

# A call for evidence – your views on the idea of a new pedestrian and cycling bridge in the borough

## Results Report

### 1. Introduction

This report sets out the key findings from the Thames Bridge survey which was conducted from Friday 12 October 2018 to Friday 4 January 2019.

Following the adoption of Richmond upon Thames' Local Plan<sup>1</sup>, the Council commissioned consultants WSP to undertake a high-level independent study into the possibility of a new bridge in the borough. As part of this consultation, the Council published the findings from WSP and invited the community to share their views around the findings and the idea of a possible new bridge.

Whilst the Council has no firm proposals for a new bridge at this stage and no funding has been allocated or sought, the purpose of this consultation was to establish whether local people think the idea is worthy of further exploration. Should there be positive interest, the Council would plan to move forward with a full feasibility study, identifying possible funding and proposals for wider community engagement.

### 2. Methodology

Data was gathered using an online survey hosted on the Richmond Council website. The questionnaire is included in Appendix A of this report.

The consultation was promoted via press release, on social media, at nine Community Conversation events across the borough, in local libraries, and in the Council e-newsletter.

The consultation responses were analysed and reported by the Council's Consultation Team on an anonymous basis under the guidelines of the Data Protection Act. The Consultation Team are qualified researchers and certified members of the Market Research Society, bound by the MRS Code of Conduct when conducting research. The team are also members of The Consultation Institute, a consultation best practice institute, which promotes high-quality public and stakeholder consultation.

### 3. Response

There were 981 responses to this consultation. 956 of these responses were completed online and a further 25 were completed on paper.

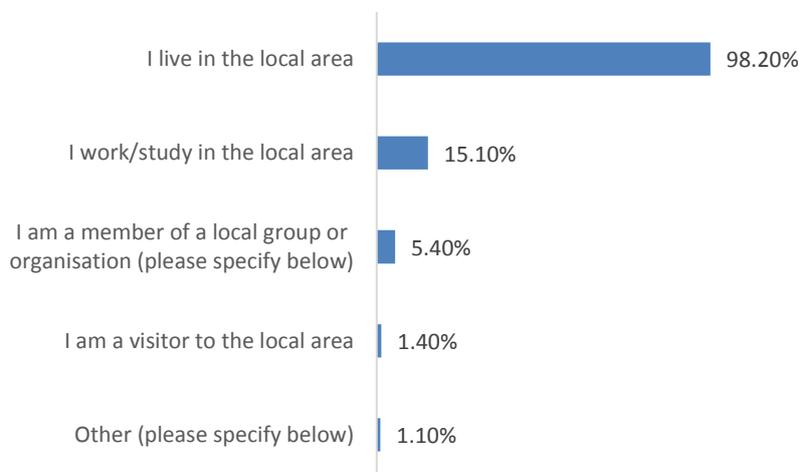
A demographic profile of respondents can be found in Section 5.

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<sup>1</sup> Available online at [https://www.richmond.gov.uk/services/planning/planning\\_policy/local\\_plan](https://www.richmond.gov.uk/services/planning/planning_policy/local_plan)

## 4. Results

### Question 1: In what capacity are you responding to this survey?



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

There were 980 responses to this question. As illustrated in the table below, nearly all of respondents (98%) indicated that they live in the local area, while 15% of people stated that they work or study in the local area.

In what capacity are you responding to this consultation?		
Response	Number of respondents to this question	Percentage of respondents to this question
I live in the local area	962	98.2%
I work/study in the local area	148	15.1%
I am a visitor to the local area	14	1.4%
I am a member of a local group or organisation (please specify below)	53	5.4%
Other (please specify below)	11	1.1%

