

Richmond and Richmond Hill – Achievements September 2012 to May 2015

Village Plans

4 November 2015

Richmond and Richmond Hill Village Plan - Achievements so far (covering the period September 2012 - May 2015)

The [Village Plan](#) describes a vision for your village and identifies what the council, communities, business and partners can do to achieve the vision together.

Below is a summary of priorities you identified during the village planning process and what we have achieved together so far to help shape and improve your village.

1	Council Projects
Projects / actions	WHAT WE HAVE ACHIEVED TOGETHER
Parks Improvement Programme	<p>A Parks' Improvement Programme, was introduced in 2012 with a budget of £3m aims to provide people with the opportunity to live their life through Richmond's Parks and encouraging residents to make parks part of their day to day life</p> <p>Improvement proposals will be the subject of consultation locally, but the key projects will be developed in line with the following themes:</p> <p>1) Access: 2) A river borough: 3) A place to play: 4) A flowered borough</p>
2	COMMUNITY PROJECTS
Projects/ actions	WHAT WE HAVE ACHIEVED TOGETHER
Cambrian Community Centre	<p>An independent Community Centre providing facilities for the benefit of the people in Richmond, with special reference to the Queen's Road Estate. Providing a focus for community activity and a venue for local groups and services to meet, the centre also offers opportunities for education, recreation, leisure and activity for children and adults of all ages. For young people there's Camkids After School Care Club, Street Dance, Children's Ballet and Paper Mâché classes. There are groups such as the History Group, People with Parkinson's Disease Support Group, Life Drawing Classes and Bridge Group for Beginners, and you can keep active and healthy at the friendly Cambrian Community Gym or take part in Pilates, Line dancing, Tai Chi and/or Buddhist Meditation classes.</p>
Promoting history and heritage through music	<p>Local musician William Summers has been awarded a £1000 Civic Pride Fund grant from Richmond Council to help with the organising of two concerts at White Lodge in Richmond Park.</p> <p>This recreational project will promote the history and heritage of the borough.</p>
The Thames Explorer Trust	<p>The Thames Explorer Trust was awarded a grant by from the Council's Civic Pride to put on a range of activities through Fun on the Thames 2012 initiative - The Thames Explorer. Over the summer holidays the organisation hosted activities for 1000 disadvantaged children between the ages of 0 and 18, accommodating up to 120 children and 20 adults per day. They also ran 8 family fun days for up to 320 people.</p>


	<p>Activities took place on the riverside of Richmond upon Thames and catered for children living in Richmond upon Thames as well as those from 11 other London boroughs. This project enabled disadvantaged children who have never before experienced the River Thames in Richmond the chance to explore the river, both by boat and on foot. For more information visit our Civic Pride Fund page. The Civic Pride Fund is open to community groups for grants of up to £5,000 and is now open to individuals, who can apply for a grant of up to £1,000 for community projects.</p>
Friends of Richmond Park	<p>Jubilee Pond is now fully funded and basic construction work has been completed. Funding for the pond came from private individuals, including one donation of over £4,000, a local company which donated £1,000 and the public appeal. All donations were match funded by the conservation charity Healthy Planet. The Pond commemorates the Queen's Diamond Jubilee. For more information please see the Friends of Richmond Park website.</p>
3	HOUSING
Projects/ actions	WHAT WE HAVE ACHIEVED TOGETHER
Affordable Housing	<p>From April 2010 to March 2014, the Council working with its partners has delivered four hundred and thirty three affordable homes for borough residents; this included the borough's first specialist Extra Care Housing Scheme and supported housing schemes for the learning disability and mental health services. Ninety five affordable homes have been provided in Richmond and Richmond Hill Village including 38 affordable rented units and 42 shared ownership units on the sites at Garden Road and 293 Lower Richmond Road.</p> <p>The Council expects a total of 97 affordable units to be provided across the borough in 2014/15, including 12 in Richmond and Richmond Hill village. Funding will continue to be provided to support opportunities for additional affordable housing in 2014/15.</p>
Tackling Overcrowding	<p>To help tackle overcrowding the Council has provided £750,000 to extend the homes of 22 families in need of larger social housing. This solution has proved less disruptive for the families; additional funding was provided by the Housing Associations involved.</p>
New Housing Allocation Policy	<p>A new housing allocation policy was implemented in May 2013; it gives greater priority to households where someone is working and who have lived in the borough for three or more years. are also committed to assisting members of the armed forces and rehoused our first ex-serviceman in Armistice week 2013. Since February 2014 residents have been able to apply to the borough's Housing Register online.</p>

