



Your Hampton

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**.



What you said:

From the 8,151 households in Hampton, there were 1,391 responses to the survey. This gives a very good response rate of 17%. Overall, there were 13,585 responses to the survey, giving a borough wide response rate of 17%.

Respondents in Hampton were very satisfied with their local area as a place to live (91%). When commenting on what you like best about the area, most frequently mentioned were parks and open spaces, followed by transport links, shops, the river and the quiet peacefulness of the location.

19% agreed that they can influence decisions affecting their local area (with 39% neither agreeing nor disagreeing). More than half of the respondents (53%) 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 (74%). The next most important was the **level of crime and anti-social behaviour** (38%). **Transport** (35%). This was followed by **shopping** (26%) and **library services** (24%).



What could be improved:

Just over one third of respondents (34%) identified **condition of pavements** as being in need of improvement compared with the overall Borough result of 30%.

Following this, you felt that **traffic and congestion** (30%), **condition of roads** (25%), **provision of parking** (22%) and **level of crime and anti-social behaviour** (20%) could be improved.



Finally **local shopping** (17%) and the **affordability of local housing** (16%) were also key things you felt could be improved.

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

On the condition of **pavements and roads**, the majority of comments were about the poor condition of roads and pavements. Respondents felt they are a danger for motorists, cyclists and pedestrians alike. Respondents also felt uneven pavements were particularly hazardous for the elderly, disabled and the young. Bad weather, building works, poor repairs and tree roots were identified as the main causes of damage. Respondents felt the roads need to be resurfaced and quality repairs undertaken, not short term patching up.

"Some of the roads are terrible for bikes, they are cracked, there are poorly smoothed speed bumps and they are badly repaired following road works"

"The roads are not generally well maintained. The same road seems to be dug up time and time again"

"The pavements need improving. I am in a wheelchair and my while husband was pushing me he hit an uneven pavement, I fell out and cut my knee. It could have been a lot worse as I have a pacemaker"

"Some local roads suffered badly from the weather conditions last winter"

There were many references to problems with traffic and high levels of congestion, particularly with reference to the High Street, Percy Road, Hampton Court Road and a number of other named

locations. A variety of solutions were suggested including: enforcing lower speed limits, better parking arrangements and diverting traffic.

"Traffic is causing constant mayhem in the area"

"Percy Road has far too many lorries using it [the road] is too narrow for the size of the vehicles"

"The proliferation of speed humps and 20mph zones are unhelpful and poorly thought out"

"Congestion is made worse by road works on Hampton Court Road"

"Gloucester Road traffic is very congested especially at school arrival and pick up times"

"People drive very fast"

Regarding **provision of parking**, many commented on the difficulties of parking near their homes, citing insufficient parking, parking restrictions, commuters and parking on both sides of narrow roads as contributing factors. Several respondents also found parking difficult around local shops. Suggestions for addressing the issue included reviewing how parking restrictions operate, encouraging fewer cars per household and restricting parking to one side of certain streets. It was also suggested that more short term parking would encourage more people to shop locally.

"I live by the station and it can be very difficult to find a parking space"

"There are too many cars parked on both sides of our road making it difficult for residents to access their driveways"

"There is not adequate parking near any of the local shops or even near the station"

"I live in a residential road and have to fight for a parking space .. police from across the road and commuters leave their car all day outside my house"

"Efforts should be made to improve resident parking facilities"

"There should be parking at set times to reduce all-day parking near station or in key areas"

On the issue of the **level of crime and anti-social behaviour**, there were general concerns expressed about groups of young people hanging around the streets and parks. Many expressed the view that a greater police presence would be welcomed as would more activities for young people.

"There are always young teenagers hanging around the local parks in the evening getting drunk. The area is littered with condoms, empty bottles and cans"

"There needs to be a more visible presence of the police and community officers particularly on the side streets and by the pub at closing time"

"More activities for children would help prevent anti-social behaviour"

Regarding **shopping in your local high street and supporting local business**, there were many comments about the number of empty shops and difficulties in parking by local shops. Several respondents wanted to see more independent and better quality shops. There was some opposition to larger chain stores in favour of providing more support for local business and providing incentives to fill empty shops.



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"Hampton has seen lots of shops close during the recession, I am concerned the area will be left without a good variety of shops"

"Please do not allow the likes of Tesco or Sainsbury's to set up shop here"

"There are numerous local businesses that are struggling and could be better promoted"

"We need to celebrate our local shops and promote local businesses"

"There should be a reduction in ground rents for small businesses"

Finally, several respondents expressed concern about the lack of **affordable housing** in the area particularly for younger families.

"Private housing is out of reach for many younger households. The area needs to be able to attract young families and those working in lower paid public services"

"The affordability of local housing is important because our children cannot afford to live in this area"

"Young people find it difficult to live in the area due to shortage of affordable housing and jobs"



Hampton: who responded?

Of those who responded in Hampton:

- 58% were Female, 42% were Male
- The age breakdown was:
Under 24 year olds (2%),
25-34 year olds (8%),
35-44 year olds (18%),
45-54 year olds (16%),
55-64 year olds (22%),
65-74 year olds (19%) and
75+ year olds (15%)
- The majority identified themselves as being of White ethnic background (94%)
- 17% said they had a long-standing illness, disability or infirmity
- The majority were Borough residents (97%), with 48% 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