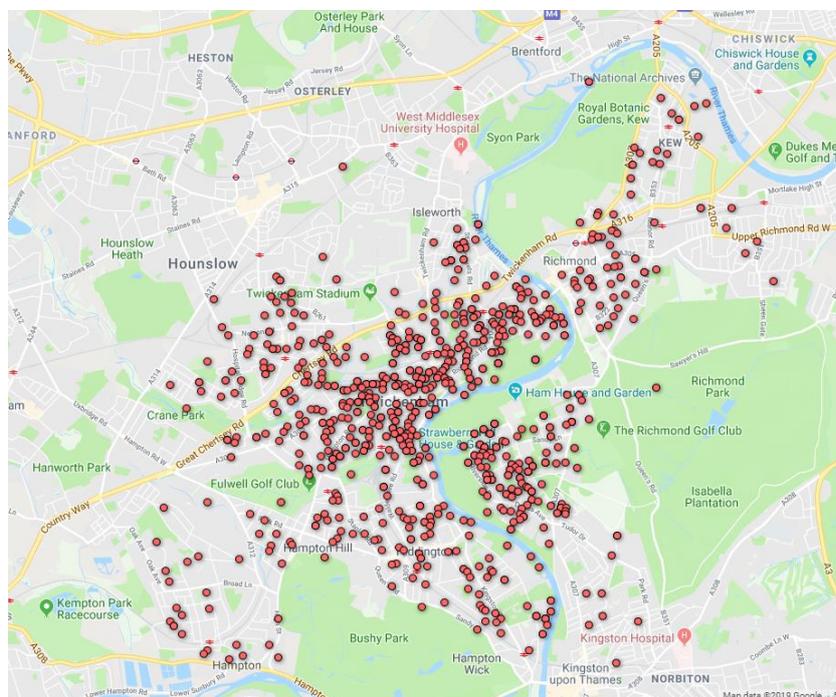
*Base: 980*

Those who selected 'I am a member of a local group or organisation' or 'Other' in response to this question were provided with a free-text box to specify. 54 people responded, and their answers fall into the following categories:

- Local group, association or society
- Local school
- Local church
- Local councillor
- Local volunteer
- Local landlord or property owner

## Question 2: What is your postcode?

There were 973 responses to this question. The postcodes provided were used to create a map illustrating the location of respondents. The map shows the distribution of responses from the London Borough of Richmond upon Thames area:

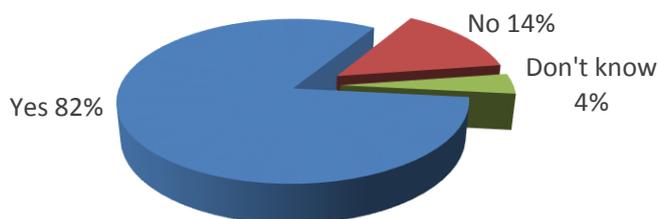


The majority of respondents (57%) live in Twickenham but responses were received from across the borough.

Response by postcode area	Number of respondents	Percentage
TW1	330	33.9%
TW2	226	23.2%
TW10	187	19.2%
TW11	107	11.0%
TW9	38	3.9%
TW12	34	3.5%
KT2	9	0.9%
SW13	6	0.6%
SW14	5	0.5%
TW3	5	0.5%
KT1	3	0.3%
TW16	2	0.2%
KT8	2	0.2%
KT5	2	0.2%
SW15	2	0.2%
KT6	1	0.1%
SW19	1	0.1%
SW6	1	0.1%
TE1	1	0.1%
CW8	1	0.1%
KT12	1	0.1%
TW13	1	0.1%
TW7	7	0.7%
TW8	1	0.1%

