

Twickenham Riverside Statement of Community Involvement



Design Team

Applicant	London Borough of Richmond upon Thames
Project Manager	Arcadis
Architect	Hopkins Architects
Landscape Architect	LDA Design
Structural Engineer	Webb Yates Engineers
Mechanical & Electrical Engineer	Skelly & Couch
Transport Consultant	WSP
Quantity Surveyor	Arcadis
Planning Consultant	Savills
Townscape & Heritage Consultant	Iceni Projects
Sustainability Consultant	Method Consulting
Accessibility Consultant	Lord Consultants
Fire Consultant	FDS Consult UK
Ecology Consultant	BSG Ecology
Arboricultural Consultant	Thomson Environmental Consultants
Daylight & Sunlight Consultant	GIA Chartered Surveyors
Acoustic Consultant	TetraTech
Air Quality Consultant	Entran
Land Contamination Consultant	Geosphere Environmental
Archaeological Consultant	AOC Archaeology Group
Viability Consultant	Lambert Smith Hampton
Principal Designer	Nick Perry Associates
BIM Consultant	BIM Technologies

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Twickenham Riverside, Twickenham, TW1 3SD



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1. Introduction & Policy Framework

- 1.1 This Statement of Community Involvement is submitted in support of an application for full planning permission made by Richmond upon Thames Council ('the Applicant') in regard to 2-4 Water Lane, The Embankment and the Diamond Jubilee Gardens, Twickenham, London, TW1 3SD ('the Site').
- 1.2 Full planning permission is sought for the following proposed development at the Site, hereafter known as 'the Proposed Development':
- "Demolition of existing buildings and structures and redevelopment of the site comprising residential (Use Class C3), ground floor commercial/retail/cafe (Use Class E), and public house (Sui Generis) with associated landscaping, restoration of Diamond Jubilee Gardens and other relevant works."*
- 1.3 The planning system encourages both developers and local planning authorities to carry out effective community engagement at an early stage. 'Front-loading' provides local people with the chance to influence what happens within their area. Opportunities and constraints are likely to be identified at an early stage, which is of benefit to all concerned.
- 1.4 This SCI provides details of the pre-application engagement undertaken and examines all comments received in response to this exercise. It also demonstrates that a thorough approach has been taken to consult and engage with local residents, businesses, and community groups, as well as councillors and Officers at LBRuT. The SCI also considers whether it has been appropriate to make amendments to the Proposed Development, as a result of the extensive pre-submission engagement with key local stakeholders.
- 1.5 The Proposed Development has been developed in parallel with pre-application discussions with LBRuT Officers. The Applicant entered into a Planning Performance Agreement ('PPA') with officers at LBRuT to facilitate co-operative working over a series of topic based meetings.
- 1.6 A total of six pre-application meetings have taken place with discussions addressing the key topics of housing, flooding, highways and transport and design.
- 1.7 The Applicant also held two periods of public consultation on the design, one as part of the design competition and one pre-planning. In both periods material was available online and sessions were organised (physically during the competition and online pre-planning), there was also an accompanying questionnaire to capture feedback.
- 1.8 The aims of the pre-application stage of public consultation were:
- To notify local residents, businesses, councillors, and other stakeholders of the ideas for redevelopment on the site;
 - To understand local views, engage with the community, help identify concerns and opportunities, and feed these into the evolving proposals;

- To demonstrate how we have responded to the issues raised by the community and stakeholders, and how changes have been made to the proposals to address these issues; and
- To pledge our continuing commitment to engagement throughout the statutory consultation period and beyond.

1.9 We adhered to the Consultation Principles set out by successive governments through the Cabinet Office. Some of these principles are:

- Using plain English and avoiding jargon and making the whole process clear and concise;
- Using the right tools, whether digital, collaborative, informative or ongoing. Only asking questions where we do not have a final view; and
- Ensuring the affected people, groups and businesses are aware, targeted, and allowed proper time to respond. Making sure each group can access and respond to the consultation, however and using whatever means they engage with us.

1.10 The local community and key stakeholders were provided with multiple opportunities to view, feedback and comment on the plans during this period. The feedback received has been fed into the design process and has helped to inform the proposals.

1.11 This document outlines the consultation process, the responses that arose during the consultation period and how this feedback has influenced the scheme and been incorporated where deemed appropriate.

1.12 Further information on the Proposed Development can be found in the supporting Design and Access Statement ('DAS').

National Planning Policy Framework (NPPF) (2021)

1.13 Paragraph 39 of the National Planning Policy Framework states:

“Early engagement has significant potential to improve the efficiency and effectiveness of the planning application system for all parties. Good quality pre-application discussion enables better coordination between public and private resources and improved outcomes for the community.”

1.14 Pre-application process is key to resolving any issues that arise as a result of the development of the proposals and also assists LBRuT in issuing timely decisions, helping to ensure that applicants do not experience unnecessary delays and costs. The participation of consenting bodies in pre-application discussions enable a discussion of all the vital issues pertinent to the proposals and whether they are acceptable in principle. This process ensures accurate information is delivered, which leads to good decision-making, particularly where formal assessments are required.

Planning Practice Guidance (2020)

- 1.15 The Planning Practice Guidance ('PPG') states that pre-application engagement "*offers significant potential to improve both the efficiency and effectiveness of the planning application system and improve the quality of planning applications and their likelihood of success*". This includes working collaboratively and openly with interested parties at an early stage to identify, understand and seek to resolve issues associated with a proposed development.
- 1.16 Engagement can also include discussing the possible mitigation of the impact of a proposed development and identifying the information required to accompany a formal planning application, thus reducing the likelihood of delays at the validation stage.

The London Plan (2021)

- 1.17 This consultation also has considered the London Plan (2021). As stated in Policy GG1, early and inclusive engagement with stakeholders, including local communities, is encouraged in the development of proposals. This is key to gaining access to the local community's views, values and aspirations for the Site.

London Borough of Richmond upon Thames Statement of Community Involvement (2019)

- 1.18 The LBRuT's SCI (2019) sets out general guidance for how developers are to engage with the community depending on the scale of development. The SCI covers who will be consulted, when local communities will be involved, and which methods will be used, reflecting the Council's commitment to community engagement and promoting innovative ways to enter into meaningful dialogue with residents. This is part of the Council's strategy to tailor engagement to suit the Borough's communities and reach communities which are less heard than others.
- 1.19 According to LBRuT's SCI, the core principles for how the Council engages are:
- **Meaningful** – engagement will have purpose, and be appropriate, localised and community-based;
 - **Coordinated** – the approach to engagement will be embedded across all Council services to ensure consistency and quality;
 - **Clear and transparent** – communications will be clear and understandable, decisions will be transparent and shared widely;
 - **Responsive and visible** – the Council will respond to the voice of residents and communities in a timely way with a flexible approach;
 - **Inclusive and accessible** – the programme will actively seek fairer representation and consider new ways of engaging residents so that the voices of those who have been less heard as included; and
 - **Action focused** – the Council will enable the community to work with them in finding solutions for local issues together through co-production.

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1.20 The LBRuT lists engagement methods for strategic developments to reach a wide and representative audience. Some of these are set out in Table 1 below:

Table 1: Methods of Engagement

Method	Twickenham Riverside
<p><i>Notification letters to owners / occupiers</i></p> <p>Where considered appropriate, such as in relation to site specific proposals or documents, the Council may decide to notify owners / occupiers in writing of specific consultation proposals and final outcomes.</p>	<p>Notification letters were sent to all addresses within Twickenham Controlled Parking Zone D, notifying them of the Council's intention to consult on the removal of the parking from the Embankment and its mitigation measures.</p> <p>During both periods on consultation on the proposals flyers were sent to all addresses in the Twickenham area.</p>
<p><i>Web pages & digital communications (incl. the Council's website)</i></p> <p>The Applicant may utilise the website and digital communications provide the opportunity for visitors to see the proposals, make comments and view recordings of online consultation events related to the scheme.</p>	<p>The Applicant has utilised the Council's website throughout the life of the project, keeping the pages up to date as to the history and current status of the project. During consultation period the website has been used to display consultation materials. During the pre-planning consultation, the Applicant has utilised digital communications to carry out two online consultation sessions, links to which were made available on the Council's website. This was an effective method of engagement as official statistics from the annual population survey, compiled by the Office for National Statistics, indicate that 96% of the UK population has good access to internet. Therefore, a significant majority of the participants were able to participate and view the proposals online and give their views accordingly. The recordings of online presentations are available on the LBRuT's website for people to view.</p>
<p><i>Printed media – local press, leaflets and newsletters</i></p> <p>The Applicant may be required to place a formal public notice in a local newspaper where required by the relevant Regulations. Tie-in with other Council leaflets and newsletters will be used where possible, as will the production of bespoke literature.</p>	<p>The Applicant has prepared press releases at key points of the project, including notification of consultation events. The Applicant has also notified the public through flyers to all addresses in the Twickenham area and, to those who subscribe, via the Council's e-newsletter.</p>
<p><i>Social media</i></p> <p>Use of social media such as Twitter and Facebook are useful tools to publicise consultations, allowing 24 hour access to planning services and the ability to respond to consultations. The Council's Community Engagement Officers facilitate local area Facebook groups. The Council is committed to being more responsive to residents who choose to communicate using social media through its emerging Community Engagement Programme.</p>	<p>The Applicant has used the Council's social media platforms (Twitter, Facebook and Nextdoor) to alert the public to consultation periods and events, including targeted advertising. The Council's Community Engagement Officers also helped to spread the message via social media.</p>
<p><i>Face-to-face communication via workshops, meetings, drop-in events</i></p>	<p>During the design competition, a number of drop-in events were held in York House, Twickenham, where</p>

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<p>Face-to-face contact with stakeholders is an important means of communication in shaping policy and in understanding the response to emerging policy. Meetings, workshops, drop-in events and potentially information stands will be used where appropriate. These may take the form of bespoke exercises and/or those with selected stakeholders such as amenity groups or business organisations in order to get to the heart of issues.</p>	<p>people could view the designs and ask Council Officers questions.</p> <p>In the more recent engagement, due to COVID-19 restrictions, workshops and meetings were held virtually. The majority of the meetings were carried out on Microsoft Teams or Zoom, allowing the Applicant to reach a wide audience and gathering a range of responses regarding the scheme. The activities that typically take place during the face-to-face sessions, such as questions and answers, were carried out virtually.</p>
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2. Site Context

- 2.1 The Site is located by the River Thames at the northern embankment of Twickenham and lies within the administrative boundary of the LBRuT. The Site extends to approximately 1.4 hectares and comprises a mixture of leased, vacant and derelict buildings and structures (the later remnants form the previous public swimming pool).
- 2.2 The Site is centrally located within the town centre of Twickenham and is bounded by King Street to the north. To the east is Water Lane, characterised predominantly by residential uses with a range of other town centre uses and public open space. To the west of the Site is Wharf Lane and the Diamond Jubilee Gardens and the Embankment and River Thames to the south (with Eel Pie Island further south over the footbridge).
- 2.3 Figure 1 below shows the existing site plan.



