

Finally on **litter and/ or the cleanliness of streets**, comments generally highlighted litter as unsightly and disappointing. Several felt there was an increase in the amount of litter after refuse and recycling had been collected and that leaves were also a nuisance. Ideas for addressing the issue included tighter enforcement, better education, more bins and more care should be taken by refuse and recycling collectors.

"I am forever picking up rubbish outside Church Road because of inconsiderate residents in the area"

"Post recycling and refuse collections, there's always debris left. A little more care and attention would help"

"Clean up the fallen leaves before they start to rot on the pavements"

"I think the effort expended on keeping the town centre clean is very commendable"

"Dog waste bins are needed on the river path"

Richmond and Richmond Hill: who responded?

Of those who responded in Richmond/ Richmond Hill:

- 57% were Female, 43% were Male
- The age breakdown was:
Under 24 year olds (1%),
25-34 year olds (13%),
35-44 year olds (20%),
45-54 year olds (18%),
55-64 year olds (18%),
65-74 year olds (16%) and
75+ year olds (14%)
- The majority identified themselves as being of White ethnic background (93%)
- 15% said they had a long-standing illness, disability or infirmity
- All respondents were borough residents (100%), with 35% 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



ALL IN ONE CONSULTATION



Your Richmond/ Richmond Hill

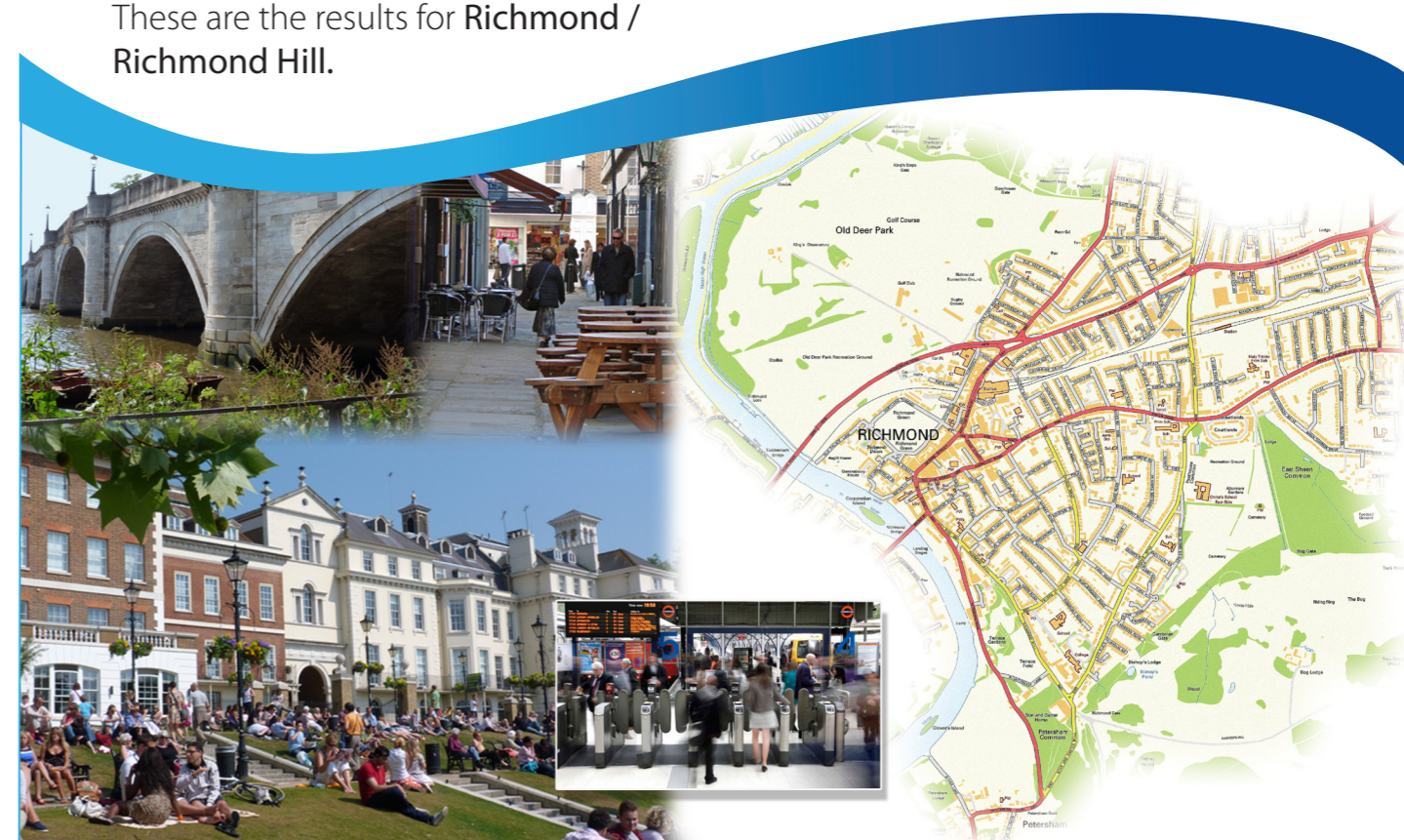
The 'All in One' is one of Richmond Council's key commitments.

