

# Twickenham Rediscovered

Consultation Report

November 2017



# 1 | Introduction

The aim of the Twickenham Rediscovered project is to create a new 'heart' for Twickenham, a space that attracts residents and visitors alike and helps to re-shape the area for the better. A world renowned home of rugby, there is so much more to Twickenham: its picturesque riverside setting, historic building, rich cultural history, its working boatyard and Eel Pie Island's long music tradition and now creative and high tech industries. By regenerating the area we aim to fulfil the vision of the Twickenham Area Action Plan (TAAP) and celebrate all that makes Twickenham unique.

Engagement on Twickenham started in 2010 with the Barefoot Consultation followed by the Twickenham Conference, All in One Survey and subsequent consultations that led to the adoption of the Twickenham Area Action Plan (TAAP) in 2013. Following the purchase of the properties on King Street and Water Lane in 2014, the Council presented a concept proposal for the site in 2015.

Since 2015 there have been four further rounds of public consultation. During these consultations residents, community groups and businesses were given the opportunity to comment through surveys, at drop-in sessions, at a pop-up shop in Church Street during the earlier phases of consultation and later through events in York House. The Council also engaged with

local stakeholder groups, including community groups, voluntary organisations, business groups and young people at local schools and youth centres.

It is the passion and ambition of residents to get the best for this site that has led us to where we are now and we would like to thank them for their continued input and constructive challenge.

This document summarises the feedback from all of the consultation events, the common themes and explains how we got to where we are now. The full survey results from the most recent (October 2017) consultation can be found at the end of this document.



# 2 | Background

Since 2015 we have held a number of different consultation events on the future of the riverside.

## Winter 2015:

The Council consulted on the first concept proposal for the site after the purchase of the properties on King Street and Water Lane, and following millions of pounds spent on improving Twickenham. The proposal was a starting point for discussions with residents about what might be possible and feasible on the site.

The Council opened a pop-up shop on Church Street and the consultation material and survey were available on the Council website.

778 survey responses were received and a full consultation report is available here:

[www.richmond.gov.uk/media/8169/twickenham\\_rediscovered\\_consultation\\_report.pdf](http://www.richmond.gov.uk/media/8169/twickenham_rediscovered_consultation_report.pdf)

## Summer 2016:

Following the consultation at the end of 2015, and as a result of feedback, the Council took the decision to take a step back and review its engagement with the community. We recognised that there was a need to facilitate deeper and richer conversations and gain greater understanding of the key development issues. No proposal was presented in this consultation. Instead the Council took a themed approach to engagement focusing on:

- Viability
- Retail and Business
- Community Space and Diamond Jubilee Gardens
- Access / Parking / Cycling
- Connectivity to and use of the River
- Configuration of the site.

The pop-up shop was open on Church Street where there was an opportunity to leave comments. The Council ran a number of themed workshops (see themes above) to gather views. Further thoughts were captured through a questionnaire.

The Council also hosted a business breakfast event with all businesses in the TW1 post code invited.

295 survey responses were received, 334 comment cards completed and six workshops took place. The full consultation report is available here:

[www.richmond.gov.uk/media/8141/twickenham\\_rediscovered\\_summary\\_of\\_feedback.pdf](http://www.richmond.gov.uk/media/8141/twickenham_rediscovered_summary_of_feedback.pdf)

## Winter 2016:

Having engaged with residents over the summer, and gained a greater understanding of their concerns and expectations of the site, three concept proposals were developed. The Council consulted on these proposals with the intention to take one of the options forward for further development.

The pop-up shop was open on Church Street and the consultation material and survey were available on the Council website.

632 survey responses were received and a full consultation report is available here:

[www.richmond.gov.uk/media/13386/twickenham\\_rediscovered\\_consultation\\_survey.pdf](http://www.richmond.gov.uk/media/13386/twickenham_rediscovered_consultation_survey.pdf)

## Summer 2017:

Based on the comments received at the end of 2016 a proposal for the site was developed further and consulted on in the summer 2017. This consultation presented a concept design and sought views on the design, transport and landscaping options.

The Council held a number of drop-in sessions in the Clarendon Hall, York House and the consultation material and survey were available on the Council website.

457 survey responses were received and a full consultation document is available here:

[www.richmond.gov.uk/media/14681/twickenham\\_rediscovered\\_summer\\_2017\\_consultation\\_report.pdf](http://www.richmond.gov.uk/media/14681/twickenham_rediscovered_summer_2017_consultation_report.pdf)

# 3 | Key messages and responses

Over the course of the various consultations we have received a great deal of feedback, some views have conflicted and opinions have changed over time. We have tried to address and incorporate these differing views as best we can. Set out below is a summary of these views, showing the breadth and variety of comments received and how we have addressed them.



## Scale and footprint of buildings

- Complement the area
- Heights
- More contemporary architecture
- Scale / massing
- Suitability for the context / In-keeping with the character / Appropriate
- Consider the Twickenham / riverside context

A strong and consistent theme of the feedback has been in relation to the scale of development – the heights and massing of the buildings, reflective of the character and street layout of Twickenham. Similarly, a consistent theme was to consider the riverside setting and for the buildings to have a more contemporary look.



## Diamond Jubilee Gardens

- Gardens are underused
- Hidden gem
- Open up and improve access to the Gardens
- Include Gardens in the site plan
- Through flow
- Enhance and integrate

The message has been consistent throughout, that any development should look to enhance and integrate the Diamond Jubilee Gardens. The current proposal provides a new pedestrian 'street' from Water Lane through the development to the Gardens so that they are integrated with the site.



## Open space

- A wider Water Lane
- Town square
- Riverside gardens
- River vista
- Open space
- Riverside terrace
- Performance space

Open space has been a key desire amongst residents and it has been comments received on this element of the scheme that has led us to a building footprint that has significantly reduced from the early proposals. A covered square was introduced at the King Street end of the site in previous schemes, but comments that it was too small and could not be used fully has led to the introduction of a square facing the River. This increased the amount of open space along with the inclusion of a riverside terrace and a wider pedestrian element of Water Lane, opening up the high street to the River.



