

# TIME TO SHINE

A NIGHT TIME STRATEGY  
FOR RICHMOND UPON THAMES

Economic Development Office  
Spring 2025





# FOREWORD

I am proud to present this new, innovative vision for the night-time in Richmond, where we hope to make the borough a more welcoming and inclusive place to live, work and visit between 6pm and 6am.

The launch of this strategy is significant as it sheds light on the importance of thriving, safe and fun places at night, to help people in Richmond to enjoy themselves whoever they are and whatever their interests may be, and allow for businesses to grow at night.

Moving beyond eating and drinking, the strategy encourages a range of uses and events, with a particular focus on building on the music heritage of the borough and providing activities for young people. Through our extensive consultation, it has become clear that many young people feel excluded from the borough's night-time offer, and I hope this strategy sparks the borough's businesses and organisations to do more to inspire and entertain our youth.

Another significant aspect of this strategy is to improve the conditions for night workers through better pay, safer travel and more provision for when they are going to or leaving work. Often thankless work, we want to ensure night workers feel appreciated for their important contribution.

Travel and safety have also been highlighted as key concerns, and through this strategy we want to start conversations with key stakeholders on how to ensure everyone is able to get around the borough safely and conveniently at night.

From families, disabled people, young and old members of the community, we want there to be something to do for everyone at night, including affordable and healthy ventures evolving the high streets as their purpose changes in modern times.

I am excited to use this groundbreaking work to inspire the creation of a more engaging night-time experience for all.

**Councillor Phil Giesler,**  
**Lead Member for Business and Growth**



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# 1 INTRODUCTION

Richmond upon Thames Council has developed this Night Time Strategy (NTS) to set out how we can make the night-time (everything between 6pm and 6am) a better experience for people living, working, and visiting the borough.

We want to ensure that the London Borough of Richmond upon Thames (LBRuT) continues to be an attractive place for people to spend time, by rethinking the night-time and enhancing LBRuT's existing world class reputation for heritage, green space and culture.

The focus of the NTS is not just on the leisure, hospitality and entertainment industries but also night workers such as those in health care, cleaning services, warehouse logistics and deliveries, many of the services upon which the borough's residents rely. The Council is keen to promote Richmond upon Thames as a borough for all and the NTS considers activities for young, old and disabled people and generally making the borough safer at night for all – a theme that has emerged consistently from the conversations that have informed this document.

The borough's cultural heritage has been identified as a key potential contributor to the night-time economy. For example, Richmond upon Thames has a distinctive music history, from classical to rock, celebrated by the likes of the Eel Pie Museum and High Tide Festival. The Rolling Stones, David Bowie, Rod Stewart, Eric Clapton, the Who and Pink Floyd all found their first regular audiences at Eel Pie Island, a tiny enclave in the middle of the river Thames in Twickenham, expanding this culture of music at the time to venues across the borough. This NTS proposes growing the evening cultural offer, building on this musical history by branding the borough as an exciting music destination alongside its existing reputation around heritage, the river and its green spaces.

The NTS has been a collaborative effort, led by the Council's Economic Development Office (EDO) with input from a range of stakeholders and partners from across the borough and overseen internally by a cross-departmental officer working group with representation from the Stronger and Safer Communities, Resident Engagement, Policy and Communications, Spatial and Transport Planning, Children's Services (Participation), Inspection and Enforcement, Parks, Adult Social Care (Promoting Independence) and Design Services teams.

The Greater London Authority (GLA) has recommended all boroughs produce visions for their night times, more information on the GLA's guidance can be found [here](#).





# PURPOSE OF DOCUMENT

The way we use the night-time in Richmond is changing due to a range of factors - from the high cost of living and fears around safety, to a reduction in alcohol-consumption and the rise in online shopping. We need to learn how to adapt to ensure the environment and services provided at night are what people want and need, taking steps towards improving safety so that everyone feels safe using them.

In a challenging and uncertain economic environment where support for the high streets and town centres is more important than ever, it is essential that the Council endeavours to balance the needs of all users of public spaces at night whilst ensuring our business and local centres remain vibrant.

From music and entertainment, work and rest, travel, safety and enjoyment of public spaces, the night time is a place for many things that cover all parts of life. Whilst night life is an integral part of London as a city, the scope of this Strategy is much wider. It aims to make the night-time more inclusive, to provide safe environments, affordable evening activities and events targeted at young people, older people, families,

LGBTQ+, people of all ethnicities and those with disabilities, so everyone feels welcome in the borough.

We want to identify interventions and services that could be provided or improved like later opening times that make provision for night workers. We want to make places highlighted as problematic safer, improving them to create a more inclusive and welcoming environment for all. We want to embrace hospitality and cultural spaces for young people, as dynamic environments that can promote positive interactions.

The purpose of the Strategy is to celebrate the night and draw together practical recommendations for improving the borough's night-time environment to meet the needs of everyone. This includes a range of recommendations, such as public realm improvements, managing opening hours, support for night workers and working closely with the Metropolitan Police and TfL to improve safety and transport. Many of the outcomes of the recommendations will support each other, for example later opening times can benefit revenue for businesses as well as activate areas at night to improve safety for people on their way home from night shifts.

The Strategy complements a broad range of other policies and strategies, internally and externally, such as the London Plan, Richmond Local Plan, Climate Emergency Strategy, Leisure Strategy, Cultural Strategy, licensing policies, the forthcoming Richmond Town Centre Plan and has strong links to the comprehensive Violence Against Women and Girls (VAWG) work that the Council is already undertaking, as well as the Women's Safety Charter and White Ribbon Activities.



# OUR APPROACH

The Night Time Strategy project is led by the High Streets and Local Growth Team in the Economic Development Office at LBRuT. We wanted to ensure that we captured the range of views of the local community to produce a tailored document reflecting the unique characteristics and needs of the people living, working and visiting the borough.

This Strategy is informed by comprehensive data collection, consultation with relevant stakeholders, inter-departmental working and recent public engagement through the *Time to Shine*, *Have Your Say on a Night Time Strategy for Richmond Borough* consultations.

## Our engagement and research methods are set out below:

- **First Draft Night Time Strategy consultation**

Between July and September 2024, the Council consulted on the first draft Night Time Strategy for Richmond Borough. The online consultation consisted of a downloadable PDF, an interactive document and summaries of the draft strategy, and received 223 contributions from 132 respondents. Off-line, the Council spoke with over 130 people through a range of methods including hosting a one-off youth event and presenting at the VAWG forum.

- **Time to Shine Ideas Map consultation**

The Council ran an 'Ideas Map' consultation between June and September 2023 to understand how people felt about the night-time in specific locations, allowing participants to comment by placing pins on an interactive map. Respondents were also given the opportunity to fill out a quick survey, if preferred. 549 contributions were received from 405 respondents.

- **Night Time Stakeholder Panel**

A designated Night Time Panel was set up in 2023 to bring together the borough's key stakeholders and discuss the strengths and weaknesses of the night-time, and workshop solutions.

- **Youth engagement**

The Council spoke to a range of young people through sessions at youth clubs, a college and the Youth Council, as well as hosting a youth music event, Beats on the



Green, to encourage conversation about the types of activities young people would like to see more of in the borough at night. We also took note of the youth needs analysis report from 2020.

- **Business engagement**

Officers spoke with over 100 businesses that operate at night ranging from cinemas and hotels to supermarkets, pubs and restaurants from across the borough.

- **Meetings and workshops**

A range of meetings and workshops were undertaken with the community to understand the viewpoints of residents associations, VAWG forum, carers, biodiversity representatives, disabled people and interfaith groups.

- **Email responses**

The Council has a designated email address set up for the project (NTSRichmond@Richmond.gov.uk) and accepted email representations from individuals and business / community groups throughout the course of the project.

- **Community Conversations**

A series of Community Conversations were held in 2021 on unlocking the potential of our high streets and local centres.

- **Data**

Using the GLA's High Street Data Tool we analysed the footfall and spend data for the borough's town centres to identify any relevant trends.

