

Kingston-upon Thames Mooring Business Plan Scoping Study

Thames Side to Queens Promenade



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**The Royal Borough of Kingston-upon-Thames and
Thames Landscape Strategy**

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Executive Summary

1. Kingston occupies an important position on the Thames as the first (or last) port of call after (or before) the tideway at Teddington Lock. It is an attractive town on the river with an excellent range of facilities, is close to Hampton Court Palace, which is approximately half an hour's cruise away, and has a healthy range of river activities and Thames Path visitors.
2. The town centre waterfront from Thames Side to Queens Promenade has a range of mooring provision (visitor, trip boat and residential), varying in size and quality. The Council controlled sites show signs of a lack of investment, and it is clear that the waterfront lacks co-ordinated management.
3. There is an excellent opportunity for new moorings to create a vibrant, interesting and rich mix of boating activity that will be a great asset to the town centre. The existing and emerging land uses lend themselves to different types of moorings that would extend the interest and activity from the land onto the water, enhancing the built development and public realm. The moorings proposed in this report could create new opportunities for the non-boat owning residents/visitors to Kingston to access boats, get closer to the water and experience something different. They could also provide better access for river users to enjoy what Kingston town centre has to offer.
4. There is strong demand for leisure and residential moorings in Kingston and on the Thames generally. Local moorings are mostly full with waiting lists, and residential moorings are highly sought-after across London and beyond. Visitor moorings in Kingston are rarely used overnight due in the main to concerns about disturbance and anti-social behaviour, particularly in summer, although there is potential for more daytime use. Commercial moorings such as café/restaurant boats and retail would be an asset to the waterfront. They require marketing to promote the opportunity and stimulate interest from potential operators. If appropriately located and successfully established, they can animate a waterfront and create an attraction drawing in visitors.
5. The moorings proposed are:

Wharf at Thames Side car park: daytime visitor moorings

Moorings along the wharveside adjacent to the car park close to the town's shops, services and Canbury Gardens.

Horse Fair Quay, Vicarage Road: café / restaurant boat, permanently moored (or cruising) with pontoon seating and a boardwalk out across new reed beds

Small lay-by area will become the river frontage and focal point for future development at Vicarage Rd with significant public footfall. Create reed beds in section prone to silting.

John Lewis Quay: passenger trip boats stop

Ideally situated for this use, but will only be viable in all likelihood when Vicarage Rd development and John Lewis enhancements are complete. Until then, retain the visitor moorings.

Charter Quay and Eagle Wharf: new commercial moorings and a mooring for visiting feature boats. Relocate existing residential moorings. Retain visitor mooring pontoon.

Charter Quay is a high quality public environment that is better suited to commercial boats. Potential for barge use as floating restaurants – interest

has been expressed from three separate potential operators in recent months. Mooring for visiting feature vessels linked to improvements and use of Eagle Wharf open space. Improve visitor mooring pontoon for easier use.

Former Beverley Boathouse Stretch: residential moorings or leisure moorings

Preferable location for relocation of residential boats from Charter Quay and/or use for leisure moorings.

Townend Wharf: relocated residential moorings and leisure moorings

Preferable location for residential boats, plus new leisure moorings on additional berths.

Queens Promenade: seasonal café boat mooring, visitor moorings and recreation hub.

Café boat moored in summer, possibly with additional trading boats. Long stretch of river wall for simple visitor moorings, special events and regattas. Create a recreation hub with enhancements to ferry, café and trip boat operators, day boat hire, maps, walking trails and potentially horse and carriage rides opposite to Hampton Court Palace.

6. Development costs, running costs and income have been estimated for all sites and the proposals have been analysed using discounted cash flow, but until additional work on the outstanding matters is undertaken this information must be treated as confidential. Three different mooring options are presented for Townend Wharf and the Former Beverley Boathouse, dependant on decisions made by St George, who control Charter Quay. Townend Wharf and Former Beverley Boathouse could accommodate the Charter Quay residential boats if it was agreed to relocate, or leisure moorings. A broad estimate has been made for utility connections (power, water and waste), but it was beyond the scope of this initial study to make detailed assessments of cost, and it is possible that the actual costs could impact on viability. Further work to cost the utility connections is planned as well as a more detailed assessment of the potential value of commercial moorings and the funding and management options. Once these data are available discussions with the two key organisations – the Environment Agency and St George will be entered into. The three options for Charter Quay, Townend Wharf and Former Beverley Boathouse are:

Option 1. St George implement commercial moorings at Charter Quay. Townend Wharf and Former Beverley Boathouse sites accommodate the relocated residential boats. Townend Wharf also accommodates leisure moorings. Both the Townend Wharf and Former Beverley Boathouse sites have utility connections.

Option 2. St George retains the residential moorings at Charter Quay. Townend Wharf and Former Beverley Boathouse sites have leisure moorings only with utility connections.

Option 3. St George retain the residential moorings, Townend Wharf and Former Beverley Boathouse sites accommodate leisure moorings only, but have no utility connections because the cost is unviable.

7. All three options provide a viable rate of return for mooring schemes. Whilst Option 3 provides the best rate of return for the least capital outlay, it does not achieve the overall vision because it doesn't create commercial moorings at

Charter Quay. Option 1 is recommended, which is the full programme of proposals.

8. The success of the proposals relies upon the following factors: the agreement of key stakeholders, planning consents, favourable utility costs, EA agreement to the rental proposal and consent to the schemes, S106 funding from the Vicarage Rd developers for the Horse Fair Quay mooring and finding a suitable operator, plus good management of the main mooring sites to maintain occupancy levels. The options considered for managing the sites include managing in-house, leasing to an established mooring operator, or establishing a trust. In-house management is recommended because there are relatively few customers and sites to warrant a new management structure, there are existing in-house functions (such as the Neighbourhood Services Rangers) that could possibly be used, and an external party may neglect the patrolling of visitor moorings that generates no revenue (but deters squatting boats).
9. To implement the proposals, the outstanding issues of the utility costs, EA agreement and St George position must be addressed. This will then enable further financial analysis to progress the Plan. The set of circumstances for each site suggests a phased timescale for implementation with the new/improved visitor moorings in year 1, main mooring schemes at Charter Quay, Townend Wharf and Former Beverley Boathouse sites in year 2 along with the café-boat operator and recreation hub at Queens Promenade and the café/restaurant boat at Horse Fair Quay and trip boats at John Lewis Quay once Vicarage Rd is developed (anticipated in year 5).
10. Kingston Council should grasp this opportunity to revitalise its river frontage that will be complementary to, and a great asset for the town centre, and has the potential to generate revenue that could be reinvested in riverside maintenance and improvements to continue the enhancements to Kingston's waterfront.

