

**Responses on K+20 Issues Papers Consultation March 2004**

<b>Number</b>	<b>Name</b>	<b>Representing</b>	
1.	London General	Transport	T
2.	Transport for London	Transport	T
3.	London Transport Users Committee	Transport	T
4.	John Lewis	L'owner / Retailer	L
5.	Bentalls	L'owner /Retailer	L
6.	Kingston Quakers	Landowner	L
7.	Morley Fund Management	Landowner	L
8.	Hammerson PLC	Landowner	L
9.	J Sainsbury Plc	Landowner	L
10.	Kingston University	Landowner	L
11.	Bishops Palace House	Landowner	L
12.	J Philips	Resident	R
13.	P Day	Resident	R
14.	Clarence Street Limited (CSL)	Residents	R
15.	Charter Quay Residents Association	Residents	R
16.	Kingston Centre for Independent Living (KCIL)	Organisation	O
17.	The United Reform Church (New Malden)	Organisation	O
18.	United Reform Church (Kingston)	Organisation	O
19.	Kingston Cycling Campaign	Organisation	O
20.	Kingston Town Centre Management (KTCM)	Organisation	O
21.	Surrey County Council	LA	LA
22.	London Borough of Richmond upon Thames	LA	LA
23.	RBK Housing	LA	LA/ RBK
24.	Education & Leisure Services	LA	LA/ RBK

## **Summary of Responses on K+20 Issues Papers, March 2004**

A full set of Issues Papers, plus the Summary Leaflet and Questionnaire, were sent to statutory organisations; stakeholders; businesses; resident amenity and other Kingston based organisations and those who attended the K+20 Launch or who have expressed interest in K+20 (220 addresses in total). We received 24 responses from a mixture of retailers, landowners, transport authorities and resident associations.

These responses are summarised below.

### **1. London General Buses**

- Bus usage has increased significantly and trend is likely to continue
- Also noted improvement in service
- Frequented thwarted by extremely heavy traffic congestion on approaches to town centre particularly Worcester Park and New Malden
- Proposals to alleviate congestion would be welcomed
- Consideration should be given to P&R schemes
- Need better bus/coach link to Heathrow & Gatwick Airports
- Progress tram extension – provide feeder bus routes to key tram stop locations in outer areas

### **2. Transport for London**

#### Buses

- Easy access to town centre facilities is essential for continued growth of the bus network, minimising pressure on the road network and promoting growth in the town centre as a whole.
- Any relocation of bus stops which increases average walking distance would worsen access and reduce attractiveness of buses in relation to cars.
- TFL would oppose the relocation of services away from the Eden Street area
- Strongly support improvements to passenger waiting environment and stopping arrangements in Eden Street

#### Traffic System

- Significant scope for improving at grade pedestrian facilities and for exploring contra flow bus lanes in key locations to improve bus routing and journey times.

#### Bus Stations

- Fairfield Bus Station inadequate in terms of space and location – poorly designed – TFL would support moves to relocate and enlarge the facilities
- Wish to retain Cromwell Road and look at improving access to station

#### Car Parking

- Support study conclusions that parking capacity should not be increased but need to look at improved car parking management

### Taxis

- Need to investigate taxi use and provision in the town centre – consultation should be undertaken with the Public Carriage Office

### Park and Ride

- P&R proposals must be compatible with TFL's policies and assessment framework

### Pedestrian and Cycle Access

- Support the separation of pedestrians, cycles and traffic where it doesn't affect bus access
- Encourage provision of additional cycle provision
- Need to undertake an audit of pedestrian routes in and around the town centre

### Kingston National Rail Station

- Need to improve Station – access and service. In the short term Surbiton Station must be well promoted to provide easy access to a excellent train service

### General

- Must obtain accurate data that truly reflects the modal split of people entering the town centre

## **3. London Transport Users Committee**

- Can improve the town centre by increasing the modal share of journeys by public transport, cycling and walking.
- Achieved by reallocating road space to public transport, cycling, walking and managing demand for private car travel.
- Would like to see more bus priority, better cycling facilities and a better walking environment.
- The amount of parking available is a key tool in promoting the more sustainable modes.
- Like to see a modal share target based on the Mayors Walking and Cycling Plan, a 35% share for bus use and 15% for train.
- Priority is for a quality interchange – this applies equally to bus stops as to stations and is about accessibility, lighting, quality of footways, ease of movement and priority for the sustainable modes
- ON Network should be promoted along with bus connections to Surbiton, Wimbledon and into Surrey.

