



Your Ham and Petersham

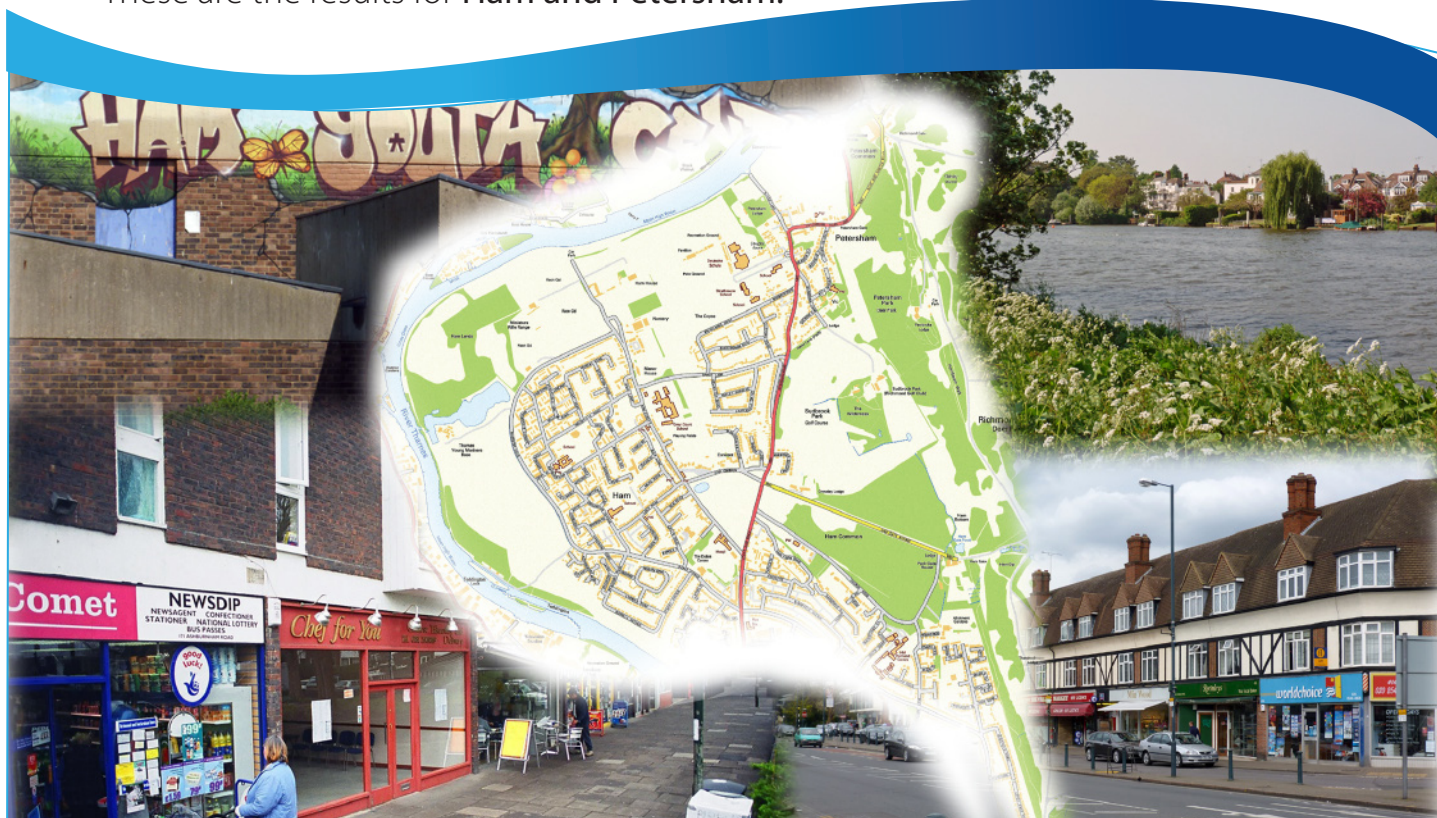
The 'All in One' is one of Richmond Council's key commitments.

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 **Ham and Petersham**.



What you said:

From the 3,715 households in Ham and Petersham, there were 613 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 Ham and Petersham were very satisfied with their local area as a place to live (94%). When commenting on what you like best about the area, most frequently mentioned were parks and open spaces, the river, shops, friendliness, community spirit and peacefulness of the area.

23% of respondents agreed that they could influence decisions affecting their local area (with 37% neither agreeing nor disagreeing). Over half (54%) felt informed about services in their local area.

What's important to you:

Overwhelmingly, local **parks and open spaces** were considered to be the most important factor in making the area a good place to live (78%). The next most important were **level of crime and anti-social behaviour** (34%) and **public transport** (32%).