## Heritage / Culture

- Twickenham village context
- Art
- Eel Pie Island
- The River
- Sport / leisure

The layouts of the proposals have changed over time to better reflect the village of Twickenham. The inclusion of walkways and the reduced footprint of the buildings helps to echo the way the village of Twickenham has developed over the years. The need to celebrate the River has been a clear message and seasonal 'boathouse' units were introduced into the scheme and, based on comments, these have been retained and their number and size has increased.



## Access / Parking / Cycling

- Cyclist friendly
- Wheelchair and pram access
- Deliveries and service routes
- Respect access and parking requirements
- Consider the business', residents' and clubs' uses of Embankment parking
- Retain parking / access for Eel Pie Island
- Consider removing parking from the Embankment
- Consider underground parking

Access to the riverside is a key consideration in the proposals. The Embankment forms an important part of the circulatory system in Twickenham as well as access for residents and around 30 businesses on Eel Pie Island. It is crucial for local residents and businesses, and attracts large numbers of visitors, particularly in the summer months.

All of the proposals have tried to keep access requirements as they are, with the only variation being how the service road would work. We have also tried to address access requirements for wheelchair users with later consultations showing ramp access from the Embankment. Cycling has also been considered with the latest proposal showing a number of short stay cycling parking spaces.

In early consultations there was acknowledgement that current parking arrangements needed to be retained and that we could look to explore other arrangements for parking, which was reflected in the proposals. In the latest consultation there was a stronger view that the removal of all parking from the Embankment should form part of the proposals.

We recognise the desire to remove parking from the Embankment in order to create more open space towards the River and as such we are exploring existing parking arrangements in the wider area and looking at opportunities to see if some additional parking spaces can be created. Any parking changes made via a planning application should only focus on direct mitigation needed to accommodate the development itself. Mass changes to parking (and the associated costs) are not justified via this application as its impact on parking, given the inclusion of under podium parking for the development, is negligible. Any wider revision to parking in the area needs to be part of a wider holistic plan that looks to improve the balance of provision between all users in the area.

We are not saying that parking will remain in its current state on the Embankment forever, but this needs to be addressed separately to the planning application. Changes can come at a later date.



## Residential / Commercial / Community

- Twickenham has too many shops/café's
- Empty retail units in Twickenham
- Provide pop-up / start-up space
- Community space
- Provide affordable housing
- Riverside restaurant
- Understand residential needed in terms of viability

The consultation feedback has reflected a perception of too many shops in Twickenham and a number of vacant units. There have been concerns about the density of development whilst recognising the need for a scheme to be viable. Community use and business uses have been recognised as important. The overriding message has been for a development that has a mix of uses, a balance of retail, residential, commercial and community use.

# 4 | What we heard in the October 2017 consultation

Having completed several rounds of consultation and having tried to incorporate as many comments as we could, in October 2017 we consulted on a scheme that marked our final consultation before submitting a planning application. This consultation received a lot of public attention and the below points show some of the messages we heard.

## Key highlights from the questionnaire:

The questionnaire received 975 responses and the points below show some of the key messages to come out of it:

- Respondents agreed with the integration with the Diamond Jubilee Gardens and inclusion of a riverside square, but there was less agreement with the building appearances and proposed site plan
- Respondents were largely positive about the proposed position of the steps on Water Lane and the potential water feature in the square, views on the masts framing and lighting the square were more mixed
- The style of the bridge link received more mixed responses
- The majority of respondents thought the proposed position of the short stay cycle parking spaces were a good idea
- Parking was a concern with calls to remove all parking from the Embankment

A full report is available at the end of this document.

## Young people:

We held two sessions with young people; one at Orleans Park School and one at Heatham House. The young people:

- Liked the design of the buildings
- Thought the inclusion of the square was a good idea, mentioning the need for seating and for it to feel safe (appropriate lighting) and be accessible to all
- Thought there should be community / commercial spaces for young people
- Liked the idea of the boat houses
- Thought that the scheme should provide affordable housing
- Thought that the square should be softened with landscaping
- Thought that there should be events in the square / Diamond Jubilee Gardens, such as outdoor cinema



## Community groups:

There are a number of community and representative groups in Twickenham who have presented views directly to the Council, including:

- Riverside Action Group
- Twickenham Riverside Trust
- Twickenham Riverside Village Group
- Eel Pie Island Residents Association

Along with results from consultations, this continued engagement has helped us to develop the scheme further with continued input from the community. The current scheme addresses a number of concerns that these groups (and their members) had, including:

- Integrating and enhancing the Diamond Jubilee Gardens
- The provision of additional open space
- Reflecting the working water front of Eel Pie Island with the inclusion of seasonal 'boathouse' units
- Water Lane has been widened, and has a safe pedestrian route
- Space for a riverside restaurant
- Careful and considerate landscaping
- Creates a route through to the Diamond Jubilee Gardens that reflects village feel of Twickenham
- Architecture that reflects the setting

## Feedback from emails, letters and via social media:

Alongside the consultation questionnaire we received letters, emails and messages through social media from groups and individuals, some of the messages were:

- We need to consider the needs of the local residents, clubs and businesses that rely on the Embankment parking
- We need to reflect further on retention of parking on the Embankment / consider underground parking
- It is good that the scheme offers more public space and is pedestrian friendly
- We need to consider the height of buildings
- We need a whole site solution
- Consider the inclusion of a Lido on the site
- The design fails to recognise the setting in terms of the architecture chosen
- Need to get on with it
- Concerns around flooding
- Need for affordable housing
- Current plans are a suitable way forward