- **Photography**

A photographer was appointed to take night-time images to help build a picture of the borough at night.

- **Night audits**

Officers visited Richmond and Twickenham at night and invited councillors to observe, walk around and discuss how the town centres evolve during the evening and night-time.

- **Night-time business list**

We have completed an audit of all businesses open after 6pm in the town centres.

- **Desk-based research**

Key policy documents and evidence-base reports were analysed to ensure the Strategy reflects current findings and discourse.



## The Stakeholders involved in shaping the Night Time Strategy

|  |   |
|--|---|
| Be Richmond BID                                | Richmond Interfaith Group               |
| Discover Twickenham BID                        | Met Police                              |
| Visit Richmond                                 | High Tide Festival                      |
| Friends of Richmond Green                      | Eel Pie Records                         |
| Richmond Society                               | Petersham Nurseries                     |
| Twickenham Park RA                             | Richmond Living Streets                 |
| Richmond Bridge RA                             | Basement Door                           |
| Habitats and Heritage                          | Kew Gardens                             |
| Biodiversity Partnership                       | Richmond Theatre                        |
| Age UK clients                                 | Hampton Hill Town Centre Manager        |
| Crossroads Care                                | Barnes Town Centre Manager              |
| Ham Youth Club                                 | Teddington Society                      |
| Mortlake Power Station                         | Richmond Chamber of Commerce            |
| Whitton Youth Zone                             | Teddington Together                     |
| Richmond and Hillcroft Adult Community College | Mary's Youth Independent Advisory Group |
| Young people with SEND                         | St Mary Magdalene Church Committee      |
| Richmond Youth Council                         | Hampton Pool Trust                      |
| RUILs  | TfL                                     |
| United Response                                | Didobi                                  |
| Crossroads Care                                | Publica                                 |
| Councillor Phil Giesler                        |   |

# CONTEXT

LBRuT is a unique and exciting borough filled with glorious green assets, long-standing cultural heritage and a plethora of independent shops and restaurants. Whilst the daytime attracts thousands of visitors, especially in the summer months, and offers a range of activities, the borough's role as a destination at night has received less consideration.

## Decline of night-time industries

Nightlife across the UK is suffering due to a combination of factors - the rise in cost of living, higher business costs including the cost of renting commercial property, change in work and leisure habits and a move towards healthier lifestyles to name a few. In 2023 the UK lost 125 independent clubs and music venues, and another 67 in the first quarter of 2024. 50 pubs closed a month in the first half of last year across England and Wales, and this trend is rife in London where 46 pubs were lost in the first half of 2023, the most of any area in England.

Performance venues are also at risk with the rise in production costs, art fund cuts and high ticket prices putting customers off. Many theatres are operating on a shoestring, showing familiar plays and musicals rather than taking risks, unable to put on high-cost productions and relying on food and beverage sales to balance their books.

In our main town centres of Richmond and Twickenham, night-time spending and footfall has recovered more slowly after the Pandemic than during the daytime. People are spending a third of what they spend during the day compared to the night, and less than half the amount of people that spend time between 6pm and 9pm in our town centres continue to use them until midnight.

Not only does this affect the borough's economy, it impacts on safety too, which hand-in-hand perpetuate the decline of night-time use. We've heard from the local community that people of visible religion, different ethnicities, disabilities, and women feel scared using the night, they avoid certain stations and routes, in turn reducing the vibrancy of our centres.



## Growing cultural activity

Many responses to our engagement call for more music and cultural activities in the night-time beyond restaurants, which is why we think a focus on music as well as building on other cultural activities could play a strong part in LBRuT's revamped night-time identity, especially considering the area's deeply entrenched musical history.

The benefits the arts, libraries, green and open space and sport and physical activity have on people, place and the economy have long been proven. We want to find new ways to better utilise our existing assets and services while supporting the growth of culture and creativity in the borough to meet the challenges we face and contribute to a thriving and resilient local ecology.

## Night workers: the forgotten workforce

London has 1.32 million night workers, which makes up 25% of London's total workforce and is the equivalent of 16% of the whole of the UK's workforce. Despite these numbers, workers in night-time industries are more likely on average to be paid below the London Living Wage (LLW). In 2022, 20% of night workers were paid below LLW compared to 11% of daytime workers, and 39% of workers in the night-time cultural and leisure sector (including workers in hospitality, private security firms and creative, arts and entertainment sectors) were paid below the LLW.

The table below uses data from the High Stret's Data Service to set out the number of night workers present in Richmond per night in 2024 (between 6pm and 6am). It shows a significant amount of night workers use Richmond town centre every day throughout the year, at approximately 1000 each night. Twickenham follows with fewer numbers but still significant, with around 600 workers per night. Our research suggests these are baseline numbers, and the true amount of night workers in the town centres is larger.

| Month     | Richmond | Twickenham | Teddington | East Sheen | Whitton |
|-----------|----------|------------|------------|------------|---------|
| January   | 1028     | 588        | 335        | 248        | 16      |
| February  | 1058     | 434        | 334        | 250        | 28      |
| March     | 974      | 643        | 399        | 273        | 19      |
| April     | 1140     | 756        | 474        | 319        | 25      |
| May       | 1004     | 576        | 375        | 269        | 29      |
| June      | 1100     | 729        | 356        | 326        | 25      |
| July      | 1180     | 753        | 398        | 285        | 32      |
| August    | 1040     | 746        | 361        | 263        | 21      |
| September | 991      | 701        | 398        | 269        | 23      |
| October   | 1006     | 665        | 434        | 276        | 21      |
| November  | 1036     | 614        | 381        | 274        | 18      |
| December  | 1052     | 623        | 433        | 296        | 15      |



Night work has a myriad of impacts on health and lifestyle such as inability to access every-day services like doctors, dentists and supermarkets, and studies have shown night workers to have an increased chance of divorce, accidents and miscarriages. Night work can have a negative impact on sleep too, with 22% (one fifth) of 801 London night workers interviewed by Liminal Space saying their quality of sleep was poor or very poor when working shifts. Almost three-fifths of respondents said they slept less than six hours when working shifts, and only 14% said they slept at least seven hours.

From our engagement with night workers, we've also heard about their fears around safety at night, many feeling unsafe travelling to and from work as well as in the workplace at night.

## Affordability

Whilst LBRuT currently caters well to wealthier residents and visitors, there are many people that are economically sidelined - LBRuT displays the fifth highest rate for income inequality amongst all London boroughs. Affordability was a concern for many people we spoke to, highlighting that it is currently too expensive to participate in the night-time in the borough, many opting to spend their time in less expensive places with more of a varied offer like Kingston.

## Young people

Affordability in the borough affects young people too, many not having the disposable income to use the night but still needing something to do. A significant 28% of the borough is made up of young people (aged between 0-24 years), with a higher than England average of young people up to 14 years and lower than England average of those between 14 and 24.

This project has highlighted a clear issue in LBRuT with a lack of evening and night-time activities aimed at young people, and with many youth clubs closing early, options are mostly limited to gathering in public open spaces, staying at home or travelling elsewhere. The borough has the fourth worst average mental wellbeing score for 15-year-olds in London and despite the overall low levels of crime in LBRuT, youth crime has become an increasing concern in recent years.



# 2 VISION

Our vision is to reimagine LBRuT's night-time as a safe and inclusive place for all, regardless of gender, age, ethnicity, disability or income.



A key focus is affordability and diversifying the cultural offer in the evening and night-time to appeal to a range of users including young people, by looking both to the past and future.

A common misconception around the Night Time Strategy is that it aims to increase late night opening hours to encourage more venues for drinking. Our vision is more holistic and inclusive, recognising the wide range of activities that constitute the night-time economy including those that do not involve alcohol consumption and those that serve basic needs of night workers like healthy food shopping.

The definition of 'night time' also covers distinct periods with an early evening period between 6pm and 9pm, a later evening period between 9pm and midnight and a night time period between midnight and 6am. These periods will have their own characteristics and demand profiles and LBRuT tends not to have many businesses opening after midnight. However, this later period will be important for many returning home from a night out and also for night time workers whether going to work or returning home.

