 year olds (18%),  
65-74 year olds (14%) and  
75+ year olds (20%)
- The majority identified themselves as being of white ethnic background (97%)
- 18% said they had a long-standing illness, disability or infirmity
- The majority were Borough residents (96%), with 37% having lived here over 25 years.

## Get involved

We are committed to addressing local concerns and making improvements, but we can only do this with the help of the local community. We want to know your ideas about what you and your community can do about the issues that have been raised so that we can work together to make your area even better.

The next stage of the All in One includes village planning events covering each of the fourteen areas identified to discuss the results and explore ideas and suggestions about what we can do together. It will also be an opportunity for you to tell us how you want to get involved locally and at the events people will be able to put their names forward through the community resource bank to volunteer their time, skills or facilities.

The events are a starting point for drawing up action plans for each area that will be put together with local people and there will be further opportunities to contribute as the plans are developed.

For further information, go to

[www.richmond.gov.uk/all\\_in\\_one](http://www.richmond.gov.uk/all_in_one)