Tenants' Champion	From January 2011 the Tenants' Champion , Councillor Lisa Blakemore has supported tenants and leaseholders who rent or lease their property from a Housing Association in the borough and who have serious unresolved complaints. Tackling issues such as anti-social behaviour, repairs and general housing matters including housing transfers the Tenants' Champion has assisted one hundred and forty three households. To find out more read her Second Annual Report (pdf, 770KB).
Disability Facility Grants and Disability Access	Between April 2010 and March 2014 the Council will have facilitated five hundred and fifty four Disabled Facility Grants to help people with adaptations to their homes such as walk in showers and disability access.
Coldbusters Grant	We're working in partnership with Climate Energy to provide Coldbusters grants to make homes warmer and more energy efficient, helping to keep fuel costs down. If you are an owner, occupier or private tenant and in receipt of an income or disability related benefit or over 60 and on a low income (subject to a means test), you may be eligible for a Coldbusters grant. Check the Coldbusters leaflet (pdf, 1194KB) to see if you are eligible. Call today to discuss your needs with one of our energy advisers on 0800 358 6668.
4	HIGH STREET AND COMMERCIAL CENTRES
Projects/ actions	WHAT WE HAVE ACHIEVED TOGETHER
Parking	To help with parking for residents there is now 30 minutes free parking for residents in any Council run car parks or on street pay and display using the Richmond Card.
Business Rates	The Council supports its key town and district centres through funding from the Town Centre Opportunities Fund which is available for a range of projects and management support. The Council recognises the value of local small businesses and encourages the development of business/traders' networks as well as providing a forum for all the local networks to share their ideas and engage with the Council to help boost local trade.
Town Centre Manager	We have given support to the Executive of the Richmond Business and Retail Association and has assisted in the recruitment of the new Town Centre Manager.
Additional Funding towards festivities	The Council has provided additional funding to support the centre's Christmas and Jubilee festivities.
Empty Shops	We want to boost the vitality of our high streets by providing small grants to support the efforts of those that want to make use of an empty shop. Although the borough has a relatively low level of empty retail units, residents and businesses would like to see more of these used. Temporary use of empty shops can enliven high streets, provide

	an outlet for community creativity and entrepreneurialism and also lead to permanent use of the unit. Empty shop grants of up to £2000 are available to help support costs associated with running a temporary shop. For further information, including how to apply, see our empty shops grant page.
'One Eton Street' redevelopment scheme	The redevelopment scheme 'One Eton Street' has provided high quality new retail space for Wholefoods Market. Recognising the difficulties that the development work caused for some traders, the Council supported local businesses in an application for business rate relief.
Richmond Card	Our launch of the new Richmond Card Business Offers Scheme has been successful for Richmond, with over 30 offers being available around the town as of March 2014. This scheme provides an invaluable free platform for local businesses to increase their exposure.
5	PARKS AND OPEN SPACES
Projects/ actions	WHAT WE HAVE ACHIEVED TOGETHER
Worple Way	Worple Way – play upgrade in 2011/12 including new play equipment, new seating and fencing.
Tangier Green	Tangier Green saw a full play area upgrade in 2012 including additional play equipment, soft landscaping and new boundary fence to screen the main road.
Old Deer Park	<p>Old Deer Park – 2012 saw project to upgrade events area and entrances, upgrade of both play areas and installation of Olympic Legacy Adizone outdoor gym</p> <p>Old Deer Park has had both infant and junior play areas upgraded and the installation of a state of the art Adizone – an outdoor gym with Olympic logos and rings.</p> <p>The Olympic themed outdoor fitness facility at the Council's major sporting site – Old Deer Park, Richmond will further increase the opportunities for residents to lead an active and healthy lifestyle and provide the opportunity to socialise whilst exercising. The Adizone reputation will engage young people and provide a place for them to be a part of the Olympic movement in Richmond.</p>
Richmond Green	Richmond Green has seen footpath upgrades, new park furniture, an electricity supply for ice cream van to reduce noise and painting of boundary railings.
Petersham Meadows	Petersham Meadows, now under National Trust management had new interpretation signage installed at each entrance