Base: 973

**Question 3: Do you support the idea of a new pedestrian/cycle bridge across the River Thames in the borough?**

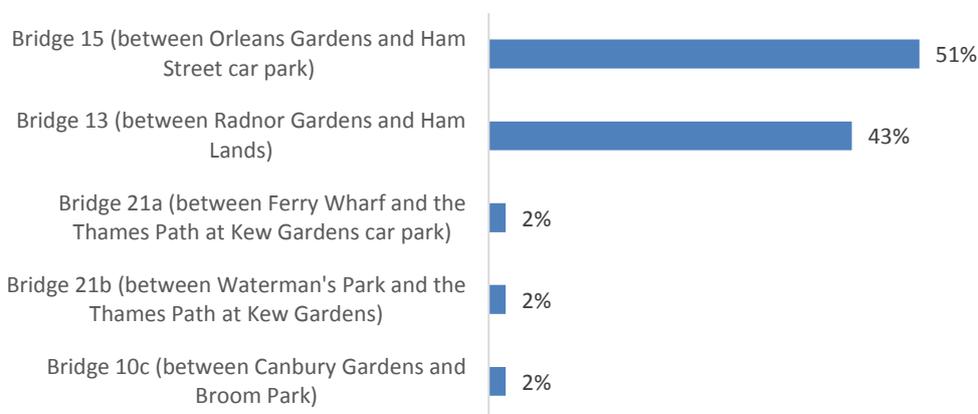


There were 972 responses to this question. Over eight in ten respondents (82%) support the idea of a new pedestrian/ cycle bridge across the River Thames in the borough.

Response	Number of Respondents	Percentage of Respondents
Yes	799	82.2%
No	132	13.6%
Don't know	41	4.2%

Base: 972

**Question 4: Do you have a preferred location for a bridge from the five areas shortlisted in the feasibility study?**



There were 842 responses to this question. Over half of respondents (51%) indicated that their preferred location would be Bridge 15 (between Orleans Gardens and Ham Street car park). Two fifths (43%) selected Bridge 13 (between Radnor Gardens and Ham Lands).

Response	No of Respondents	% of Respondents
Bridge 15 (Orleans Gardens to Ham Street car park)	427	50.7%
Bridge 13 (Radnor Gardens to Ham Lands)	362	43.0%
Bridge 21a (Ferry Wharf to the Thames Path at Kew Gardens car park)	18	2.1%
Bridge 21b (Waterman's Park to the Thames Path at Kew Gardens)	18	2.1%
Bridge 10c (Canbury Gardens to Broom Park)	17	2.0%

Base: 842

**Question 5: Of the five shortlisted locations, the feasibility report identified two potential sites as the most beneficial. Do you have a preference between these two locations?**

There were 912 respondents to this question. Almost half of respondents (46%) preferred Bridge 15 while 41% preferred Bridge 13 and 11% indicated that they do not have a preference.

Response	Number of Respondents	Percentage of Respondents
Yes, bridge 15 (between Orleans Gardens and Ham Street car park)	419	45.9%
Yes, bridge 13 (between Radnor Gardens and Ham Lands)	377	41.3%
No, I don't have a preference	102	11.2%
Don't know	14	1.5%

Base: 912

**Question 6: What do you think would be the benefits of your preferred location?**

This was an open question that allowed respondents to describe the perceived benefits of their preferred location. 767 respondents provided an answer. When the responses were analysed, 17 key themes were identified. These are illustrated in the table below.

Theme	Number of comments
Theme 1 - Would provide access to facilities and amenities on both sides of the river (train station, shops, restaurants, parks, etc	336
Theme 2 - Would improve access to walks/cycling, opens up new routes /traffic free routes etc	128
Theme 3 - Good location considering the location of existing bridges	84
Theme 4 - Would reduce traffic/ car use or relieve congestion	79
Theme 5 - Would provide/ improve access to schools and colleges on both sides of the river	60
Theme 6 - Expressing concern about the ferry	59
Theme 7 - None/ don't see any benefits/ against the idea of new bridge	59
Theme 8 - Would improve safety/ safer journeys	53
Theme 9 - Limitations of ferry (eg limited hours of operation, bridge would be more convenient)	45
Theme 10 - Would help residents avoid Richmond/ Richmond Bridge	43
Theme 11 - Mentions of access or accessibility	33
Theme 12 - Would improve fitness/ health (inc active lifestyles, cycling)	30
Theme 13 - Bridge would help visitors/ connect tourist destinations	23
Theme 14 - Would decrease journey times (commuting, shorter routes)	23
Theme 15 - Would benefit the environment	8
Theme 16 - Concerned about bridge spoiling natural views or nature	7
Theme 17 - Would improve access to Twickenham Stadium on match days and for events (helping ease congestion)	6

*NB Respondents may refer to more than one theme in their response, so number of comments will not add up to number of responses.*