# 5 | What have we done

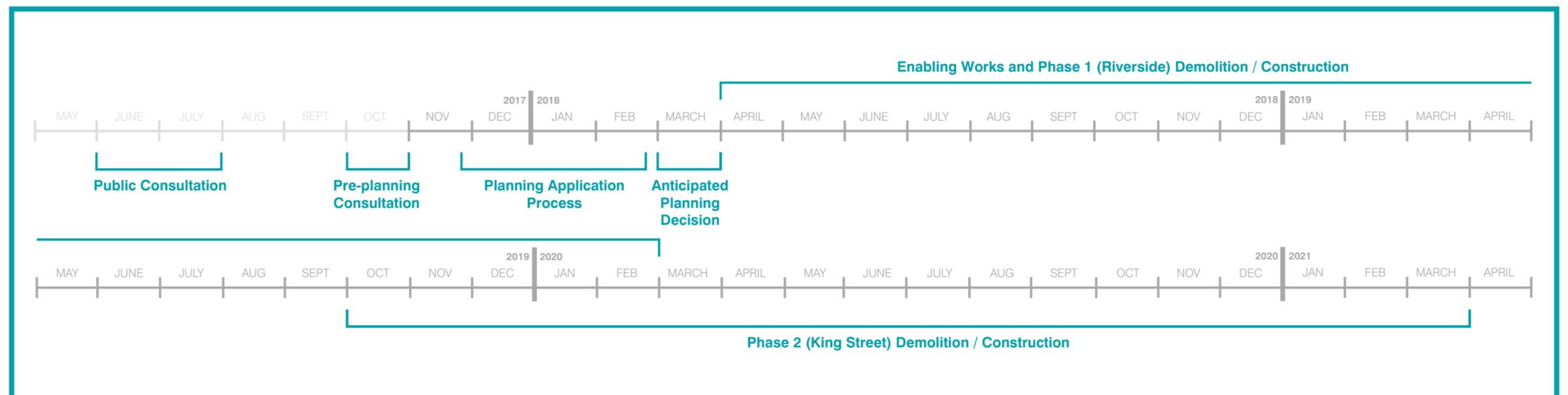
Based on the responses to questionnaire results, and in conversation with other stakeholder groups, the latest scheme has been adjusted to reflect feedback, see the table below. This amended scheme will be submitted as part of a planning application that will, after 30 something years, finally see this site be used and enjoyed by residents of and visitors to Twickenham.

You said	We did
Reduce the heights of the buildings (King Street and the Embankment buildings being mentioned in particular).	Building heights across the site have been reduced by 400–650mm.
The style of the King Street building is unimaginative/dull.	Stonework detailing has been introduced to first floor windows and the mansard dormer windows have been simplified. These changes will add interest to the building façade.
Concerns around the designs of the buildings in general.	In addition to changes to the King Street façade there have been changes to the balconies on Water Lane and other amendments including toning down the red brickwork on the Embankment building and changes to some roofs. All these changes will help to improve the appearance of the buildings.
Integration to the Diamond Jubilee Gardens and inclusion of the square is liked.	Both elements have been retained.
Majority agreed with the position of the steps on Water Lane.	The steps have stayed the same.

You said	We did
Majority agreed with the inclusion of a water feature.	Due to maintenance costs it has been decided not to include a water feature as part of the planning application.
Mixed views on masts framing and lighting the square.	The masts have been simplified and we will look to develop further.
The boat houses need to be useable, they are too small.	The under podium car park layout has been adjusted to include more seasonal 'boathouse' units and their size has been increased.
Mixed views on the style of the bridge link.	The bridge link has been retained and we will look to develop further.
Proposed position of the short stay cycle parking spaces a good idea.	The number of short stay cycle parking spaces has been retained with slight alterations to the positioning, for example moving those directly in front of the seasonal units so as to not block entry.
Remove parking from the Embankment / consider underground parking.	We are exploring existing parking arrangements in the wider area. Parking is being considered separately to the planning application.
There are too many flats, unaffordable housing.	We have committed to providing affordable housing as part of the scheme.

# 6 | The next steps

Following the submission of a planning application there will be a statutory period of consultation where residents can continue to have their say on the proposals. This timeline shows the indicative programme for planning determination and construction.





# London Borough of Richmond Twickenham Rediscovered Consultation Survey



Date: November 2017

Report prepared by  
Snap Surveys

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## 1. INTRODUCTION

The London Borough of Richmond upon Thames commissioned Snap Surveys to conduct the analysis of their Twickenham Rediscovered October 2017 consultation survey. This report contains the research findings.

Snap Surveys certify that this analysis was conducted in accordance with ISO 20252:2012 (the standard for organisations conducting market, opinion and social research) and ISO 9001:2015 (the Quality Management System standard).

### 1.1. Background and objectives

Twickenham Rediscovered aims to create a new 'heart' for the town. By regenerating the area the Council aims to fulfil the vision of residents as articulated in the Twickenham Area Action Plan (TAAP).

In 2014 the Council purchased 1, 1A, 1B King Street and 2/4 Water Lane to help facilitate this. Since the purchase of the site the Council has embarked on a series of consultations with residents, businesses and local community groups to ensure that a wide range of voices are heard on how to create this new 'heart'. The proposals presented in October 2017 were a product of that continued engagement.

### 1.2. Methodology

The consultation was open from Monday 9th October to Monday 30th October, and overall 975 responses were received. The consultation material and survey were available on the Council website, and hard copies of both were available at a series of drop-in events held in the Clarendon Hall Twickenham.

The Council collected any paper responses, and entered them directly into the online survey, before sending the raw data to Snap Surveys for analysis.

The principal contacts for the survey were Charles Murphy at the London Borough of Richmond upon Thames and Margaret Reed at Snap Surveys.