## **4. John Lewis**

- Employs over 900 people and is a major employer in the town centre
- Disadvantages of KTC include: poor access due to Kingston Bridge; station; inadequate car parking, housed in poor standard car parks; unsavoury atmosphere in certain areas in the evening; low office population. These issues not addressed satisfactorily in the Issue Papers

### Retail Offer

- Kingston's attractiveness as a regional centre is based on shopping.
- Cannot create the large retail units that are now in demand by many retailers so Kingston has dropped in the shopping centre rankings – welcome Council's intention to redevelop and enhance Kingston's offer by creating additional retail space.
- However, scheme will not be complete until 2010, and will only work if access and car parking are improved before then.
- Unfortunate that 2 out of the 3 most attractive car parks are not only located next to each other but share the same access. Other car parks are either of poor quality and/or have poor locations. In addition, they have names that have no relevance to their position
- Short-term measures required to deal with these issues.

### Car Parking Capacity

- Many representations to Council about inadequate access and parking in the past
- Fundamentally disagree with the results of the Car Parking Study undertaken by SDG. JMP have undertaken an independent study and have found the study flawed in terms of current levels of car parking and an overestimation of publicly available spaces. We have demonstrated that Kingston requires additional car parking now.
- In addition, Kingston requires better management and usage of its existing car parks and to improve signage and to make the names of these car parks more relevant.

## **5. Bentalls**

### Future Shopping Provision

- Kingston's status has plateaued over the last few years
- Essential that a co-ordinated strategy is pursued
- Provision of extra retail space would be unsustainable without significant changes to the existing infrastructure such as transport and access for all modes of transport, car parking provision and labour supply.
- Maintain that Kingston could significantly improve its pulling power by altering the size profile of existing units.
- Concerns that the Hammerson agreement and work focus on a narrow geographic area and inevitably prejudices the ability to conclude an integrated retail solution for K+20 across the whole town centre
- Consideration needs to be taken of the inter-relationship with existing retail provision.

### Car Parking

- Maintains that the current provision of car parking is inadequate to meet demand. Convinced the stagnation in Kingston's retail performance is primarily due to the lack of sufficient parking and the inconvenient access to existing car parking. JMP report questions the validity of the SDG study commissioned by the Council.

### Transport Solutions

- More must be done to encourage public transport, cycles and pedestrians in the future.

### Housing

- Support concerns about the lack of affordable housing. Majority of employees commute significant distances due to high housing costs – this provides a challenge to recruit and retain employees.
- This is a major problem for Kingston's predominantly service economy.

### Evening Economy

- Supports efforts to broaden the evening economy – currently has negative environmental consequences and limits the future growth potential of Kingston.

## **6. Kingston Quakers**

- Intend applying for planning permission soon to build a new meeting house on the site of our present meeting house in Eden Street. As well as being a place of worship, the new building will provide significant space for community and voluntary sector uses. Plans include 2 rooms suitable for offices for starter charities, two large halls and two seminar rooms available for letting. Plans will include a high quality design with much enhanced frontage and to provide garden and courtyard space at the front and rear of the new building.
- Aim is to provide both a bustling community centre and a haven of peace.

## **7. Morley Fund Management – Agents for Norwich Union, owners of Bentall Centre**

### Cohesive Strategy

- Welcome the recognition of the need for new development – particularly in respect of shopping, leisure and entertainment. However concerned that the way this potential is being explored, may not be in the best interest of the town centre as a whole
- Council must retain complete control over reviewing the findings of consultants' studies and form a comprehensive shared vision, strategy and action plan for the centre as a whole.
- Any development opportunities should arise out of the strategy following independent and robust analysis
- It is the Council's responsibility to co-ordinate the phasing and timing of all development opportunities, to ensure the successful implementation of the strategy.

### Shopping

- Welcome recognition for more retail floor space but key is to ensure new floorspace is complimentary to the existing offer and that it is fully integrated within the existing retail offer.

### Transport and Access

- Welcome recognition that transport issues are key to the town's future prosperity.
- Concerns with levels of car parking – acknowledge car parking needs to be co-ordinated with other initiatives to improve accessibility to the town centre by car, train, walking and cycling. The importance of adequate car parking provision within an integrated transport network must not be forgotten – especially given the time that it takes to implement improvements to alternative modes of transport.

