

Finally, on issues relating to **parking provision** most comments referred to concerns about there being insufficient amount of parking, particularly for residents but also at local shops. Several respondents cited commuters and parking restrictions as the main contributing factors. Suggestions for how parking provision could be improved included encouraging fewer cars per household and more free parking for shoppers. Respondents were split on whether additional parking restrictions would help ease the issue.

"Parking is almost impossible in White Hart Lane and Charles Street, despite the restrictions now in place and most households have two cars."

"Lack of parking spaces in the evenings and weekends for local residents."

"Parking the new visitor parking scheme is very difficult."

"Parking restrictions are not for the benefit of the community but to allow the council to collect fees. They are complicated and designed to catch you out. The enforcement of them is overzealous."

"Parking spaces for local shops (north end of Castelnau) are none existent."

Barnes: who responded?

Of those who responded in Barnes:

- 59% were Female, 41% were Male
- The age breakdown was:
Under 24 year olds (1%),
25-34 year olds (10%),
35-44 year olds (17%),
45-54 year olds (20%),
55-64 year olds (19%),
65-74 year olds (16%) and
75+ year olds (15%)
- The majority identified themselves as being of White ethnic background (95%)
- 14% said they had a long-standing illness, disability or infirmity
- The majority were Borough residents (97%), with 37% 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



Your Barnes

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 **Barnes**.



What you said:

From the 7,454 households in Barnes, there were 1,174 responses to the survey. This gives a very good response rate of 16%. Overall, there were 13,585 responses to the survey, giving a Borough wide response rate of 17%.

Respondents in Barnes 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, the village feel, friendliness and community spirit of the area, the river and local shops.

22% agreed that they can influence decisions affecting their local area (with 40% 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 (72%). The next most important was shopping in your local high street (39%).



This was followed by the **level of crime and anti-social behaviour** (39%), **public transport** (38%) and the **amount of litter and street cleanliness and waste and recycling** (18%).

What could be improved:

The **condition of pavements** was the main priority for improvement in Barnes (35%), compared with the overall Borough result (30%).



Following this, you felt that **traffic and levels of congestion** (30%), **shopping in your local high street** (26%) and **condition of roads** (23%) , could be improved.

Finally **support of local businesses** (23%), **the amount of litter and street cleanliness** (18%) and **provision of parking** (17%) 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 the comments was about improving and resurfacing the roads and the maintenance of pavements. Many commented that poorly maintained roads and pavements are dangerous for motorists, cyclists and pedestrians alike and particularly hazardous for the elderly and the very young. Various causes of the damage was identified and included: bad winter weather, vehicles driving on pavements, building works and tree roots.

"The pavements and roads are in need of repair in many places. More than half of the paving slabs in my road are broken. It looks a mess"

"The state of many of our pavements and roads is positively Third World, they are a disgrace"

"Roads and pavements are in an appalling state"

On **traffic and levels of congestion**, particular areas where highlighted as problematic including, Castelnau, Hammersmith, White Hart Lane and a number of other locations. Respondents came up with various solutions for easing congestion including better traffic

management i.e. introducing speeding restrictions, phasing / placement of traffic lights, redirecting traffic, introduction of one-way streets and reviewing how the level crossings operate.

"Congestion is a problem in Barnes and Mil Hill Road"

"Access to the A4 during rush-hour is hampered by a bottleneck over Hammersmith Bridge (particularly in the mornings)"

"Traffic congestion on White Hart Lane is very bad due to the level crossing. The queues are a nightmare"

"Access to the A316 and all roads leading to the Lower Richmond Road are very busy. Very long queues"

"The flow of traffic between Rocks Lane and Hammersmith Bridge is really congested. This also creates a pollution issue"

"Generally I cycle to work so much quicker to do so"

On **shopping in your local High Street** and support for local businesses, several respondents expressed concern about empty shops and many wanted to see more independent and better quality shops. There was concern about the impact of too many larger stores and respondents wanted to see more support for local businesses and growth. This included incentives to fill empty shops such as reducing rates and working with local landlords to fill empty shops. Respondents also felt more needed to be done to encourage shoppers, including making the High Street more attractive.

"Barnes needs better shops and fewer big names on the High Street"

"Too many empty shops in and around Barnes and a lack of useful independent shops for example greengrocers"

"It is dreadful that an affluent area like this looks so sad!"

"We need more food shops, less estate agents"

"Reduce business rates on shops to make them more viable and less likely to close"

"As a shopper it is discouraging to pay for brief visits (10-15 minutes), there needs to be 30 minutes free parking"



Respondents also felt strongly about the amount of **litter and street cleanliness** and the extent of dog fouling in the area. Several respondents raised concerns about waste and recycling collections including litter being left following collections. Suggestions about how the issue might be addressed included, tighter enforcement, better education, more bins, and cleaning up after rubbish/recycling collections.

"When the waste is collected they leave a lot of rubbish in the streets and leave the recycling boxes all over the place"

"When waste is collected a lot of rubbish is left in the streets. The recycling boxes are also left all over the place"

"Most dog owners do not clean up after their dogs have fouled in the streets. Where is the enforcement?"