### 1.3. Analysis of results

Figures in the report are generally calculated as a proportion of all respondents who took part in the consultation – that is, including any 'No Reply' responses in the base for each question, unless stated otherwise. The exception to this is where open ended responses have been coded into themes, in which case the base excludes 'No reply' responses.

Percentages in a particular chart will not always add up to 100%. This may be due to rounding, or because each respondent is allowed to give more than one answer to the question.

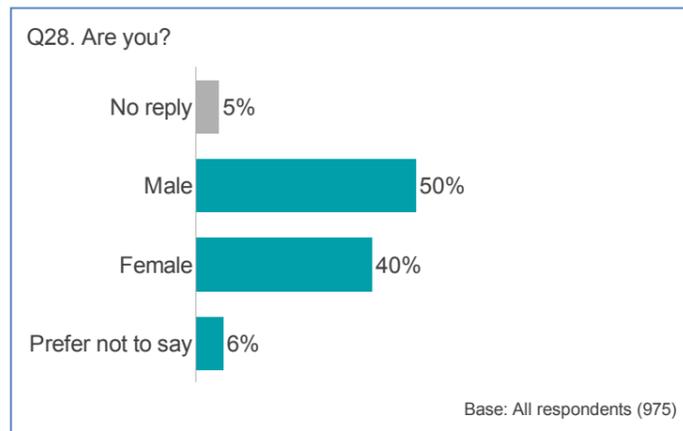
## 2. RESPONDENT PROFILE

### 2.1. Introduction

This section of the report profiles respondents by demographics (gender, age, disability and ethnicity). It also looks at the capacity in which respondents completed the survey.

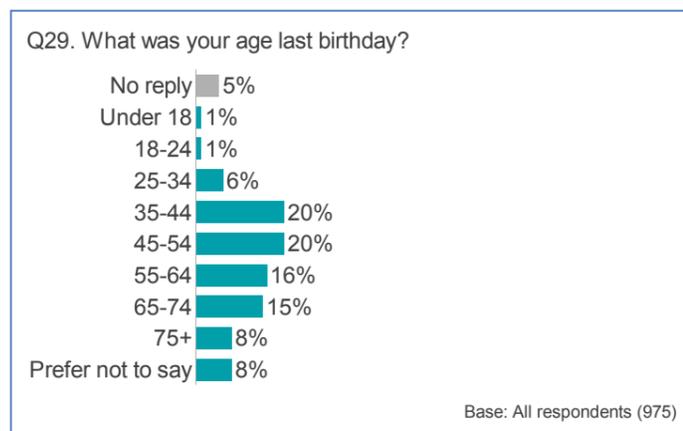
### 2.2. Gender

50% of respondents (484 people) to this consultation were male, 40% of respondents (391 people) were female, 6% of respondents (54 people) preferred not to say, and 5% of respondents (46 people) didn't answer the question.



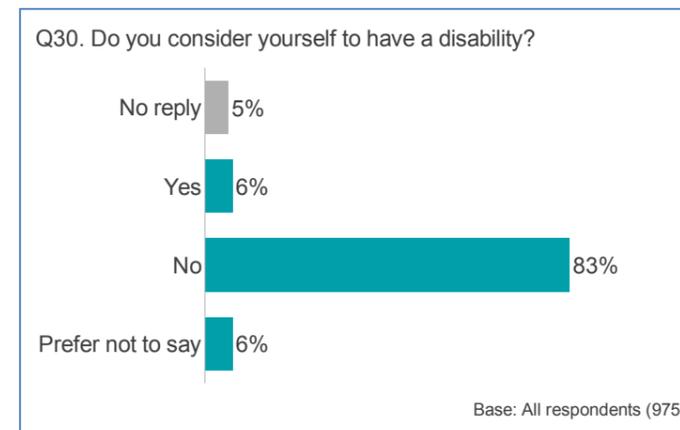
### 2.3. Age

8% of respondents (82 people) were aged under 35, the majority 56% of respondents (547 people) were aged between 35 and 64, and 23% of respondents (225 people) were aged 65 or older.



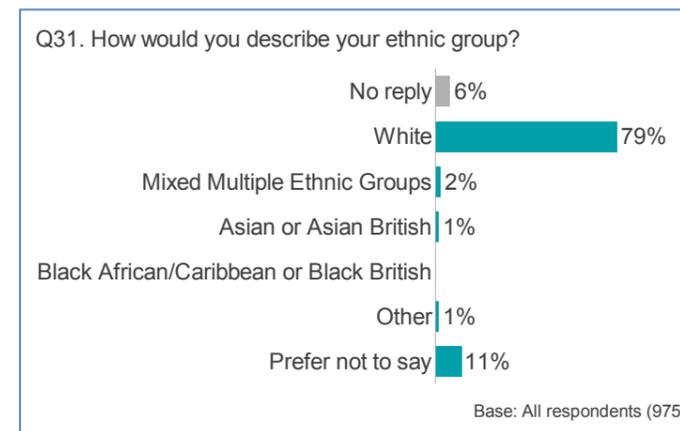
### 2.4. Disability status

Only 6% of respondents (58 people) considered themselves to have a disability.



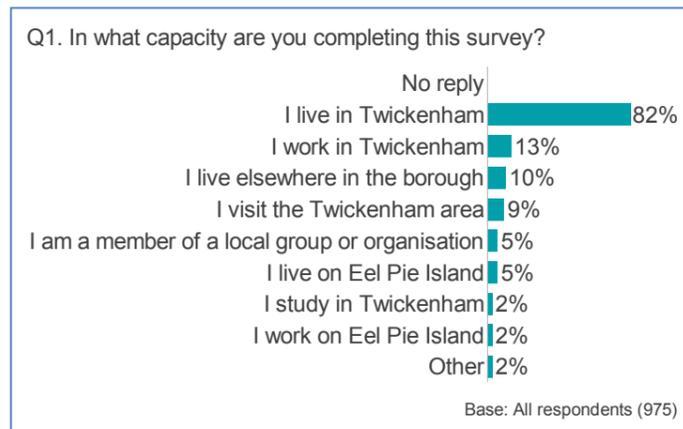
### 2.5. Ethnicity

79% of respondents (767 people) to this consultation described themselves as white, while 4% of respondents (37 people) were from black or minority ethnic groups (BME) or other ethnic background.