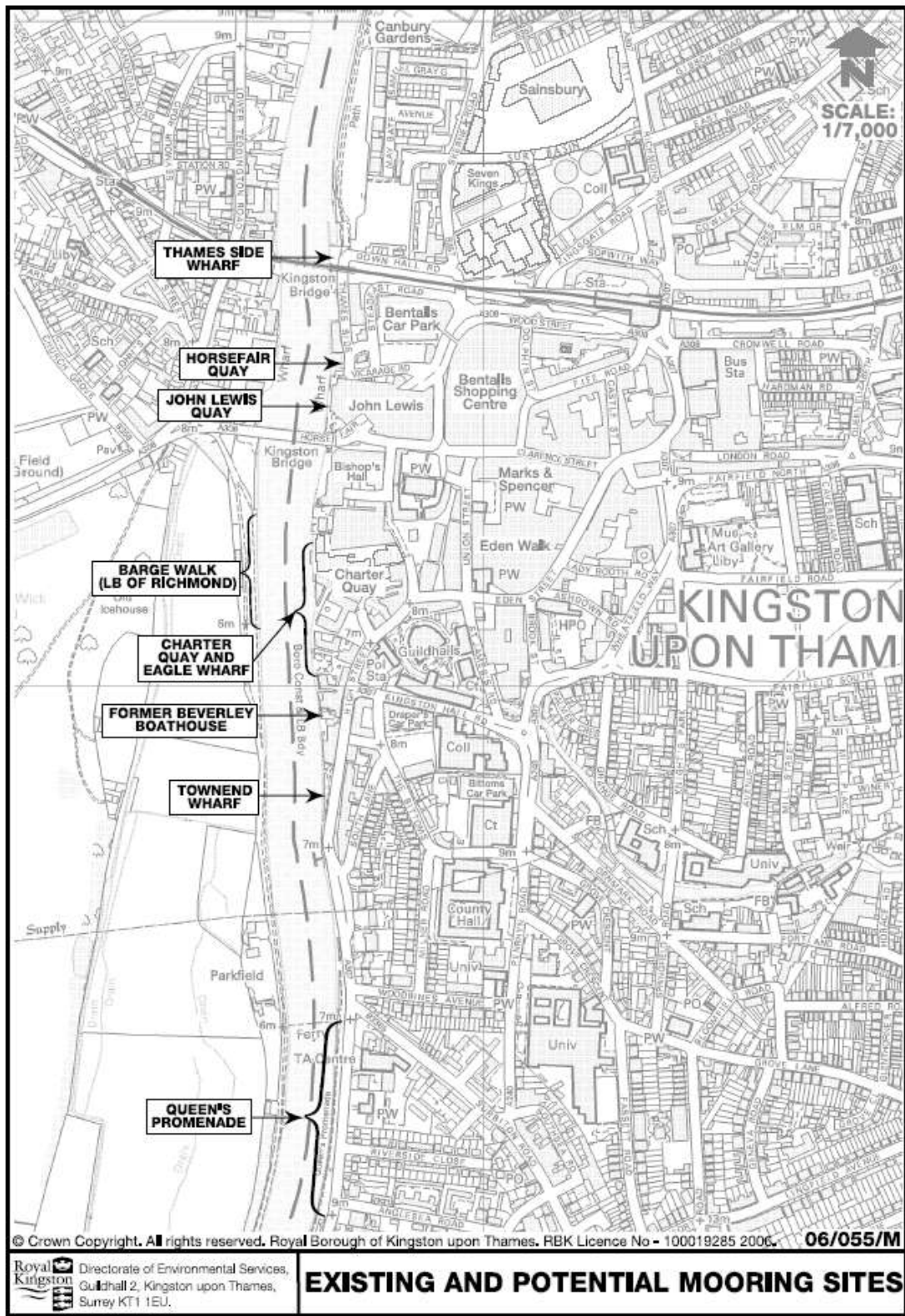
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Appendix:

Questionnaire form

Existing and Potential Mooring Locations on Kingston Town Centre's Thames Riverside



1 CONTEXT

1.1 This section provides the context for the Moorings Business Plan. It describes boating on the Thames, Kingston's location, the town centre waterfront and existing mooring provision. It refers to relevant strategies and plans, and sets out a vision for moorings in Kingston.

1.2 The River Thames is an asset to all the areas through which it flows. It has shaped the development of the built landscape and is home to many leisure and sporting activities. It is an important natural habitat, supports businesses that depend on the river for their custom and provides tranquillity and relaxation. It therefore serves a multifunctional role and is valued by a broad range of different users.

Thames Waterway Plan

1.3 The Thames Waterway Plan, published in January 2006 by the River Thames Alliance, is a comprehensive plan for the "healthy growth in the use of the freshwater Thames for communities, wildlife, leisure and business." The core objectives include:

- Improving and promoting access (on water and on land)
- Improving and maintaining infrastructure, facilities and services
- Enhancing biodiversity, heritage and landscape value
- Increasing the use of the river and its corridor

1.4 This is an excellent vision for the Thames and is relevant to Kingston's waterfront. The plan includes a comprehensive set of aspirations that include references to moorings at Queens Promenade, Townend Wharf and generally within the town centre.

The Thames Landscape Strategy

1.5 The Thames Landscape Strategy (the TLS), of which the Council was a founding partner, promotes policies and develops projects to protect and enhance the use of the river and riverside. The TLS has a range of current initiatives at key locations, including entrance, access and mooring improvements at Hampton Court Palace and Seething Wells Filter Beds next to Thames Ditton Marina. The TLS are producing a Waterspace and Visitor Action Plan which will include a review of moorings (visitor and permanent) and trip boat stops linking riverside attractions to town centres, public transport, walking and cycling routes.

Kingston-upon-Thames

1.6 Kingston occupies an important position on the Thames. It is the first 'port of call' for boaters coming off the tideway at Teddington and is the last stopping point for boats venturing onto the tidal stretch. It is also a final or turnaround destination for those boaters cruising the freshwater Thames who do not intend to go through Teddington Lock.

1.7 Kingston is an attractive town on the river with an excellent range of shops and services, good public transport, car parking, riverside walks and parks. It is close to Hampton Court Palace, a major riverside attraction, approximately half an hour's cruise or a 45 minute walk away.

1.8 Kingston has a very healthy range of river activities with sailing, rowing and youth water-sports clubs, passenger and charter boat services and small boat hire. The Thames Path is busy, particularly in summer months with walkers,

cyclists, family outings and visitors to pubs and cafes, plus the many events such as the regattas and Hampton Court Palace events.

The town centre waterfront

- 1.9 The built environment along the waterfront through the town centre from Canbury Gardens to Queens Promenade is rather fragmented with sites of different character, quality and activity. The recent development at Charter Quay has raised the standard and combined a good mix of uses with high quality public realm. The future developments at Vicarage Road, the former power station site and Bishop's Palace House, will offer similar opportunities to enhance the riverfront environment.
- 1.10 The Kingston Town Centre Area Action Plan "K+20" published June 2005 (Preferred Options Consultation) refers to the potential of these sites and recognises that the riverside is one of Kingston's major strengths which needs a coordinated approach to improvements to provide a better quality environment and access along and down onto the water.
- 1.11 The majority of the waterfront is located within Conservation Areas and the Thames Policy Area that require development appropriate to the river setting. The strategic planning context for Kingston's riverfront is provided by the London Plan's Blue Ribbon Network (February 2004), the principles of which include promoting opportunities for water-related sport, leisure, recreation, tourism, transport and business. Kingston's riverfront is also being considered as one of the "Mayor's 100 Spaces", which is seeking exemplary schemes of landscaping and public space design.

Existing moorings

- 1.12 The current moorings provision along the town centre waterfront offers mainly visitor moorings at several locations and residential moorings at Charter Quay. The Council's sites show signs of a lack of investment, with outdated signs and pontoons. It is clear that the Council does not actively manage the waterfront and there are currently three unauthorised boats that have been moored for some time.
- 1.13 The Charter Quay moorings, run by St George, are of good quality and were installed in 2001. However, at this site the visitor mooring pontoon is under-used and the residential boats are of varying quality. The Turks and Parrs trip boats operate from their own bases (Slug and Lettuce Pub and Queens Promenade). This leaves the John Lewis Quay, which has planning permission as a trip boat pier and could provide good passenger boat facilities, but is used for visitor mooring at present. The pontoons at Townend Wharf are outdated and under-used for visitor moorings. The long stretch along Queens Promenade was apparently, and remains signed 'no mooring' many years ago to deter itinerant boaters returning once they were removed.