## 8. Hammerson PLC

Strategy needs to:-

- Improve and rebuild the physical fabric of certain parts of the town
- Improve pedestrian permeability
- Improve traffic management
- Bring positive changes to key areas to provide a range and mix of uses

### Shopping

- To maintain Kingston's position in the retail ranks it is imperative that anticipated retail trends and future retail demand is met by the expansion and modernisation of the existing retail offer.
- There is a shortage of good quality large units, whilst some existing stock is outdated and outmoded – particularly true of the area south of Clarence Street.
- Currently strong bias on an east-to-west axis along Clarence Street
- Lacks a strong retail core which can act as a focus or hub for movement around the town centre, linking together other features and parts of the town
- Refers to strong retail demand for Kingston and to the falling ranking of Kingston in the Experian Top 50 Retail Locations in 2004 which underlines the need to ensure that the town remains competitive. Refers to competition from Bluewater, Bromley, Croydon and Guildford.
- Support for Retail Capacity Study although believe underestimate of requirements. Of equal importance is the issue of where this capacity should be located.

### Offices

- Work undertaken has identified limited demand for office accommodation
- Refers to considerable amount of existing stock being dated and to competition from more established and recognised areas e.g. Richmond and Surbiton
- Economics of office development in Kingston at present results in strong competition from other land uses, particularly residential.
- Important to maintain balance of different land uses but also to ensure regeneration objectives are not restricted by artificial or unrealistic expectations.
- Anticipate some proposals will come forward with an element of office accommodation. Site allocations should take account of accessibility and car parking. Area around Kingston station seems to be the logical location for any office based schemes.

### Housing

- Consider to be capacity to accommodate a substantial amount of new residential accommodation within the core town centre. However the strategy needs to ensure the provision, type and tenure is not prejudicial to or at the expense of wider town objectives.

### Cultural / Entertainment / Leisure / Evening Economy / Tourism / Community Uses

- Refers to the need for an overall strategy to ensure existing and future facilities seen as part of overall concern that an ad hoc approach risks generating conflict rather than ensuring that the uses are best placed and designed to complement and enhance the town centre as a whole

### Higher and Further Education

- Acknowledge and support the role Kingston University and Kingston College play in the local economy
- Student housing is an obvious area where there is the potential to identify site specific opportunities

### Parking

- Support statement that the car parking quantum within Kingston needs to be reviewed globally and that the figure of 7,000 spaces needs to be assessed in order to determine if this represents a viable threshold.
- Compares parking provision with other centres.
- Location, management and total provision of car parking needs to be reviewed in the interest of functions and future expansion requirements.
- Issues to consider include:

### Parking standard to be applied

- Are changes likely to increase demand for car parking and lengths of stay
- Car park pricing and signage needs to be reviewed to address traffic flow issues
- Location, reconfiguration and any increase in car parking must have regard to traffic flows as well as a relationship with the issues and functions they aim to support

### Site Specific Issues

Northern Riverfront (Site is bounded by John Lewis to the South, Bentalls car park to the north, Horsefair and the River to the west)

- Opportunity to provide a new riverside development including residential and/or hotel with bars and restaurants fronting an extended riverfront activity linking Canbury Gardens to Charter Quay.
- Potential for improved car parking and access
- Site is a significant gateway into the town

### Kingston Station Gateway

- Lacks any form of presence in addition to the physical barriers to the town centre
- Key challenge to improve pedestrian access across the relief road as well as improving the sense of arrival
- Potential for new office development as well as some limited retail or restaurant facilities to enliven any new public square.

Eastern Gateway (Area includes London Road, Cattle Market site and bus station, Kingfisher leisure centre, Museum and Library)

- Restoring the urban grain and providing pedestrian linkage between the town centre and Fairfield are crucial to engaging this area with the rest of the town
- Opportunity to provide enhanced sense of arrival by improving car parking and bus interchange facilities and access across the relief road.
- Need to consider carefully protecting or relocation of some existing uses e.g. Monday Market , Library

Civic Quarter (Includes buildings on St James Street including County Court, Guildhall I and all buildings up to Eagle Chambers addressing St James's Square)

- Opportunity to open up area and provide better pedestrian routes and linkages with the town centre including using Hogsmill River as part of a new pedestrian route into the heart of the town
- Potential uses include a new library or information centre, office development and element of A3 to animate ground level frontages and take advantage of the gardens to the rear of the Guildhall