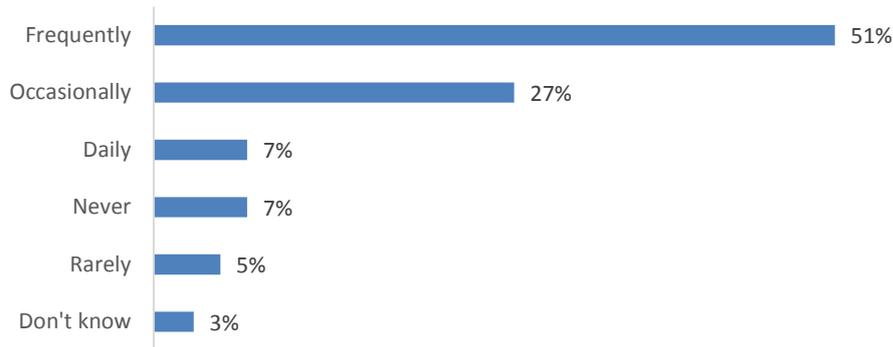
## Question 7: Do you have any concerns about the sites and locations?

This was an open question that allowed respondents to describe any concerns they have about potential sites. 694 respondents provided an answer. When the comments were analysed, 20 key themes were identified. These are illustrated in the table below.

Theme	Number of comments
Theme 1 - No concerns/ get it done, want a bridge	280
Theme 2 - Concern about the ferry service	134
Theme 3 - Concern about traffic/congestion (inc pedestrian/cycle traffic)	46
Theme 4 - Concern about river views/ natural views	37
Theme 5 - Concern about possible negative environmental impact (inc removing trees)	32
Theme 6 - Concern about cyclist behaviour (inc the speed they travel, the need for them to dismount, the need for their own lane)	27
Theme 7 - Comments relating to safety and anti-social behaviour (inc lighting, crime)	27
Theme 8 - Concern about car parking/ an increase in parking (inc will result in parking restrictions)	26
Theme 9 - Mentioned the cost of the bridge (inc waste of money/money could be better spent elsewhere)	21
Theme 10 - No need for another bridge/ do not want another bridge	21
Theme 11 - Concern about the impact of a bridge at Radnor Gardens	20
Theme 12 - Too close to existing bridges/ crossings	19
Theme 13 - Concerns specifically relating to the road layout of Orleans Road (narrow, busy, too many parked cars)	19
Theme 14 - Concern about the impact on Ham Lands	18
Theme 15 - Concern about the appearance/ design of the bridge (inc sympathetic to surrounding area)	17
Theme 16 - Concern about flooding	15
Theme 17 - Concern about the impact on wildlife (eg bats)	15
Theme 18 - Concern a bridge would ruin the quiet nature of Ham/ have a negative impact on Ham	13
Theme 19 - Mentioned lighting	12
Theme 20 - Mentioned the height of the bridge	7

*NB Respondents may refer to more than one theme in their response, so number of comments will not add up to number of responses.*

**Question 8: How often do you think you might use a bridge at your preferred location?**

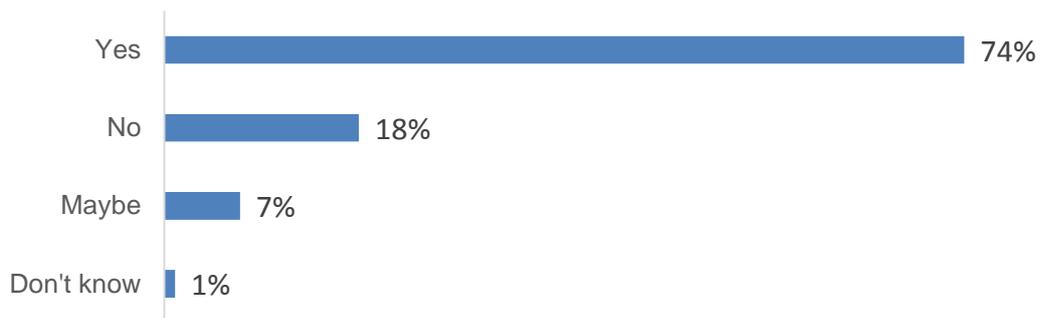


There were 961 responses to this question. The majority of respondents (51%) indicated that they would use a bridge in their preferred location frequently, while over a quarter (27%) said that they would use it occasionally.