Vision for the town centre moorings – Thames Side to Queens Promenade

- 1.14 The existing and emerging land uses lend themselves to different types of moorings: visitor, passenger boats, leisure, residential and commercial. This variety will provide Kingston with an active, interesting and rich mix of boating activity that will be a great asset to the town centre. The emerging redevelopment plans for some riverside sites, coupled with the current favourable market conditions for new moorings, generate an excellent

opportunity for new mooring schemes, which will create a vibrant attractive waterfront.

- 1.15 Appropriately designed moorings, with a suitable mix of boats, will extend the interest and activity from the land onto the water. Moorings should enhance the built environment and the public realm. They could create new opportunities for the non-boat owning residents/visitors to Kingston to get closer to the water and experience something different. They could also provide better access for river users to enjoy what Kingston town centre has to offer.
- 1.16 The proposals in this report should be used to inform future planning and development of the riverside. Development proposals should:
 - Relate to the riverfront and moorings activity
 - Provide visual and physical links to the riverfront and to the moorings
 - Ensure seamless integration between land and water with appropriate landscaping and allowance for access, connections and servicing.

2 THE MARKET FOR MOORINGS

- 2.1 This chapter reviews the market for visitor, residential, leisure, commercial and trip boat moorings.

Visitor Moorings

- 2.2 **Description:** These are temporary moorings for passing boats to use as a stop-off or short stay. The mooring provider states the terms of the stay such as the maximum duration and any charge. They require few facilities other than mooring bollards (preferable to rings because they are easier to use and more secure), an even surface (no tripping hazards) and clear signs, visible from a distance on the river. Maps and local information are important to help boaters make the most of their stop. They generally offer no security and are openly accessible to the public, with the exception of visitor moorings offered by private operators e.g. in marinas where boaters pay for security and facilities. The boater will take a view on the safety of the mooring, how long they will leave their boat and whether they will stay overnight. Visitor moorings do not require planning consent. EA consent is usually a formality because visitor moorings are promoted and encouraged.
- 2.3 **Maintenance and Management:** Visitor moorings require regular and frequent monitoring to ensure that boats do not stay beyond the time limit. Robust management procedures are essential to move boats on and avoid the potential for squatting boats.
- 2.4 **Revenue:** Visitor moorings generate little if any direct revenue, particularly for daytime use. Charges are sometimes levied for overnight stays - typically £5/night (or up to £20 in some marinas), particularly on sites with a management presence and facilities, but this is impractical to administer on open sites. They do, however, help to facilitate important expenditure in the local economy. Whilst this is difficult to estimate, it is known that the main reasons for stop-offs are shopping, eating/drinking and tourism.
- 2.5 **Supply:** Existing sites in the Kingston area include:
- Thames Side Car Park – Environment Agency 24 hour moorings, no charge, infrequently used
 - John Lewis Quay – 24 hr moorings, no charge, reasonably well-used
 - Charter Quay – St George visitor mooring pontoon, overnight charge £10, rarely used
 - Townend Wharf – Council owned, 24 hour moorings, occasional use
 - Barge Walk (opposite side of the river in the London Borough of Richmond upon Thames) Environment Agency 24 hour moorings, no charge, very well used
- 2.6 There is a good supply of existing visitor moorings along the town centre stretch. Barge Walk, on the opposite side of the river to Kingston town centre, offers a good length for a quiet overnight stop (even the Charter Quay residents sometimes moor there in summer for a peaceful night). The John Lewis and Charter Quay moorings are good daytime stop-offs.
- 2.7 The future potential use of the John Lewis Quay for trip boats would rely on the exclusion of visitor moorings. It is unlikely this loss of visitor moorings would have a detrimental impact because it would generate more use of other under-used sites.
- 2.8 **Demand:** The Thames Waterway Plan states that visitor moorings are “by far the most requested area for improvement by boaters” on the Thames. It says that “...The demand is often greater than supply in popular areas and there is

an increasing number of steel narrowboats requiring longer lengths of mooring and reducing availability to others.” The Plan aims to help support the holiday hire boat industry that has been in decline by providing “value for money visitor and overnight moorings at all towns and attractions.” Few hire boaters will use the tideway and therefore Kingston is their last stop. The Plan aims to market the river as a tourism destination in which Kingston should play an important role.

- 2.9 As described earlier in the report, Kingston is an important stop-off with much to offer. It is clear to the river user that many of Kingston’s facilities are visible and immediately accessible from the riverfront, which is a significant advantage.
- 2.10 There is, therefore, strong demand for visitor moorings in Kingston town centre. The majority of questionnaire¹ respondents stated that they would stop for the following reasons:
- Quick stop for shopping/supplies/cash point
 - Short rest en route; will stay with or near the boat
 - Visit Kingston town; will stop for part of /all day and leave the boat
- 2.11 Of those who would stop overnight, all respondents expressed a preference for the Barge Walk visitor moorings on the opposite side of the river because they do not feel safe on the town centre side with the current levels of disturbance particularly in summer. However, some would consider mooring on the Kingston side if the moorings were closed off to public access, but this is not practical.
- 2.12 A canoe-touring club has suggested making provision for canoeists to get ashore. They need a low level platform approximately 30-40cms above water level, which could be added to a visitor mooring pontoon, but this could create a tripping hazard to other boaters mooring up. The suggestion has not been developed in this report and needs further work to consider a suitable location.
- 2.13 The majority of boaters would find out about visitor moorings by relying on signs when they arrived or use the Thames User Handbook. Fewer would call local marinas, ask boaters on route or contact the EA. Very few would consult the Council’s Tourist Information Centre or website.

Summary

- 2.14 In summary there are sufficient daytime visitor moorings in Kingston, none of which are used to capacity, and there is no strong imperative to create significant numbers of additional moorings at present. However, new sites will be an advantage, offering more choice, along with improvements to existing sites.
- 2.15 Due to the high level of riverside evening leisure activity and late night disturbance, particularly in summer, and the adequate visitor mooring provision on Barge Walk (on the opposite bank), which is much preferred by boaters, it is unlikely that the provision of overnight visitor moorings anywhere along the town centre waterfront would prove successful.

¹ A postal questionnaire of river user groups was undertaken in December 2005 as part of this study. The questionnaire is reproduced at Appendix 5. A total of 13 responses were received.

- 2.16 Kingston should, however, position itself as an excellent boaters' stop-off, by welcoming visiting boats, and take the opportunity to secure visitor spend in the local economy.

The recommendations are:

- Create new daytime visitor moorings at Thames Side car park which are useful for shopping for provisions, Canbury Gardens and the services/facilities in the town centre
- Improve visitor moorings along John Lewis Quay with signage in the short term but discontinue visitor moorings in the future when trip boats wish to commence operations
- Improve Charter Quay visitor moorings with extra cleats and signs
- Allow visitor mooring (including overnight) along Queens Promenade which offers a more peaceful stop and can act as 'overflow' if the central sites become busy.
- As a future initiative, consider securing the length of mooring from Kingston Bridge to the gazebos, possibly including a section for un-powered craft, which would add much visual interest and activity to this stretch.
- Install good signs, visible from a distance on the river, plus maps / local information on site and bollards.
- Promote all visitor moorings in the River Users Handbook, Visit Thames website, to local EA staff, local marinas and the Council's website and Tourist Information Centre.