Eden Quarter (Includes land south of Clarence Street, west of Wheatfield Way and east of St James Street)

- This forms one of the main study areas being considered by Hammerson in the town centre.
- Refers to Eden Street as an important public transport corridor but with conflicts re pedestrian movement
- Refers to - pedestrian / traffic conflicts; poor urban environment; outdated retail facilities; and poor circulation and linkages with town centre
- Potential to address weaknesses and for significant redevelopment offering new retail facilities, cafes, leisure and residential facilities providing a new focus and heart at the centre of Kingston.
- New development must have strong pedestrian links to rest of town centre.
- A new pedestrianised shopping street linking new development with Clarence Street, John Lewis and Bentalls Centre is vital to providing a balance to overall retail destination
- Pedestrian linkage could be enhanced, if buses relocated from Eden Street to the relief road, providing a new interchange facility.
- Development of a mix and variety of uses would bring vitality and evening activity to the town centre whilst individual building blocks defining streets and spaces would ensure permeability and connectivity, as well as offering a variety of architectural styles and material to reflect the character and heritage.

## **9. Sainsbury's**

Support main aims of the strategy

### Economy and Uses

- Support proposals to encourage a wider range of uses particularly mixed use development

### Shopping

- Strategy should acknowledge more openly the important role Sainsbury's performs in the town centre including enabling Kingston to compete with nearby centres and out of centre stores; providing a convenience retail provision in the town centre; employment generation; linked trips; reducing social exclusion by providing convenience shopping accessible by a variety of means of transport; setting the standard with a high quality development.

### Transport and Access

- Support efforts to reduce congestion and enhance accessibility by public transport and other modes.
- Important full trading potential of store is enhanced by any new measures designed to regulate or manage vehicular traffic flows in particular servicing restrictions.

### **10. Kingston University**

- University is committed to contributing significantly as a key partner in the strategic development of the Borough
- University views itself as both comprehensive (inclusive in educational and societal terms) and civic (continuing and effective driver in economic future of Borough)
- Should be seen as a community resource in artistic, sporting, leisure and educational terms
- Goal of creating a single campus

### **11. Bishops Palace House – Kingston Bridge (Blue Sky Planning)**

- Acting on behalf of owners of Bishops Place House, Kingston Bridge
- Considered that Bishops Place House should be identified as a potential mixed use development opportunity in the following context:-
- Gateways to Kingston are poor and town centre does not capitalise on major physical attractions such as the riverside location. There is a need to promote distinctiveness, leading edge development to create iconic landmark buildings and dignified public spaces. This site offers opportunity for a new landmark in the form of a taller building of high architectural quality.
- Need to maximise the attractiveness of the riverside by encouraging high density mixed use development. The existing uses of Bishops Place do not make a positive contribution to the vitality and viability of the area.
- Pedestrian improvement between the town centre and riverside is currently poor. There is a need to improve the public realm and pedestrian routes around Bishops Place to enhance the quality of the environment, improve linkages with the town centre and encourage activity along the riverside
- Need to capitalise on opportunities to regenerate areas of the riverside that are underused and of poor appearance. A landmark building of high quality architecture would create a distinctive feature in this prominent location.

### **12. J Phillips**

- Most of leaflet focuses on day light hours
- The associated problems with late night licenses and the drinking culture are very evident as a resident living in the centre of Kingston and they interfere with the enjoyment of our property.
- Would like to see the future of Kingston at night and during the day open to all age groups and all different types of users.
- High reputation in the day as a retail centre but at night as a no go area – taken over by drunken louts making the town centre very unattractive to other users
- Why are pubs allowed to spill out and conduct trade to the exclusion of other people's enjoyment of the riverbank?
- Must get the theatre up and running but will theatre goers be prepared to 'put up' with the crowds of loud, swearing drinkers along the riverside – appreciate this does not

apply to all drinkers but we only notice the loud, foul mouth ones and the ones that wake us up at night.

- Residential use should not have been permitted if A3 use is not properly controlled
- Need to look at transport leaving the centre at night – i.e. are there sufficient late buses to get people quickly dispersed from the area
- Why are there so many shopping trolleys in the Thames by the bridge
- Kingston has to deal with the problems of A3 and residential uses – A3 operators need to be responsible for their clientele.
- There are too many A3 uses and we cannot control the unpleasantness it causes – definitely an imbalance – weighted towards the heavy drinkers.

