# Your Mortlake

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 **Mortlake**.
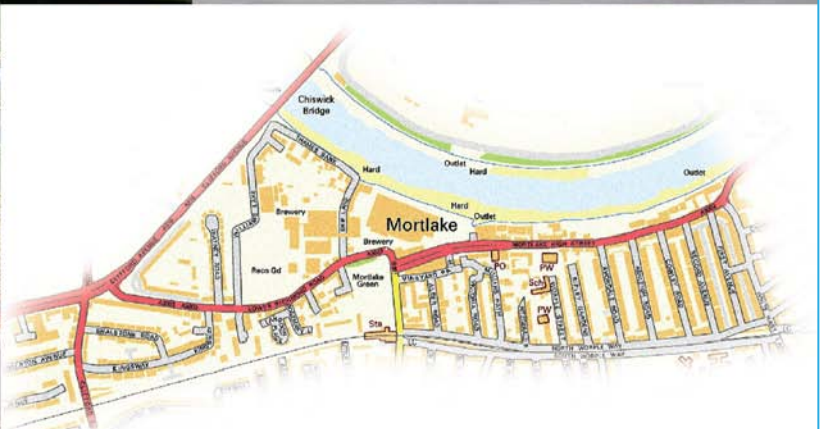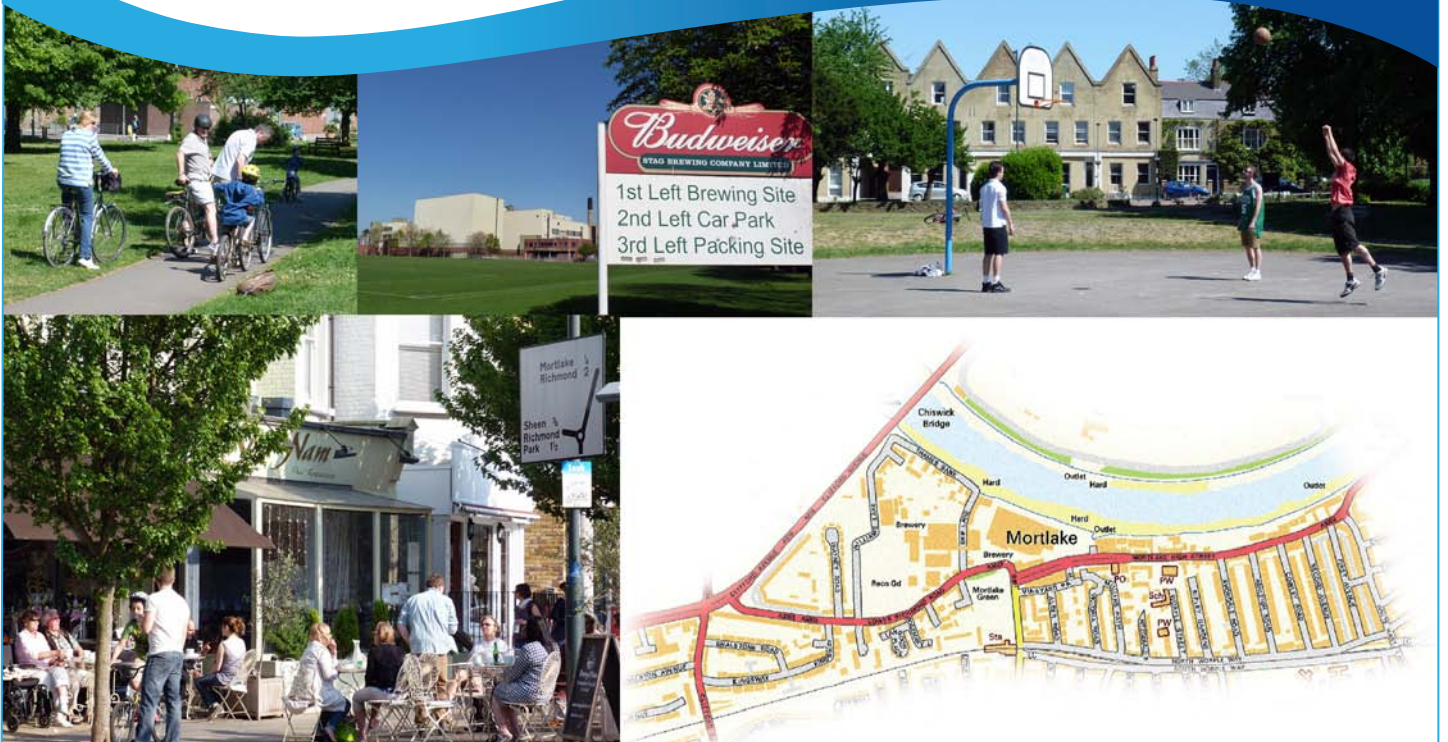
What you said:

From the 2,095 households in Mortlake, there were 291 responses to the survey. This gives a good response rate of 14%. Overall, there were 13,585 responses to the survey, giving a borough wide response rate of 17%.