Our vision seeks to respect the need for peace at night in residential areas, whilst activating town centres and improving transport to create safer and more attractive environments for all people to use the night.

### The Council commits to the below four principles to guide the improvement of the night:

- **Input** – listening to ideas contributed
- **Partnership** – importance of shared working between the Council, community, businesses and other organisations
- **Awareness** – raising consciousness around the night-time environment
- **Strategic initiatives** – targeted actions with a clear purpose



# 3 PEOPLE

People are at the heart of what makes the night-time vibrant, so the experience of our town centres and the wider borough at night needs to feel safe and inclusive to all, encouraging people to use it.



# WHAT YOU SAID

## Safety

- Safety was discussed as one of the key aspects of the night-time that needs to be improved
- Women, night workers (including hospital workers and carers) and young people said they feel scared when alone at night
- Perception of safety differs between demographics (young, old, women etc)
- We were told places that are dark, that have nothing open and where people are not around are scariest
- People said rough sleepers in the town centres make them feel unsafe
- Hospitality businesses told us in winter months they are impacted by homelessness in the area, having to accommodate rough sleepers in their cafes and hotel lobbies etc next to regular clientele, putting pressure on staff

*“ It’s not the dark I’m scared of, it’s what’s in the dark ”*

- We were asked for more information posters on what to do for safety in an emergency
- We were told USB charging stations can help people feel safer by ensuring their phones are charged when using the night-time
- People said safety hubs are needed in the form of late-opening shops and businesses that could act as safe havens for vulnerable people

- People asked for an increased police presence, floating support staff or night rangers for them to feel safe
- We were told the recent murder on Richmond Bridge has shaken people up

*“ There wasn’t a soul around. It was a very scary experience ”*



- We were asked to consider Purple Flag status (an accreditation that shows a town centre meets or exceeds the standards of excellence in managing the evening and night-time economy)

## Inclusivity

### People with disabilities

- We were told SEND young people are experiencing an increase in antisocial drunken behaviour and assaults at night, and they feel there are a lack of welfare checks after crimes occur
- You said you were scared to go out at night due to sexual harassment and other crime
- There was interest in evening activities like art, drama and dance classes
- You want more information on places to go that are carer and disabled-friendly at night
- We were told there are not enough toilets/information on where toilets are

### Young people

- We were told large groups of young people congregate at night in Richmond Green, Twickenham Green and Teddington
- Some young people said they feel unsafe in the borough at night (mugging and sexual harassment the most prominent fears) avoiding activities after dark, but many feel LBRuT is safer than other London boroughs
- Parents said they are concerned to let young people out at night

- It is felt that police do not follow up crime against young people by young people
- Young people want more awareness around safety codes like Ask for Angela, and in-person bystander training would be helpful
- Transport specifically for young people was requested to take them to and from activities at night to improve safety and increase their use of high streets
- Young people feel judged by adults when outdoors, many get told off and receive complaints even when not doing anything wrong

“ All young people feel stereotyped, it makes me feel uncomfortable ”

- It was felt that moving young people on from ‘problem’ areas just moves them to the next place
- We were told conversations are needed between older and younger people to better understand each other
- Young people feel there are not enough things for them to do at night in the borough, they want more



safe places where they do not feel pressured to buy things

- Young people said they like to go to youth clubs, but many close early and are badly advertised

“ I wish this youth club was open longer ”

- Young people would like more activities that are productive and do not involve alcohol consumption at night like volunteering, sports, skate parks, music and events

- It was felt that a multi-use youth space / facility is needed which could be used for music, sport or parties for young people - this could be a cafe or ice cream parlour

### Older people

- Some older people said they feel scared to leave the house after dark, including in early evenings during winter
- We were told there should be more activities at night for older people
- Some older residents told us they feel intimidated by large groups of young people



# WHAT WE RECOMMEND

## Improving safety

- Work with later opening businesses to provide Safe Havens
- Clear crime reporting information and signage to deter criminal behaviour
- Continue to work with Police and other stakeholders on increasing presence in hotspot areas of antisocial behaviour
- Promote safety initiatives like the Women's Night Safety Charter, Ask for Angela, Ask for Clive, White Ribbon etc.
- Promote sexual harassment awareness and prevention training to all new and existing drinking establishments, particularly at licence grant and renewal stage
- Council to partner with external organisations to offer bystander, personal safety and self-defence training, including for disabled people who are more likely to experience harassment at night
- Free USB charging points for phones / USB charging points in town centres, including wireless charge compatible with all phones

## Inclusive and welcoming town centres

- Encourage activities in the evening that suit the whole community and all age groups, beyond eating and drinking, to enjoy the night

- Encourage all businesses, venues and events to be inclusive to all
- Provide opportunities for inter-generational dialogue between young people, Police and residents about creating a better night-time for everyone
- Increase the availability and affordability of youth activities, for example by working with schools and existing businesses and organisations to introduce a late-opening youth space
- Work with homelessness, alcohol and substance abuse agencies to offer support for homeless people in town centres at night

## Advertise free and low-cost night-time activities and spaces

- Existing youth groups and clubs should be better advertised
- Consider introducing low-cost interventions in town centres like community piano and ping-pong tables
- Council to map out all free outdoor spaces outlining opening times, available facilities and whether there are sheltered spaces
- Develop a platform for residents to discover night-time activities in the borough

## CASE STUDIES

### SAFE SPACES RICHMOND

The Council has worked with partners to launch the 'Safe Space Richmond' initiative in Richmond town centre to provide a safe space for women and girls, or anyone who is feeling vulnerable.

The initiative is a joint venture between our Community Safety Service, Richmond Safer Neighbourhood Teams, British Transport Police, South Western Railway Rail Community Officers, and Street Pastors. It runs every Friday and Saturday night from 9pm until 1am and is located at the green marquee outside Richmond Station.

The Safe Space is in one of the borough's busiest areas at night and is designed to help people feel more at ease when enjoying the night-time economy.

### THE WOMEN'S NIGHT SAFETY CHARTER

Richmond has signed up to the Mayor of London's Women's Night Safety Charter, with the aim of making London a city where all women feel confident and welcome at night.

To support the Charter, any organisation that operates at night can sign-up and pledge to the below commitments:

- **Nominate a champion in your organisation who actively promotes women's night safety**
- **Demonstrate to staff and customers that your organisation takes women's safety at night seriously, for example through a communications campaign**
- **Remind customers and staff that London is safe, but tell them what to do if they experience harassment when working, going out or travelling**
- **Encourage reporting by victims and bystanders as part of your communications campaign**
- **Train staff to ensure that all women who report are believed**
- **Train staff to ensure that all reports are recorded and responded to**
- **Design your public spaces and work places to make them safer for women at night**

### ASK FOR ANGELA

Ask for Angela is the not-for-profit scheme that aims to ensure that anyone who is feeling vulnerable or unsafe is able to get the support they need. This could be on a night out, on a date, meeting friends and other situations.

The scheme works by training hospitality staff in vulnerability management and what to do when someone Asks for Angela. The trained member of staff will understand the person asking is in need of help and support and will be able to respond in an appropriate, discreet way.

More information can be found at [askforangela.co.uk](https://askforangela.co.uk)

### ASK FOR CLIVE

Ask for Clive is a charity that partners with venues to promote inclusion and to create welcoming environments for the LGBTQ+ community. They work directly with local communities and venues, and collaborate with law enforcement on training and reporting initiatives.

More information can be found at [askforclive.com](https://askforclive.com)

### Whitton Comedy Corner

Whitton Community Centre now hosts a popular monthly comedy night called Whitton Comedy Corner between 8-11pm, with UK comedians from TV, radio and social media - tickets sell-out overnight!

### Pop-up Youth Fridays

ETNA community centre has set up Friday night sessions for 11-14 year-olds between 7-9pm to provide activities for young people at night. Activities include table tennis, upcycling crafts and board games at £5 per session.