### **13. P Day**

- The definition of the study follows the relief road – gives a false concept at the heart of the study (an artificial wall created in the 1980's)
- Should be considering how to make the historically and culturally important part of the town (Fairfield, Library and museum) accessible and free of barriers, rather than try to shift everything because of the relief road providing a barrier.

### **14. Clarence Street Limited (CSL)**

#### Economy and Uses

- All food and drink uses, pubs and residential properties all have to co-exist in less than a 2 mile radius
- RBK made no effort to require safety and other specific measures for residents
- Many problems with evening users and other crimes have meant residents having to install security measures of their own e.g. extra fencing, CCTV etc

#### Issues

- Paper does not identify the likely increased level of traffic associated with the increased retail
- Does not address how many supply trucks come into Kingston daily, nor the effect on street cleaning issues – measure to deal with servicing have not been addressed
- Street cleansing and private refuse collection takes place noisily at unsociable hours for residents i.e. 3am

#### K+20 Identification to Date

- Fife Road is used as a place to park by clubbers – regularly blocked up due to traffic lights at Station and Bentall's workers

#### Housing

- The new housing built in the town centre largely caters for young single people, couples with no children or buy to let investors – this does not encourage sense of community or enhance the general area – is this the type of town dweller K+20 wants to encourage?
- Exploitation of Kingston's reputation for shopping and drinking venues not Kingston's rich heritage

### Culture etc

- Encouraging visitors to enjoy Kingston's heritage is unlikely to be successful if the museum and heritage elements are under funded.
- If retail expands unlikely heritage will increase or become more prominent
- Shoppers do not tend to use the museum

### Issues

- Little in the study that mentions how residential and evening uses can co-exist with the current problems

### Transport

- Does not mention problems with deliveries or street cleansing issues

### Urban Design and Environmental Quality

- No merit in improving the town if visitors are going to be destroyed or vandalised
- No mention of the effect on street cleansing issues

### Routes and Connections

- Creating new routes and connections that will be used by nightclubbers will cause problems for local residents
- Not true to say nightlife exists largely around the river – large night-clubs away from river – especially Oceana which has a capacity of 2500

### Mixed Use

- Landlords of mixed use premises are not sympathetic to residents needs
- Little in the paper focuses on benefits for residents – only visitors e.g. improving street signage
- The emphasis on developing the town centre for heritage is limited
- Need to take account the changes in licensing legislation

## **15. Charter Quay Residents Association**

### Economy and Uses

- Residential and the bars/clubs/pubs are all within a very small area which causes conflict

### Issues

- Consultation paper makes no recommendations on how to address issues of noise, anti social behaviour etc and how to improve the quality of life for the residents.
- Also ignores the changes to the licensing regulations, the detrimental effect it will have on town centre living and how RBK will manage these changes
- Fails to identify the need to place responsibility on the pub/club operators for the behaviour of their customers once off the premises

### Shopping

- Promotes more retail units but fails to consider how these units will be serviced – already causes noise and disruption within the town centre and no solutions on how to manage the increase in delivery vehicles or refuse collection and street cleaning.
- Cannot rationalise increased shopping – with consequential traffic/transport/delivery increases with the need to improve the environment – how is this to be achieved and at what cost?

### Housing

- The paper does not mention how to make Kingston more family orientated and therefore a living town with a long term commitment to its residents
- How will e.g. a nurse with no car due to lack of parking get to and from work outside the hours of public transport?

### Culture etc

- Paper offers little insight into how Kingston's heritage can be safeguarded and made more attractive
- Theatre is welcome but will it be popular with the current over concentration of A3 uses and associated anti-social behaviour. Might be pleasant arriving at the theatre in the early evening but walking to the station afterwards will not be so pleasant, unless strong measures are taken to reduce anti social behaviour.

### Transport

- More retail units means more deliveries – together with an increase in shoppers – who will need to park or take public transport. Improvements are needed before retail uses can increase.
- Adverse impact on residential life with more deliveries– more noise and pollution.

### Urban Design and Environmental Quality, Routes and Connections

- Excellent goal to make the centre more attractive but this will be negated unless positive steps are taken to reduce anti-social behaviour on the streets
- Improving routes and connections desirable but will also be used by drunks in the evening and early hours of the morning

### Mixed Use

- Fails to suggest ways to alleviate problems associated with mixed use development – paints rather a gloomy picture that the new licensing laws will exacerbate the problem
- Identifies many issues, but the solutions are wishy washy, tempid and lack imagination.