This was followed by **library services** (30%) and **shopping in your local high street** (26%).

What could be improved:

Around a quarter of respondents (26%) identified the **level of crime and anti-social behaviour** as being most in need of improvement. This figure is substantially higher than the overall Borough result (16%).

Following this, you felt that the **condition of roads** (26%), the **condition of pavements** (25%), the **level of traffic and congestion** (23%), and the **amount of litter and street cleanliness** (22%) could be improved.

Finally, **affordability of local housing** (16%) was also a key issue that you felt could be improved.

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

There were general concerns expressed about the **level crime and anti-social behaviour** in the area. In particular respondents identified groups or gangs of youths hanging around, drinking and drug related activity, graffiti and a desire for a greater police presence.

"I would feel safer if people were not lurking on corners smoking, drinking and leaving litter"

"We must get rid of the drug dealers in Ham, police come here and do nothing"

"There needs to be more police visible during the day and at night"

"Graffiti on local bus shelters"

"The police have to spend a lot of time and money coping with young people getting drunk at the weekend"

"Local youths openly disobey laws and there is very little police presence especially at night"

The condition of roads and pavements: Comments focussed on uneven pavements, potholes and poor maintenance of road surfaces. Many commented that poorly maintained roads are dangerous for motorists, cyclists and pedestrians. While the poorly kept pavements were felt to be particularly hazardous for the elderly, disabled and young. Respondents identified various causes of damage to roads and pavements, including bad winter weather, building works, poor repairs and tree roots.

"Roads are quite poor in the Petersham area"

"Re-surfacing looks fine until it rains, then we get great big puddles"

"Roads in Ham and the Richmond area are in a poor state and desperately need repairing"

"Pavements are broken and difficult for elderly who live in the area, I have had some bad falls"

"A lot of paving stones are being forced up by tree roots"

"New Road is a complete disgrace"

"My part of Ham is very neglected compared to other areas, the pavement in front of my house is dangerous"

With regard to the **amount of litter and cleanliness of streets**, respondents felt there was too much litter, that leaves needed to be cleared and there were concerns about the extent of dog fouling in the area. Several respondents said litter was often left following waste and recycling collections. Suggestions were made about how the issues might be addressed, these included tighter enforcement, better education, more bins and cleaning up after rubbish/recycling collections.

"There is more litter caused by the recycling teams themselves. This is adding to the already unacceptable level of litter on the streets"

"There should be better litter policing around Ham common"

"Litter being left in the street is an issue. This is often due to some residents including some children. The other reason is the use of plastic bags for refuse instead of bins, this attracts foxes and dogs"

"Dog fouling is a problem on the streets of Ham. More posters and having a dog warden could help with the problem"

"There is nowhere for people to put dog poo bags or litter as there are no bins on Ham Common"

On **traffic and congestion**, residents commented on the high levels of congestion, speeding traffic and the area being used as a rat run, particularly during the rush hour. Hotspots named included Beech Row, Sandy Lane, Petersham Road and George Street. Suggestions for easing traffic and congestion include reducing speed limits, removing or adding speed humps, or better parking arrangements.

"Traffic through Petersham and the entire Richmond area can be very bad and make journeys extremely unpredictable"



"Petersham Road is a traffic bottleneck"

"There is regular excessive speeding by drivers using Church Road and Ham Common which is dangerous for pedestrians and other road users"

"Speed restrictions are needed in Sandy Lane"

"Get rid of the speed humps and put in a speed camera"

"Congestion could be eased by only allowing parking on one side of certain roads"

"Some streets need speed bumps to reduce traffic speed especially in Dukes Avenue where there are many children."

Affordability of local housing: Many respondents felt there was a lack of affordable housing in the area and there was particular concern for first time buyers, young families and lower paid workers. Respondents felt many people who grew up in the area will have to move away in order to buy.

"It is difficult for young people and those on a low wage to find accommodation in the Borough"

"More social housing is needed"

"Affordable housing is needed across the borough"

"There are lots of families renting in the local area who would stay as permanent residents if local housing was more affordable. This would significantly benefit the area and ensure the continuing success of local schooling"

"I have adult children who will find it very difficult to rent or buy in the area"



Ham and Petersham: who responded?

Of those who responded in Ham and Petersham:

- 59% were Female, 41% were Male
- The age breakdown was:
 - Under 24 year olds (2%),
 - 25-34 year olds (7%),
 - 35-44 year olds 15%),
 - 45-54 year olds (16%),
 - 55-64 year olds (20%),
 - 65-74 year olds (19%) and
 - 75+ year olds (20%)
- The majority identified themselves as being of White ethnic background (94%)
- 20% said they had a long-standing illness, disability or infirmity
- The majority were Borough residents (99%), with 43% 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