Response	Number of Respondents	Percentage of Respondents
Daily	65	6.8%
Frequently	494	51.4%
Occasionally	259	27.0%
Rarely	51	5.3%
Never	66	6.9%
Don't know	26	2.7%

Base: 961

**Question 9: Do you think a bridge would help you walk or cycle more?**



There were 967 responses to this question. Almost three-quarters of respondents (74%) stated that a bridge would help them walk or cycle more, while nearly a fifth (18%) said it wouldn't.

Response	Number of Respondents	Percentage of Respondents
Yes	715	73.9%
No	171	17.7%
Maybe	72	7.4%
Don't know	9	0.9%

Base: 967

**Question 10: Please tell us about any design elements that should be taken account of.**

This was an open question that allowed respondents to describe any design elements the Council should take into account. 546 respondents provided an answer. When the comments were analysed, 16 key themes were identified. These are illustrated in the table below.

Theme	Number of Comments
Theme 1 - Bridge design needs to be sympathetic to surrounding area/ aesthetically pleasing/ in keeping with local area	133
Theme 2 - Separate lanes needed for cyclists and pedestrians	93
Theme 3 - The bridge needs to be accessible (ie for people with disabilities, no steps, buggies etc)	76
Theme 4 - Needs to be suitable for cyclists (inc not having to dismount)	62
Theme 5 - Ensure the bridge is wide enough (ie for two-way traffic)	58
Theme 6 - Need to consider the height of the bridge/ allow boats and rowers to pass underneath	44
Theme 7 - Comments relating to safety and anti-social behaviour (inc lighting and crime)	43
Theme 8 - Needs to be suitable for pedestrians	33
Theme 9 – Design should be simple/ contemporary/ modern	33
Theme 10 - Needs to be environmentally and wildlife friendly	26
Theme 11 - Need to consider the protected view	25
Theme 12 - Use of natural/ environmentally friendly building materials	15
Theme 13 - Comments not in favour a bridge	15
Theme 14 - Needs to take into account flooding (inc high tide)	12
Theme 15 - Need for all-weather surface (to prevent people slipping)	12
Theme 16 - Need to prevent scooters and motorbikes using bridge	5

*NB Respondents may refer to more than one theme in their response, so number of comments will not add up to number of responses.*

**Question 11: Please use the space below to provide any final comments or tell us of any considerations you think the Council would need to examine.**

This was an open question that allowed respondents to provide further comments or raise considerations the Council would need to examine. 419 respondents provided an answer. When the comments were analysed, 17 key themes were identified. These are illustrated in the table below.

Theme	Number of Comments
Theme 1 - Comments in support of a new bridge	94
Theme 2 – Mentions of the cost of a bridge (inc money better spent on other things, potential increase in council tax, this is a luxury)	62
Theme 3 - Comments against a new bridge	44
Theme 4 - Comments related to the ferry	37
Theme 5 – Bridge would open up both sides of the river and increase access to leisure, amenities and business (inc schools, shops, restaurants, etc.)	28
Theme 6 - Comments related to traffic and congestion	21
Theme 7 - Comments related to safety and anti-social behaviour (inc lighting and crime)	21
Theme 8 – Mentions of health benefits due to increased walking, running and cycling (inc encouraging active travel, reduction in car use)	19
Theme 9 - Concern about cyclist behaviour (inc the speed they travel, attitude etc)	17
Theme 10 – Bridge would need to be cycle friendly (inc cycle lanes, keep cyclists and pedestrians separate, better cycling infrastructure)	17
Theme 11 - Concern about the environment and wildlife	17
Theme 12 - Need to improve routes, footpaths and links to any new bridge (inc better paving, new bus routes, connecting to National Cycling Network)	17
Theme 13 - Comments related to car parking	15
Theme 14 - Need to have consultation and involvement going forward	12
Theme 15 – need to ensure accessibility (inc buggies, wheelchairs, etc)	10
Theme 16 - Comments related to river views/ protected views	10
Theme 17 - Comments about flooding	7

*NB Respondents may refer to more than one theme in their response, so number of comments will not add up to number of responses.*

## 5. Demographic Profile

The table below shows the demographic composition of the survey sample.