## **16. Kingston Centre for Independent Learning (KCIL)**

- Greater emphasis needed re accessibility for disabled people in the Borough – the document could better reflect the inclusive principles expressed in recent legislation and guidelines
- Increased pedestrianisation can improve access but also acts as barriers to those travelling from bus/car to where they are going.

- Tram system a good compromise and provide effective means of linking Surbiton/Kingston/Richmond
- Availability of affordable/accessible housing is problematic
- Creating local employment would have a positive impact upon the lives of disabled people wanting to live and work in the Borough by reducing the need to travel
- The quality of service available on public transport needs to improve for disabled people e.g. ramps not working
- Kingston would benefit from an improved range of recreation/sport facilities that are accessible to a broad range of people – expand the Kingfisher?
- Two distinct lifestyles in KTC – one for a broad range of shoppers during the day and another for a young ‘rowdy’ people at night – if K+20 could remove this distinction it would promote a more inclusive range of evening opportunities

## **17. The United Reformed Church (New Malden)**

### Retail

- The papers state Kingston needs more retail and housing was not raised as a major issue. Compared to other needs, perhaps people representing retail have been able to make too strong a case?

### Housing

- Housing is very important and supportive on two findings:- need for affordable housing; and the need for this affordable housing to cater for various needs
- Regularly hear comments about schooling for children and from older members, of their need to feel secure from both crime and burglary. There is need for these services to be staffed by people who are able to afford to live in this area, and therefore live within a reasonable commuting distance of where they work.
- Add ‘Housing therefore, for doctors and others in medical services, teachers, police and others in caring professions, housing for individuals and families of people who are vulnerable and have special needs and student housing.
- Welcome desire to promote Kingston as a ‘Festival Town’. Kingston should be developed as a ‘living space’ including providing adequate housing for key workers. Life is more than shopping.
- Concern with intimidating nature of Kingston at night.
- Need to investigate ways to encourage ‘day time’ users and visitors to Kingston to enjoy Kingston from 5.30pm into the early evening.
- Welcome possibility of more public art – perhaps the new policy in Trafalgar Square is the way forward (allow a public sculpture to be on display on one plinth for, 4-6 months, to be replaced by another, and another) This would enable artists in training to be supported and encouraged. We do not need to follow the practices of previous centuries of putting up statues in public areas on the assumption they will remain there forever. Spaces for the display of public art are always limited – they should be available for continual re-use

## **18. United Reform Church (Kingston upon Thames)**

- Hoping, as a result of consultation, that proper recognition is given to the existence and needs of the voluntary / charity / special interest activities in the town.
- Can the issue of the type of shops be considered? Need for more owner managed businesses and a limit to the spread of multiples.

- A balance needs to be struck between the needs of residents for whom the town is sometimes over busy and the users of the town.
- Study needs to be extended to include the activities and future needs of; Kingston Voluntary Action and Kingston Volunteer Bureau; The University; The Rotary, Probus, Inner Wheel and similar clubs; Special Interest Groups; Oxygen; and more information on the Churches in the centre
- Previously Kingston Council has been re-active to approaches from developers for retail space and night-clubs – with some disastrous results. How can all the organisations and activities referred to above flourish, if people feel unsafe and insecure in the evenings and late at night.
- Opening of the theatre should be seen as a target date to make sure the town meets the needs of the people who live in it and secondly the needs of those who come from afar to shop or just enjoy the nightlife.
- The past re-active approach could allow the Hammerson's Group to seal the town's fate as a retail shopping park with night clubs and insufficient and expensive car parking.

### **19. Kingston Cycling Campaign**

- Delighted at improvements Kingston has made to cycling facilities in such a short time and looks forward to that continuing
- To improve the attractiveness of the town centre, especially with higher density uses, need to improve access by means other than the car
- Stress the need for safe, attractive, convenient cycle routes to the town centre from about 3 miles
- Endorse comments on the need to improve the access across the relief road – suggest they are made much wider than ordinary signalled crossings and allow the relief road to be crossed in a single phase
- The entrances to these crossings should be attractive and welcoming – currently the centre turns its back on the relief road, which is understandable, but entrances to the town centre should be significant gateways.
- Cycle routes through the centre are needed.
- Cycle parking has been well provided but its heavy use shows that more is needed to meet current demands, and to encourage increased use.
- Variety of parking is needed to meet the variety of uses – e.g. covered, secure parking for people spending all day in the centre.