### WHITE RIBBON

White Ribbon is a UK charity that engages men and boys to end violence against women and girls. Their mission is to prevent violence against women and girls by addressing its root causes, working with men and boys to change long-established, and harmful, attitudes, systems and behaviours around masculinity that perpetuate inequality and violence. Their work is preventative, aimed at stopping violence before it starts.

More information can be found at [whiteribbon.org.uk](https://whiteribbon.org.uk)

# 4 PLACE

Vibrancy is what makes a place attractive, it creates a sense of safety and that things are happening that you want to be part of. We want our town centres to be fun and welcoming at night, whether for an evening stroll, a meal out or for organised activities.



# WHAT YOU SAID

## Sense of place

- We were told LBRuT has a charming feel with many independent businesses, which makes it unique
- People spoke about the attractive river running through the borough, but felt more could be made of it with better riverside connections
- You said there were great opportunities for local businesses to expand outdoors and occupy pavements for people to enjoy public spaces, improve ambience and present visible customers
- The success of Church Street was linked to it being car-free, residents saying they would like pedestrianisation in more places
- It was highlighted that daytime issues are exacerbated by the night, so night and day are not separate
- We were asked to engage local artists when introducing interventions
- Residents told us noise and waste from the night-time economy disturbs them
- You said that the public realm should be improved with more greening, wayfinding and less clutter

## Lighting

- Many people asked for more lighting in various locations, especially in the winter
- We were told lighting could be used to reveal hidden music history and local heritage
- It was felt that warm lights are preferred over harsh lighting in some areas, and that contrasts could work well
- Some people told us shopfronts could improve lighting at night with low-cost designs that are considerate to residents living above them where applicable
- We were asked to consider local biodiversity and dark corridors before introducing new lighting interventions
- It was agreed that a lighting brief for the borough should be developed as part of this Strategy to bring all relevant departments together

## Parks and open spaces

- Green spaces in the borough are cherished by residents and visitors
- Young people told us they like to use parks to sit and talk after school, but parks can be cold, dark and wet so they feel more sheltered spaces in



parks are needed

- Not everyone knows the opening times and restrictions of parks
- We were told that a map of outdoor spaces like Kneller Gardens / Heathfield as well as those with sheltered spaces would be helpful
- Young people asked for more open spaces to play sports - skate parks, BMX, football and rugby pitches

## Activities

- Many younger and older people feel the night-time in LBRuT is not for them - they want to be able to spend time at night with friends and socialise without spending a lot of money
- We were asked to promote biodiversity, potentially through a family-friendly program linking green

spaces to historic buildings in the evening

- Ping pong tables placed in well-lit areas were suggested for across the borough
- Young people asked for a graffiti wall to allow people to do street art legally
- It was suggested that a community piano like in King's Cross would be successful
- Outdoor screenings were suggested like live streaming of opera or theatre as seen in Battersea Power Station

## Amenities

- Lack of toilets was highlighted as a problem for older people and those with disabilities
- We were told there was not enough seating for those with mobility issues

# WHAT WE RECOMMEND

## **More use of the outdoors at night where biodiversity allows**

- Utilise river and green spaces for small-scale evening activities like sports/exercise classes and events like outdoor cinema
- Encourage businesses to spill-out onto pavements and consider new locations to pedestrianise with consideration of residents
- Introduce family-friendly evening events centred around the borough's natural and cultural assets
- Publicise the Council's Keeping Safe in Parks Statement in a customer facing way

## **Creative lighting and art to improve the nightscape in town centres**

- The Council to produce lighting strategies for key locations in the borough to consider innovative solutions, bringing all relevant departments together and acknowledging conservation and biodiversity restraints
- Encourage warm and creative lighting over harsh
- Council to partner with businesses and other organisations to improve shopfronts and buildings at night by activating streets even when closed whilst considering nature conservation constraints
- Consider murals and other artistic interventions in dark, intimidating alleyways
- Introduce a legal street art wall for young people to take ownership of

## **Improve amenities and design of buildings and streets to better suit the night**

- Planning design codes to incorporate the night-time to ensure ground floor architecture and public realm design is informed by, and enhances the night-time experience through elements like lighting, avoiding dark corners and narrow pavements
- Encourage weather-proof outdoor performance and gathering spaces to be designed into new developments with consideration of residents
- Mechanisms in place to ensure gender equity at night in the public realm, potentially through an advisory board
- Introduce toilets accessible at night in carefully selected locations
- Consider providing more seating for those with mobility issues

## **Mitigate negative impacts of night-time activity**

- Work with businesses to manage waste from night-time economy for example through consolidation of waste facilities
- Continue to work with the Council's noise team to ensure noise levels are adequate and complaints are dealt with
- Consider the biodiversity impact of night-time activity
- Work closely with the police to ensure popular green spaces are enjoyable at night for all



## PROTECTING BIODIVERSITY

The Council understands the importance of darkness for biodiversity and will promote awareness to conserve, protect and enjoy the outdoors as well as strive to minimise any disruption to biodiversity in its night-time plans. Any lighting interventions will need to refer to the Richmond Biodiversity Action Plan and be determined on a case-by-case basis to consider impacts on biodiversity, landscape character and site-specific management plan objectives, informed by a Preliminary Ecological Appraisal and any necessary specific surveys if required.

## SIT STOP INITIATIVE

SIT STOP is an initiative that was started in 2005 by an independent community group in LBRuT.

The purpose of SIT STOP is to make life just a little easier for those in need of somewhere to sit down. These individuals may be elderly, pregnant, disabled or unwell; they may have tired feet or be laden down with shopping or they may just need somewhere to wait for a few minutes.

In a shop or business displaying the SIT STOP logo, anyone can ask for a seat or to use one if it is available. It is not necessary to be a customer of the store or to be using the services provided there. Businesses across the borough participate in SIT STOP and many are open at night too.

For more information visit [www.sitstop.co.uk](http://www.sitstop.co.uk)

# 5 ECONOMY

As working patterns change, retail moves online and alcohol consumption reduces, the night-time economy is changing and we need to diversify the high street experience whilst supporting our existing businesses that make the night-time what it is. We also need to cater to our portion of the 1.3 million Londoners that work at night, who require a range of uses and services around this.

# WHAT YOU SAID

## Diversity of offer

### Culture

- More evening and night-time arts and culture venues and activities were requested
- Music is a key element desired for the night-time but it is felt that there are not enough small venues for local musicians or a large venue (1000+) that can attract internationally known bands
- Some think LBRuT has a lot to offer already, with a huge array of pubs with live entertainment, quizzes, sports etc and an established theatre program running shows most nights of the week post 6pm
- It was suggested that existing theatres could host more evening music events, discounted in less popular months of theatre use
- Young people said they would like to visit the cinema and theatre but it is too expensive - they suggested open-air, affordable cinema in parks, like Hampton Screen on the Green
- It was suggested that we have a unique eco-centric approach to the night-time, to embrace Richmond's extensive green spaces and commitment to biodiversity

### Food, beverage and shopping

- It was felt that the independent businesses create a quaint atmosphere

“ *It certainly makes it far more unique and diverse to have that real sort of indie soul* ”

- Kingston and Hounslow were highlighted as preferred shopping areas by young people, hosting affordable food and clothing stores like McDonald's, Greggs and Primark as well as sports shops like JD Sports and Sports Direct
- Some suggested that dessert cafes in the evening be introduced – these can promote non-alcohol drinking culture and can be popular among young people
- People would like to see more markets that cater to a diverse crowd – night markets, seasonal markets, pop-up food stalls
- More healthy food options were requested



### Sport and activities

- It was agreed that there is a good selection of sports facilities and gyms but more evening exercise clubs like running club through Richmond Park at night could be popular
- Young people enjoy accessible activities like Gravity (Wandsworth Town), Flip Out Cinema, Laser Tag, Mini Golf, Foot Golf (Hounslow), and some would like a dog / cat cafe, bubble tea or a gym for young people
- Some feel experience-based businesses are the future

- A gaming bar with e-sports and in-person gaming was suggested, which could be popular among young people and families at night as it is not centred around alcohol