<p>Perennial Wildflower Meadow Programme</p>	<p>After several years of sowing the colourful Annual Pictorial Meadows around the borough, we are making the transition to sowing Perennial Pictorial Meadows. These will be long lasting and sustainable meadows that will flower for many years, providing colour and beauty for us, and nectar, pollen and seed heads for wildlife.</p> <p>As with the Annual Meadows, they will be composed of a mixture of native and non native plant species, and the seed mixes have been developed by the Ecologist and Horticulturalist team who were behind the successful Olympic Park Planting. The first sites to be sown will be Pesthouse Common, Vine Road Recreation Ground and Crane Park.</p> <p>The seeds will be sown direct into a thick layer of compost. The seedlings and young plants need to be left undisturbed, so protective fencing may be put up until the meadow is established.</p> <p>The Perennial Meadows are a long term project, and therefore the most important factor is that the seedlings are allowed to form a good root system to support a dense overhead canopy of flowers. The best way that this can be achieved is to concentrate the plants energy into root development rather than flower production in the first growing season. For this reason, we will be cutting the meadows back in summer 2014 before they flower. We understand this may be disappointing to some residents, but it will produce the best meadows in the long term and the meadows will be in full flower in 2015.</p>
<p>Park User Engagement</p>	<p>Since 2010 the council has undertaken a series of customer engagement exercises and surveys to establish public opinion on the standards of the boroughs parks and open spaces.</p> <ul style="list-style-type: none"> • In 2010/11 the All-In-One consultation showed that 73% of people said that local parks and open spaces were the most important aspect of living in their area and were one of the things that they valued the most about it. • The Annual Resident's Survey in the autumn of 2013 showed that 93% of park users were satisfied with parks, open spaces and play areas provided by the council. Dog fouling, irresponsible dog owners and levels of dog fouling have been raised as specific local concerns by residents in previous years. The Council ran a week long Dog Campaign in October 2013 to raise awareness of the problem and educate park users on how to report repeat offenders.


	<ul style="list-style-type: none"> The Parks Customer Satisfaction Survey attracted over three times the number of respondents when compared to previous years. View the results.
6	SCHOOLS
Projects/ actions	WHAT WE HAVE ACHIEVED TOGETHER
Holy Trinity School	Holy Trinity School has already been expanded from one to two forms of entry from September 2011, and Christ's School was expanded from four to five forms of entry from September 2013 onwards. Christ's will have a sixth form from 2014 onwards.
Vineyard Primary School	The Council's Cabinet has approved the permanent expansion of The Vineyard Primary School from two to three forms of entry from September 2014 onwards.
7	LIBRARIES
Projects/ actions	WHAT WE HAVE ACHIEVED TOGETHER
Community Libraries Manager	A Community Libraries manager has been appointed to develop links with the community and ensure that the library is a well-used community meeting space and actively supports local community initiatives.
New ICT	<p>Free Wi-Fi has been available since March 2014. Adults can log in via the password available in the library while children at schools on the London Grid for Learning (LGfL) network will use their Universal Sign On (USO) and pick up their school's Internet filtering policy. This is the first time this system has been used anywhere in the UK and is another innovative first for Richmond upon Thames Libraries.</p> <p>In March the Library Service went live with its new computer system, Spydus, which has delivered a 25% improvement in the supply times for reservation requests. Libraries now offer free reservations for items on the library catalogue.</p>
Volunteers	We encouraged volunteers to work in partnership with library staff to spread knowledge and learning. The 100 th library volunteer was recently recruited.
IT Training Sessions for Public	Increased the number and variety of IT training sessions offered to the public.
Old Town Hall Public Hire	Improved spaces available for public hire in the Old Town Hall.
8	Art and Culture
Projects/ actions	WHAT WE HAVE ACHIEVED TOGETHER
Dance in Libraries	In 2013 we received funding from Arts Council England to commission 4 dance artists to be resident in 4 borough libraries over 2 years. In November 2013 director and choreographer Frauke Requardt developed a piece of dance

