



ALL IN ONE CONSULTATION

# Your Hampton Hill

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 Hill**.



## What you said:

From the 1,598 households in Hampton Hill, there were 315 responses to the survey. This gives a very good response rate of 20%. Overall, there were 13,585 responses to the survey, giving a Borough wide response rate of 17%.

Respondents in Hampton Hill were very satisfied with their local area as a place to live (93%). When commenting on what you like best about the area, most frequently mentioned were parks and open spaces, shopping locally, the friendly people and local community, transport links and the river.

16% agreed that they can influence decisions affecting their local area (with 40% neither agreeing nor disagreeing). More than half (59%) 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 aspect in making your area a good place to live (75%). The next most important was **shopping in your local high street** (42%).



This was followed by the level of **crime and anti-social behaviour** (39%), **public transport** (28%) and **education & schools** (23%).

## What could be improved:

Just under half of respondents (47%) identified **traffic and congestion** as the top priority issue that needs improvement, compared with the Borough average of 34%.

Following this, you felt that **condition of pavements** (31%), **provision of parking** (24%), **condition of roads** (17%), and **affordability of housing** (16%) could be improved.

Finally the level of **crime and anti-social behaviour** (16%) and **local shopping** (14%) and **supporting local business** (12%) were also key things you felt could be improved.

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

On **traffic and/or congestion** there were many comments particularly in relation to the High Street in Hampton Hill. Other roads were also identified as hotspots for congestion, speeding traffic and being used as rat runs including Park Road, Hampton Road, Seymour Road and the Uxbridge Road. Factors respondents felt contributed to the congestion included the general volume of traffic, residential roads being used as rat runs, parking, the way traffic is managed, school runs and trade vehicles. Suggestions for easing traffic congestion included introducing speed restrictions and some way-one streets, removing speed humps, redirecting traffic around certain roads (the High Street), phasing of traffic lights and reviewing parking arrangements.

*"The High Street becomes gridlocked with traffic on most evenings and every Saturday. As soon as you get past either set of traffic lights it clears"*

*"Traffic in our residential street is a constant concern. With a business park and trade vehicles driving in and out at speed, we don't feel as secure with our children as we should"*

*"Residential roads are being used as rat runs"*

*"Seymour Road is used as a rat run for traffic on their way to the cross roads at Hampton Hill. The traffic is too fast and dangerous at peak times"*

*"Make certain street one-way as some are too narrow"*

*"There needs to be speed cameras or some other kind of speed limit enforcement on the Uxbridge Road"*



Considering the **condition of pavements and roads**, the majority of comments were about improving and resurfacing roads. Several people felt there maintenance of pavements was poor and this posed a danger for motorists, cyclists and pedestrians and even more of a hazard for the elderly, disabled and the young. Respondents also felt that side roads were in need of particular attention.

*"Local pavements and footways are in poor condition. There are many broken and uneven paving slabs"*

*"The road surface in Windmill Road is very poor and needs to be relayed"*

*"Some roads need re-surfacing not just patching up"*

*"There are too many potholes in the roads and also too many road humps"*

*"I've complained about the state of drainage on my street, this needs to be sorted"*

On the **provision of parking**, most of the comments referred to insufficient residential parking, concerns over how resident parking schemes were operating and a lack of parking by the local shops. There were several ideas for addressing this issue including, more enforcement in certain areas, more free or short term parking by local shops.

*"There is a lack of parking which makes a short trip to the High Street often impossible"*

*"Residential parking is becoming increasingly impossible in Hampton Hill and can be difficult at times particularly as I have small children."*

*"There is a serious lack of parking in my street as it's near the park and High Street"*

*"Parking spaces in my road are taken by residents from neighbouring roads who have parking restrictions"*

*"There needs to be more parking enforcement in my area. It seems other drivers can park where they like"*

**Affordability of Housing** – Several respondents expressed concern over the lack of affordable housing in the village, especially with regards to younger families



*"There is a lack of affordable local housing"*

*"The area is too expensive for young families"*

*"With the very expensive housing costs locally, there is little chance for younger people to buy houses in the area"*

*"There is very little affordable housing for young couples and families"*

On the issue of **crime and anti-social behaviour**, respondents generally felt there was a need for increased and more visible policing. Many of the issues raised concerned problems with young people hanging around. Respondents felt that giving young people more to do would help to address this issue.

*"Young people use the local High Street to hang out. They buy alcohol at Tesco, Sainsbury's and other small local shops to fuel their anti-social behaviour. I never see a CPSO or police officer locally, only ever in a patrol car"*

*"A higher police presence is needed in Hampton Hill High Street at weekends"*

*"We are encountering massive noise nuisance/anti-social behaviour from Sinclair's business park"*

*"I think, unless more activities are provided for children and more importantly young people, they can become bored and look for less beneficial things to do"*

Finally on **shopping and supporting local business**, there were many concerns about empty shops, difficulties in parking and a desire for more independent shops. There was opposition to larger chain stores which are seen as adversely affecting local business. A number of solutions were offered and included: investing in parking, encouraging local business, preventing big chains and doing more to encourage shoppers into the area.

*"Hampton Hill High Street has too many estate agents and hairdressers. We need a great variety of shops"*

*"Rates are too high for local businesses to survive"*

*"There are too many large supermarkets along the High Street"*

*"We need to ensure a vibrant and attractive High Street. More help for local retailers is needed"*

*"Don't kill off independent businesses in the High Street through overly high rents"*

*"Free up parking restrictions. They make it very difficult for local businesses to survive and for people that come to work in the area"*

## Hampton Hill: who responded?

Of those who responded in Hampton Hill:

- 59% were Female, 41% were Male
- The age breakdown was:  
Under 24 year olds (3%),  
25-34 year olds (8%),  
35-44 year olds (22%),  
45-54 year olds (19%),  
55-64 year olds (21%),  
65-74 year olds (12%) and  
75+ year olds (14%)
- The majority identified themselves as being of White ethnic background (98%)
- 12% said they had a long-standing illness, disability or infirmity
- The majority were Borough residents (99%), 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](http://www.richmond.gov.uk/all_in_one)