Figure 1: Existing Site Plan

2.4 Figure 2 below shows the proposed masterplan for the Site.



Figure 2: Proposed Development Masterplan

Local population and demographics

2.5 Twickenham town centre and the surrounding area is a popular for families and young professionals.

2.6 The local community in Twickenham Riverside comprises:

- 10,396 people (as of 2011).
- 73.1% of residents were born in the UK and 90% of the residents are white.
- The top occupations listed by people in Twickenham Riverside are Professional 33.8%, Associate professional and technical 22.8%, Managers, directors and senior officials 19.6%, Business, media and

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public service professionals 15.2%, Corporate managers and directors 14.3% and Business and public service associate professionals 13.0%.

- 18% of the population is aged between 0 to 15; 66.6% of residents are aged between 16 to 64; and 15.4% of residents are aged between 65 and over.

3. Consultation Process

- 3.1 This section outlines the consultation process undertaken prior to the submission of the planning application.
- 3.2 Two four-week periods of engagement have been held on the scheme. One held in September to October 2019 as part of the RIBA Design Competition where the five shortlisted concept designs were presented and on held in January to February 2021 on the developed designs.
- 3.3 Throughout engagement sought to:
- involve the community early so that there was meaningful input and change to the evolving masterplan;
 - raise awareness of the Proposed Development and keep the local community continuously informed and updated;
 - offer ways for people to get actively involved in the process;
 - be inclusive, accessible, transparent and engaging; and
 - ensure that the voice of the local community is heard by clearly communicating the feedback from the local community to the design team and facilitating the active engagement of the members of the wider project team.
- 3.4 The team has liaised with statutory and non-statutory consultees. These include:
- Discover Twickenham (Twickenham BID);
 - Eel Pie Island Residents Association;
 - Eel Pie Island Museum;
 - Church Street Traders Association;
 - Habitats and Heritage;
 - Twickenham Controlled Parking Zone D Residents;
 - Twickenham Riverside Trust;
 - Local river related clubs;
 - Local residents;

- LBRuT Planning;
- LBRuT Design;
- LBRuT Transport;
- LBRuT Parks;
- LBRuT Housing;
- LBRuT Conservation;
- LBRuT Highways; and
- LBRuT Energy.

3.5 A series of pre-application meetings were held with LBRuT planning officers on July 2020, November 2020, December 2020, February 2021, March 2021, April 2021, May 2021 and June 2021. Detailed information about this process and the evolution of the design is included in the DAS and Planning Statement.

3.6 In addition to the above, the Applicant established a Local Stakeholder Reference Group ('The Group') in 2019 to aid outreach to various community stakeholders in Twickenham with an interest in the future of Twickenham Riverside. The Group is chaired by the Leader of the Council and the purpose of the Group is:

- Communicate the views of local people, businesses, groups and other key stakeholders to the Council;
- Disseminate information to local residents, businesses and stakeholder groups;
- Offer opinion and advice around key project decisions and feed into, where appropriate, the Design Competition; and
- Appoint a representative to sit on the Twickenham Riverside Design Panel (the evaluation panel for RIBA Design Competition). The Group decided to nominate Henry Harrison from the Twickenham Riverside Village Group to represent them on the Design Panel, with Berkley Driscoll from Twickenham Alive as his Deputy.

3.7 The members of the Group comprise:

- Eel Pie Island Association;
- Eel Pie Island Club Stand Up Paddleboarding;
- Richmond Cycling Campaign;

- River Thames Society;
- Riverside Action Group;
- Twickenham Alive;
- Twickenham Riverside Park Team;
- Twickenham Riverside Trust;
- Twickenham Riverside Village Group;
- Twickenham Society;
- Twickenham Town Business Association; and
- York House Society.

3.8 In addition to the Stakeholder Reference Group, the consultation and engagement strategy sought to target the following demographic and stakeholder groups during periods of consultation, including:

- Adults;
- Children and young people;
- Local Businesses; and
- Disability groups.

3.9 In the most recent period of engagement online consultation events consisted of a presentation from the architect followed by public questions. The recordings of these presentations are available on LBRuT's website¹.

3.10 The results of these consultations are summarised below.

Public Consultation – Adults

3.11 On 13 May 2020, the Ministry of Housing, Communities and Local Government ('MHCLG') confirmed digital methods of engagement were appropriate given restrictions and guidelines around social distancing due to the COVID-19 pandemic. A public consultation was hosted on the LBRuT's website from 6th January 2021 to 3rd February 2021. Respondents were asked to state the capacity in which they were responding and their postcode, to allow detailed analysis of responses across the borough and beyond.

¹ https://www.richmond.gov.uk/twickenham_redevelopment_background

- 3.12 The chosen dates of the public consultation ensured sufficient time to gather a large sample of responses and encourage a maximum number of people to participate, including those in full-time employment and those with parental responsibilities. Official statistics from the annual population survey, compiled by the Office for National Statistics, show that 96% of the population in the UK has good access to internet, either through smartphone, tablet, or PC/laptop. The public consultation was therefore easily accessible online to ensure significant engagement with local residents during the COVID-19 pandemic.
- 3.13 Two online presentations were held for Hopkins Architects to share their proposal with attendees, giving the public the opportunity to field questions¹. Paper copies of all consultation materials and the questionnaire were also available to ensure the consultation was accessible to all. Representatives from the Applicant team and the planning consultant were present throughout the consultation period.
- 3.14 The Applicant received 829 responses to the consultation. Over nine in ten respondents identified themselves as local residents and there was a good breadth of responses from the Twickenham area and across the borough. The gender and age profiles are demonstrated in Table 2 below, indicating a relatively balanced gender ratio amongst respondents and that the majority of these respondents are aged 45 and above. The entire demographic profile of these respondents is outlined in Appendix 3.

Table 2: Gender and Age Profiles of Respondents

Demographic	Sample base (Unweighted)	Proportion (Unweighted %)
Gender		
Male	404	49%
Female	369	45%
Prefer not to say	40	5%
Prefer to self-describe:	4	0%
<i>Base: 817 respondents</i>		
What was your age last birthday?		
19 and under	7	1%
20-24	5	1%
25-34	49	6%
35-44	124	15%
45-54	149	18%
55-64	181	22%
65-74	177	22%
75+	67	8%
Prefer not to say	55	7%
<i>Base: 814 respondents</i>		

- 3.15 The consultation was promoted in the following methods:
- Flyers sent to all addresses in the TW1 postcode area (23,245 addresses);
 - Posters surrounding the site;

- Press release;
- Council e-newsletter;
- Council website;
- Social media; and
- Emails to local groups and stakeholders.

3.16 The primary objective of the advertisement was to invite the local community to view the online presentations, to communicate information about the Proposed Development, and to seek feedback.

3.17 We are confident that this method of engagement was as robust, both in terms of accessibility and participation, as any traditional public exhibition.

Public Consultation – Children and Young People

3.18 The Applicant also held a separate, specific public consultation between 6th January 2021 and 3rd February 2021 with children and young people in order to understand their views on the concept design and what they would like to see from the scheme. This consultation aligned with the Council's corporate priorities to increase engagement amongst less heard groups within the community and specifically targeted children and young people. Due to the restrictions of the COVID-19 pandemic, this was delivered through online events or through pre-recorded presentations and a simplified questionnaire. This is illustrated in Appendix 1.

3.19 The Applicant contacted all primary and secondary schools within the local area, and for those interested, offered either to run a session online with students or to provide a pre-recorded presentation and simplified questionnaire that could be delivered by the school themselves. The Applicant received approximately 310 response from children and young people across these two methods.

3.20 In the online sessions, officers presented the designs, stopping for questions as required, before seeking comments. Teachers present in these sessions helped facilitate the Q&A session and officers wrote notes to capture key comments.

3.21 With respect to pre-recorded presentation, schools were provided with a presentation with pre-recorded audio for each slide, they were also provided with a simplified questionnaire for the participants to fill out after watching the presentation.

3.22 The responses to both were analysed by the LBRuT's Programme Team, who organised this engagement and delivered the sessions.

3.23 The Applicant engaged with approximately 310 children and young people. 142 of which were via responses to the questionnaire and 168 were via the live online sessions. Respondents were aged between 9 and 18.

METHOD OF ENGAGEMENT

■ Live Online Sessions ■ Questionnaire

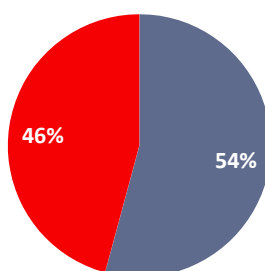


Figure 3: Results on the methods of engagement for young people and children

Summary of engagement

Ruils

3.24 The Applicant met with Ruils Your Say group during the period of engagement in January 2021. Ruils is a local charity that supports children and adults with disabilities and the elderly to live independently, The Applicant presented the scheme to the group and answered questions. Some concerns around accessibility were raised.

Eel Pie Island Association

3.25 The Applicant has been engaging with Eel Pie Island Association throughout the project regarding the access and servicing arrangements for the island in the Proposed Development. Meeting the service and access arrangements of the Island is a key requirement that must be balanced with the pedestrianisation of the Embankment. Conversations in meetings have focused on a number of concerns the Association have, including:

- Concerns with the concept design's suggested servicing area, particularly the amount of space provided and suggested decking over the slipway;
- Accommodating large deliveries required by the boatyards;
- Provision of spaces for parked-up services e.g. electricians where they may need to go back and forth to a van over several hours;
- Accommodating large delivery vehicles including articulated vehicles;
- Providing a sufficient number of servicing/loading bays next to the footbridge;
- Safety of servicing area suggested as vehicles will turn back up Water Lane;

- Flooding issues;
- Not negatively effecting the viability of the businesses on the Island; and
- Generally the loss of parking spaces on the Embankment.