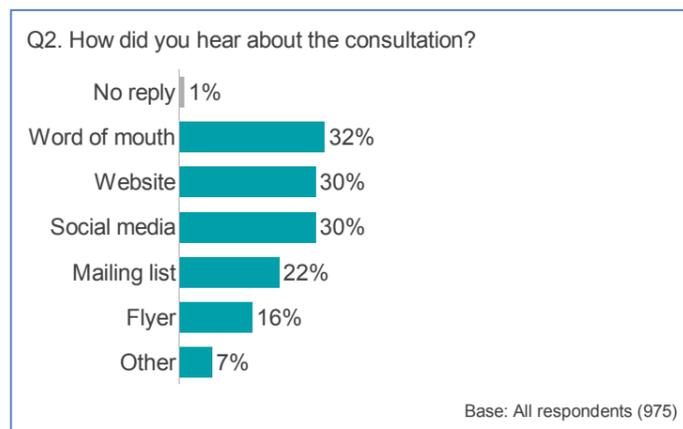
## 2.6. Respondent group

Respondents were asked in what capacity they were completing the survey, to help determine their interest in the consultation. The chart below shows that 82% of respondents (800 people) were local residents, while 13% of respondents (122 people) said that they worked in Twickenham.



## 2.7. How did you hear about the consultation

Respondents were asked how they had heard about the consultation. The chart below shows that 32% of respondents (315 people) heard about the consultation through word of mouth, 30% of respondents (297 people) on the website and 30% of respondents (289 people) on social media.



## 3. RESULTS

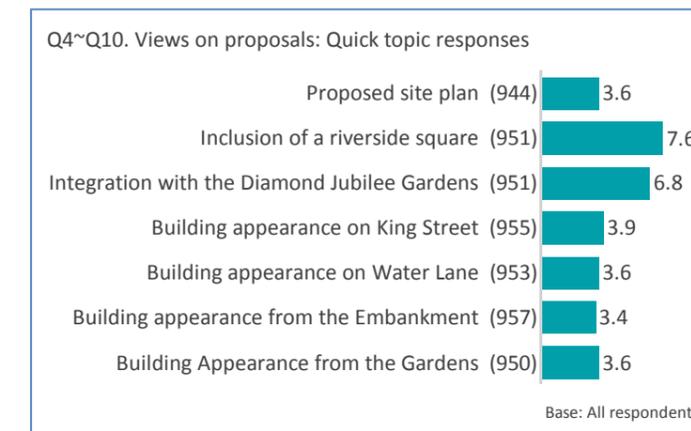
### 3.1. Introduction

Respondents were presented with developed design proposals in the 'New Heart for Twickenham' document and were asked to give their feedback on various aspects including site plan, building appearance, landscaping options for the square, proposed position of steps on Water Lane, style of the bridge link and attitude towards short stay cycle parking spaces.

### 3.2. Views on the proposals: quick topic responses

Using a scale of 0-10 (with 0 being disagree and 10 being agree) respondents were asked to rate their level of agreement with the following proposals.

- Proposed site plan
- Inclusion of a riverside square
- Integration with the Diamond Jubilee Gardens
- Building appearance on King Street
- Building appearance on Water Lane
- Building appearance from the Embankment
- Building appearance from the Gardens



The data was weighted to calculate the mean score for each topic. Agreement was highest for the proposal for inclusion of a riverside square (7.6) and integration with the Diamond Jubilee Gardens (6.8).

The other 5 quick topic responses achieved a lower level of agreement, with the proposed building appearance from the Embankment achieving the lowest score (3.4).

### 3.3. Attitude variation by age

The table below shows the differences in mean scores by age. Respondents aged under 35 were significantly more likely to provide a more positive response to the quick topic responses than those aged over 35.

	All respondents	Under 35	35-55	55+
Proposed site plan	3.6	5.5	2.9	4.0
Inclusion of a riverside square	7.6	8.3	7.5	7.8
Integration with the Diamond Jubilee Gardens	6.8	7.9	6.6	7.0
Building appearance on King Street	3.9	5.5	3.8	4.1
Building appearance on Water Lane	3.6	5.4	3.3	3.7
Building appearance from the Embankment	3.4	5.6	2.9	3.7
Building appearance from the Gardens	3.6	5.9	3.2	3.9

### 3.4. Attitude variation by area

The table below shows the breakdown of scores by postcode area.