	called “What we Love” in response to interviews with the library staff, users and groups of Richmond Lending Library. Audience response to the project was overwhelming and has offered a new perspective on the library for library users, staff and other members of the community.
9	Community and Sports Facilities
Projects/ actions	WHAT WE HAVE ACHIEVED TOGETHER
Thames Explorer Trust- Civic Pride Funding	The Thames Explorer Trust celebrates 21 years of its Summer Play scheme based at Richmond Landing Stage, this year. Working with West London’s summer play schemes, throughout the holidays the scheme gives children from all backgrounds the chance to explore the Thames, both on the water with a trip on the ‘Merrie Thames’ to Teddington Lock and on land with a Nature Safari up Richmond Hill. With Richmond Council’s Civic Pride Fund as well as other funders the trust hopes to take over 1000 children onto the river this year. There will also be special sessions for families
Richmond Good Neighbours	Richmond Good Neighbours is a small registered charity which helps elderly and housebound people who live in Central Richmond with practical tasks such as shopping or transport as well as offering a regular visiting scheme. Last year they carried out almost 3000 tasks for over 100 people. They are looking to recruit new volunteers especially drivers, shoppers and befrienders who are willing to help either on an occasional or a regular basis, and welcome new clients who might need their help. ,Contact the organisation via email on rgn@talktalkbusiness.net or telephone 020 8332 9741 for further information
Champion for Sport	The Council has appointed a Champion for Sport  (pdf, 78KB), Councillor Richard Martin, whose role is to promote participation in sport and physical activity throughout the borough.
10	Health
Projects/ actions	WHAT WE HAVE ACHIEVED TOGETHER
Live Well Richmond (New health and wellbeing service)	LiveWell Richmond is a free NHS health improvement service available to anyone over the age of 16 who lives in the borough of Richmond. LiveWell Richmond can help you to work towards living a healthier lifestyle
NHS Health Checks	The NHS Health Check programme aims to help prevent heart disease, stroke, diabetes, kidney disease and certain types of dementia. Everyone between the ages of 40 and 74, who has not already been diagnosed with one of these conditions or have certain risk factors, will be invited (once every five years) to have a check to assess

	their risk of heart disease, stroke, kidney disease and diabetes and will be given support and advice to help them reduce or manage that risk.
Richmond Dementia Action Alliance	Richmond Dementia Action Alliance was launched in March 2014 and now has 33 members that have committed to action to improve awareness and understanding of dementia and to make their services/organisations more dementia friendly.
Alzheimer's Society	The Alzheimer's Society has now completed their one year pilot with a number of dementia friendly activities available on a monthly or weekly basis throughout the borough.
Community Independent Living Service	<ul style="list-style-type: none"> • The Community Independent Living Service was commissioned by the Council in January 2014 and the Community Partnership provides services for residents. Services include: <ul style="list-style-type: none"> ○ Social groups and activities ○ Peer led activities for people with mental health problems ○ Befriending services ○ Exercise and wellbeing opportunities ○ Support groups for people with Dementia and their carers ○ Health groups targeting the needs of ethnic communities ○ An Information navigation service provide specialist advice and support. <p>For more information about The Community Partnership services in Richmond, Kew, Ham and Petersham Tel: 020 8693 4000 Email: ins@commpartnership.co.uk Web: www.commpartnership.co.uk</p>
11	Children and Young People
Projects/ actions	WHAT WE HAVE ACHIEVED TOGETHER
Improved ICT Facilities	We have further improved the ICT facilities on offer in Ham Youth Centre for children and young people to use.
Refreshed Ham Youth Centre	We have refreshed and painted the kitchen and youth social area, provided new new furnishings to freshen up the Centre.