Twickenham Riverside Trust

3.26 The Twickenham Riverside Trust hold the lease to the Diamond Jubilee Gardens, the re-provision of which is a key aspect of the new design. The Applicant, and more recently the architects and design team, have engaged with the Trust throughout, from the development of the brief for the competition scheme to the current design. Key requirements for the Twickenham Riverside Trust, which were included in the architects' brief, include:

- Footprint – maintain/extending surface area;
- Dimensions – of proportions that can support events and be enjoyed by all; and
- Location – minimum surface area of the gardens to be re-provided to be positioned so as not to be affected by flooding.

Habitats and Heritage (previously Environment Trust)

3.27 Habitats and Heritage has conducted a feasibility study to look at whether the Thames Eyot boathouse, which abuts the Site, can be brought back into active use. The Applicant has been holding discussions with Habitats and Heritage as the Proposed Development will deliver a boat storage to complement, and to help make the riverside an active space, this discussion is ongoing. The Council will look to accommodate their requirements on riverside site as best as possible.

Stakeholder Reference Group

3.28 The Stakeholder Reference Group has met at key moments during the project. The group has been kept up to date during design development, via email and online meetings, and has been offering feedback on the emerging design, including:

- Further reflection and design required on the Wharf Lane building following the removal of the Winter Garden element of the building;
- Praise for the widened Water Lane;
- Aim to soften and reduce the flood defence wall in the southwest corner;
- Reflection on the scheme layout in relation to the Twickenham Riverside village;

- Inclusion of practical boathouses, with end users in mind;
- How the Embankment will be used for events, particularly in relation to flooding;
- Ensuring service and access arrangements have been fully thought through and current users accounted for;
- Include cycle routes on Water and Wharf Lanes and across the Embankment; and
- Consider what the scheme offers for children and young people.

Twickenham Business Improvement District & Church Street Traders

3.29 Conversations have been held with Twickenham Business Improvement District and Church Street Traders on the concept scheme, focusing on the retail / commercial units and what the scheme could offer Twickenham to attract people to the area. Further conversations will be had on these aspects of the design.

Owners of the neighbouring King Street units

3.30 The owners of the neighbouring King Street units have been engaged. The rest of the south side of King Street bordering the Site is under the freehold of one owner. Meetings have been held to discuss the concept design and servicing arrangements.

Other stakeholders

3.31 The Applicant has held a number of additional meetings, including with the owners of the ice cream van over a space in the new Site and the farmers market organisers around requirements of markets on the new Embankment event space.

3.32 During the public consultation period, the Applicant has maintained, and continues to maintain, response mechanisms for the local community and stakeholders to give their feedback and comments about the Proposed Development, including:

- LBRuT's programme team contact details: ProgrammeTeam@richmond.gov.uk and 020 8891 7897;
- Frequently Asked Questions webpage on the Council's website to give information on the progression of the scheme, concept design and public consultation;
- Contact details for the Twickenham Riverside Trust - a local charity with a lease on the existing Diamond Jubilee Gardens. The Charity Commission requires the Trust to consult the public before the Commission can issue an Order to permit the Trust to make material changes to its lease.

3.33 The consultation process has been in compliance with requirements set in the adopted SCI, and included comprehensive engagement.

4. Consultation Responses

- 4.1 During the pre-planning public consultation (January to February 2021), 16 questions were put to respondents. All questions and comments can be found in **Appendix 1**. All comments and questions were subsequently analysed and fed back into the design evolution of the Proposed Development.
- 4.2 In response to feedback from local residents, stakeholders and officers, the Applicant made a number of changes to the Proposed Development, which are considered below.
- 4.3 As a result of the conversations with Eel Pie Island Association, a number of changes to the Proposed Development have been made, including:
- Dedicated service area, which is larger than the current provision, with an increased number of service bays (5);
 - Space for larger delivery vehicles;
 - The curb of the gardens has been pulled back from the slipway to provide increased space for any vehicles turning; and
 - Removal of current parking bays parallel to the footbridge to create more space.
- 4.4 Engagement with Eel Pie Island residents and businesses has continued throughout the design development in the lead up to the planning submission.
- 4.5 With respect to Twickenham Riverside Trust's requirements, the architect has been looking to accommodate these requirements and more specific requirements such as the children's play space and petanque courts. The Applicant has also been working with the Trust to develop Heads of Terms for the surrender of their lease, which will include the grant of a new lease to the Trust for the new gardens space. The Applicant with the architect and landscape architect has been regularly meeting with a number of Trustees to talk through the design, feedback from these trustees has been incorporated into the design.
- 4.6 Following discussions with the Environment Agency ('EA'), the Applicant team has responded by amending the Proposed Development which includes a reduced building footprint to correspond with their requirements regarding the flood defence wall and flood storage on site. The changes are summarised below:



Figure 5: The Competition Scheme

- 4.7 This included a building on Water Lane, a café towards the centre of the site and a building on Wharf Lane that included the Winter Gardens and extended over the flood zone on stilts. The Diamond Jubilee Gardens are central to the Proposed Development with an event space on the Embankment.



Figure 6: The Competition Scheme in Relation to the Flood Zone

- 4.8 Flooding has always been a key consideration for the Site, but it was hoped that keeping the building on stilts above the flood plain would be acceptable. Conversations with the EA concluded that only floodable structures (boathouses) could be within the flood plain, even if on stilts or overhanging.

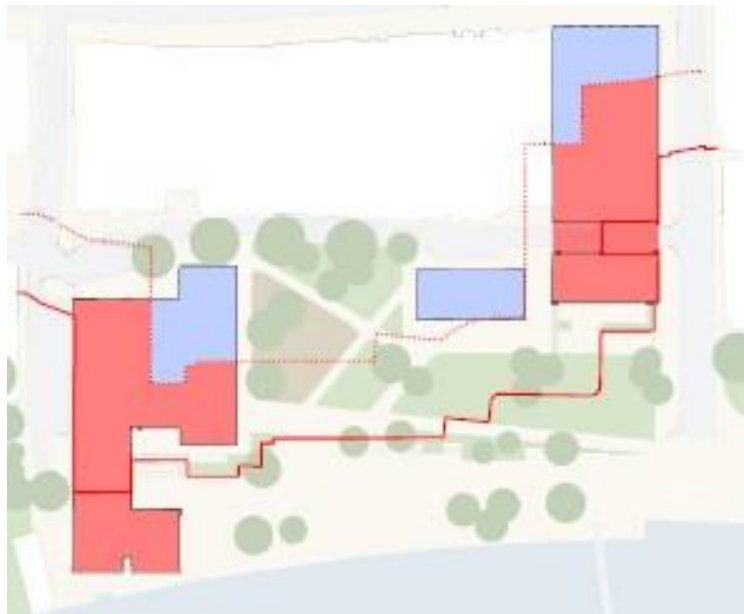


Figure 7: 16m Flood Exclusion Zone

- 4.9 As well as being outside the flood zone, the EA stated that any non-flood compatible building had to be 16 metres behind the flood defence. Figure 7 illustrates the blue areas where we could build on and the red areas which show area lost, this interpretation of policy would not allow us to deliver the Proposed Development.



Figure 8: 4m Flood Exclusion Zone

- 4.10 To stay out of the flood zone and provide an equal or better amount of flood storage, both the Water Lane and Wharf Lane buildings had to reduce in size and the café amalgamated into the Water Lane block. These changes have resulted in more public open space, particularly in the Water Lane building, and a larger space in the centre of the site between the two remaining buildings.



Figure 9: Responding to the EA requirements

- 4.11 To stay out of the flood zone and provide an equal or better amount of flood storage, both Water Lane and Wharf Lane buildings had to reduce in size and the café amalgamated into the Water Lane block. These changes have resulted in more public open space, particularly in Water Lane, and a larger space in the centre of the site between the two remaining buildings.



Figure 10: The Proposed Development during the public consultation

4.12 Responding to the feedback from stakeholders, as well as maximising the space available, meant that changes were made to push the flood defence wall further back from the river creating more open space on the Embankment. The service road connection has also been removed, which has improved the pedestrian environment on Water Lane.

Public Consultation – Key Findings

Adults

4.13 The key findings from public consultation with adults are as follows:

- **84%** of respondents say they would be more likely or just as likely to visit the riverside after the redevelopment.

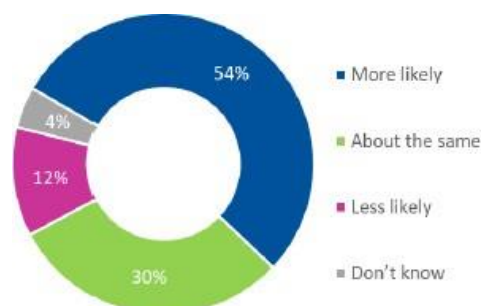


Figure 4: A vast majority of the respondents would be more likely or just as likely to visit the riverside after the redevelopment

- **68%** of respondents with a disability say they are likely to visit the same or more than they do now, with **28%** of respondents with a disability saying they would be less likely to visit.
- However, in comparison **9%** of respondents without a disability said they would be less likely to visit.
- **21%** of respondents currently use the river for water-based sports or activities at least once a month, but nearly half of respondents (47%) said they would be likely to use additional boat storage and river access if these were included in the redevelopment scheme.
- **73%** of respondents agree that the proposed development achieves the ambition of high-quality open space and pedestrianised priority on the river frontage. Most Twickenham Riverside ward respondents (60%) agree that the ambition has been met, however the percentage disagreeing (35%) is higher than for those living elsewhere in the borough – this is largely reflective of responses from Eel Pie Island, where 70% of respondents disagree.

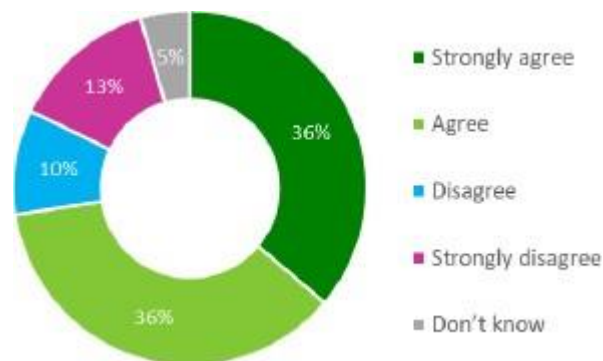


Figure 5: More than third quarter of the respondents agree or strongly agree that the Proposed Development provides high-quality open space for Twickenham

- When asked which aspects of the design they particularly liked, respondents most commonly mentioned the car-free riverside, open space and greenery, views of the river and the opening up of the town centre to the river. Those who responded about aspects they particularly disliked were more likely to mention the removal of parking, the architectural style, the height of the buildings and the element of commercial and/or retail space.
- There was disagreement amongst respondents about the proposed removal of parking and vehicle access from the riverside, with some saying the proposals went too far and others not far enough. Some are concerned that the proposed scheme does not provide adequate parking or access for Eel Pie Island and local residents or businesses, while others feel the proposed scheme should go further and prohibit access for any vehicles along the embankment.