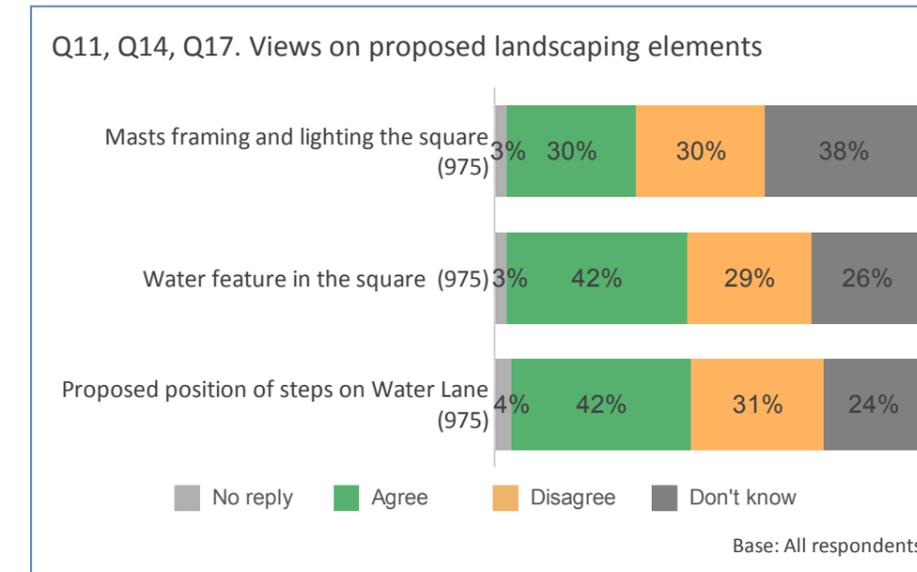
	All respondents	TW1	TW2	Other TW post codes	Non TW post codes	No post code given
Proposed site plan	3.6	3.6	3.0	3.5	4.3	4.6
Inclusion of a riverside square	7.6	7.6	7.8	7.4	6.2	7.6
Integration with the Diamond Jubilee Gardens	6.8	6.8	6.8	6.8	5.7	7.0
Building appearance on King Street	3.9	4.0	3.8	4.2	3.8	4.0
Building appearance on Water Lane	3.6	3.5	3.4	3.6	3.7	3.8
Building appearance from the Embankment	3.4	3.4	3.2	3.3	3.3	3.8
Building appearance from the Gardens	3.6	3.7	3.5	3.6	3.4	3.9

### 3.5. Landscaping options

The London Borough of Richmond upon Thames is considering a number of landscaping options.

Respondents were asked to rate to what extent they agreed or disagreed with the following proposals:

- Masts framing and lighting the square
- Water feature in the square
- Proposed position of steps on Water Lane



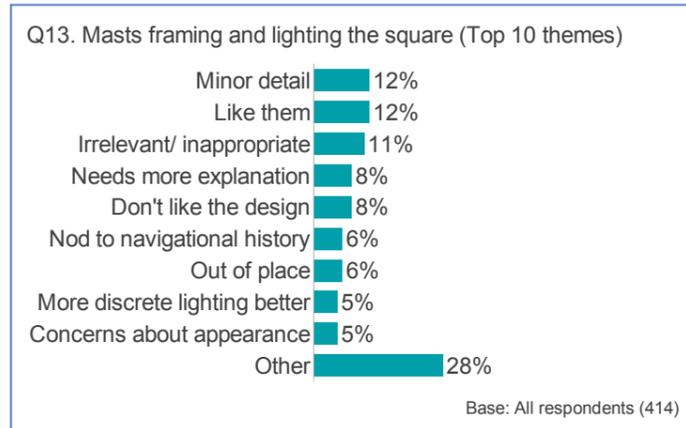
- 30% of respondents (288 people) said they agreed with the proposed masts framing and lighting the square, 30% of respondents (291 people) disagreed and 38% of respondents (367 people) said they didn't know.
- 42% of respondents (408 people) said they agreed with the concept of a water feature in the square, 29% of respondents (285 people) said they disagreed and 26% of respondents (250 people) said they didn't know.
- 42% of respondents (409 people) said they agreed with the proposed position of steps on Water Lane, 31% of respondents (298 people) said they disagreed and 24% of respondents (232 people) said they didn't know.

### 3.6. Proposals – comments

Respondents were asked to provide comments relating to their opinions of each of the 3 landscaping proposals. We will look at each proposal below.

#### Masts framing and lighting the square - comments

Respondents were asked to make any comments relating to their opinion of the proposed masts framing and lighting the square. Comments have been coded into themes and the top 10 themes have been charted below.



Comments have been filtered by whether or not the respondent agreed or disagreed with the proposed of masts framing and lighting the square. A selection of comments can be found below from those who agreed with the proposal.

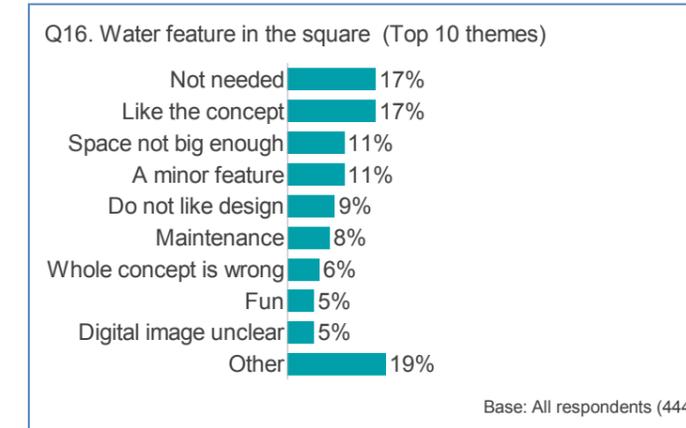
*"Excellent lighting will be a great asset for the facility"*  
*"I find them visually attractive and in keeping with other features"*  
*"Nice way of locating the square. A bit like the Southbank banners."*  
*"Subtle lighting for evenings and places for flags / banners to be attached"*  
*"Masts seem fine – flags on them would be good. In walkways between building uplighting set in footway would be good – around Jubilee Gardens"*  
*"They would help to raise the profile of the square and give it some identity."*

A selection of comments can be found below from those who disagreed with the proposal.

*"They are an irrelevance."*  
*"Look out of place. Too tall and ugly. Better to have lower and more discrete lighting."*  
*"They add visual clutter and overcrowd the street, open it up (get rid of them). They will also weather and age badly – is there an ongoing maintenance and cleaning commitment for them"*  
*"Excessive light could prove to be inconvenient to residents"*  
*"They will further block the already limited view of the river from King Street."*

#### Water feature in the square – comments

Respondents were asked to make any comments relating to their opinion of the concept of a water feature in the square. Comments have been coded into themes and the top 10 themes have been charted below.



Comments have been filtered by whether or not the respondent agreed or disagreed with the concept of a water feature in the square. A selection of comments can be found below from those who agreed with the proposal.