### Later opening businesses

- It was felt that a thriving night-time economy can help people feel safe but many businesses are closed by 10pm
- Many said late opening shops could act as safe havens for anyone in trouble at night
- Some people suggested that cafes should be open as late as pubs, like 'coffee houses' once were



- People noticed pubs shutting earlier than before the Pandemic, which has made a big difference
- There was a concern that older people do not use later opening places, and anything new will serve visitors rather than residents
- It was highlighted that later opening businesses will be tricky as transport closes down at midnight
- We were told there are many students in the area that would go to student nights but instead feel 'shipped out' to Kingston or central London for events
- It is felt that rental costs are too high to provide youth centre and other community-based offerings
- Businesses told us it is difficult to find night staff as the borough is too expensive for low paid workers to live and move around in (tube / train is costly)

## Affordability

- Many people said the borough feels too exclusive, with businesses not affordable in the evenings which puts would-be users off
- Young people said there are a lack of places for them to go - a lot of the businesses in the borough do not cater to and are unaffordable for young people
- We were asked to better understand how many vacant units are council-owned and could be used for affordable music, community and youth-centred events / uses

## Night workers

- Night workers told us there is a lack of services for them at night – they need transport, supermarkets and places to socialise after work
- Night workers said they travel to Kingston for after-work drinks as no affordable late-night venues operate in the area
- Businesses said they are suffering from a loss of workers and difficulty recruiting (especially night staff) since Pandemic, and this has impacted town centres negatively
- Some female workers said they do not want night shifts
- Young people told us they would like jobs and work experience and this could be supported by the evening and night-time economy
- We spoke to night workers ranging from hospitality and healthcare to stacking shelves and cleaning, some working all through the night and early hours
- Many night workers said they travel for over an hour to get to work using buses due to lower price, lack of night tube / trains and delays and cancellations
- It was suggested that we show appreciation for night workers so they feel valued



## Promotion and events

- It was felt that LBRuT's cultural offer is undersold and we need to publicise cultural activities and promote free/cheap opportunities at night, especially concessions for target groups like young people/students, older people and night workers
- Residents feel the Visit Richmond guides are visitor oriented and would like a similar resource that is not targeted at tourists
- It was suggested that a night-specific brochure - 'Discover Richmond upon Thames after dark' could be useful
- People said the high streets should be promoted more to encourage use
- Visit Richmond told us the information kiosk at Richmond Station is back to pre-COVID numbers so can use kiosk to publicise events
- Social media was suggested to change the narrative around LBRuT excluding young people i.e through use of Tik Tok or tied to interventions like community piano or ping pong tables
- It was asked that we ensure events are accessible and feel safe for people with disabilities

## Crime

- Businesses told us that shoplifting has increased and is a big issue for large and small food stores, with threatening behaviour by perpetrators
- Businesses said they currently work together to tackle crime – it is felt that the Police are unable to help and there is no central system to share low-level crime

- Both the police and businesses support the introduction of an app to report crime
- Smaller convenience store staff feel they are at greater risk than those working in larger stores because they have less back-up and often live further away, using more late-night buses
- Cleaners and shelf stackers that work in the late-night feel more at risk than other night staff that do not work as late



# WHAT WE RECOMMEND

## Promote the evening and night-time cultural economy

- Promote culture in the evening and night-time in the borough by supporting the Culture Richmond vision
- Build on the current and historic music offer by encouraging more music performance (of all types) in existing venues
- Support the opening of a new midsized concert venue
- Work with theatres and other cultural institutions to host music and other types of cultural events at night in off-peak seasons, including targeted music events for young people
- Continue to assist and promote festivals like High Tide

## Expand food, retail and leisure offer at night

- Encourage existing food and retail to provide healthy and affordable options that can appeal to a more diverse customer base
- Encourage pubs, bars and venues to provide more variety of no/low alcohol drinks
- Find space for affordable retail alongside more expensive options
- Experiment with more seasonal and night markets
- Consider introducing new types of operators such as an activity-based evening (and day)

business that appeals to young people, like Gravity in Wandsworth, a pool club or an e-sports gaming bar

- Engage cinemas and theatres to provide and better promote student discount and other concessions on designated days
- Ensure the Council's review of its assets identifies opportunities to improve the night-time

## Later opening times and new types of activities for the evenings

- Work with town centre BIDs and business associations to introduce evening deals and shopping events to promote highstreets holistically
- Consider expanding night-time activities to providing sustainable, ethical services such as late opening repair shops, vegetable box pick-up spots and healthy takeaway establishments
- Helping daytime venues to experiment with later opening times
- Work with businesses and institutions like schools and sports centres to develop 'second life' activities by diversifying offer in the evenings e.g. cafe hosting evening quiz night after close of usual cafe use
- Promote the evening economy for families to prevent a gap between day and night





### **Improve conditions for night workers**

- Promote work experience and job prospects for young people in evening and night-time businesses on the high streets
- Encourage businesses to provide good working practices, including through London Living Wage and Good Work Standard, mental health support, training and knowledge of employment rights for night staff
- Create a forum / app for later opening businesses to help each other with shoplifting and ASB issues
- Liaise with supermarkets in locations where night staff work and travel through to open later to cater to this workforce's needs
- Work with town centre BIDs to promote better night worker conditions and initiatives like partnering with Night Club or providing special discounts for night workers at specified businesses
- Campaign thanking night workers

### **Better promote the existing night-time offer**

- Encourage event organisers to publicise cultural activities on Visit Richmond, including updating the music page
- Encourage businesses to use the information kiosk at Richmond Station to promote evening and night-time events
- Utilise social media to better promote venues, places and events in the evenings
- Devise and promote a resident-specific calendar of events

## **NIGHT CLUB**

Night Club is a unique initiative that brings sleep researchers together with shift workers and employers to create a better and healthier experience of working at night - including by delivering engaging evidence-based training to staff.

More information visit [night-club.org](https://night-club.org)

# 6 TRANSPORT

Getting around LBRuT at night in a safe, accessible and straightforward way is essential to creating an active and welcoming night time experience for all. A special focus is needed on transport at night, where more issues can arise compared to the daytime.



# WHAT YOU SAID

## Public transport

- There was positivity about the borough's bus service running all night, but it was felt they should be more frequent – women, young people, disabled people and night workers said they feel unsafe waiting at bus stops
- Travelling across the borough was highlighted as difficult, especially when buses are the only option at night
- Due to the borough's reliance on buses, many people asked for real-time bus times displayed at all bus stops
- There were complaints about the decline in frequency of trains
- People with disabilities told us the closure of ticket offices at stations is an issue - online system complicated and hard to use
- Many people, including those that are disabled, said they are put off using certain stations in the borough or using the borough at all at night due to isolated stations, poor transport and scary routes to bus stops – Kingston is preferred for its transport links

- A lot of young people said they face sexual harassment on public transport, feeling especially vulnerable on buses
- People agreed that having visible staff make them feel safer
- It was suggested the night bus service is reviewed to understand whether it is fit-for-purpose - services specifically mentioned were R70, R68 and 419

## Active travel

- Many people said they walk and cycle to get around the borough at night
- Some women told us they change their routes at night to longer journeys that feel safer
- Some people feel the streets are empty at night
- It was suggested that we encourage more walking and cycling by improving the experience
- Young people said they are often told off by adults when cycling
- It was felt that though Lime bikes are well used, they are often left in obstructive places

- Youth community bike scheme is desired by young people - like Lime but without batteries and smaller to fit young people's frames
- An accessibility scheme at high streets/train stations was suggested, where you can rent/hire mobility aids such as a wheelchair – this exists at Staines station
- More information was requested on walking distances between bus stops/places to increase active travel

## Private transport

- Difficulty traveling in certain areas was highlighted due to bridge closures, especially affecting people with disabilities who rely on taxis for transportation
- People asked for less traffic congestion and more parking
- It was suggested that a more available transport offer that requires less planning than dial-a-ride is needed for old and disabled people to go to activities at night
- We were told there was not enough blue badge parking