- On the question of open space there were positive comments about the pedestrianisation as well as the event and community space, the open feel and the planting or greenery. Some respondents felt the proposals feature too many buildings or too much hard landscaping and not enough trees or planting.
- In terms of site uses the highest number of comments were in support of the increased focus on river use and activities. Others wanted to see more housing or more social/affordable housing on the site or wanted more clarity about the proposed housing. Again parking for Eel Pie Island and riverside activities was an issue commented on by a number of respondents. There are differences of opinion about the retail and commercial spaces – although many would welcome these on the riverside, others feel they are not needed or are concerned about chains and potential empty premises.
- When asked about pedestrian and cyclist movement through the Site, many respondents commented that they are happy with this aspect of the proposed scheme. However, a number of comments raised safety concerns or stated that cycling should be limited to clearly marked or segregated paths, or that cycling should not be allowed, particularly through the middle of the site. Cycle storage or parking was also mentioned by some respondents as one of the issues to be considered here.

4.14 Full results of this consultation are provided in **Appendix 1**.

Young People & Children

4.15 The key findings of this public consultation are summarised below:

- 17% of the respondents liked the concept of events, events area and activities in the area (including outdoor cinema and market). In the same question, 10% of the respondents liked the concept design and the additional provision of open space and improvements to open space.
- Respondents were asked what they disliked about the concept design, and we found that 18% of the respondents had no dislike with regard to the scheme overall. However, 8% of the respondents would like to either see less parking or maintain some parking.
- 13% of respondents would like to see shops being provided in the scheme, and 9% would like to see sports facilities in the new Site. 8% of the respondents wanted to see more food and drink places, including cafes and restaurants.

4.16 Full results of the public consultation are provided in **Appendix 2**.

4.17 Nine online sessions were organised with four schools and one youth organisation, engaging with approximately 168 children and young people. The sessions were run by officers with the help of teachers and attended by a Ward Councillor where possible. In the online sessions, officers presented images from the consultation boards and wrote down notes of questions and points raised.



4.18 While the presentation was identical for each session, not all sessions ran identically. Figure 6 below represents common themes among all sessions. The number of sessions in which a common theme was raised is captured and it is mentioned if there was a noticeable consensus among the children and young people.

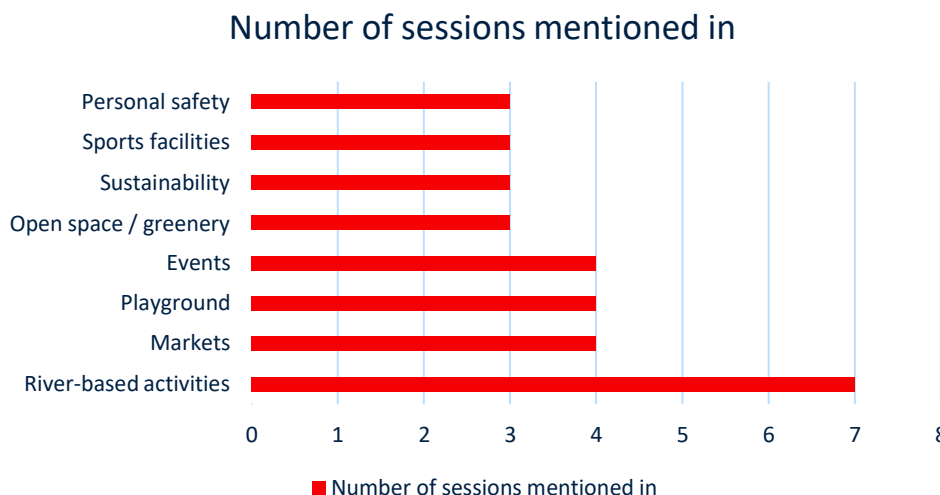


Figure 6: Common themes among all sessions

4.19 In conclusion, Figure 6 denotes that river-based activities are seen as a good addition to the Proposed Development and would be used. There was a strong consensus on this aspect. Other common themes include markets, which are seen as positive with some suggestions of types of stalls they would like to see; playground including play equipment ideas given and general consensus that younger and older children sections should be separate if possible. Events is another common theme that young people and children made comments about the particular types of events which they would like to see at the Site. Open space and greenery are commonly mentioned in these sessions in conjunction to the theme of sustainability. Sports facilities are considered as separate to the river-based activities and there were comments about football pitch. Personal safety has been raised in these sessions, predominantly in groups run with secondary school aged children. They commented on the safety of the current Site and how lighting and/or feeling of security in the evening is important in the Proposed Development.

5. Conclusion

5.1 The pre-application engagement undertaken by the Applicant has met the requirements and recommendations of the National Planning Policy Framework and the principals laid out in LBRuT Statement of Community Involvement Strategy (2019). These include:

- Clear information, using plain English and avoiding technical words when possible;
- Early engagement, allowing the community to shape development at an early stage;
- Appropriate scale, in line with the potential impact of the proposals;
- Flexibility, holding events at a range of times and places;
- Variety of consultation methods;
- Outreach and accessibility, talking to groups that are not usually involved in planning;
- Coordination, to avoid repeating things without reason;
- Openness, explaining how we listened to responses;
- Monitoring and seeking feedback; and
- Privacy, in line with data protection law.

5.2 The method of engagement used is considered to be appropriate to the scale, nature, and character of the Proposed Development, and, as detailed earlier, complies with the minimum consultation methods listed at Table 1, page 10-12 of the LBRuT's SCI (2019). It also has regard to the National Planning Policy Framework (2019) as outlined in this SCI. Regard was also had to the guidance issued by MHCLG in March and May 2020 (as outlined earlier in this report) concerning consultation methods considered appropriate for use during the COVID-19 pandemic.

5.3 The community engagement helped the project team to better understand the Site and the local issues.

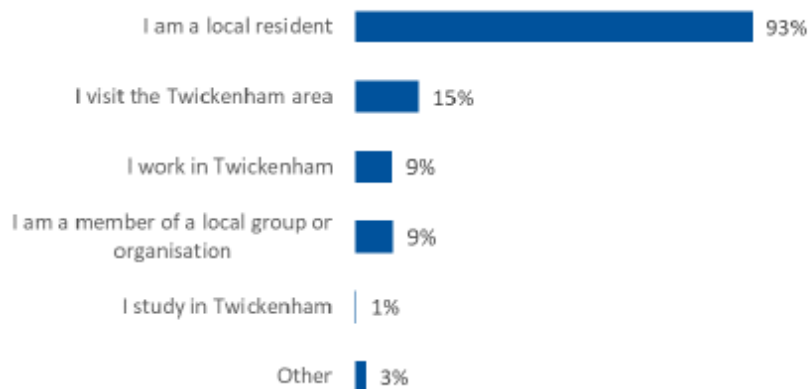
5.4 Where possible, design amendments have been incorporated into the Proposed Development as a direct result of community feedback / engagement.

5.5 The SCI, together with the accompanying Design and Access Statement, has explained how the Proposed Development has responded to feedback. This ensures that both the Proposed Development, and the scope of the planning application, have taken account of the views of local residents and other relevant stakeholders.

Appendix 1: Results of the Public Consultation (Adults)

Question 1. In what capacity are you completing this survey?

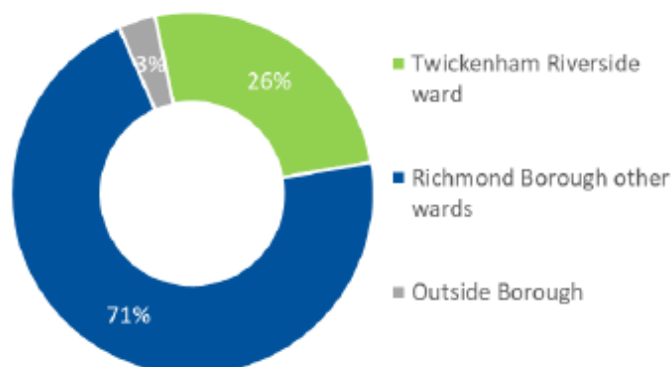
All 829 respondents answered this question and over nine in ten state that they are local residents. Almost one in ten are members of a local group or organisation.



NB. Respondents were able to select more than one option, so percentages add up to more than 100

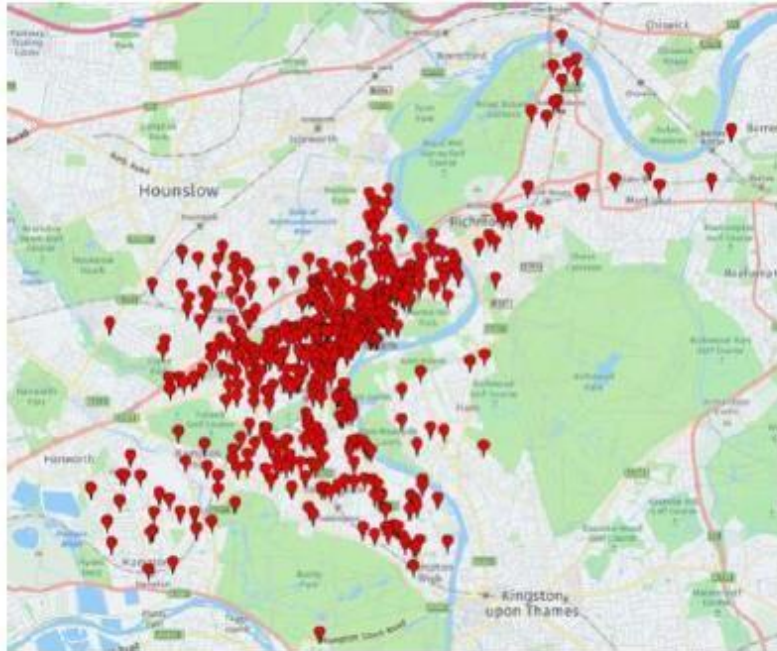
Question 2. Please tell us your postcode

This question was answered by 821 respondents.