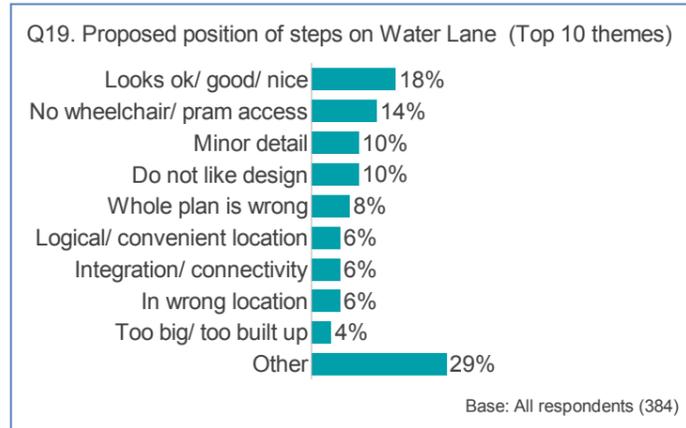
*"Water fountain will be fun and a great attraction."*  
*"Twickenham is a popular place to live for families, so a water feature would be fun."*  
*"Water features of any kind generally enhance a public area, that's why there are so many in Rome."*  
*"Personally, adding a water feature would help maintain an open feel and prevent the area being crammed with tables and chairs."*  
*"It would add a feature to look at – meeting place"*  
*"There should be a central feature and a water feature sounds good."*  
*"Water can be quite calming and links nicely with the river as the space does lack nature"*

A selection of comments can be found below from those who disagreed with the proposal.

*"It does not need a water feature – the river should be the feature and the focus."*  
*"Don't believe it is needed – more pedestrian space and movement routes, and less maintenance"*  
*"The water feature should be the river Thames"*  
*"To allow a full range of uses and flexibility, the square should be kept as open as possible."*  
*"No point, just attracts kids running around and hurting themselves"*  
*"The space is small enough as it is, so adding a water feature reduces the space available for the public and any events."*  
*"The river is a beautiful water feature without cost or pumps to maintain."*

### Proposed position of steps on Water Lane – comments

Respondents were asked to make any comments relating to their opinion of the proposed position of the steps on Water Lane. Comments have been coded into themes and the top 10 themes have been charted below.



Comments have been filtered by whether or not the respondent agreed or disagreed with the proposed position of the steps on Water Lane. A selection of comments can be found below from those who agreed with the proposal.

*"A logical place."*  
*"Perfect position and very attractive – gives the impression of space."*  
*"A great improvement on the original scheme of overblown classical steps etc."*  
*"Most convenient location but excludes handicapped from sharing experience."*  
*"Appears okay, but needs to be more consideration of access for people with mobility problems and baby buggies."*  
*"This would be most acceptable and would suit the environment"*  
*"Attractive and in keeping with waterside"*

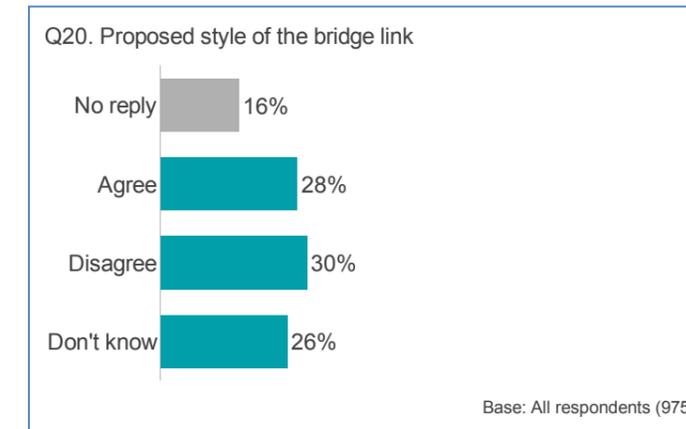
A selection of comments can be found below from those who disagreed with the proposal.

*"Don't appear to have wheelchair or buggy solution."*  
*"Much too monumental. Look like the Odessa Steps."*  
*"Too large and open and positioned next to a road."*  
*"An after thought to provide access on what is a long travel distance from King Street to the embankment. No design quality and squeezed in."*  
*"The steps and access to the square are far too narrow and very unimpressive."*  
*"The steps are sited too far away from the Jubilee gardens and are not wide enough"*  
*"Out of place and lack imagination."*

### 3.7. Style of bridge link

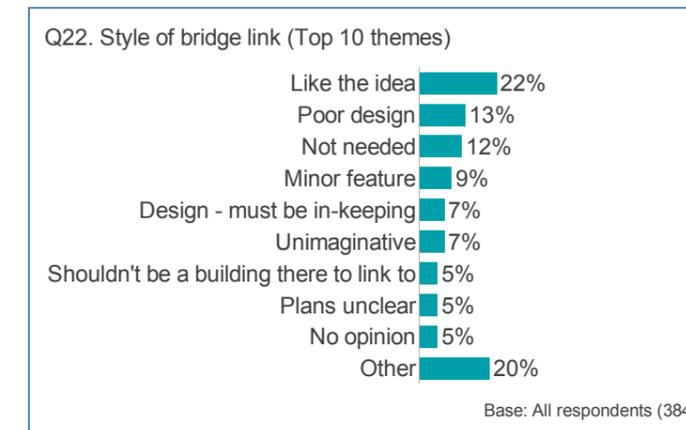
London Borough of Richmond upon Thames will be including a bridge link to maximise the flexibility of ground floor space in the Embankment building, provide active frontages on the walk through to the Diamond Jubilee Gardens and frame the view of the Gardens.

Respondents were asked whether they agreed or disagreed with the proposed style of the bridge link.



Agreement with the proposed style of the bridge link was split, 28% (273 people) agreed with the proposed style of the bridge, 30% (288 people) disagreed and 26% (256 people) were unsure.