Residential Moorings

- 2.17 **Description:** A residential mooring is the permanent base for a boat that is used as a residence (it may also go cruising). Residential moorings, sometimes referred to as live-aboards, require planning consent. EA consent is required, which on the navigable river the EA normally resist on the basis of flood risk. Residential moorings should have electricity, water and sewage connections plus mail delivery and refuse disposal. Car parking space is not essential especially in urban locations. Security is important and is usually created by gated access onto pontoons that should be set away from the connecting land. Limited storage (for items such as fuel or bikes), telecommunications and cable TV are also valued facilities, but not essential.
- 2.18 It is not advisable to mix residential moorings with visitor moorings because the residents dislike 'strangers' mooring up by their homes. It is however, acceptable to combine with leisure moorings since owners will become acquainted. An advantage of this combination is that the residents provide a level of security and surveillance for the leisure boats kept at the site.
- 2.19 **Maintenance and Management:** Residential moorings require good service and reasonable management because boaters reside on the site and pay higher mooring fees. Maintenance and cleansing should be of a high standard with swift responses to on-site problems and faults. Good site management is

also required to ensure the site is not 'misused' for example with encroachment of stored items or deterioration of boats.

2.20 **Revenue:** Residential moorings can generate reasonably good revenue, which is often higher than leisure moorings at the same site because they have planning consent for residential use. The mooring fee that can be charged depends on many factors including demand, location, security, facilities and security of tenure. Local rates and potential revenue are shown under 'Supply' below.

2.21 **Supply:** Existing sites in the Kingston area include the sites below, all of which are full with waiting lists.

Site	Rate per metre incl. VAT	Revenue for a 10 metre boat	Revenue for a 20 metre boat
Charter Quay – St George	£220	£2200	£4400
Barge Walk – Environment Agency	Not comparable	-	-
Harts	£285	£2850	£5700
Thames Ditton Marina	£376	£3760	£7520
Tim Allen, Ash Island, East Molesey	£237	£2370	£4740

2.22 **Demand:** Demand for residential moorings is extremely strong across London and out into Surrey, particularly in desirable residential locations such as Kingston. It is fuelled by high housing prices, with people considering residential boats as a more affordable option. Residential boats often exchange hands for a premium when sold on a mooring site.

Summary

2.23 Although demand is very strong, the opportunity to create additional residential moorings is limited because the priority is to seek to satisfactorily relocate the Charter Quay residents, and the EA are likely to object to extra numbers of residential moorings on the navigable river.

The recommendations are:

- Create two new residential mooring sites at Townend Wharf and the former Beverley Boat House stretch.
- Relocate the existing residential boats from Charter Quay to these sites which are far more suitable since there is less disturbance from late night drinkers, although there will be some activity generated by La Tasca Restaurant, Turks operational base and High Street.
- Combine the residential moorings with new leisure moorings at Townend Wharf.

Leisure Moorings

- 2.24 **Description:** Leisure moorings are the permanent/base mooring for boats used for leisure purposes. The owner keeps their boat at the site and takes it cruising as they wish. Some owners visit the boat without taking it out, they simply 'potter about' at the mooring. They sometimes stay overnight or longer on the boat at the mooring.
- 2.25 Facilities range from a very basic provision, with little more than a length of river bank/wall along which to moor, to extensive provision such as a fully serviced marina. The level of facility depends on the suitability of the location, the demand and the inclination of the mooring operator. It is important to exclude public access for security reasons, usually by installing gated pontoons, and to provide water and electricity bollards to increase the attractiveness of a site to potential moorers. A higher mooring fee can be charged as levels of facilities and security increase.
- 2.26 Leisure moorings generally require planning consent, particularly if facilities and pontoons are to be installed. They also require EA consent who encourage the provision of new leisure moorings.
- 2.27 **Maintenance and Management:** Leisure moorings require lower levels of service and management than residential moorings because owners are often absent and the moorings are used much less. Nevertheless, maintenance and cleansing should be of a high standard with swift responses to on-site problems and faults. Good site management is also required to ensure the site is not 'misused' for example with encroachment of stored items or deterioration of boats.
- 2.28 **Revenue:** Leisure moorings can generate reasonably good revenue. The mooring fee that can be charged depends on many factors including demand, location, facilities and security. Local rates and potential revenue are shown under 'Supply' below.
- 2.29 **Supply:** There is a big variety of leisure moorings between Teddington Lock and Molesey Lock. Some are provided by clubs or attached to residents' gardens, with the remainder being provided by commercial operators. These sites range from basic sites with simple facilities to fully serviced marinas and most are full. The main sites include:

Site	Rate per metre incl. VAT	Revenue for a 10 metre boat	Revenue for a 20 metre boat
Harts	£185	£1850	£3700
Thames Ditton Marina	£305	£3050	£6100
Tim Allen, Ash Island, East Molesey	£215	£2150	£4300
Tim Barfield Marine	£247	£2470	£4940
Taggs	£200	£2000	£4000

- 2.30 All operators interviewed were positive about the creation of new leisure moorings in Kingston, expressing confidence that the sites would be filled, rather than concern at potential competition.
- 2.31 **Demand:** The Thames Waterway Plan states that many operators along the Thames are full and most report over 75% occupancy. They perceive continuing demand and several are expanding their sites.

- 2.32 Whilst there has been an overall decline in boating on the Thames, the EA and others are actively promoting boating, hoping to reverse the decline and aiming to provide better facilities. Waterway Plan policies include encouraging the improvement or extension of existing moorings.
- 2.33 All local commercial operators interviewed reported healthy demand and their sites were full with waiting lists or just a few limited vacancies. There is possibly some easing of demand at the top end of the market for high quality marinas, but there is continuing strong demand for mid-range and more basic moorings.
- 2.34 There is an opportunity to create narrowboat moorings given the limited existing provision and increase in numbers on the river, which is also fuelled by a general scarcity of moorings on both the EA's navigable rivers and British Waterways' canals.

Summary

- 2.35 There is strong demand for mid-range leisure moorings and existing operators in Kingston are full. New moorings should try to accommodate narrowboats, which would be a welcome and attractive addition to Kingston's existing mix of boats.
- 2.36 Although demand is strong, the priority is to seek to relocate the Charter Quay residential moorers. Therefore there may only be only limited opportunity for new leisure moorings.

The recommendations are:

- Create new leisure moorings at Townend Wharf to complement the relocated residential boats from Charter Quay.
- If the residential boats remain at Charter Quay then the Townend Wharf and the Former Beverley Boathouse sites could be established for leisure moorings.
- Create secure sites that restrict public access.
- The cost of connecting to utilities (which is still to be investigated) will determine whether these sites have services (water and electricity) or not.

Commercial Moorings

- 2.37 **Description:** A commercial mooring is the permanent base from which a boat can trade in a static position. (trip boats, which are commercial boats that cruise, are dealt with in the next section). Examples of commercial uses include a floating restaurant or café, shop or small businesses (e.g. estate agents, architects and beauty salons) that lend themselves to floating premises and offer an interesting and unusual experience to customers.
- 2.38 Commercial moorings require full services including electricity, water, telecommunications and sewage connections plus mail delivery and refuse disposal facilities. They also require safe, publicly accessible pontoons that must allow easy servicing to the businesses such as deliveries. Out of hours

security is important and can usually be achieved by setting pontoons away from the connecting land and providing gates.