Musical Workshops	Successfully received funding to deliver music workshops to local families, schools and young people.
Supporting young people and parents	We are offering information and support through our Youth Enquiry Service (YES) for young people and parents who would like to talk or meet with a professional either at Powerstation or at the one stop hub in Heatham House.
12	SENIOR RESIDENTS
Projects/ actions	WHAT WE HAVE ACHIEVED TOGETHER
Champion for Older Residents	<p>In July 2013 the Champion for Older Residents, Councillor Frances Bouchier, commissioned a publicity leaflet (pdf, 1319KB) highlighting a range of befriending services offered by the Neighbourhood Care Groups across the borough.</p> <ul style="list-style-type: none"> The befriending leaflet has been published and distributed to the neighbourhood care groups, GP surgeries and to the borough's Social Care Access Team. You can find out more about the Champion for Older residents in her first annual report (pdf, 668KB).
Dementia Services	The Council has commissioned The Alzheimer's Society to help develop dementia friendly communities throughout the whole borough. In September 2013 work started to establish what activities can be made available for people with dementia, such as leisure centres, museums and art classes etc.
Winter Warmth Campaign	The Council is planning another winter warmth scheme in the autumn where home visits will be offered to older residents to help them assess how they can improve winter warmth at home.
13	TRAFFIC AND CONGESTION
Projects/ actions	WHAT WE HAVE ACHIEVED TOGETHER
Traffic Offences and Penalty Charge Notices Powers	The Council sought and gained new powers from the Greater London Authority to enforce moving traffic offences so that Penalty Charge Notices can be issued to drivers stopping in the yellow box junctions. These powers came into force May 2013.
School Zig Zag Line Enforcement	All school zig zag marking adjacent school entrances have been reviewed. Enforcement has increased reducing congestion outside schools at key times and residents benefit from parking during key holiday periods.
Specified routes for building contractors and suppliers	We have imposed more stringent planning conditions so that building contractors and suppliers have to use specified routes to ensure that overweight lorries avoid smaller streets.
14	Transport

Projects/ actions	WHAT WE HAVE ACHIEVED TOGETHER
Access and Parking controls	Richmond Riverside – access and parking controls.
Access and public realm improvements.	Richmond Park Gate – access and public realm improvements.
Richmond Town Centre Improvement Scheme	Richmond Town Centre Improvement Scheme comprising of footway improvements, the provision of a signalised pedestrian crossing at the station, pedestrianisation of the station forecourt, repositioning of bus stops, reconstruction of the existing steps and upgrading of traffic signals at Church Road.
Taxi Ranks	Installation of new taxi ranks in town centre.
15	PUBLIC TRANSPORT
Projects/ actions	WHAT WE HAVE ACHIEVED TOGETHER
Bus stops	All bus stops on the bus service routes 33 and 371 through Richmond have been surveyed for full accessibility compliance and work is due to start in bringing any failing bus stops up to standard.
Richmond Town Centre improvement works	Richmond Town Centre improvement works (Phase 2) commenced in January 2012 to re-lay footways in the Quadrant and Kew Road. Phase 2 will be completed by April in 2013.
Speed Indicator Devices	Speed indicator devices are being deployed across the borough to manage vehicle speeds.
New Pedestrianised Station	A new pedestrianised station forecourt at Richmond station was developed during 2012/13 and has now been completed.
Bus Lanes	Bus lanes were removed to widen footways in the Quadrant, this work was completed in 2013.
16	CYCLING
Projects/ actions	WHAT WE HAVE ACHIEVED TOGETHER
Cycle Racks Improvement	Continuing programme of providing new cycle racks at Richmond station and around the town centre.
17	WALKING
Projects/ actions	WHAT WE HAVE ACHIEVED TOGETHER
Promoting walking	Working in partnership with the Councils in London, Walk London provide free information on interesting walking routes including the Capital Ring Walk which goes through the borough. For further information please see the Walk London website.

Richmond Town Centre Improvement Scheme	Richmond Town Centre Improvement Scheme - comprising footway improvements, the provision of a signalised pedestrian crossing at the station and the pedestrianisation of the station forecourt has been very beneficial for walking around the town centre.
Pedestrian Environment at Richmond Riverside	<ul style="list-style-type: none"> • The Council is improving the pedestrian environment at Richmond Riverside, the work due for completion in Spring 2014 includes the following: <ul style="list-style-type: none"> ○ Resurfacing the pavement between Water Lane and Richmond Bridge with a high quality granite paving slab. ○ Resurfacing the walkways under the bridge with a sealed gravel resurfacing. ○ Refurbish all existing benches, bins and railings ○ Installation of ornate lighting columns. ○ Repairs to low level walls currently suffering from tree rot damage. ○ A replacement CCTV pole in a more ornate style.
18	PARKING
Projects/ actions	WHAT WE HAVE ACHIEVED TOGETHER
Fair Parking Policy	<p>Made changes to enhance the Council's 'fair parking' approach including: If a Penalty Charge Notice (PCN) hasn't been issued when a driver returns to their car, they can leave knowing that a PCN will not be served in the post.</p> <ul style="list-style-type: none"> • Greater discretion for considering mitigating circumstances in the appeals procedures. • Clearer warnings for suspended bays so they can be more easily identified by drivers. • More information on parking  (pdf, 292KB).
30 minutes free parking	There is now 30 minutes free parking for residents in any Council run car park or on street pay and display using the Richmond Card.
Yellow Line removal requests	Anyone who would like to suggest unnecessary yellow lines near their home or business could safely be removed should email the location to highwaysandtransport@richmond.gov.uk .