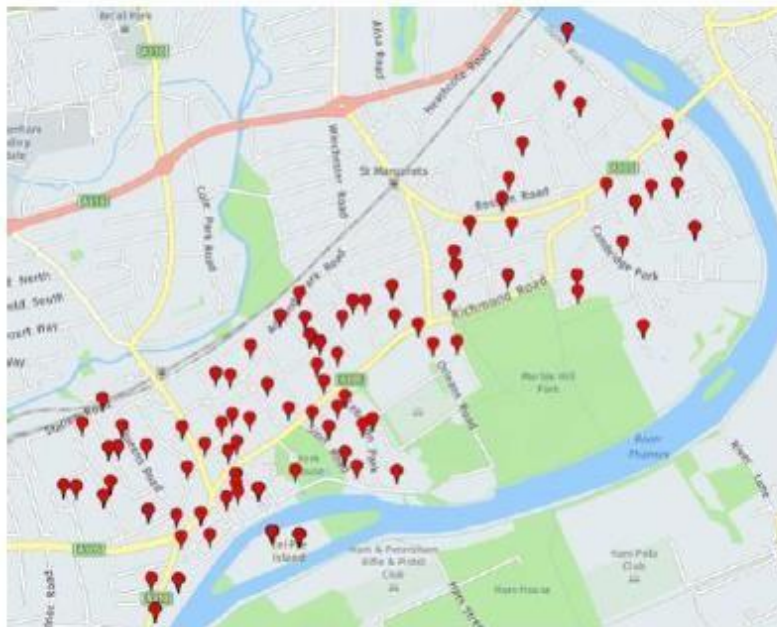


The postcodes provided were used to create maps illustrating where people were responding from. 97% of respondents providing a postcode were located within Richmond borough, and a quarter (26%) live within Twickenham Riverside ward.

The map below shows the distribution of Richmond borough postcodes:



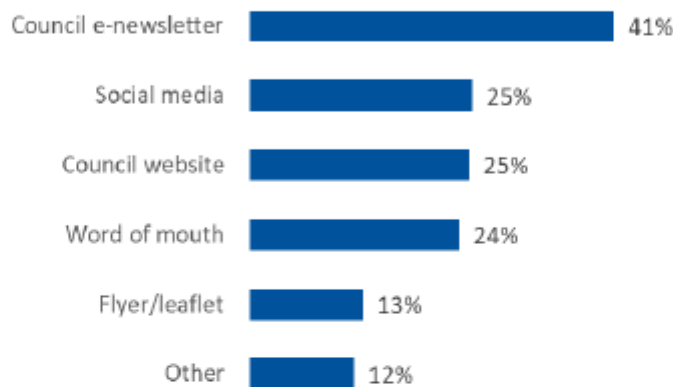
The map below shows the distribution of postcodes in Twickenham Riverside ward:





Question 3. How did you hear about this consultation?

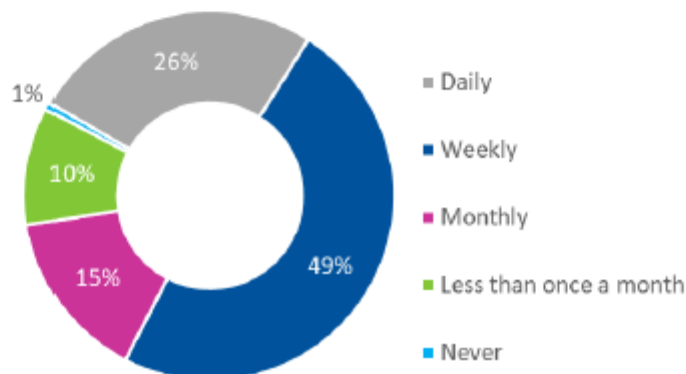
This question was answered by 827 respondents. Four in ten respondents (41%) heard about the consultation through the Council’s newsletter. Around 25% had heard through social media, via the website or through word of mouth respectively. Flyers were sent to all addresses in the TW1 postcode area and 13% of respondents said that this is how they heard about the consultation.



NB. Respondents were able to select more than one option, so percentages add up to more than 100

Question 4. How often do you currently visit Twickenham Riverside?

827 respondents answered this question



Statement of Community Involvement

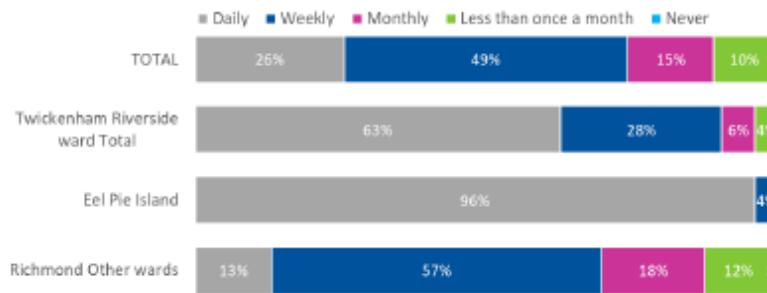
Twickenham Riverside



Respondents from Eel Pie Island are the most likely to visit the riverside on a daily basis (96% do so) – it should be noted here that crossing the Eel Pie Island footbridge involves entering the redevelopment site.

Across all respondents one in four (26%) said they visit Twickenham Riverside daily and three quarters visit once a week or more. For those living in Twickenham Riverside ward the proportion visiting on a daily basis rises to almost two thirds (63%).

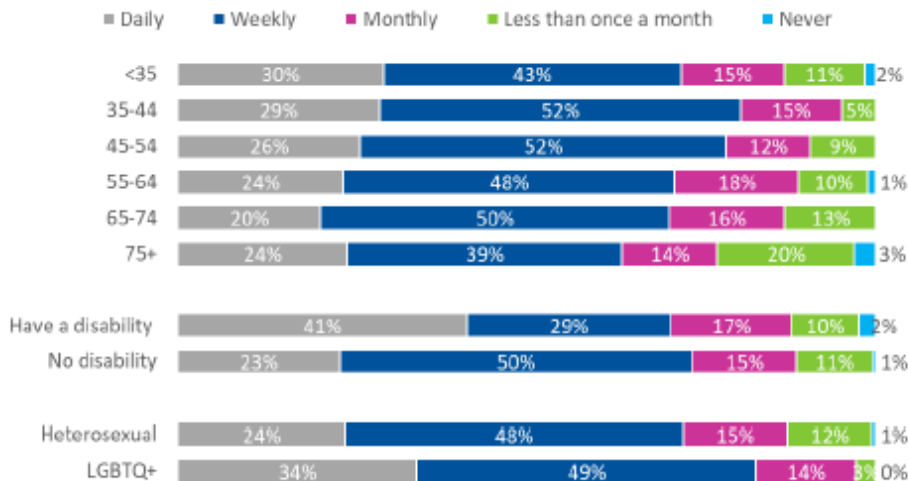
Amongst those living outside the Twickenham Riverside ward, 13% visit daily but seven in ten (70%) say they visit weekly or more often.



(Number answering Q4: Total 827, Twickenham Riverside ward total 209, Eel Pie Island 52, Richmond other wards 586)

NB Twickenham Ward total includes Eel Pie Island figures. Total number answering includes all borough responses plus out of borough/no postcode responses (not shown on chart)

The chart below shows that respondents with a disability and LGBT+ respondents are more likely to visit the riverside on a daily basis. Younger respondents are also a little more likely to visit more frequently than older respondents.

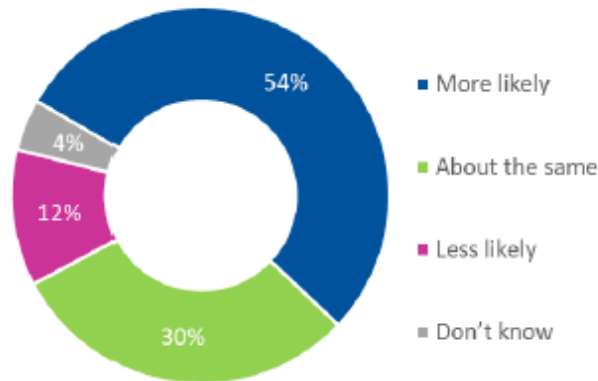


(Number answering Q4: age <35 61, 35-44 124, 45-54 149, 55-64 181, 65-74 176, 75+ 66; have a disability 41, no disability 722, heterosexual/straight 616, LGBTQ+ 35)



Question 5. Do you think you will be more or less likely to visit Twickenham Riverside following the redevelopment?

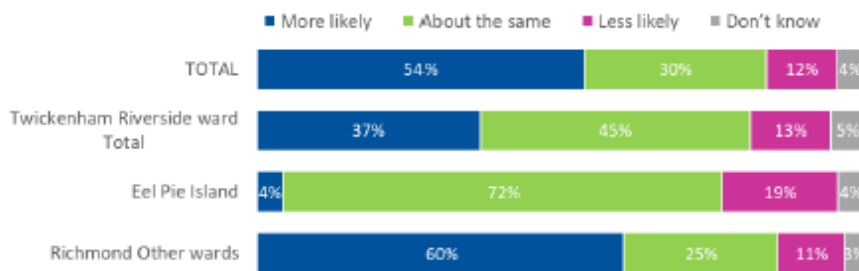
819 respondents answered this question



Over half of respondents (54%) said they would be more likely to visit Twickenham Riverside following the redevelopment, with 12% saying they would be less likely.

Those living in Richmond borough but outside Twickenham Riverside ward are the most likely to say they will be more likely to visit, with six in ten saying this (60%).

72% of Eel Pie Island respondents said they would visit the riverside about the same after the redevelopment. It should be noted here that Eel Pie Island residents would need to visit the riverside in order to get to their homes, so this question may have a different meaning for these respondents.



