



# Your Teddington

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 **Teddington**.



## What you said:

From the 10,452 households in Teddington, there were 1,962 responses to the survey. This gives a very good response rate of 19%. Overall, there were 13,585 responses to the survey, giving a borough wide response rate of 16%.

Respondents in Teddington 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, local shops, transport links, the river and the community spirit of the area.

18% agreed that they can influence decisions affecting their local area (with 41% neither agreeing nor disagreeing). Over half (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 (78%). The next most important was **shopping in your local high street** (39%).



This was followed by the **level of crime and anti-social behaviour** (37%), **public transport** (35%) and **education and schools** (22%).

## What could be improved:

**Condition of pavements** was a top priority for improvement in Teddington (33%), compared with the overall borough result (30%).



Following this, you felt that **traffic and levels of congestion** (30%), **provision of parking** (22%) and **affordability of local housing** (22%), could be improved.

Finally **development and planning issues** (20%), the **conditions of roads** (20%), **support for local businesses** (15%) and **litter and cleanliness of streets** (15%) 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 main focus of comments was about improving and resurfacing the roads, the maintenance of pavements and also damage caused by growing tree roots. Many commented that cracked and uneven pavements made it difficult and dangerous for the elderly, disabled and people with prams.

*"There are many broken and uneven pavements particularly where developments have taken place and lorries mount and break pavements"*

*"The pavements are dreadful. Tree roots crack and cause uneven paving. This is very dangerous"*

*"Some pavements locally are uneven and badly repaired"*

*"Pavements are generally in poor condition"*

*"The roads are in a desperate state and need to be completely re-surfaced"*

There were many concerns about **traffic and levels of congestion**, particularly with reference to Church Road, Broad Street and the High Street. Reasons highlighted included Teddington being used as a through road between Richmond and Kingston and also roads being too narrow especially for peak time traffic and when lorries unload in front of shops.

*"Teddington and Twickenham get very clogged at peak times"*

*"Speed of traffic on Teddington High Street is increasing danger"*

*"The traffic lights do not cope with the level of traffic"*

*"Local roads are very congested. There are a lot of big lorries going through Teddington High Street"*

*"There is too much traffic passing through Teddington to get to Kingston"*

Comments on issues relating to **parking provision** refer mainly to concerns about an insufficient amount of parking, particularly for residents but also at local shops. Several respondents cited commuters and parking restrictions as the main contributing factors. Some mentioned that on street parking adds to the traffic congestion issue in the area.

*"Parking on High Street is pay and display which prevents people from pulling in and using local shops"*

*"Some of the roads are too narrow and car parking adds to it all with commuters parking all day"*

*"There are no parking facilities in Teddington except the small Tesco site"*

*"There are not enough parking spaces close to shopping services and other parking is too expensive and restrictive"*

Issues relating to the **affordability of local housing** were also mentioned. Residents said that the price of housing in this area is too high with particular concern for first time buyers and those who have grown up in the area but now need to move away in order to buy. It was also highlighted that the high house prices are resulting in a less diverse community.



*"More affordable housing is needed for a well balanced community"*

*"I understand that Teddington is an expensive area, but with the current level of house prices there is no prospect of getting onto the property ladder"*

*"There is insufficient social housing for families with children"*

*"First-time buyers are priced out of the market"*

*"The Borough seems to be increasingly geared to the better off who can afford the house prices and who choose to drive everywhere. The result is less social mix, less community cohesion, and too many cars"*



On the issue of **development and planning**, there was concern about over development and poor and inappropriate design with a number of specifically named developments. Many residents felt that they were not listened to even when consulted.

*“The local infrastructure cannot support the volume of units each developer tries to cram into each small plot of land”*

*“There is too much political influence in planning matters”*

*“I would like to see planning law tightened as much as possible and much stronger action taken against developers who breach conditions”*

*“More attention should be paid and weight given to the views of those living close to sites proposed for development”*

*“Planning decisions do not reflect the residents’ wishes”*

## **Teddington: who responded?**

Of those who responded in Teddington:

- 63% were female, 37% were male
- The age breakdown was:
  - Under 24 year olds (2%),
  - 25-34 year olds (8%),
  - 35-44 year olds (21%),
  - 45-54 year olds (22%),
  - 55-64 year olds (20%),
  - 65-74 year olds (15%) and
  - 75+ year olds (12%)
- The majority identified themselves as being of white ethnic background (97%)
- 14% said they had a long-standing illness, disability or infirmity
- The majority were Borough residents (97%), with 40% 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)