- 2.39 **Maintenance and Management:** Management of commercial moorings is generally low-key since the businesses on site tend to have less day-to-day needs and enquiries than private customers. However, maintenance and cleaning must be to a high standard with rapid response to on-site problems and should take account of high levels of public access. The EA do not have a policy towards commercial moorings, but have been receptive towards 'in principle' proposals.
- 2.40 **Revenue:** The floor-space of a commercial boat can be comparable to the equivalent land-based market. However, account must be taken of the business' capital outlay to buy/build and fit-out the boat in addition to business start-up costs. A 20m long wide-beam barge, newly built and fitted out for commercial use can cost in the region of £100,000 to £200,000. A simple approach to a rental agreement could be to take a percentage of gross turnover, rather than a rent based on floor-space. Floating premises would be new to Kingston and may carry an added risk to the business, for which an allowance may need to be made. However, if the business is successful, it could be argued later that trading on the waterside carries a competitive advantage and hence a premium.
- 2.41 **Supply:** There are offices on boats in Kingston at Turks and in Hampton Wick, although these boats are not examples that would be suitable for high profile public areas. The commercial market opportunities need investigating.
- 2.42 One significant expression of interest has come from a restaurateur who is negotiating to purchase an attractive historic barge. He would like to operate the barge as a restaurant located at Charter Quay. There have been two other recent expressions of interest from restaurateurs.
- 2.43 Existing commercial moorings elsewhere include the H₂O restaurant boat in Richmond, a café boat and a conference venue in Little Venice, a tourist information centre and business barges in Paddington and a private function barge in Docklands.
- 2.44 **Demand:** Demand is influenced by the local land-based market for commercial accommodation of similar uses and floor-space. It also comes from individuals wishing to start a business on a boat. Demand is influenced strongly by location – the immediate surrounding built development and public space, plus other obvious factors such as public transport, parking, existing competition, customer profile etc.
- 2.45 In short, the conditions to support an equivalent land-based business must be in place, although the prospect of a floating premises may add a competitive advantage. Kingston offers a variety of commercial premises and the most sought-after locations appear to be fully occupied.
- 2.46 Securing planning consent for commercial use, thus removing a major obstacle and potential deterrent, would probably stimulate demand. Similarly, EA consent is another hurdle. The EA have agreed, in principle, to an agreement with the Council for the full length of all the moorings proposed in this report with different schedules for each site.
- 2.47 The seasonal café boat proposed for Queens Promenade relies on finding a suitable operator who can share a vision for the site. Interest is likely to come from boat owners looking to set up a small seasonal operation with minor alterations to their boat to ensure compliance with relevant regulations.

Examples elsewhere include a café boat at Little Venice and a crepe boat at Camden.

- 2.48 There are also a small number of people who trade from their boats on the canals, mooring up to capture passing trade in the summer. They sell items such as handicrafts and paintings there is also a puppet theatre barge operating on the Thames. Promotion in the boating press, trade journals, local café operators and boat owners may stimulate interest. Approaches could also be made to existing operators and traders elsewhere.
- 2.49 Half of questionnaire respondents, particularly local sailing and canoeing clubs have responded negatively to the commercial moorings proposals. They cite loss of waterspace for sports, losing a peaceful refuge, losing access to the foreshore and wanting more visitor moorings. However, this is partly to be expected and the Council must take a balanced view given that the other half were positive. Little additional waterspace will be taken up with the proposals and they are adjacent to the river wall, which is not easy to use for river sports. Existing visitor moorings are under-used and new ones are being created elsewhere.

Summary

- 2.50 Kingston is an excellent location for commercial moorings because it is already a popular centre for shopping/eateries. The waterfront has strong potential, particularly at Charter Quay and the future Vicarage Road development site. Commercial moorings could add significant interest to Kingston's town centre waterfront.
- 2.51 There is no 'ready-made' market for commercial moorings, and they are not particularly common on UK waterways. However, there are some excellent examples of established businesses, especially in London, and they are likely to be an emerging 'niche' sector of the property market.
- 2.52 The Council should pursue commercial moorings by securing planning consent, EA consent and promotion through appropriate channels, using agents to attract operators. The development of the main town centre location, Charter Quay, will be dependent upon St George seizing the opportunity, with the encouragement of the Council. Further work will be necessary to research the potential returns generated by commercial craft.

The recommendations are:

- Restaurant / café boat at Horse Fair Quay. This is a future aspiration that is dependant on the timeframe and success of the Vicarage Road development and John Lewis ground floor units. It will require suitable marketing at the time to attract an operator.
- Mixed commercial moorings at Charter Quay such as cafes, shops, offices and a mooring for visiting feature boats. The expressions of interest about restaurant barges could create a significant waterfront landmark for the Council. St George who control Charter Quay will need persuading with a robust business case in respect of which more evidence will be required. It will also depend on the relocation of some or all of the residential boaters.

Continued.....

The recommendations are *Continued.....* :

- A seasonal café boat at Queens Promenade. This will require targeted marketing to attract a potential operator. Other trading boats may also be interested in coming, creating a small, seasonal attraction, also linked to the existing Riviera café, trip boat stop and foot ferry.

Trip Boat Stops

- 2.53 **Description:** Trip boat stops are generally quays, piers and landing stages where operators can embark and disembark passengers on scheduled services or charters. They can be separate to the operational base which is often used for storage, turn-around and loading supplies.
- 2.54 Trip boat stops require good, safe access for the public to wait, queue and board. They require suitable bollards for securing the vessel and sufficient length to moor up smoothly and safely. It is imperative that the mooring is kept clear of other vessels such as private boats. Signs and notices are required to inform the public of trips and fares and to give them the confidence to wait. A ticket kiosk is also useful, depending on the nature of the operation.
- 2.55 **Maintenance and Management:** Management of trip boat moorings is generally low-key since the boats only moor up briefly and tend to manage their own operations. However, maintenance and cleaning must be to a high standard with rapid response to on-site problems that takes account of high levels of public access. Patrolling may be required when trading begins to ensure no visitor moorings and fair competition between operators. Planning consent generally depends on the land-based facilities required, and may be needed if a quay is to be designated for trip boat operation. EA consent is required but is a formality, providing there are no operational concerns, because such use is encouraged.
- 2.56 **Revenue:** Revenue generated from quays and piers varies considerably depending on the popularity of the location, type of operation, number of passengers and the level of other operating costs to the business.

Demand and Supply: The existing operators in Kingston are:

- Turks (charters and passengers) - who own and use the boardwalk pier around the Slug & Lettuce Pub as their main pick up with a request stop for their passenger trips at their operational base at Town End Pier.
- Parrs (charters and passengers) - who use their base on Queens Promenade as their main pick up, or where the charter party chooses. They also run a foot ferry between Queens Promenade and Barge Walk in the summer.
- Westminster Passenger Services who run long scheduled trips from Westminster to Hampton Court (takes up to 4 hrs). They used to stop in Kingston but decided to continue directly to Hampton Court because the stop added precious time to an already long journey and there were too few customers.