# WHAT WE RECOMMEND

## Improve public transport experience at night

- Engage with TfL to improve night-time experience at bus stops by encouraging all stops to have real-time service updates displayed, sufficient lighting, clear safety information
- Review of night bus (R70, R68 and 419 specifically mentioned) and train services to understand whether it is fit-for-purpose and engage transport operators
- Develop interventions to improve perception of safety in isolated stations and bus stops such as art, lighting, phone charging and WIFI
- Increase awareness about sexual harassment and how to respond to it on public transport at night
- Request night marshals for TfL run services and coordinate with other train and bus companies operating in LBRuT to improve safety

## Introduce accessible, active and affordable options for night travel

- Engage with the Mayor of London, TfL and rail companies about affordability of transport for night workers
- Encourage the considerate use of dockless bike and e-bikes by designating parking zones to provide an alternative transport mode
- Introduce wayfinding and information around travel times and journey mapping for walking and cycling to encourage more free and active travel
- Review cycle lanes and pavements to ensure they are well-lit and safe for pedestrians and cyclists
- Introduce incentives for more young people to cycle like a youth hire scheme or cycle-to-school bike concessions

## Re-evaluate car use

- Review disabled parking availability in town centres and increase spaces if needed
- Introduce pedestrianised areas where possible, potentially at night where road space is more available
- Encourage active travel and promote public transport use



# 7 TOWN CENTRE RECOMMENDATIONS





# TWICKENHAM

## WHAT YOU SAID

### People

#### Safety

- You told us that Twickenham town centre feels safer than others in the borough for young people and women
- Rugby days can feel unsafe with many residents, including young people, avoiding them if possible. You said the town centre and public transport are impacted by drunk fans, many not leaving until 10pm after a game.

- Young residents said the Rugby fans scare them with antisocial behaviour, fighting, racism and sexism
- People asked for greater police presence or community wardens to assist with the Green and other problematic pockets, as well as rowdiness of patrons in town centre
- It was suggested that we try a Safe Space here like there is in Richmond TC

### Place

- You told us that Twickenham is a much more exciting place to go at night than Richmond TC

- You said the Twickenham Riverside development should be used as an opportunity to work with local music heritage groups
- You asked to pedestrianise the stretch of York Street between London Road and Arragon Road to create a pedestrianised quarter driving commercial activity and social gatherings

### Areas of concern

- Kneller Gardens was said to feel dark and isolated with intimidating groups
- We were told alleyway from King Street to Holly Road is scary and Holly Road Garden often hosts antisocial behaviour, is badly lit, is not overlooked, and the play area is littered with glass bottles
- You said the stairs and underpass from Twickenham Station leading to Mary's Terrace and Station Yard feel dodgy
- You mentioned the stairs outside the Civic Centre are frequented by people with mental health issues and drinking problems at night
- You told us there should be more of a focus on ASB in York House Gardens and the riverside
- You asked for better lighting on the alleyways around Mill Road
- We were told the garden area cut-through between London Road and Arragon Road attracts street drinkers and loitering, especially in the summer months

- It was felt that Trafalgar Road and Colne Road feel dark and unsafe at night
- People said the new play area and footpath off Cole Park Road attracts antisocial behaviour at night and feels unsafe due to bad lighting and overbearing greenery
- You said that Meadway needs more streetlights
- Waitrose staff and customers are intimidated by drug-taking in the car park behind Waitrose

### Twickenham Green and surrounds

- More lights were requested for the centre of Twickenham Green as feels unsafe walking through
- We were told large groups of noisy young people meet here at night in the summer months
- It was suggested that the tunnel on Heath Road between the Green and Tesco needs lighting and decoration
- Residents were concerned about antisocial behaviour in the late night at the underpass on Edwin Road

### East Twickenham

- You told us that waste from residents is left on streets, often ripped and smelling bad
- You asked for more of a police presence on weekends to stop loitering
- You did not think the pavements were adequate for outdoor seating, but that 'open design' shop frontages would bring-the-outside-

in and make the street feel more vibrant

- You feel the area feels flat in the summer when everyone flocks to the river

## Economy

- You love the Church street pedestrianisation and ‘buzz’ of independent businesses
- You told us the big international events held in Twickenham Stadium (music and rugby) offer good business opportunities for the town centre
- We were told there was a range of great restaurants for all budgets, for young and old people
- You said the Twickenham Farmer’s market is limited and expensive, and that there is opportunity to do more
- There were complaints about the noise and anti-social behaviour late at night from bars during operation and after close, with patrons not dispersed in a timely manor
- You would like a more diverse and creative offer at night that provides an alternative to alcohol consumption
- An evening cafe was proposed, possibly in Twickenham Green Pavilion, which could help with ‘eyes on the street’ and provide a unique offer for the night-time
- Hotel staff told us they suffer verbal and physical abuse from drunk rugby clients and temporarily housed [by the Council] homeless people

## Transport

- It was felt that the town centre lacks a central transport hub for linking trains and buses
- You asked for improved walking routes to Marble Hill and St Margarets

# WHAT WE RECOMMEND

## People

- A focus on improving antisocial behaviour and the safety of all users of the town centre, especially during Rugby days
- Provide alternative activities for young people to spend time away from the Green

## Place

- Police and Council to review the highlighted areas of concern to determine what interventions would work best (improved lighting, increased surveillance, murals etc)
- Fix gate of Council carpark behind Waitrose

- Consider biodiversity-friendly lighting and the introduction of a community cafe in the pavilion on Twickenham Green
- Maximise opportunity with Twickenham Riverside development to enhance music and cultural offer at night

## Economy

- Building on the success of the existing farmer’s market, consider the introduction of a night market in a suitable place like Church Street
- Work with existing night-time businesses to improve late night disruption by patrons

- Explore potential evening and night-time uses with existing daytime venues to diversify night-time offer by introducing creative and non-alcohol based activities
- Work with business owners to train staff in dealing with antisocial behaviour and abusive customers

## Transport

- Improved wayfinding between bus stops and train station, as well as across the town centre by introducing interventions like signage or creative lighting





# RICHMOND

## WHAT YOU SAID

### People

- We were told that Richmond town centre does not cater to young people but many youths gather here anyway because they feel safer than in other places inside and outside the borough
- You said that with everything shut, it can feel scary using the town centre after 9pm
- Residents told us they would like night-time activities to be focused on the evening rather than late night
- You mentioned the Old Town Hall and Richmond Libraries could be used for evening activities, toilets and / or a night time service by the police for safe havens
- People feel that low level alcohol-related antisocial behaviour creates a 'broken window' effect and encourages more crime
- You told us about muggings around Hill Street near popular restaurants and around fringes of town centre like Duck's Walk, Marble Hill and the riverside
- It was felt that more of a police presence is needed
- You said we should work with McDonalds to become a publicised 'safe haven', improving the area rather than adding to the problem

- It was felt that the cost of enforcement staff in the evenings could be balanced by increased income from more visitors feeling safe to come to the town centre
- You said independent evidence and analysis is needed to plan for a reduction in crime, disorder and antisocial behaviour

### Place

#### Town centre

- You told us Richmond is a magnet for people from all over London but many potential customers are put off using the town centre at night, partly because of the large groups of young people
- You said we need to enhance the public realm with greening, trees, places to sit and wayfinding as there are no safe outdoor spaces available at night
- Residents have told us that waste collection and deliveries at night disturb their sleep
- You've suggested we use vacant shops in town centre for pop-ups like music and community uses
- We were told the town centre is dominated by traffic, especially George Street, and could benefit from a pedestrianised street like Church Street has in Twickenham
- People asked for a community space in the town centre, like ETNA or the Exchange
- You said that permanent toilet provision is needed
- People felt Richmond Museum and Richmond Library are underused assets
- Some people thought introducing housing above shops could increase local use of the town centre at night

**“ You have to pay to be safe ”**

- Young people felt the town centre is lacklustre as there is nothing for them to do
- You told us that large bin bags left outside premises after close in the early evening and late-night leaves a negative impression of town centre and obstructs the pavement