### **20. Kingston Town Centre Management (KTCM)**

#### Shopping

- Kingston dropped from 12<sup>th</sup> to 17<sup>th</sup> in the recent Experian UK Survey – this threatens our regional status. Critical that visitor numbers, their spend per visit and our position in the retail hierarchy be allowed to rise again.
- Car parking for visitors and staff are key to successful retail centres and we have been severely disadvantaged in this important measure.

#### Offices

- Wish to see a continued broadening of the town centre economy with new office provision included in K+20
- The introduction of CPZ's necessitates improved levels of car parking provision for developers to include offices as a core element of development plans.

- The office market is very commercial and nearby towns can and do make provision for substantial on site car parking.

### Culture, Evening Economy, Leisure and Tourism

- The need to balance the Kingston economy with more theatre, live musical events, restaurants for adults and other cultural activities is well documented – transport provision is also at the heart in achieving this.
- We need to manage our public areas at night and actively promote all the sectors, we want to develop. A sort of aspiration led intervention.

### Higher and Further Education

- KTCM believe the education sector is the key to the future of Kingston
- K University plans a world class Post-Graduate theatre course and we want successful performance space – the two are linked
- K University should be allowed to develop a student village, which will be more easily managed.
- Kingston needs a constant pool of trained vocational staff and Kingston College specialises in such courses, which bring students from all over south-west London.

### Housing

- Highlights the very real tension between town centre housing developments and the long-standing evening economy.
- Also real need for affordable housing – this means densities much higher, where feasible and accepting that we must build on Metropolitan Open Land and marginal Green Belt

### Transport and Access – Reality Check

- Park & Ride:- has full support but both sites outside Borough and Kempton Park will not discuss project until the outcome of a planning application (perhaps an appeal) and that could make this initiative 7-10 years away
- Tram / Rapid Transit:- initial reports indicate the economic multiplier needs to be 4x more advantageous than that demonstrated by consultants – this could be 15 yrs away or never
- Train (Overground) – SW Trains less than enthusiastic re extending hours, increasing running frequencies and opening the station later at night. Crossrail a possibility not a probability (15 to 20 yrs away)
- Bus – success story, and need to cater for growth. Really only works for travel to and between London Boroughs and mostly full at peak.
- Cycling and Walking:- important for those living in and around the town. Cycle facilities such as secure parking and staff showers/changing facilities need improving
- Private car:- principal mode of transport in the Borough; but action to limit car use has been focussed on business staff and customers; the Mayor recognises the car will remain the main method of transport for the outer London Boroughs
- Kingston is a major bridging point and in peak times a high proportion of traffic is just passing around the town.
- JMP has audited the Parking Study (these conclusions are summarised elsewhere)
- JMP concluded there are few spare spaces available for future use and if an additional 500,000 sq. ft of retail is provided, an additional 1,000 parking spaces will be required.

Urban Design and Environmental Quality

- Agree on the need to upgrade public realm and quality of streetscape
- Not convinced a 24hr / 7 day town centre is suitable for families or older residents

**21. Surrey County Council**

- No comments but would like to be included in further consultation
- Interested in seeing further studies on the town centre

**22. London Borough of Richmond upon Thames**

- The Retail Study contends that Kingston could support a very significant amount of further floorspace, a large part of which is not allocated in the development plan.
- Kingston has a significant impact on shopping patterns in Richmond upon Thames, particularly in regards to comparison goods shopping.
- We may have concerns regarding the amount of any retail development proposed.

**23. Housing Department – RBK**

- Minor comments on wording

**24. Head of Leisure and Lifelong Learning - RBK**

- Priority for a new library, museum and archives centre, would be for a site within the relief road, preferably linked to retail development.
- First choice Ashdown Road associated with any proposed new retail development
- Preference to co-locate the services
- 2<sup>nd</sup> preference would be for location in the area currently occupied by Guildhall 1 including land at the corner of St James Road and High Street.
- 3<sup>rd</sup> option rebuild in the vicinity of the existing Library and Museum. Would like to see a planning brief for this area – should seek to be innovative and develop it as a family leisure and learning centre, with good outdoor play facilities, location of early years and health services and family learning including local studies.