

*"I feel not enough attention is paid to the general appearance of our local area .. important given the number of visitors .. litter in Kew Green area is often appalling.."*

*"Kew Green needs more litter bins"*

*"the roads are strewn with rubbish and papers after the bin men have collected .. get them cleaned up .. when the bin men come back and its rubbish all over again"*

*"dog fouling pavements is a big problem"*

Finally **development and planning**; many commented on the amount of development in the area. There were concerns about garden grabbing and, over-development eroding the village feel and local views not being given enough consideration in the planning application process.

*"large number of garden buildings now seem to be used [as] additional living accommodation"*

*"not enough information to find out about planning issues"*

*"more consultation on local planning issues [with] a strong commitment to retaining the beauty of the area"*

## Kew: who responded?

Of those who responded in Kew:

- 59% were female, 41% were male
- The age breakdown was:
  - Under 24 year olds (1%),
  - 25-34 year olds (10%),
  - 35-44 year olds (18%),
  - 45-54 year olds (18%),
  - 55-64 year olds (20%),
  - 65-74 year olds (18%) and
  - 75+ year olds (14%)
- The majority identified themselves as being of white ethnic background (94%)
- 13% said they had a long-standing illness, disability or infirmity
- The majority were Borough residents (99%), 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)



**R** LONDON BOROUGH OF  
RICHMOND UPON THAMES  
ALL IN ONE CONSULTATION

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 **Kew**.





## What you said:

From the 5,315 households in Kew, there were 846 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 17%.

Respondents in Kew were very satisfied with their local area as a place to live (95%). When commenting on what you like best about the area, most frequently mentioned were the parks and open spaces, followed by the transport links, the community/people, the shops and the heritage and local attractions namely Kew Gardens and Hampton Court.

21% agreed that they can influence decisions affecting their local area (with 40% neither agreeing nor disagreeing). Over half (54%) 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 (68%). The next most important was **public transport** (41%). Transport scored notably higher in Kew than other areas of the Borough.

This was followed by the level of **crime and anti-social behaviour** (40%), **shopping in your local high street** (29%) and **library services** (21%).

## What could be improved:

Around four in ten respondents (39%) identified **traffic and congestion** as being in need of improvement. Compared with the overall Borough result (34%), it is 5.5 percentage points higher.

Following this, you felt that **condition of pavements** (36%) and, **condition of roads** (18%), **provision of parking** (21%) and **affordability of housing** (17%) could be improved.

Finally **litter and cleanliness** (16%) and **development and planning** (15%) were also key things you felt could be improved.

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

Problems with **traffic and/or levels of congestion**, particularly on the A205 (Mortlake Road), A307 (Kew Road) and Sandycombe Road. Various causes of congestion were identified, such as too many cars, proximity to the M4, narrow roads, poorly parked cars, roadworks and the school run. Many were also concerned about the dangers of speeding traffic and potential developments (flats, supermarkets and sites such as old post office) adding to congestion. Respondents identified various solutions for easing congestion, including speeding restrictions, more one way streets, improving traffic flows and routing, better traffic light management and promoting public transport/cycling.

*"traffic levels are far beyond what narrow roads can support, there is persistent speeding down the roads.."*

*"building new houses/flats brings more cars to an area that was never designed for cars"*

*"would like to see Dancer Road one way"*

*"traffic in certain signal phases need to be adjusted or re-thought"*

*"create 20 mph speed limit in the back streets of Kew to halt the damage caused by commuters speeding through them to avoid the daily crush in Kew Road each morning rush hour"*

On the condition of pavement and roads, a majority of the concerns related to the poor state of pavements. Many were concerned that they are a trip hazard, particularly for the young and elderly. Problems with the pavements were made even worse during the autumn with wet leaves making pavements and roads slippery. There were also concerns about the state of the roads and potholes, with some mentioning the dangers that they present for cyclists.

*"uneven pavements make it easy to trip and are dangerous"*

*"difficulties walking because the uneven pavements"*

*"condition of pavements are very poor I am 83 and I don't go out because I'm afraid I will fall"*

*"I have lived in Kew Road for 10 years and the pavement on Kew Garden side of the road has always been a disgrace. It needed resurfacing when I moved and has not been done in all that time"*

*"roads are unacceptable and rough in many places, pot holes need to be repaired rapidly"*

*"side roads are generally pot holed"*

*"our road was treated and poorly resurfaced recently"*

Issues relating to **provision of parking and parking enforcement** were also mentioned, with many commenting on the fact that there isn't enough parking. It was felt that controlled parking zones and enforcement are either expensive, difficult to understand or enforced in a "haphazard" way. You also said areas with parking enforcement have displaced parking into areas without enforcement severely limiting parking for residents in those areas.

It was felt that parking enforcement restricted people from shopping locally and was in part responsible for closure of local businesses.

*"parking charges are also very complicated ... a lot of complicated rates based on vehicle type which doesn't make it clear what one should be paying"*

*"traffic enforcement is an unfair tax they have killed a lot of business and Kew shops"*



*"I cannot park in my own street"*

*"I would like to see parking enforcement hours increased to cover afternoons and also the weekend"*

*"access to affordable and reasonably priced parking in order to support local shops"*

*"residents with off street parking or second cars should not be allowed permits for the second car"*

*"parking charges removed"*

On the issue of **housing**, there was a general consensus about the lack of affordable housing in the area for young people, low paid workers and residents with growing families wanting to move into larger properties

*"local housing, not enough provision for young people and local workers"*

*"the cost of housing makes it difficult for low paid workers and people who grow up in the area"*

*"without adequate social housing how can our children and helpers find accommodation"*

Residents stated that **litter and street cleanliness** was also an issue in the area, with concerns about the lack of waste bins and them not being emptied and litter being left following refuse / recycling collections. Issues of foxes getting into bins and dog fouling were also mentioned.