#### Richmond Green

- You said the lighting is too harsh on Richmond Green and should be warmer
- Residents told us large numbers of young people congregate on the Green at night which can intimidate them
- We were told young people try to use toilets in nearby pubs but are often denied entry
- People were concerned about the broken windows of businesses around the Green

### Richmond Station

- Safe Spaces stall welcomed by many but not all felt it does enough
- You told us there is intimidating behaviour by rough sleepers and street drinkers at the station
- You said litter and fast-food outlets around the station give a negative impression at the gateway of the town centre

### Riverside

- People told us that Richmond Hill riverside area attracts loitering and feels unsafe after dark
- We were told Rotary Gardens and Terrace Gardens along the river feel unsafe and attract groups that play loud music and take / deal drugs
- Cholmondeley Walk by the river was highlighted as a spot for drug dealing for many years
- You told us the towpath does not feel safe at night despite lighting

### East Twickenham /

### Richmond Bridge

- We were told Willboughby Road and Duck's Walk feel unsafe at night – a lot of litter, the light is blocked by overgrown plants and there are no active frontages, but it is an unavoidable route for some people
- You said St Stephen's Passage attracts groups and street drinking
- You told us Cambridge Park footpath is a dark alleyway and needs CCTV

### Other areas of concern

- We were told the area around St Mary Magdalen's Church feels unsafe, hosts drug taking and rough sleepers
- Waitrose staff and carpark users said drugtaking in carpark intimidates them
- You said Park Lane feels unsafe due to groups regularly hanging around with scooters
- We were told Friars Lane car park is dark and scary at night
- You told us Old Station Passage, the short cut from the Green to Station, is unpleasant and smells of urine
- You said Ormond Road alleyway is used by night workers and needs better lighting
- You told us Vineyard Passage is dark and scary
- You said Albany Passage, particularly at junction with Marchmont Road, and Peldon Passage need improved lighting and safety measures
- You said Drummonds Place is overgrown, hosts rough sleepers and is used as a toilet
- You mentioned the underpass under A316 as feeling isolated and needing CCTV
- You said the area beside Rich Cafe at the bridge attracts rough sleepers and feels intimidating

## Economy

### Later opening times

- You said the town centre felt like it was in decline and feels 'dead' after 6pm so more is needed to entice people
- You asked us to encourage places to stay open later as trials, perhaps with increased police presence initially
- Residents support family-oriented activities and other evening uses until 11.30pm
- You told us to focus on the evening rather than late-night, with some residents requesting everything to be closed by midnight for fear of more large crowds congregating in the town centre and Green

### Diversity of offer

- You said there was a lack of cultural diversity and family-friendly uses
- You want better restaurants and healthy food options

- Young people feel Richmond's offer is unaffordable and unwelcoming to them
- You said there is not much for older people to do and Twickenham is more popular
- You desire more creative activities in the evenings (e.g. art, crafts, pottery), like new pottery centre in Twickenham
- You also want more arts, culture and music venues with curated nights, saying Jazz for example would appeal to older generations as would quiz and comedy nights
- You want more quirky, independent shops
- You'd like evening talks and seminars for older people in Richmond Library – could be organised by Age UK or University of Third Age
- You think there is scope to hold more evening music events at Richmond Theatre



- You want existing businesses and the college to offer more evening activities like wine tasting, evening courses and night classes
- People felt night markets could alleviate negative impact of traffic
- Whittaker Avenue proposed as a good location for a monthly night market
- Some said the density of licensed premises, unmanaged high footfall and spillover of the evening economy into the night (like rowdy groups from pubs), negatively affects residents, visitors and businesses
- Cumulative Impact Policy (CIP) for licensed premises is supported, including late night food premises
- It was suggested that increasing unlicensed premises such as coffee shops can result in saturation, which then leads to competition by adding alcohol sales and later opening hours

### Affordability

- People told us the theatres do not offer last minute deals or affordable shows like those in Central London
- You said the Council could help smaller businesses to unite and rent larger spaces as collectives
- You told us it is hard to find staff as low paid workers cannot live in the area, need to provide key worker housing

### Transport

- It was agreed that Richmond station is a first-class transport hub up to a certain hour
- Some people choose to use Twickenham station at night instead of Richmond for safety, despite this making the journey longer
- People said they will not stay out beyond the last train and tube service at night

## WHAT WE RECOMMEND

### People

- Encourage later opening businesses (not necessarily related to alcohol) and consider council assets like the Old Town Hall and libraries to activate the town centre at night, provide toilets and cultural activities
- Continue to work with police to improve surveillance of problematic areas including George Street, St Mary Magdalene churchyard, Old Deer Park, Richmond Green and the river at night
- Introduce USB phone charging points in Richmond station's forecourt
- Discuss opportunities for 'safe havens' with late opening businesses
- Consider introducing an indoor youth space in the town centre

### Place

- Identify potential locations for community uses, events and activities for young people

- Police and Council to review the highlighted areas of concern to determine what interventions would work best (improved lighting, increased surveillance, murals etc)
- Review lighting on Richmond Green and riverside towpaths
- Consider introducing a more centralised waste collection point to avoid pavement obstruction and negative impression of town centre at night
- Improve wayfinding and public realm with interventions like pedestrianisation, greening and seating, with a focus on the station area
- Consider the introduction of permanent public toilets

### Economy

- Encourage longer opening hours through the evening, maintaining a vibrant and safer town centre environment, whilst monitoring any potential negative impacts

- Increase the diversity of uses in the town centre and riverside by working with existing businesses and organisations to introduce more cultural, creative and educational activities and events
- Target events at groups often excluded from the night-time offer like young people, older people, those on lower incomes and families
- Encourage new and existing businesses to provide affordable offers
- Discuss options with local theatres to hold varied cultural events during off-peak times and discount last-minute deals for locals

### Transport

- Work with TfL, SWR, Network Rail and police to improve perception of safety at Richmond station
- Review walking and cycling conditions around the town centre by considering locations for pedestrianisation and more cycle routes



# TEDDINGTON

## WHAT YOU SAID

### People

- Some people feel the area is a hotspot for gangs and crime, whereas others feel safe in the area at night
- We were told the station area feels unsafe but is well-used, with many children in the evening
- People complained about groups of drunk men congregating outside Kings Arm Pub displaying anti-social behaviour
- Reports of drug dealing, loud people

lingering and sexual assault in Udney Hall Gardens and people avoiding after dark

- You said young people spend time until the early hours making noise at Wades Lane Playground
- You told us a space for young people is needed
- An increase in anti-social behaviour was noted, like cycling on pavements, littering and fly-tipping
- Joggers said they feel unsafe and we were told there was a visible decline in this activity

- You told us outdoor activities and chess tables could help bind community

### Place

- You said graffiti, tagging and vandalism makes area feel unsafe – the station, cricket pavilion and electric substation have been recent targets
- Teddington Lock has had reports of violent incidents, many people will not go there after dark
- You suggested visual improvements like creative lighting could improve

### Teddington Lock

- You said that Park Road and short-cuts across the town centre do not feel safe
- You reported no lights on alleyway between Tesco and the Loft, night workers use torches when walking through
- We were told Stanley Road is dark and quiet once shops have closed
- People complained about night flights being noisy, would like less

### Economy

- You want more of a cultural and evening offer, like comedy and live music, instead of everything closing after 5pm
- You'd like more healthy and affordable food options at night
- You said a calendar of markets and events like arts and crafts fairs, outdoor sports events and Christmas festivities would be useful

### Transport

- We were told there was a lack of transport options after last SWR train
- It was proposed that station improvements would help perception of safety

# WHAT WE RECOMMEND

## People

- Encourage later opening businesses (not necessarily related to alcohol) to activate the town centre at night
- Increase police surveillance of problematic areas like Teddington Lock
- Provide activities for the community like outdoor chess tables, sports events e.g. using BMX park, arts and crafts fairs or a youth space