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 **Richmond / Richmond Hill.**



What you said:

From the 10,153 households in Richmond and Richmond Hill, there were 1,572 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 Richmond and Richmond Hill 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 the parks and open spaces, transport links, the river, shops and the areas convenience (locally and proximity to London).

19% agreed that they can influence decisions affecting their local area (with 41% neither agreeing nor disagreeing). Around 46% 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 (76%). The next most important was the level of **crime and anti-social behaviour** (40%).



This was followed by access to good **public transport** (36%), **shopping in your local high street** (34%) and **provision and/or quality of entertainment, museums and arts** (22%).

What could be improved:

Traffic and levels of congestion was the top priority for improvement in Richmond (39%), compared with the overall Borough result (34%), 5.6% above the Borough average.

Following this, you felt that **condition of pavements** (30%), **provision of parking** (22%) and **affordability of local housing** (19%), could be improved.

Finally **condition of roads** (18%) and the **amount of litter and street cleanliness** (17%) 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 congestion**, the main focus of the comments was congestion in Richmond Town Centre and the Upper Richmond Road alongside a number of other named locations in the area. Respondents made a variety of suggestions to deal with traffic and congestion problems. These included comments on the management of traffic such as phasing of traffic lights, introduction or removal of one-way systems or speed humps etc, better co-ordination of road works and pedestrianisation. Finally, while some respondents wanted more speeding restrictions and enforcement other wanted less.

"Often huge tailbacks around Sheen Road in any direction around Richmond circus back into town – lights sequenced incorrectly"

"Traffic on the Upper Richmond Road is often very congested due to hold-ups caused by the Clifford Avenue lights"

"Pedestrianise the High Street" and "Abolish road humps and impose 20 mph speed restrictions on all residential roads"

"Traffic levels and speeds are excessive"

"The Town Centre can be particularly busy/slow moving at the weekend, not enough done to enforce speed limits"

On the **condition of pavements**, a majority of the concerns related to the poor state of pavements. Many were concerned that they are dangerous for motorists, cyclists and pedestrian. Respondents also felt they are a trip hazard, particularly for the young, elderly and disabled. Several respondents said the condition of the sides roads in the area need attention.

"In general the roads and pavements are in a poor condition"

"I have fallen many times in the street in Richmond due to ice on some occasions and uneven pavements on others"

"I walk with a stick, the pavements and roads are very dangerous"

"I am a mother of two small children. I have difficulties pushing the pram to the shops as the pavements are often uneven and dangerous"

On the **condition of roads**, the majority of comments were about improving and resurfacing the roads.

"There are a large number of potholes and the condition [of the roads] is very poor"

"There are many potholes and poor drainage in Lower Grove Raod"

"As a cyclist the roads are very poorly maintained and present a real danger"

"Minor roads need attention"

"Roads in Richmond have been dug up recently and without exception these have resulted in water leaks and disruption"

Issues relating to **provision of parking** were also mentioned, with many commenting on the difficulties of parking near their homes and by the local shops. Contributing factors identified by respondents included the lack of parking spaces, parking restrictions (i.e. the cost and operation) and parking associated with local schools. Ideas for improvement included free parking for local shops, changes to enforcement hours and more residential parking.

"There are no parking spaces in our street even though we have paid for a residence permit"

"You have oversold permits in Richmond Hill. Add to that skips and commercial vehicles and parking becomes extremely problematic"

"Parents with children at the local schools believe they have the right to park anywhere"



"Parking controls should stop at the latest by 5.30pm everyday and not just on Saturdays"

"The cost and provision of parking spaces makes life very difficult"

"Short-term parking at local shops should be free"

"Stop parking on both sides of Queens Road. It is impossible to pass"

Regarding the **affordability of housing**, many commented on the lack of affordable housing in Richmond to rent or buy or rent. Respondents felt it was impossible for young people to leave home, for growing families to move into larger properties and for key workers to afford anything in the area. Suggestions for how this issue might be addressed included building more affordable housing to rent and buy and incentives or schemes to help first time buyers, key workers and young people.

"I have moved back to Richmond after five years. The local community does not feel as diverse as it used to be. There should be more affordable housing so a wider range of people can afford to live in Richmond"

"There is a lack of normal / mid-size housing in the Borough. This makes house prices too expensive for middle income families to afford"

"Provide more low-cost housing for rental by people employed in essential services"

"More housing needed for first time buyers"

"Build more affordable single person flats so young couples don't have to move away"