Parking webpages Improvements	We have made improvements to the parking service web pages including re-design of the permit application process.
Site Visits	We have undertaken initial site visits in the Richmond Town / Hill area to see if there is scope to introduce additional parking space. We have also looked at the existing visitor spaces to see if any of these can be made shared-use so that residents may also use them.
19	MAINTENANCE OF ROADS AND PAVEMENTS
Project/ action	WHAT WE HAVE ACHIEVED TOGETHER
Online Reporting Forms	The Council has improved and updated online forms so that it is easier to report road and pavement faults.
Tree Planting	We consider the suitability of trees being planted in each location to reduce the problems that roots cause to pavements.
Council's Winter Service	We have reviewed the Council's Winter Service (gritting/snow clearance) and following public consultation the revised policy is available.
Road work disruption limit	New powers to limit road works disruption caused by utility companies have been put in place. A permit will be required every time works are to be carried out.
Council gritting policy	We have reviewed the Council's Winter Service (gritting/snow clearance) and following public consultation the revised policy is available.
Roads and Pavement Fund	<p>Following the All in One survey and village planning events, the condition of roads and pavements were two key issues that emerged across nearly all areas as priorities for improvement. The Council has made available a specific annual funding pot of £35,000 per village area through the Community Road and Pavement Fund. This is in addition to the routine maintenance work being carried out.</p> <p>First Round (2012) The improvements made as part of the first round for the Richmond and Richmond Hill area were: Duncan Road – Road and footway repairs St Pauls Road – Footway repairs Trinity Cottage – Improve Road surface</p> <p>Second Round (2013) Improvements made or will be made to the Richmond and Richmond Hill area as follows:</p>

	<p>Pagoda Avenue – Footway repairs Friars Stile Road – Footway repairs Clarence Street – Footway repairs</p> <p>Third Round (2014) Rosemont Road Salisbury Road</p> <p>We are currently in the third year of a five year highways maintenance capital programme (£5m over 5 years) and an additional £1m capital funding for 2014/15 has been identified. Nominations for 2014/15 closed in December 2013; details of the approved suggestions have been published on the Community Road and Pavement Fund page.</p>
20	Crime and ASB
Project/ action	WHAT WE HAVE ACHIEVED TOGETHER
Residential burglary	<ul style="list-style-type: none"> • The Safer Neighborhood Teams (SNTs) closely monitor the daily crimes with the use of predictive mapping so that any crime trends are quickly identified. • The SNTs carry out regular patrols both in plain clothes and in uniform and stop anyone acting suspiciously or displaying unusual behaviour. • All burglary victims are visited by a member of the team to identify any crime reduction measures that the victim and their neighbours can take.
Retail Thefts	<ul style="list-style-type: none"> • Patrols are conducted in plain clothes and uniforms to prevent offences and detect offenders. • Working in partnership with the retail outlets in Richmond town centre the town link radio system is being increased and meetings are held to share intelligence. • CCTV is used to identify offenders and suspects have been identified, arrested and prosecuted through the courts.
Theft from motor vehicles	<ul style="list-style-type: none"> • The SNTs target offenders who are known to be active to reduce offences and catch offenders. • The SNTs also work closely with the sports clubs and venues in the Village area to raise awareness of motor vehicle crime and patrol these sites at peak times for offences. • Victims of motor vehicle crime are offered a visit by a member of the team to identify any crime reduction

	measures and a motor vehicle crime pack is offered to victims.
Anti-social behaviour	<ul style="list-style-type: none">• The SNTs visit known alcohol related ASB hotspots a minimum of 3 times a shift to deter ASB offenders.• In the evenings the night time economy patrols have been extended to 2am with the operational support of special constables.• The SNTs have made proportionate use of fixed penalty notices to combat ASB including urination and hold Pub Watch meetings with the local licensed premises.