Demographic	Sample base (Unweighted)	Proportion (Unweighted %)
<b>Gender</b>		
Male	433	45.1%
Female	472	49.2%
Prefer not to say	55	5.7%
<i>Base: 960 respondents</i>		
<b>What was your age last birthday?</b>		
19 and under	1	0.1%
20 – 24	10	1.0%
25 – 34	46	4.8%
35 – 44	183	19.0%
45 – 54	263	27.4%
55 – 64	190	19.8%
65 – 74	166	17.3%
75+	31	3.2%
Prefer not to say	71	7.4%
<i>Base: 961 respondents</i>		
<b>Do you consider yourself to have a disability?</b>		
Yes	49	5.1%
No	849	89.1%
Prefer not to say	55	5.8%
<i>Base: 953 respondents</i>		
<b>How would you describe your ethnic group?</b>		
White	790	83.4%
Mixed/multiple ethnic groups	14	1.5%
Asian or Asian British	9	1.0%
Black/ African/ Caribbean/ Black British	2	0.2%
Prefer not to say	125	13.2%
Any other ethnic group	7	0.7%
<i>Base: 947 respondents</i>		

Demographic	Sample base (Unweighted)	Proportion (Unweighted %)
<b>Please indicate your sexual orientation:</b>		
<b>Heterosexual / straight</b>	693	74.3%
<b>Gay man</b>	16	1.7%
<b>Gay woman / lesbian</b>	6	0.6%
<b>Bisexual</b>	6	0.6%
<b>Prefer not to say</b>	198	21.2%
<b>Prefer to self-describe</b>	14	1.5%
<i>Base: 933 respondents</i>		
<b>Do you belong to a religion or faith group?</b>		
<b>No</b>	457	48.8%
<b>Yes, Christian</b>	291	31.1%
<b>Yes, Buddhist</b>	1	0.1%
<b>Yes, Hindu</b>	4	0.4%
<b>Yes, Jewish</b>	12	1.3%
<b>Yes, Muslim</b>	2	0.2%
<b>Yes, Sikh</b>	1	0.1%
<b>Prefer not to say</b>	160	17.1%
<b>Yes, other (please specify)</b>	8	0.9%
<i>Base: 936 respondents</i>		

## Appendix A: Questionnaire

Official



### **A call for evidence – your views on the idea of a new pedestrian and cycling bridge in the borough**

Since 2010 there have been a number of community proposals for a new pedestrian and cycling bridge over the River Thames, particularly one that would link Twickenham with Ham. Over the years there has been much public discussion as to whether or not these proposals would be feasible.

Last year, following extensive public consultation and engagement, the new Local Plan was adopted for the borough. The Local Plan is a strategy that sets out the priorities for the development of the borough and is used for making decisions on planning applications.

The Plan outlines a Council commitment to retain existing public access to the borough's rivers and consider opportunities to improve and enhance access arrangements, including creating inclusive access, where possible.

At the same time, the Plan includes a commitment to encourage proposals that would improve transport links within or between the borough and other areas. This could refer to physical proposals and improvements such as a new bridge or path.

Following the adoption of the Plan, the Council commissioned a high-level independent study by consultants WSP. The Council asked them to look at the possibility of a new bridge in the borough.

The Council is now publishing the findings from WSP and inviting the community to express their thoughts around these findings and the idea of a possible new bridge. At this point the Council wants to hear whether residents and the community think that this idea is worthy of further exploration. And if so, the Council will move forward with researching possible funding streams for a bridge and further feasibility studies.