(Number answering Q5: Total 819, Twickenham Riverside ward total 202, Eel Pie Island 47, Richmond other wards 585)

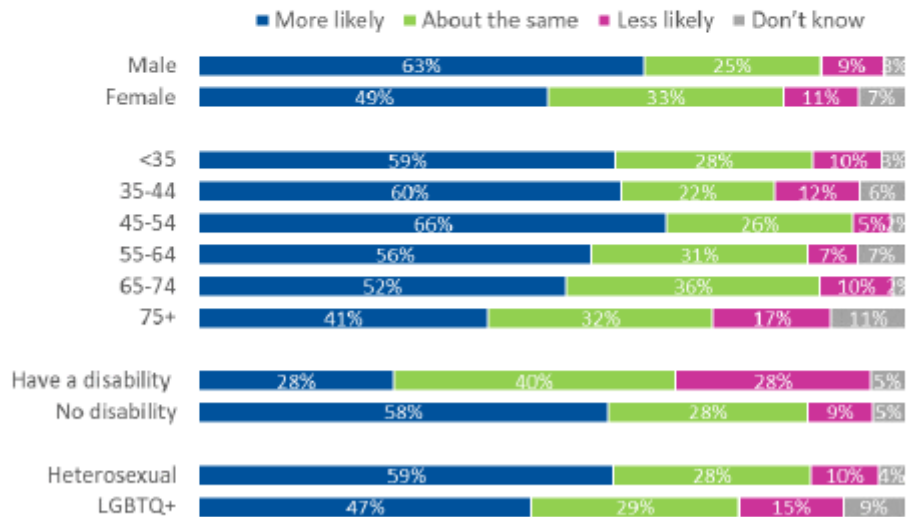
NB Twickenham Ward total includes Eel Pie Island figures. Total number answering includes all borough responses plus out of borough/no postcode responses (not shown on chart)



Men were more likely than women to say they would visit the riverside more following its redevelopment, and younger age groups were also more likely to say this.

Those with a disability, over 75s and LGBT+ respondents are all more likely to visit the same or more than they do now, but to a lesser extent than other respondents. These three groups also had the highest percentage of respondents saying they would be less likely to visit in the future, particularly those with a disability at 28%.

Further analysis shows that around a third of disabled respondents who said they would be less likely to visit the riverside mention parking as an issue, however the sample size is very small and it is not possible to extrapolate that this is the sole reason they may anticipate visiting less often.



(Number answering Q5: male 400, female 364, age <35 61, 35-44 124, 45-54 148, 55-64 180, 65-74 173, 75+ 66; have a disability 40, no disability 716, heterosexual/straight 613, LGBTQ+ 34)

Question 6. Please tell us which, if any, aspects of the design you particularly LIKE

685 respondents made a positive comment on aspects of the design that they like. When the comments were analysed there were 19 key themes as shown in the table below:

Themes	Aspects of the design you particularly LIKE	Number of respondents	Percentage of total sample
Theme 1	Like that there's no riverside parking / pedestrianisation of current parking area	220	27%
Theme 2	Like the open space / extra open space	184	22%
Theme 3	Like the gardens / greenery / trees / landscaping	143	17%
Theme 4	View of the river / can enjoy the river / more open space/easy access to the river	124	15%
Theme 5	Widening of Water Lane / opening up/linking river and King Street/high street	118	14%
Theme 6	Like the event space / community space / stepped area / likely to encourage more events	114	14%
Theme 7	Like the bar / café / restaurant	104	13%
Theme 8	Like look/design of buildings/architectural style	99	12%
Theme 9	General likes about the design/layout / like all of it	89	11%
Theme 10	Like the balance of open space with commercial / housing / multi-use	70	8%
Theme 11	Like the market	46	6%
Theme 12	Like the shop / retail area	41	5%
Theme 13	Will act as community hub / town focus / make it a destination	36	4%
Theme 14	Like the play area	36	4%
Theme 15	Will act as community hub / town focus/make it a destination	36	4%
Theme 16	Like connection to river activities	35	4%
Theme 17	Like that the design is in keeping with the area / reflect roofs/heritage of Eel Pie Island	30	4%
Theme 18	Like provision of housing / affordable housing	30	4%
Theme 19	Like the pontoon / boathouse/ boat storage	29	3%

NB Respondents may comment on more than one theme, so numbers and percentages may add up to more than total who made a comment

Question 7. Please tell us which, if any, aspects of the design you particularly DISLIKE:

581 respondents made a negative comment on aspects of the design that they dislike. When the comments were analysed there were 25 key themes as shown in the table below:

Themes	Aspects of the design you particularly DISLIKE	Number of respondents	Percentage of total sample
Theme 1	Concerned where current parked cars / Eel Pie cars will go / not enough parking / consider underground car park	163	20%
Theme 2	Don't like architectural style / needs improving	122	15%
Theme 3	Buildings too tall / may cast shadow over open area	101	12%
Theme 4	General dislike / don't like overall design / design is uninspiring	79	10%
Theme 5	Don't need additional retail / commercial space / too much retail / too much empty retail in Twickenham already	72	9%
Theme 6	Don't like vehicles still able to drive through / still too much traffic access	63	8%
Theme 7	Too much space given to buildings	54	7%
Theme 8	No pool/lido	40	5%
Theme 9	Don't like flats / area doesn't need more flats / too many flats	40	5%
Theme 10	Too much concrete / not enough grass / greenery / trees	38	5%
Theme 11	Buildings don't fit in well enough with surroundings	34	4%
Theme 12	Don't need / want another pub / café / restaurant	29	3%
Theme 13	Don't like grassed area / sloped grass / current gardens broken up	28	3%
Theme 14	Don't like loading area / parking for Eel Pie Island / problems for deliveries / 2-way traffic/turning for vehicles	25	3%
Theme 15	Does not facilitate river activities / need to do more for river users / needs slipway to launch boats / want stronger commitment to pontoon/boathouse	25	3%
Theme 16	Don't like the cycle route / cycle area should be separate from pedestrian walkway	23	3%
Theme 17	Does not give a heart / focal point / square to Twickenham / doesn't connect river to high street	22	3%
Theme 18	Driven by revenue opportunities / luxury flats / not driven by public interest / not prioritising public recreation	21	3%
Theme 19	Not enough provision for those with disabilities / blue badge parking / step free access	20	2%
Theme 20	Not enough open / usable / green / public space	20	2%
Theme 21	New play area too small	18	2%
Theme 22	Won't be good in winter/rainy weather / design doesn't have shelters / loss of winter garden	16	2%
Theme 23	Needs public toilets	15	2%
Theme 24	Not enough housing / not enough affordable/social housing	14	2%
Theme 25	Green space / event space below flood plain	13	2%

NB Respondents may comment on more than one theme, so numbers and percentages may add up to more than total who made a comment



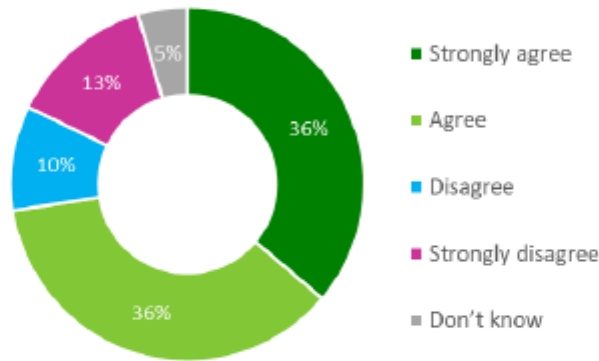
Question 8. One of the objectives of the scheme is to provide high quality open space for Twickenham, including:

- The re-provision of the Diamond Jubilee Gardens
- A car-free riverside (Embankment) where pedestrians are given priority
- A widened Water Lane
- Enhanced space for special events

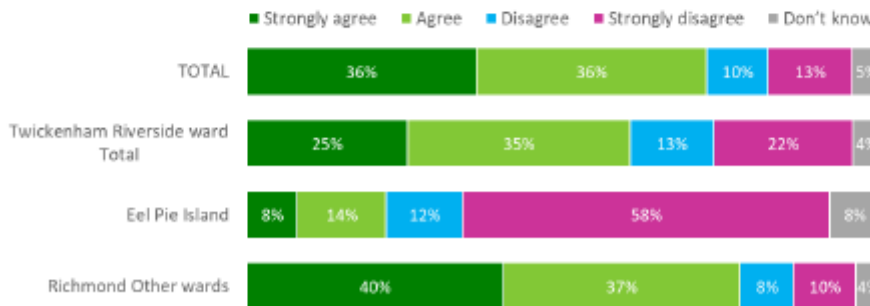
Do you agree or disagree this scheme achieves that ambition?

A total of 818 respondents answered this question.

Over seven in ten (73%) say they agree or strongly agree that the scheme achieves this ambition, however 23% disagree or strongly disagree.



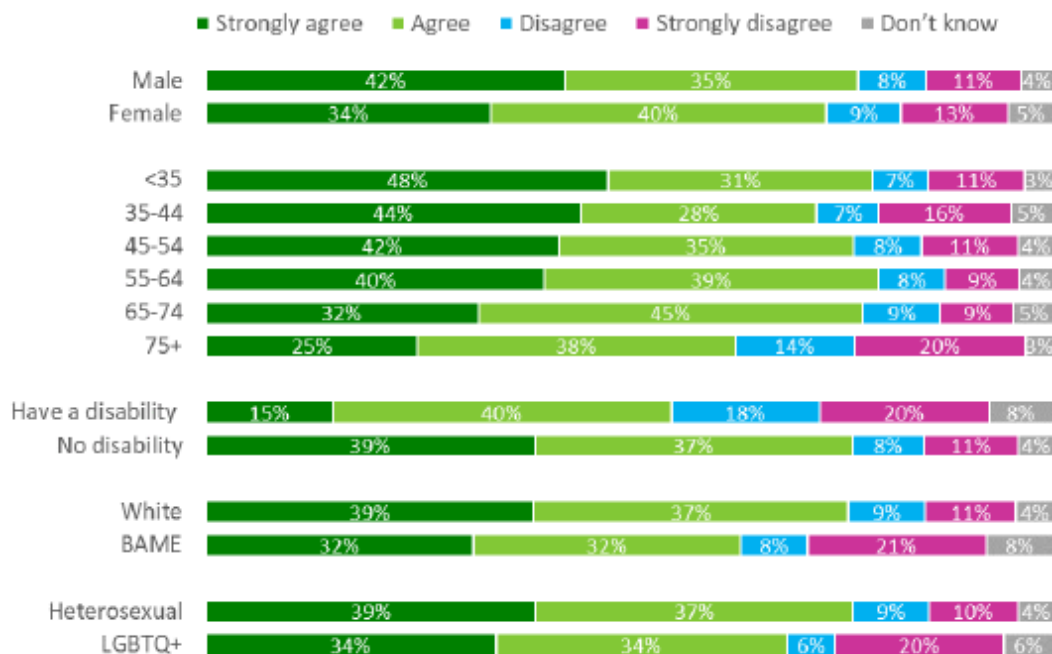
Respondents who live in Twickenham Riverside ward are less likely to agree, with over a third (35%) disagreeing that the ambition has been met – this is mainly driven by Eel Pie Island respondents, of whom 70% disagree.