- 2.57 All operators believe the market for trips and charters in Kingston is finely balanced at the moment with each providing their own offering. They all stated that the market is limited and could not accommodate any new operations. It is a marginal business that is seasonal and they have suffered from new parking restrictions, increasing regulations and licensing costs.
- 2.58 Operators have tried operating from John Lewis Quay in the past but this resulted in poaching each other's customers, customer confusion and was frustrated by private boats mooring on the quay. There is, therefore, little interest in using the quay at present. However, they were all encouraged by the future prospect of a more active waterfront, generated by the Vicarage Road development (particularly if that were to include an hotel and conference venue) and John Lewis improvements. They would all consider future operations from the quay.
- 2.59 The wider sub-regional situation appears more promising with Thames Landscape Strategy facilitating the development or enhancement of trip boat stops at Hampton Court, Teddington Lock, Twickenham, Ham, Kew/Brentford and Strawberry Hill. This should generate more services offered by several operators (outside the Kingston area) who may well be interested in using the John Lewis Quay since it is the only suitable facility controlled by the Council in the area.
- 2.60 A recent development in London Borough of Richmond opposite Horse Fair Quay required the developer to create a ferry stop that would be an additional use of the quay in the future.
- 2.61 Parris suggested short trips at lunchtime for local office and shop workers. The Council could also consider park-and-ride and river-bus services to encourage people from further afield e.g. Hampton Court Station to take the boats to Kingston for commuting or leisure. This would require the outlying stations to have a critical mass of people and either parking or public transport close to the pick up point, plus significant promotion. Given the Council's congestion and parking charges, this could be an attractive proposition, but would require detailed research.
- 2.62 John Lewis hope to have a tenant for the pub by Kingston Bridge shortly. They are considering proposals for their vacant premises - the under-croft and ground floor restaurant unit (not part of the store), which will be informed by the emerging Vicarage Road development plans. They also plan to "reinvigorate" their river frontage in the future with improved hard landscaping and public space.

Summary

- 2.63 In summary, the John Lewis Quay is an excellent trip boat stop (in addition to the operators' own bases elsewhere), which is ideally located in the heart of the town centre and has the necessary consents for such use. There is no need to consider any other potential sites.
- 2.64 Unfortunately there is currently no demand from the existing operators to use the John Lewis Quay because of the currently limited footfall in that area and previous use has been unsuccessful. However, they would be interested in the future when the Vicarage Rd development is established and the John Lewis frontage is revitalised.

The recommendations are:

- Retain visitor moorings on the John Lewis Quay at present
- Approach operators when this section of river frontage has been developed and regenerated
- Consider and investigate the feasibility of other passenger uses such as lunchtime trips, park and ride and river-bus services
- Discontinue visitor moorings when the trip boats set up operations in the future
- Improvements to help manage the public e.g. signs and railings and possibly a shared ticket kiosk, plus patrolling to ensure no visitor moorings and fair competition. Consider approaching John Lewis for a contribution.

3 THE MOORING PROPOSAL SITES

- 3.1 This chapter presents the Plan proposals for the following sites: the Wharf at Thames Side Car Park, Horse Fair Quay, John Lewis Quay, Charter Quay, Eagle Wharf, Former Beverley Boathouse, Townend Wharf and Queens Promenade. The order in which they are considered moves from furthest downstream to furthest upstream.

Wharf at Thames Side Car Park

Proposal : Daytime visitor moorings



Site assessment

- The Council ownership and control
- Site is adjacent to a car park (approx 60 spaces)
- Lighting to car park and street
- Post and chain to water's edge
- Train noise from railway bridge above
- Isolated site, some anti-social behaviour out of hours
- Designated wharf
- Storm water outflows in waterway wall
- The adjacent mooring length is owned and designated by EA as 24 hr free visitor mooring
- Foodstores are approximately 5 mins walk away, Canbury Gardens is adjacent
- Possible café development above Barge Dock, home of the Richmond Venturer
- Future development proposed for nearby former power station and electricity sub-station sites.

Rationale for the proposal

- 3.2 Given the site's proximity to the town centre, foodstores and Canbury Gardens, plus the constraints of noise and a wharf designation, this site lends itself to visitor moorings. It also combines well with the existing EA visitor moorings (on wharf frontage upstream of railway bridge and Thames side Wharf site). Boaters value being able to get their cars next to their boats before a trip for loading supplies and boarding people with mobility problems.
- 3.3 Because it is a comparatively isolated site with some anti-social behaviour out of hours, it is recommended for daytime mooring only.

Management of the site

- 3.4 This is a visitor mooring which should have frequent site patrolling (fortnightly in winter and twice a week in summer). Little administration is required other than occasional customer notices, although removal of 'squatting' boats can place demands on legal and property staff. Little management overview is required other than occasional decisions and interventions with problem boaters.

Benefits

- Provides additional visitor moorings for Kingston
- Secures visitor spend in the local economy from visiting boats

Sensitivities

- Advise boaters not to moor during storm water conditions

Horse Fair Quay, Vicarage Road

Proposal :

- Café / restaurant boat with pontoon deck seating area, and
- Boardwalk out across new reed beds



Site assessment

- Major mixed use development planned for Vicarage Road, for which this mooring site is the frontage
- the Council own the river wall alongside Vicarage Rd, which is the section for connecting pontoons and utilities. (John Lewis control their side of the lay-by)
- Central location, easily accessible
- Currently low footfall

- Turks trip boats operate from adjacent Slug and Lettuce pub frontage
- Adjacent John Lewis Quay designated for passenger boat services
- Lay-by is subject to siltation. EA oppose dredging unless mitigation is provided.

Rationale for the proposal

- 3.5 Plans for the future development of the Vicarage Road site are likely to include commercial uses on the ground floor plus an hotel and residential units. Combined with the eventual reopening of other vacant units (Slug and Lettuce pub, ground floor of John Lewis and the under-croft), there will eventually be significant footfall in this area.
- 3.6 This proposal for a permanently moored café/restaurant boat will only become viable when the surrounding development is complete. This small river frontage will become the focal point for the new development and requires a high quality solution to attract the public to the water. A restaurant/café boat will enable many people to enjoy the experience of sitting on a boat or pontoon. By providing seating on the pontoon, enclosed by railings, the trading area for the boat will be maximised, particularly during good weather. Trip boats have the ability to operate on either side of the site, so a permanent mooring (or limited cruising) is safer. To protect views of the water from the site, the boat should not be too high.
- 3.7 Given that the siltation will continue, is costly to remove and its removal is opposed by the EA, the creation of a reed bed and low-level board walk to the restaurant / café boat (moored in deeper water) is an effective solution, which will provide an interesting experience for the public and create environmental benefits. The EA can advise on the reed bed creation and management.
- 3.8 An existing trip boat operator who is currently developing a high quality cruising restaurant boat for the Richmond to Hampton Court stretch, strongly supported the proposal and would be interested in future operation from the site.

Management of the site

- 3.9 A restaurant / café boat operator is likely to have a lease with the Council, thus requiring minimal input from a moorings management perspective. However, monthly site checks to monitor maintenance of the pontoon and also the business' operations will be required.

Benefits

- Creates a focal point to a major development
- New use for a redundant water space
- Habitat improvements
- New opportunity for the public to experience getting closer to the water
- Secures additional public spend in the local economy
- New business start-up and trading opportunities for companies to supply and service the café / restaurant boat

Sensitivities

- The viability of this proposal relies on the Vicarage Rd development, which must be orientated to its river frontage and create clear, easy public access inviting people down to the riverfront.
- The significant costs of providing connections to service/utilities, long length of boardwalk with railings and reed bed creation could not be funded by the potential operator and should be made a S106 condition of the Vicarage Rd development.

- The mooring pontoon is likely to be used for seating to generate additional revenue. This may raise concerns by the EA, based on their accommodation licensing policy.
- The café / restaurant boat must be seen by the Vicarage Rd developers and John Lewis as a complementary rather than competing business. John Lewis has stated that they do not object, in principle. The Vicarage Rd developers could be offered the opportunity to sub-let the mooring from the Council and find an operator at the same time as securing their own commercial tenants.