Should a firm proposal for the bridge develop in the future, it would be subject to extensive public consultation, dependent upon the Planning process and full funding being identified.

#### **A call for evidence on a possible new bridge**

The Council has received requests from residents for additional bridges at a range of locations along the River Thames.

A pedestrian and cycle bridge was included in a long list of potential infrastructure projects that could support sustainable growth as proposed in the Council's Local Plan. The Council commissioned WSP to investigate the whole length of the river, so that rather than investigate sites on a piecemeal basis, we could find out whether there are any locations on the river where a bridge is potentially more feasible and more beneficial.

As part of the Council's commitment to being open and transparent, we have committed to engaging with residents on proposals that will have an impact on the community at a very early stage in the process.

So, we want to hear your views on the possibility for a new bridge. That might be views on the feasibility study or your own evidence or views.

### **What would be the purpose of a new bridge?**

- A new bridge could possibly provide a more pleasant and safer journey experience for pedestrians and cyclists who currently suffer from poor amenity on existing bridges. It could improve the health and wellbeing of residents and others by effecting a mode shift from motorised modes to walking and cycling, and by encouraging new trips to be made by active travel
- The bridge could provide a more direct and coherent route for short journeys over the river and link into the wider network for longer trips. This will help to connect people to homes, jobs, services, leisure activities and public transport connections
- A bridge could support the potential for growth and regeneration and contribute to improving the public realm and public spaces around the bridge, and help to activate these areas

### **What did the consultants consider as part of their study?**

Having reviewed the whole length of the River Thames through the borough, taking account of existing bridges, protected views, bends in the river, substructures and scheduled monuments, the remaining locations were considered against criteria including demand, safety and suitability of landing sites. Of five shortlisted locations, two potential sites for a crossing between Ham and Twickenham have been identified as the most beneficial. One proposal is a link from the Riverside at Orleans House Gardens in Twickenham to the end of Ham Street. The other is from Radnor Gardens over to Ham Lands.

### **Will the bridge definitely be built?**

At this time there are **NO** firm proposals for this bridge and no funding has been allocated or sought. We are only at the very early stages of finding out the potential interest in the idea of a bridge. The only work that has been carried out so far is the high-level feasibility study. Should there be positive interest that the proposal should be further explored, the Council will move forward with a full feasibility study, identifying possible funding and proposals for wider community engagement.

### **What next?**

Resident feedback is invited until 4 January 2019. After this we will report back what we have heard and, if appropriate, a process for developing a proposal, including routes to identify relevant funding. We will feed back via the Council website and the resident e-newsletter.

### **Have your say**

Please read the Thames Bridge Feasibility Study summary report before completing the survey. It is available online at <https://haveyoursay.citizenspace.com/richmondec/thames-bridge> and will also be on display at the Civic Centre Twickenham, Ham and Twickenham Libraries and at the Community Conversation event at 18:30 on 15th October at the Clarendon Hall, Twickenham.

The more detailed version of the feasibility study report is also available on the Council website at [https://www.richmond.gov.uk/thames\\_bridge](https://www.richmond.gov.uk/thames_bridge) for those who would like to read it.

Please be advised that the closing date for your submission is **4 January 2019**.

**Confidentiality**

All the information you provide will be treated in strict confidence and will not be used to identify you personally. It will not be passed on to anyone else and will only be used for the purposes of this consultation. The analysis is done on an anonymous basis under the guidelines of the Data Protection Act. Anonymised data may be published, including publishing comments on the Council's website.

**Your Details**

**1. In what capacity are you responding to this survey?** *(Please tick all that apply)*

- I live in the local area
- I work/study in the local area
- I am a visitor to the local area
- I am a member of a local group or organisation (please specify below)
- Other (please specify below)

**2. What is your postcode?**

*This will not be used to identify you personally but to give us a geographic picture of respondents' views*