(Number answering Q8: Total 818, Twickenham Riverside ward total 205, Eel Pie Island 50, Richmond other wards 581)

NB Twickenham Ward total includes Eel Pie Island figures. Total number answering includes all borough responses plus out of borough/no postcode responses (not shown on chart)

The groups most likely to disagree that this objective has been met are those over 75, those with a disability, black and ethnic minority and LGBT+ respondents. For all of these groups the majority agreed the scheme achieves the stated ambition, but at least a quarter disagreed, rising to 38% disagreement for those with a disability.



(Number answering Q8: male 401, female 363, age <35 61, 35-44 122, 45-54 149, 55-64 180, 65-74 174, 75+ 64; have a disability 40, no disability 715, White ethnicity 672, BAME ethnicity 38, heterosexual/straight 611, LGBT+ 35)

Question 9. Please tell us which, if any, aspects of the proposed open space you particularly LIKE

552 respondents made a positive comment on aspects of the open space that they like. When the comments were analysed there were 16 key themes as shown in the table below:

Themes	Aspects of the open space you particularly LIKE	Number of respondents	Percentage of total sample
Theme 1	Car-free riverside / no cars / prioritising people	139	17%
Theme 2	Event space / markets / events on riverside / community space	129	16%
Theme 3	Gardens / lots of greenery/planting/wildlife areas	117	14%
Theme 4	Openness / space / more open space	75	9%
Theme 5	Riverside access / connection / river views from site	63	8%
Theme 6	Widened Water Lane / view of river from King Street / connects King Street to river	48	6%
Theme 7	Everything / general like	45	5%
Theme 8	Retention of existing trees / tree planting	33	4%
Theme 9	Still have playground / safe playground / play area looks good	31	4%
Theme 10	Multi-functional / flexible uses / good balance of uses	27	3%
Theme 11	A space to gather / relax / socialise / community hub / destination point	27	3%
Theme 12	Steps down to river	23	3%
Theme 13	Seating	22	3%
Theme 14	Enhanced water-based activities / pontoon / opportunity to better use the river	22	3%
Theme 15	Café / pub / restaurant	21	3%
Theme 16	Terraced area / different levels	16	2%

NB Respondents may comment on more than one theme, so numbers and percentages may add up to more than total who made a comment

Question 10. Please tell us which, if any, aspects of the proposed open space you particularly DISLIKE

438 respondents made a comment on some aspect of the open space that they dislike. When the comments were analysed there were 15 key themes as shown in the table below:

Themes	Aspects of the open space you particularly DISLIKE	Number of respondents	Percentage of total sample
Theme 1	Not enough grass/plants/trees / too much concrete/paving	40	5%
Theme 2	Too many buildings / too built up / not enough open space	39	5%
Theme 3	Dislike everything / general dislike	32	4%
Theme 4	Dislike changes to Diamond Jubilee Gardens	27	3%
Theme 5	New playground area is smaller/too small / not enough space for children / not as safe for children	23	3%
Theme 6	Cycle path should not be through middle of the site	19	2%
Theme 7	Public open space is in flood zone	17	2%
Theme 8	Insufficient seating / not clear if there is sufficient seating	17	2%
Theme 9	Don't want / like pétanque / not convinced of need	17	2%
Theme 10	Prefer/nothing wrong with current set up	16	2%
Theme 11	Communal space/gardens too broken up by steps, paths and ramps	15	2%
Theme 12	No flat area for ball games/children's play / don't like sloping grass	15	2%
Theme 13	Insufficient provision for less able/disabled/those with mobility issues	15	2%
Theme 14	Lack of striking/unique/landmark feature / no sculpture / no town square	14	2%
Theme 15	Will attract too many people / will take away peace and tranquillity / no obvious quiet place	13	2%

NB Respondents may comment on more than one theme, so numbers and percentages may add up to more than total who made a comment

Question 11. Please give details of any other features you would like to see included in the open space:

497 respondents made a comment on features they would like to see included. When the comments were analysed there were 16 key themes as shown in the table below:

Themes	Other features you would like to see in the open space	Number of respondents	Percentage of total sample
Theme 1	More seating/benches	68	8%
Theme 2	More flower beds/plants/greenery/ green space/trees	67	8%
Theme 3	Swimming pool/lido	53	6%
Theme 4	Car parking	45	5%
Theme 5	Standout feature/sculpture/fountain etc	42	5%
Theme 6	Public toilets	37	4%
Theme 7	Bigger/flat garden area/more grass/less paving	26	3%
Theme 8	Children's play equipment/area	23	3%
Theme 9	Other leisure facility/ice rink/skate park/cinema	19	2%
Theme 10	Rubbish/recycling bins	17	2%
Theme 11	Town Square	16	2%
Theme 12	Sheltered/covered area / Winter gardens	16	2%
Theme 13	More space for physical activity/outdoor gym equipment/climbing wall	15	2%
Theme 14	Paddling pool / sprinkler fountains (children's play)	15	2%
Theme 15	Larger children's play area	14	2%
Theme 16	Totally pedestrian space / bollards to prevent cars / measures to limit parking	13	2%

NB Respondents may comment on more than one theme, so numbers and percentages may add up to more than total who made a comment

Q12. This is a mixed-use scheme which will provide the following:

- *Approximately 49 residential units (flats) of which the Council is targeting a high level of affordable housing*
- *Retail and commercial units on the ground floor, including a café, pub/restaurant, retail and office units*
- *Options to utilise the south west corner of the Embankment for river-related activities (e.g. boating)*

Please let us know if you have any comments on the proposed uses:

581 respondents made a comment about the proposed site uses. When the comments were analysed there were 10 key themes as shown in the table below:

Themes	Themes - comments on proposed site uses:	Number of respondents	Percentage of total sample
Theme 1	In support of the increased focus on river use/activities	96	12%
Theme 2	Need more housing / more social/affordable housing	72	9%
Theme 3	Want clarity on definition of affordable / percentage to be allocated to affordable housing	67	8%
Theme 4	Need parking for Eel Pie Island/riverside activities	53	6%
Theme 5	Want pubs/café/restaurants	33	4%
Theme 6	Need incentives/help to fill retail units / flexible usage terms for commercial units	16	2%
Theme 7	Indoor community space / space for events	16	2%
Theme 8	Workshops/studios / space for local artists/craft people/producers	15	2%
Theme 9	Pub/café/restaurants to be independents / not chains	14	2%
Theme 10	Encourage independent retailers/shops / not chains	14	2%

NB Respondents may comment on more than one theme, so numbers and percentages may add up to more than total who made a comment

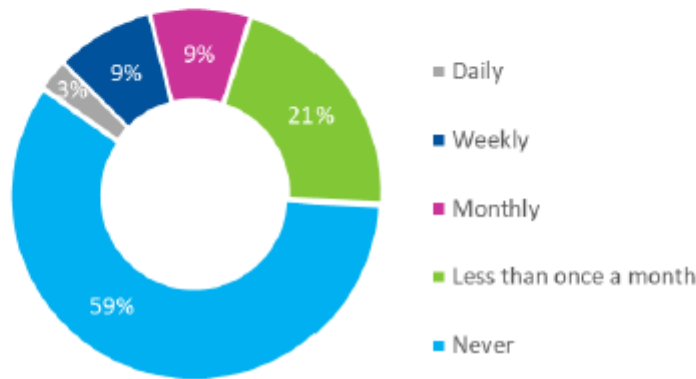


Question 13. How often do you currently use the river for water-based sport or activities (eg rowing, paddle boarding)?

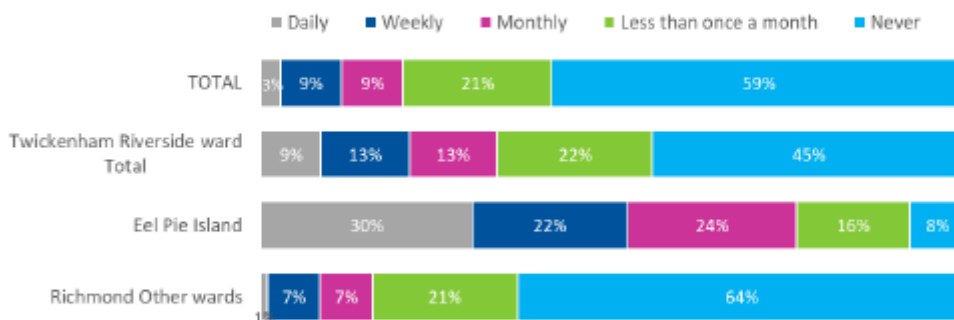
809 respondents answered this question.

Almost six in ten respondents (59%) said they never use the river for water-based sport or activities. However four in ten do use the river, with a fifth (21%) doing so at least monthly.

It should be noted that the COVID-19 pandemic may mean these percentages are lower than they would normally be as clubs have had to suspend activities.



Eel Pie Island respondents are by far the most likely to use the river, with three quarters (76%) saying they use it for water-based sport or activities at least monthly.



(Number answering Q13: Total 809, Twickenham Riverside ward total 200, Eel Pie Island 50, Richmond other wards 577)

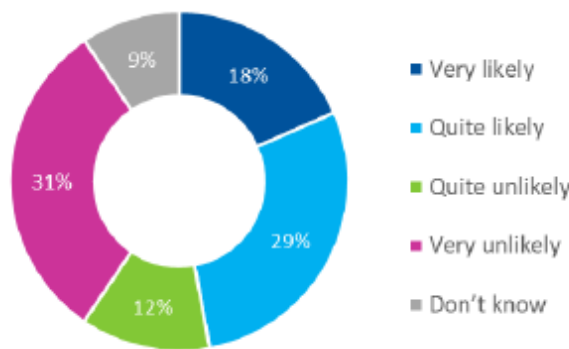
NB Twickenham Ward total includes Eel Pie Island figures. Total number answering includes all borough responses plus out of borough/no postcode responses (not shown on chart)



Question 14. The Council is exploring the inclusion of boat storage and improved access to the river as part of the scheme, how likely would you be to use these?