## Place

- Review lighting in the town centre to understand where interventions would be beneficial – consider shopfront lighting interventions to animate streets after businesses have closed or improved street lights
- Consider safety interventions and creative lighting through Udney Hall Gardens

## Economy

- Work with businesses to experiment with 'second life' uses that provide a cultural, creative or music offer
- Introduce more healthy and affordable food options at night

## Transport

- Explore options to improve perception of safety around the station





# WHITTON

## WHAT YOU SAID

### People

- Young people said they like to spend time at Murray Park, it has a range of sports facilities and sheltered seating but can get dangerous after dark
- Young people said they are treated like shoplifters and feel uncomfortable on the high street, they prefer to go to Treaty Shopping Centre in Hounslow
- Older people asked for more community facilities for the elderly

- Some people said there were lots of young men in doorsteps outside restaurants and it feels intimidating for older people

### Place

- You said some areas of Whitton are isolated and feel intimidating to walk after dark
- You asked for more lighting across the town centre, including on Edgar Road and at Murray Park
- You told us activity along the high street at night is sparse, with only the Admiral Nelson pub and the

station open at night, and the Community Hub further away at Whitton Corner

- You said alleyways have litter, broken grass and overgrown bushes making it feel unsafe to walk at night, including the entrance of Whitton Youth Zone
- We were told about abandoned bicycles and cars adding to concerns when walking home at night
- You asked for more public toilets in town centre and Murray Park

### Economy

- You want more diversity of uses, especially for young people
- You would like more shops, restaurants, cafes, arts, culture and educational offer at night
- You would welcome later opening businesses
- Need more festivities and initiatives like al fresco dining

### Transport

- We were told that public transport is infrequent
- Rosebine Estate highlighted as particularly difficult to get to by walking and public transport at night

## WHAT WE RECOMMEND

### People

- Work with police to improve surveillance of Murray Park, alleyways and doorsteps at night

### Place

- Review lighting and introduce creative lighting interventions where needed
- Activate shopfronts for after the businesses have closed
- Develop a strategy to stop litter and fly-tipping in the alleyways
- Improved toilet provision

### Economy

- Provide an offer for young people, encouraging them to use the town centre
- Encourage existing businesses to open later, potentially with 'second life' uses for the whole community and host art, culture and educational uses
- Consider new initiatives to draw people to the town centre at night

### Transport

- Review walking and bus options to Rosebine Estate at night



# BARNES

## WHAT YOU SAID

### People

- You told us about antisocial behaviour, muggings and burglaries in north Barnes adjacent to the closed Hammersmith Bridge and said it is intimidating to walk there at night
- You ask for a greater police presence in the darker parts of the area at night

- You told us Barnes Cars, a taxi company, will wait and pick up women at Barnes Station if they call from the train with an arrival time

### Place

- We were told Hammersmith Bridge feels less safe to walk over at night since its closure to vehicles and fencing that obstructs vision of whole bridge

- Moped thieves were reported to break car windows and steal items from cars
- You told us broken car windows are often seen outside Barnes station, adding to fears of criminal activity at night
- You said the alleyways and paths around Barnes Bridge station and Little Chelsea are narrow, dark and feel isolated at night
- You think the disused building at Barnes Station could become a railway cafe or restaurant opening onto the common
- Constant team with friendly staff needed at the station
- Bat-friendly lighting needed across Barnes common to station and village

## Economy

- You want more of a diverse and creative offer in the evenings – shows and music that are not mainstream
- You'd like activities aimed at young audiences
- A series of business break-ins have been reported
- Businesses said there were no late-night affordable food options for people working night shifts

## Transport

- Some people said they feel intimidated by young people on Lime bikes in the area, who it is felt also leave the bikes in unsuitable places
- You told us Barnes station feels isolated as it is surrounded by Barnes Common which hosts dimly lit paths and tunnels that are scary at night. Assaults have been reported in the area so many women avoid station at night and either go to Barnes Bridge station or Putney instead
- We were told a newsagent stall used to run from early morning in Barnes station which improved safety on the platforms, but the pitch was not feasible post-Covid
- You said Barnes Bridge station's stairs are dark at night
- Businesses told us it is difficult for night workers to leave area at night, most do not live in the area and could benefit from night rangers for safety



## WHAT WE RECOMMEND

### People

- Council to work with police to consider interventions in crime hotspots like Barnes Station

young and old people and host art, culture and educational uses

### Place

- Work with Hammersmith and Fulham to improve lighting and perception of safety on Hammersmith Bridge
- Review lighting in the town centre and where interventions could be beneficial
- Consider safety interventions at Barnes Common through biodiversity-friendly lighting and potential use of vacant building next to station

- Work with a business(es) to provide late-night healthy food

- Work with police and businesses to respond to problem with business break-ins

### Transport

- Work with rentable electric bike providers to ensure bikes are left in appropriate places
- Highlight that there is a full-time welfare officer that works until 10.30pm at Barnes Station at night and engage with them over the station's safety issues

### Economy

- Provide an offer for young people, encouraging them to use the town centre
- Encourage existing businesses to open later, potentially with 'second life' uses that target

- Consider station improvements like art and lighting to improve perceptions of safety at both Barnes and Barnes Bridge stations



## EAST SHEEN

### WHAT YOU SAID

#### People

- Some people think the area feels safe at night
- You told us Upper Richmond Road hosts speeding and antisocial behaviour from people in cars at night
- We were told about loitering and antisocial behaviour at night on Sheen Gate Mansion Passage
- You reported moped thieves smashing car windows and

stealing items from cars

- You would like more of a police presence at night

#### Place

- You said the streets look dark and deserted despite many restaurants being open late, need more lighting
- We were told the phone box outside Pizza Express attracts antisocial behaviour and urination
- Softer lighting from shops is wanted at night to not disturb residents

#### Economy

- You would like a greater art and entertainment offer
- A series of business break-ins reported

#### Transport

- You said station improvements are needed to improve feeling of safety
- You want safer pavements free of trip hazards

## WHAT WE RECOMMEND

#### People

- Work with police to increase presence in crime and antisocial hotspot areas and deal with car break-ins

#### Place

- Review lighting in the area and propose creative interventions as well as warmer lighting in parts where this would be beneficial
- Consider removing phone box that attracts antisocial behaviour

#### Economy

- Promote the town centre's wide hospitality offer
- Encourage more of a cultural offer in the evenings and night-time
- Work with police and businesses to respond to problem with business break-ins

#### Transport

- Consider station improvements to help with perceptions of safety
- Ensure walking routes are free of trip hazards at night



# HAMPTON AND HAMPTON HILL

## WHAT YOU SAID

- You told us Hampton is too dark at night and needs more lighting
- You said the car park behind Sainsbury's needs better lighting and CCTV
- Businesses said shoplifting has increased in Hampton Hill
- You said there were not enough hospitality venues and the only pub is currently closed
- You told us cars speed and are unregulated at night on Uxbridge Road, making it unsafe to cross at night

## WHAT WE RECOMMEND

- Review lighting in the area and propose creative interventions as well as warmer lighting in parts where this would be beneficial
- Encourage more hospitality venues to open, potentially through use of vacant shops
- Work with businesses and police to try to deter shoplifting
- Enforce speed restrictions on Uxbridge Road

# 8 NEXT STEPS

Following approval of the Night Time Strategy, the Economic Development Office will produce a checklist and assign responsibilities for the range of stakeholders and Council departments involved in taking the recommendations forward. The High Streets Team will establish a night-time working group with the Police, TfL and Licensing to begin conversations and work with internal departments, town centre BIDS, individual businesses, youth clubs and community centres and groups to address the town and local centre specific recommendations. The Strategy will now also be considered in Planning and Licensing decisions, as well as by the Community Safety, Transport and Highways teams.

This Night Time Strategy has been shaped by stakeholders, residents, businesses, visitors and night workers and endeavours to balance the needs of the wide range of people using Richmond upon Thames at night. The Strategy is not static however, and due to the changing nature of resident needs, demographics and the night-time economy, a night-time status report will be completed annually, informed by data collection and consultation.

For further information or suggestions email  
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