John Lewis Quay

Proposal :

- Visitor moorings continue in the short term
- Trip boat stop in the future



Site assessment

- Moorings owned by John Lewis, but leased back to the Council for use by passenger boat services and/or 24hr visitor moorings. Use for embarking/disembarking only and restricts other types of mooring e.g. the selling of food or goods is prohibited.
- Central location, easily accessible, adjacent lift and ramp from street level
- Excellent infrastructure with steps, ramps, lighting, bollards; long length
- Ferry provision at the recent development opposite which could use the quay
- Currently used by private boats as visitor moorings
- Currently low footfall and no visual links from street level
- Turks trip boats operate from adjacent Slug and Lettuce pub frontage.

Rationale for the proposal

- 3.10 In the short term, this site should continue as a visitor mooring and would benefit from some new, more visible signs to encourage mooring.
- 3.11 The site is ideal and is already designated for the proposed use of passenger boat services, but this will only be viable when the surrounding vacant units on the John Lewis ground floor are let and the adjacent Vicarage Rd development is complete. It will then be necessary to cease visitor moorings at this location. This will create significant footfall that is more likely to sustain trip boat operations from this site. It has excellent potential, being visible from

the Vicarage Road development site. However, better signage and orientation is required from street level down to the site.

- 3.12 It has been used by trip boat operators in the past but they have established their own pick-up stops for easier operation, and because the site is currently unviable with minimal footfall.
- 3.13 John Lewis are currently reviewing their interests on the riverfront. They hope to have a tenant for the pub unit next to Kingston Bridge shortly. They are considering proposals for their vacant premises - the under-croft and ground floor restaurant unit (not part of the store) that will be informed by the emerging Vicarage Road redevelopment plans. They certainly wish to "reinvigorate" their river frontage in the future with improved hard landscaping, public space and more activity on the quayside. They would also consider the use of the small unit within the ground floor restaurant space (which could be isolated) as a ticket office, subject to an appropriate agreement and rent.

Management of the site

- 3.14 This is currently a visitor mooring that should have frequent site patrolling (fortnightly in winter and twice a week in summer), issuing notices and occasional enforcement. Little administration is required other than occasional customer notices, although removal of 'squatting' boats can place demands on legal and property staff.
- 3.15 If it is used in the future for passenger boats it will require enforcement to ensure no visitor moorings, and will then generally be self-managing by the operators. Some ad-hoc monitoring may be required to ensure fair competition. Little management overview is required other than occasional decisions and interventions with problems.

Benefits

- Creates an active focal point to the John Lewis frontage
- Animates the water space with boating activity
- Improved trading opportunities for local trip boat businesses
- Generates additional public spend in the local economy from boat trippers

Sensitivities

- Trip boats using this site may create wash that could affect the café / restaurant boat and seating pontoon moored at the adjacent Horse Fair Quay. However, the EA have said that this could be controlled by them if necessary.
- Ceasing existing visitor moorings will be unpopular, but new ones are being created close-by at Thames Side, and those at Charter Quay are currently under-used.
- Regular monitoring will then be required to remove private visiting boats.

Charter Quay and Eagle Wharf

Proposal :

- New commercial moorings (subject to agreement to relocate the existing Charter Quay residential boaters)
- A mooring for visiting feature boats
- Retain visitor mooring pontoon



Site assessment

- Moorings owned and controlled by St George who pay the Council 50% of net profit.
- Currently 2 sections: long length of 24hr visitor moorings (£10 overnight charge) and 8 residential berths. Installed approximately 5 years ago.
- High quality built development with mixed uses and public space around Charter Quay and Hogsmill Creek.
- CCTV and lighting.
- Visitor moorings under-used because (a) there are insufficient cleats for mooring and (b) boaters know of the potential for overnight disturbance along this stretch.
- Some siltation to the visitor mooring caused by Hogsmill Creek. This could be reduced with greater boat movement.
- Resident boaters experience some disturbance and anti-social behaviour in summer from late night drinkers at Porter Black's pub, The Ram pub and Eagle Wharf open space in particular.
- Moorings are close to the river wall and have no security (other than one gate to two boats) that allows unwelcome public access.
- Some residential boats are in a poor state of repair, degrading the general appearance of the riverfront.
- Two 'squatting' boats with unsafe access along a narrow concrete ledge.
- Landscaping improvements planned for Eagle Wharf open space and lighting recently installed along the length of the Riverside Walk in this location to improve security and reduce opportunity for anti-social behaviour.

Rationale for the proposal

1. Retain the visitor mooring pontoon

- 3.16 The visitor mooring pontoon provides a good facility and easy access directly to the town centre. Improvements to signs, making them more visible from the river, and adding extra cleats or bollards would be likely to increase its

use. It will also be more popular if the John Lewis Quay is used exclusively for trip boats in the future.

- 3.17 Given the level of evening activity along this stretch and the lack of security to the pontoon, boaters have indicated they are unlikely to use it overnight. It is not practical to install security gates to visitor moorings since visitors will either need a key or code for access. Furthermore the pontoon is close enough to the path for people to jump directly onto the pontoons or boats moored there.

2. New commercial moorings

- 3.18 The high level of public activity and the existing commercial uses in Charter Quay and along the riverfront do not create a particularly suitable environment for the existing residential moorings. Commercial boats with public uses such as a café, shop, small business, conference venue etc are far more suited to such a busy public area, and where there will be sufficient footfall to generate interest in the boats.
- 3.19 The site proposed at Charter Quay can accommodate approximately 6 large boats (20-25m long). It is in the control of St George and relies on securing an agreement to relocate the existing Charter Quay residential boats. Preliminary discussions with St George have been reasonably positive, but they remain to be convinced of the business case, and more work is required in this respect. One significant expression of interest has come from a restaurateur who is negotiating to purchase an attractive historic barge. He would like to operate his restaurant barge at Charter Quay.
- 3.20 Whilst some discussion has been had with the residential boaters there is clearly much discussion to be had with those moorers and other key stakeholders before plans to relocate to the new sites proposed at Townend Wharf and the Former Beverley Boathouse can be progressed.

3. Mooring for visiting feature boats

- 3.21 A mooring towards the Eagle Wharf end could be designated for visiting feature boats such as historic vessels, sail training boats, floating classrooms, children's puppet theatre, art displays etc. Special events could be linked to their stay, making use of the Eagle Wharf open space. However, the river wall is over 2m high here which could restrict views of the visiting vessels, but locating pontoons further out and replacing the solid wall with railings may overcome this.

Management of the site

- 3.22 St George are likely to retain control of the management of their length of commercial moorings, therefore as things stand there is no requirement on the Council to manage the site. St George may be interested to contract with the Council for the maintenance of the site's mooring infrastructure.
- 3.23 The section accommodating the mooring for visiting feature boats will require monthly site health and safety inspections to check maintenance is satisfactory, and of course, promotion to develop a programme of visiting boats.