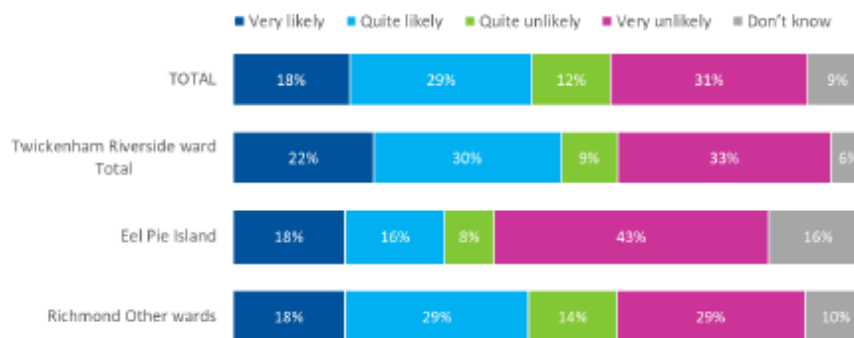
815 respondents answered this question.

Nearly half (47%) of respondents said they would be likely to use such facilities if they were included in the scheme.



Respondents who live in Twickenham Riverside ward were most likely to say they would use these facilities, with 52% saying they would be likely or very likely to do so.

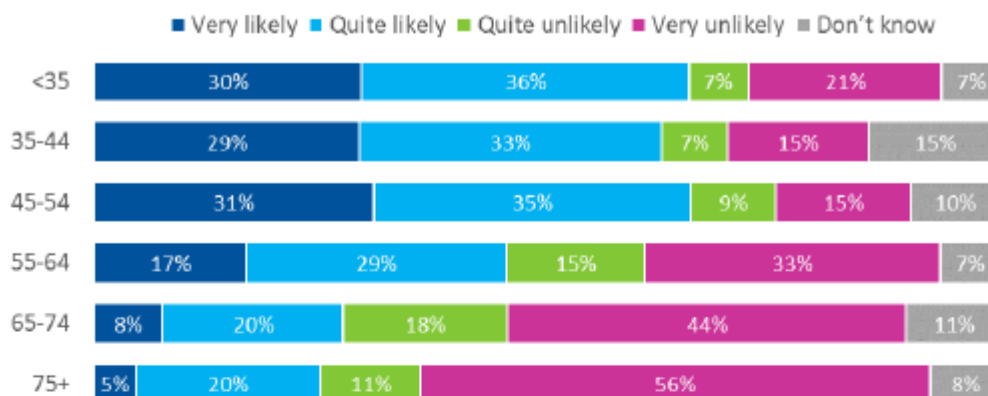
Eel Pie Island respondents were the least likely to say they would make use of additional boat storage and river access, although a third (34%) would still be likely or very likely to do so.



(Number answering Q14: Total 815, Twickenham Riverside ward total 203, Eel Pie Island 51, Richmond other wards 580)

NB Twickenham Ward total includes Eel Pie Island figures. Total number answering includes all borough responses plus out of borough/no postcode responses (not shown on chart)

Younger respondents are most likely to be interested in using additional boat storage and river access, although there is some level of interest across all age groups.



(Number answering Q14: age <35 61, 35-44 123, 45-54 149, 55-64 178, 65-74 171, 75+ 64)

Question 15. Please let us know if you have any comments about the proposed vehicular servicing and access arrangements for the site:

505 respondents made a comment on vehicular servicing and access arrangements. When the comments were analysed there were 11 key themes as shown in the table below:

Themes	Themes – Comments about vehicular servicing and access	Number of respondents	Percentage of total sample
Theme 1	Don't want lorries/deliveries/car access along the embankment	125	15%
Theme 2	It's all fine / all good	94	11%
Theme 3	Parking/access for Eel Pie Island use is inadequate	85	10%
Theme 4	Traffic access should be time restricted/controlled	39	5%
Theme 5	Concerned about 2-way working of Water Lane/ Wharf Lane / turning circles	30	4%
Theme 6	Parking/access for local resident/business use (not Eel Pie Island or new housing) is inadequate	30	4%
Theme 7	Parking/access for new housing residents is inadequate	25	3%
Theme 8	Ensure enough spaces for disabled/those with restricted mobility	24	3%
Theme 9	It needs more thought	22	3%
Theme 10	Parking/loading bays for visitors to high street inadequate	20	2%
Theme 11	Want junctions with King St to be reviewed	16	2%

NB Respondents may comment on more than one theme, so numbers and percentages may add up to more than total who made a comment

Q16. Please let us know if you have any comments about the proposed cycling and pedestrian movements through the site:

437 respondents made a comment about cycling and pedestrian movements. When the comments were analysed there were nine key themes as shown in the table below:

Themes	Themes – Comments about the cycling and pedestrian movements	Number of respondents	Percentage of total sample
Theme 1	It's all fine / happy with it	137	16%
Theme 2	Cycling should be limited to clearly marked/segregated paths / pedestrians need priority / concerns over pedestrian safety	98	12%
Theme 3	Against cycling on the site / comments critical of cyclists	68	8%
Theme 4	Need cycle storage/parking	37	4%
Theme 5	Cycle path should not cut through the middle of the site	31	4%
Theme 6	Concerns over pedestrian safety from vehicles along embankment area	20	2%
Theme 7	Support cycle access	19	2%
Theme 8	Cycle routes must be co-ordinated with rest of cycle network	16	2%
Theme 9	Needs further consideration	14	2%

NB Respondents may comment on more than one theme, so numbers and percentages may add up to more than total who made a comment

Appendix 2: Results of the Public Consultation (Children and Young Adults)

4.2 Question 1 – Please tell us what you LIKE about the new design

This was an open question that allowed respondents to describe what they liked about the new design. In total around 306 comments were given. The below shows the key themes identified from the responses.

What they liked	Number of comments that mentioned this theme	Percentage of comments for this question
Events / Events area / Activities (this includes comments on the outdoor cinema, market)	51	17%
<i>Outdoor cinema (incl. in above)</i>	15	
<i>Market (incl. in above)</i>	12	
Design / Buildings / Looks good / Modern / Modern design	32	10%
More open space / Improvements to open space / Open feel / Gardens	31	10%
Green area / Greenery / Grass / Plants	19	6%
Getting rid of cars / Less parking	17	6%
Shops	16	5%
Children's play area	11	4%

4.3 Question 2 – Please tell us what you DISLIKE about the new design

This was an open question that allowed respondents to describe what they disliked about the new design. In total around 172 comments were given. The below shows the key themes identified from the responses.

What they disliked	Number of comments that mentioned this theme	Percentage of comments for this question
Don't dislike anything / Nothing	31	18%
Less parking / Need to keep some parking	13	8%
Design / Buildings	8	5%
No response given	8	5%
Keep Gardens in current location	5	3%
Not enough green space	5	3%

4.4 Question 3 – Please tell us what else you would like to see included in the new site, thinking about things for people your age

This was an open question that allowed respondents to describe what else they wanted to see included in the design. In total around 224 comments were given. The below shows the key themes identified from the responses.

What else they would like to see in the new site	Number of comments that mentioned this theme	Percentage of comments for this question
Shop suggestions	29	13%
Sports facilities	21	9%
More food and drink places / Café / Restaurants	17	8%
More seating / seating / hangout/get together spaces	15	7%

Playground / children's play area (including 5 comments on equipment ideas)	15	7%
More greenery / More plants	12	5%
No response given	12	5%
More river-based activities / Boat rental / Boathouse	11	5%

4.5 Feedback from the online sessions

Nine online sessions were run, with four schools and one youth organisation, engaging with approximately 168 children and young people. The sessions were run by Council officers with the help of teachers and attended, where possible, by a Ward Councillor. In the online sessions Council officers presented images from the consultation boards and wrote down notes of questions and points raised. While the presentation was the same for each session, not all sessions ran in the same way nor were they the same length. The below represents common themes among all sessions. It is not possible to say how many children or young people from the sessions agreed with these comments given the online format, but the number of sessions in which the theme was raised is captured and it is mentioned if there was a noticeable consensus among the children and young people.

Theme	Number of sessions mentioned in
River based activities – seen a good addition to the scheme and would be used There was a strong consensus on this	7
Markets – seen as positive with some suggestions of types of stalls they would like to see	4
Playground – including play equipment ideas given and general consensus that younger and older children sections should be separate if possible	4
Events – comments on particular types of events which they would like to see	4
Open space / greenery – liked the open / green space, some comments on increasing grass area / amount of plants	3
Sustainability – seen as an important consideration	3
Sports facilities – separate to the river-based activities, comments including sports facilities such as football pitch/goals	3
Personal safety – mentioned predominately in groups run with secondary school aged children, they commented on the safety of the current site and how lighting / feeling of security in the evening is important in the new scheme	3

Appendix 3: Demographic Profile

Demographic	Sample base (Unweighted)	Proportion (Unweighted %)
Gender		
Male	404	49%
Female	369	45%
Prefer not to say	40	5%
Prefer to self-describe:	4	0%
<i>Base: 817 respondents</i>		
What was your age last birthday?		
19 and under	7	1%
20-24	5	1%
25-34	49	6%
35-44	124	15%
45-54	149	18%
55-64	181	22%
65-74	177	22%
75+	67	8%
Prefer not to say	55	7%
<i>Base: 814 respondents</i>		
Do you consider yourself to have a disability?		
Yes	42	5%
No	723	89%
Prefer not to say	45	6%
<i>Base: 810 respondents</i>		
How would you describe your ethnic group?		
White	680	84%
Mixed/multiple ethnic groups	25	3%
Asian or Asian British	10	1%
Black/African/Caribbean/Black British	3	0%
Prefer not to say	79	10%
Other ethnic group	14	2%
<i>Base: 811 respondents</i>		
Please indicate your sexual orientation		
Heterosexual / straight	618	79%
Gay man	12	2%
Gay woman / lesbian	5	1%
Bisexual	7	1%
Prefer not to say	132	17%
Prefer to self-describe:	11	1%
<i>Base: 785 respondents</i>		

Statement of Community Involvement

Twickenham Riverside



Do you belong to a religion or faith group?		
No	437	55%
Yes, Christian	237	30%
Yes, Buddhist	4	1%
Yes, Hindu	2	0%
Yes, Jewish	7	1%
Yes, Muslim	3	0%
Yes, Sikh	0	0%
Prefer not to say	92	12%
Yes, other	12	2%
<i>Base: 794 respondents</i>		