**Your Views**

**3. Do you support the idea of a new pedestrian/cycle bridge across the River Thames in the borough?**

- Yes
- No
- Don't know

**4. Do you have a preferred location for a bridge from the five areas shortlisted in the feasibility study?**

- Bridge 10c (between Canbury Gardens and Broom Park)
- Bridge 13 (between Radnor Gardens and Ham Lands)
- Bridge 15 (between Orleans Gardens and Ham Street car park)
- Bridge 21a (between Ferry Wharf and the Thames Path at Kew Gardens car park)
- Bridge 21b (between Waterman's Park and the Thames Path at Kew Gardens)

**5. Of the five shortlisted locations, the feasibility report identified two potential sites as the most beneficial. Do you have a preference between these two locations?**

- |  |   |
|--|---|
| <input type="checkbox"/> Yes, bridge 13 (between Radnor Gardens and Ham Lands) | <input type="checkbox"/> Yes, bridge 15 (between Orleans Gardens and Ham Street car park) |
| <input type="checkbox"/> No, I don't have a preference                         | <input type="checkbox"/> Don't know   |

**6. What do you think would be the benefits of your preferred location?**

**7. Do you have any concerns about the sites and locations?**

**8. How often do you think you might use a bridge at your preferred location?**

- |                                 |                                     |                                       |
|---------------------------------|-------------------------------------|---------------------------------------|
| <input type="checkbox"/> Daily  | <input type="checkbox"/> Frequently | <input type="checkbox"/> Occasionally |
| <input type="checkbox"/> Rarely | <input type="checkbox"/> Never      | <input type="checkbox"/> Don't know   |

**9. Do you think a bridge would help you walk or cycle more?**

- |                                |                                     |
|--------------------------------|-------------------------------------|
| <input type="checkbox"/> Yes   | <input type="checkbox"/> No         |
| <input type="checkbox"/> Maybe | <input type="checkbox"/> Don't know |

10. Please tell us about any design elements that should be taken account of:

11. Please use the space below to provide any final comments or tell us of any considerations you think the Council would need to examine.

**About You**

The following questions will help the Council to improve its services and be fair to everyone who lives in Richmond borough. The information you provide will be used for statistical and research purposes only and will be stored securely. If there are any questions you do not wish to answer, please move on to the next question.

12. Are you:

- Male                                       Female                                       Prefer not to say

13. What was your age last birthday?

- 19 and under                               20-24                                       25-34  
 35-44                                       45-54                                       55-64  
 65-74                                       75+                                       Prefer not to say

14. Do you consider yourself to have a disability?

- Yes                                       No                                       Prefer not to say

**15. How would you describe your ethnic group?**

- |   |  |
|---|--|
| <input type="checkbox"/> White                  | <input type="checkbox"/> Mixed/multiple ethnic groups              |
| <input type="checkbox"/> Asian or Asian British | <input type="checkbox"/> Black/African/Caribbean/Black British     |
| <input type="checkbox"/> Prefer not to say      | <input type="checkbox"/> Other ethnic group, please specify below: |

**16. Please indicate your sexual orientation:**

- |  |   |
|--|---|
| <input type="checkbox"/> Heterosexual / straight | <input type="checkbox"/> Gay man                  |
| <input type="checkbox"/> Gay woman / lesbian     | <input type="checkbox"/> Bisexual                 |
| <input type="checkbox"/> Prefer not to say       | <input type="checkbox"/> Prefer to self-describe: |

**17. Do you belong to a religion or faith group?**

- |                                     |  |   |
|-------------------------------------|--|---|
| <input type="checkbox"/> No         | <input type="checkbox"/> Yes, Christian    | <input type="checkbox"/> Yes, Buddhist                |
| <input type="checkbox"/> Yes, Hindu | <input type="checkbox"/> Yes, Jewish       | <input type="checkbox"/> Yes, Muslim                  |
| <input type="checkbox"/> Yes, Sikh  | <input type="checkbox"/> Prefer not to say | <input type="checkbox"/> Yes, other (please specify): |

**Thank you for completing this survey. Please return the completed questionnaire to:**

Consultation Team  
London Borough of Richmond upon Thames  
Ground Floor, Civic Centre  
44 York Street  
Twickenham  
TW1 3BZ

Please note the closing date is **Friday 4 January 2019**