Respondents were asked then to specify what they thought of the proposed style of the bridge link. Comments have been coded into themes and the top 10 charted below.



Comments have been filtered by whether or not the respondent agreed or disagreed with the proposed style of bridge link.

A selection of comments can be found below from those who agreed with the proposal.

"OK, in keeping with warehouse style of buildings"  
 "The wharf style I think is appropriate. The gap between the buildings will allow the sun to enter the square in the evening."  
 "In keeping with the general design"  
 "It looks quite simple and unfussy, but the curve adds a bit of extra interest."

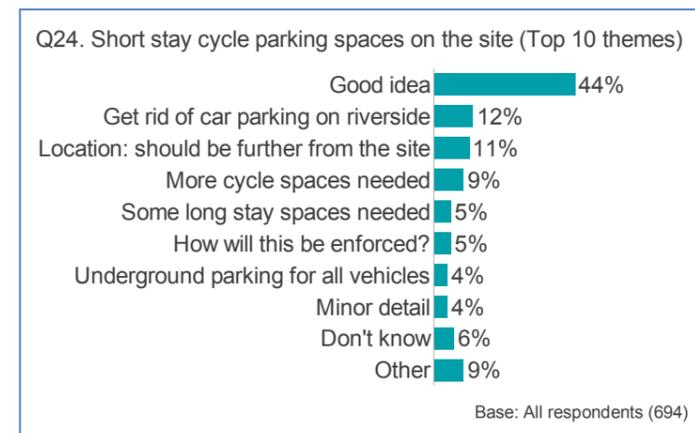
A selection of comments can be found below from those who disagreed with the proposal.

"Very ugly and will age quickly. Likely to risk safety or be of poor aesthetic quality to secure safety."  
 "I assume this was an attempt to give the site a 'wharf' feel? It fails"  
 "It doesn't suit the location."  
 "Hideous and obstructive. Too clumsy and heavy. Not opening out or framing the view of the Diamond Jubilee gardens at all."

### 3.8. Short stay cycle parking spaces

The London Borough of Richmond upon Thames is proposing the inclusion of a number short stay cycle parking spaces on the site.

Respondents were asked to specify what they think of the proposed position of the short stay cycle parking spaces. These comments have been coded and the top 10 themes charted below.



44% of respondents (302 people) made comments that the short stay cycle spaces on site were a good idea while 12% of respondents (83 people) would like to get rid of car parking on the riverside. 11% of respondents (75 people) commented on the location of the short stay cycle parking spaces.

Below are a selection of comments from respondents who made comment relating to the inclusion of short stay cycle parking spaces being a good idea.

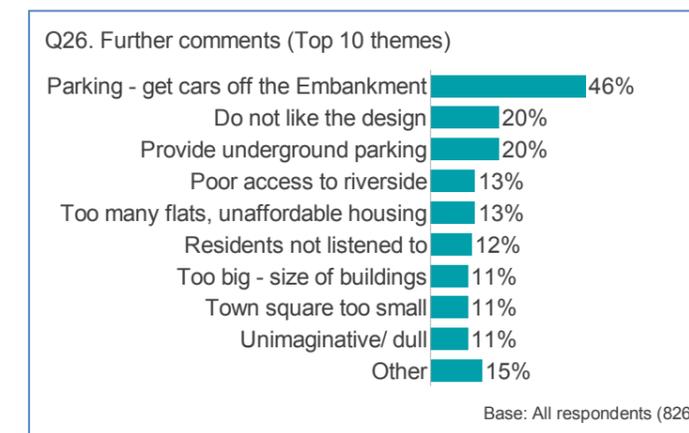
"Any spaces for cycles will be good."  
 "Cycle provision is important"  
 "Bicycle parking spaces are excellent. I commute by bike and finding enough and secure parking spaces for bicycles can be a real problem. I like that there will be provision for bikes underground as well so they are protected from the elements."

Below are some examples of comments from people who made comment about getting rid of car parking on the riverside.

"This is about the only part of the design that works. But why not increase the incentive for bikes by removing the parking so that cars can't spoil the waterfront any longer?"  
 "I am more concerned about the planned retention of riverside parking. This is unnecessary."  
 "Good idea – but get rid of the car parking"

### 3.9. Final comments

Respondents were invited to make any further comments or suggestions. These have been coded into themes and the top ten charted below. The top three themes were parking (46%; 381 people), Design (20%; 166 people) and providing underground parking (20%; 165 people).



Below are some example comments about parking, specifically getting cars off the embankment.

"Get the cars off the embankment."  
 "Get rid of the parking on the riverside and move it somewhere else"  
 "There should be no parking or vehicle access on the river front"  
 "Allowing car parking on prime river frontage is ridiculous"

Below are so example comments regarding dislike of the design.

"These final proposals are once again ghastly, bland, monolithic suburban architecture at pretty much the lowest common denominator."  
 "I am disappointed by the style of the buildings as shown. They appear bland, lacking in shadowing-casting features, generally giving a blank, utilitarian impression."

Below are some example comments about underground parking.

"Please remove the car parking on the embankment away to an underground location and redesign the traffic flow away from the embankment"  
 "We should increase the underground parking and recover the riverside from cars"  
 "The embankment area needs to be pedestrianised and embankment car parking moved away and underground."

Below are some example comments about poor access to riverside.

*"The square should be far more accessible to the high street and act as a draw through to the waterfront."  
"As such the scheme also fails to link with the riverside space in the wider locality e.g. Champions Wharf"  
"The loading bays are also going to interfere with the pedestrian access to the Riverside when goods are transferred into the buildings"*

Below are some example comments about too many flats, unaffordable housing.

*"More affordable housing."  
"The Council keeps trying to develop this site for housing which is unaffordable to the majority of the population"  
"This new scheme is disappointing and appears to put luxury accommodation ahead of the much needed improved public space"*