Respondents in Mortlake were very satisfied with their local area as a place to live (90%). When commenting on what you like best about the area, most frequently mentioned were the parks and open spaces followed by the River, transport links, shops and the community/people.

19% agreed that they can influence decisions affecting their local area (with 42% neither agreeing nor disagreeing). Over half (56%) feel 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 (78%). The next most important was the level of crime and anti-social behaviour (42%).

This was followed by public transport (39%), which was notably higher than in other parts in the borough.

Finally you identified shopping in the local high street (33%) and education and schools (21%) as important in making the area a good place to live.

What could be improved:

Nearly half (46%) identified **traffic and congestion** as being in need of improvement. This was notably higher than other areas of the borough, and 12 percentage points higher than the borough wide result of 34%.

Following this, you felt that **provision of parking** (25%) and **condition of pavements** (23%) could be improved.

Mortlake was one of the few areas to identify **litter / street cleanliness** (20%) and **affordability of local housing** (20%) in their top five 'most needs improving'. Finally, 17% of you identified s**hopping in your local high street** and a further, 15% said **support for local businesses** were also key things that could be improved in your local area.

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

Regarding **traffic and/or levels of congestion**, level crossings (particularly by Barnes and Mortlake railway stations) were highlighted as a major cause of traffic and congestion. Other causes identified included traffic light sequencing, narrow roads and commercial vehicles. Additional traffic hotspots were Mortlake High Street, the White Hart Lane junction, Lower and Upper Richmond Road and Chalkers Corner. Speeding traffic was also a big concern. In terms of solutions, suggestions included better control of the level crossing (including footpaths or under passes for cars) and traffic calming measures (including speed restrictions and speed bumps) in specific areas.

"Traffic levels high especially when level crossing closed."

"Cars drive too fast and there are not enough pedestrian crossings with traffic lights."

"Speed needs to be controlled on the Richmond Road"

"Speed bumps on the Barnes Bridge area"

Provision of parking / parking enforcement, with parking provision for residents being a particular concern. Many indicated that they found it difficult to park close to their homes because of commuter parking in the area. Some residents felt that the issue of parking was closely related to traffic and congestion problems in the area.

"Parking for residents outside the restricted hours is impossible"

"There is nowhere to park even with a permit"

"Due to parking controls in other streets nearby our road seems to have become more congested"

Issues relating to the **condition of roads and pavements** mostly referred to maintenance issues and the need for resurfacing and repair. Many were concerned about the hazards of potholes and cracked/uneven pavements, particularly for the elderly and disabled. Tree roots and the bad winter weather were identified as the main causes of damage to pavements and roads.

"Pavements between Clifford Avenue and Mortlake Green are appalling broken and uneven"

"The conditions of the road is terrible... so many potholes around and refilling them again and again is not the answer. Resurfacing will save money in the long run"

"I am an OAP and the bad roads and paths have caused me to fall several times. Especially in Sheen Lane and the small roads along the Mortlake Road"

There weren't many further comments on the issues of **litter / street cleanliness** and the **affordability of local housing**. Some problem areas were identified with regards to litter, cleanliness and street sweeping, for example, around the station and along the river.

Other concerns included the litter caused by recycling/rubbish collection and the issue of dog fouling, with some calling for stricter enforcement.

"…there is often litter on the streets and graffiti on the walls near the station"

"Recycling is good but can sometimes lead to litter on streets."

"Much tougher penalties for dog fouling and someone to enforce them."

Comments on the affordability of local housing largely focused on prices being too high, particularly for younger people and first time buyers.

"I am concerned that house prices have gone up making it difficult for young people have grown up in the area to find affordable housing"

Finally on **shopping in your local high street and support for local businesses**, many of the comments revolved around empty shops, the poor mix of shops and the influx of supermarkets in the area.

"We now have too many supermarkets locally and should encourage independent and more varied local retailers"

"The supermarkets do have a monopoly in this area"

"Local businesses are at the heart of our community and it is a shame to see so many closing down"

Mortlake: who responded?

Of those who responded in Mortlake:

- 67% were Female, 33% were Male
- The age breakdown was:
  Under 24 year olds (1%),
  25-34 year olds (21%),
  35-44 year olds (22%),
  45-54 year olds (20%),
  55-64 year olds (14%),
  65-74 year olds (14%) and
  75+ year olds (8%)
- The majority identified themselves as being of White ethnic background (97%)
- 12% said they had a long-standing illness, disability or infirmity
- The majority were borough residents (97%), with 31% 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