Benefits

- Transforms Kingston's central stretch of riverfront by creating an attractive focal point and frontage to a high quality development

- Secures additional public spend in the local economy
- Offers residential boaters the chance to relocate to quieter moorings
- New business start-ups plus trading opportunities for companies to supply and service the commercial boats

Sensitivities

- Relies on agreement with key stakeholders and critically the residential moorers and St. George to take forward the change of use to commercial moorings with assistance from the Council. Further work in respect of commercial rentals to be commissioned to inform discussions.
- Relies on attracting commercial boat tenants, which will be influenced by market conditions and may take time to fill the vacant berths. However, Kingston is a desirable trading location and a number of expressions of interest have been received.
- Relies on the residential boaters relocating.
- Potential objections from some river users who would prefer to see more visitor moorings or open water space, although others have given support.
- New commercial boats may potentially be subject to continuing anti-social behaviour, but this is likely to be dealt with by the commercial operators and their staff on site. If the pontoons are extended further out from the path and gates are locked out of hours, this would help reduce the potential for disturbance.

Former Beverley Boathouse Site

Proposal :

- Option 1. Residential mooring for relocated Charter Quay boats
- Option 2. Serviced leisure moorings
- Option 3. Un-serviced leisure moorings



Site assessment

- Existing outdated 20m pontoon, previously used by a boathouse for the former Beverley School.
- Adjacent to Minima sailing club
- Quieter site compared to the levels of disturbance to the residential moorings at Charter Quay / Eagle Wharf
- La Tasca restaurant and Kingston Mill pub may cause some disturbance during summer, but the pub has no access for customers onto the riverfront
- The Council long term plan to widen the path along the river via a boardwalk on this length.

Rationale for the proposed moorings

- 3.24 Because the cost of utility connections is unknown, and the need for considerable discussion and consultation with key stakeholders in respect of the possible introduction of commercial moorings at Charter Quay, there are three different options for this site. The eventual choice can only be made once further work has been undertaken to determine the cost of utility connections and the value of commercial moorings has been researched and negotiation entered into with St George.

Option 1: 3 residential berths on a linear pontoon

- 3.25 If St George implement commercial moorings at Charter Quay this site (and Townend Wharf) could accommodate some of the relocated residential boats, with water, electricity and sewage connections. The site could accommodate the largest three residential boats.
- 3.26 Other than Townend Wharf, it is the only other potential site within the town centre area for relocating the residential boats from Charter Quay. It has much quieter neighbouring uses compared to Charter Quay, is still within the town centre and is closer to residents' parking used by the boaters. The main advantage is that it is sufficiently far away from the late night drinking disturbance currently suffered by the boaters to offer a more peaceful mooring. Whilst this site still has passers-by, there is the likelihood of much less anti-social behaviour. La Tasca restaurant and Kingston Mill pub may cause some disturbance during summer, but the pub has no customer access onto the riverfront, and the restaurant noise will be limited.

Option 2: 11 leisure mooring berths on echelon pontoons with services

- 3.27 If St George retain the residential moorings at Charter Quay this site could be used for leisure moorings. The moorings would each have water and electricity, provided that the cost of utility connections (yet to be determined) is affordable.
- 3.28 It is a good site for leisure moorings, being close to the town centre facilities, public transport and car parks, although it does not offer the opportunity for free or longer term parking, which can cause problems for those wishing to cruise for extended periods. This would be reflected in the mooring fee. All leisure moorings in the area are full.

Option 3 11 leisure mooring berths on echelon pontoons without services

- 3.29 If it transpires that the cost of utility connections (yet to be determined) is unaffordable, then un-serviced leisure moorings could be created.
- 3.30 The demand for, and supply of, un-serviced leisure moorings has not been thoroughly investigated for this report. However, there is likely to be some interest in basic moorings at a lower mooring fee, given the strength of demand and limited supply of moorings generally on the Thames. If this option is chosen it will require further work to confirm demand and estimate the rate.

Management of the site

- 3.31 This is a relatively small site will have only 3 customers if it is to accommodate some of the residential boats from Charter Quay, or 11 leisure

mooring customers. It will require monthly site inspections to check maintenance is satisfactory and that customers are using the site properly. Administration requirements include monitoring income, establishing maintenance regimes, call-outs, passing bills for payment, issuing annual customer contracts, managing waiting lists, fee setting, customer enquiries etc. Requirements for management overview include reviewing financial performance, customer service, occasional intervention with problem cases etc.

Benefits

- Creates an attractive focal point and boating activity in this location
- Offers residential boaters the chance to relocate to quieter moorings
- Releases Charter Quay for commercial moorings
- The presence of residential moorers will provide an element of security and informal surveillance for passers-by.

Sensitivities

- Site design must ensure sufficient security by positioning pontoons away from the path and including gated access.
- Potential objections from some river users who would prefer to retain an open length.
- Potential objections from Minima sailing club who may feel 'enclosed' by moorings either side of their pontoon.

Townend Wharf

Proposal :

- Option 1. Residential mooring for relocated Charter Quay boats and leisure moorings
- Option 2. Serviced leisure moorings
- Option 3. Un-serviced leisure moorings



Site assessment

- Moorings owned and controlled by the Council
- Existing finger pontoons, which are currently used as visitor moorings, have established a use for moorings at the site. Pontoons are outdated.
- Quieter site compared to the levels of disturbance to the residential moorings at Charter Quay, but the site is more exposed to the adjacent road and traffic noise
- Landscaped, open area directly behind the site
- Turks' trip boats operational base is adjacent, and while it is not used for passenger disembarkation there is likely to be some late night disturbance during peak season.

Rationale for the proposed moorings

- 3.32 The proposal is to replace the existing finger pontoons with linear pontoons set back from the Riverside Walk with added security from a gated walkway approach. The noise issues from High Street may be mitigated to a certain extent by siting the leisure boats on the land-side of the linear pontoons and the residential boats on the river-side, thereby the former would shield the latter from some of the noise.
- 3.33 Because the cost of utility connections is unknown, and the options for change at Charter Quay, there are three different options for this site. The way forward can only be made once further work has been undertaken to determine the cost of utility connections, and further consideration and consultation with the key stakeholders has been undertaken regarding Charter Quay.

Option 1: 5 residential berths, 5 leisure berths plus 56m of leisure moorings

- 3.34 If St George implement commercial moorings at Charter Quay this site (and the Former Beverley Boathouse) could take the relocated residential boats, with water, electricity and sewage connections. The site can accommodate five residential boats, 5 leisure mooring berths and 56m of leisure mooring for smaller boats.
- 3.35 This is an established mooring site, although it has outdated pontoons and is under-used. Other than the Former Beverley Boathouse site, it is the only other potential site for relocating the residential boats from Charter Quay. It is on the edge of the town centre, but is closer to residents' parking used by the boaters. The main advantage is that it is away from the Charter Quay area where late night drinking disturbance is most likely to be experienced by the boaters. Whilst this site still has passers-by, anti-social behaviour is much less likely.
- 3.36 A possible drawback is the noise coming from traffic and other activity on the adjacent High Street and from Turks' trip boat operational base. However, there are means at hand as explained above to mitigate some of the noise disturbance.

Option 2: 5 leisure berths plus 112m of leisure moorings with services

- 3.37 If St George retain the residential moorings at Charter Quay this site could be used entirely for leisure moorings. The moorings would each have water and electricity, provided that the cost of utility connections (yet to be determined) is affordable.
- 3.38 This is a good site for leisure moorings, being close to the town centre facilities, public transport and car parks, although it does not offer the opportunity for free or longer term parking, which can cause problems for those wishing to cruise for extended periods. This would be reflected in the mooring fee, alongside the possibility of some noise disturbance. All leisure moorings in the wider Thames area are full.

Option 3 5 leisure berths plus 112m of leisure moorings without services

- 3.39 If it transpires that the cost of utility connections (yet to be determined) is unaffordable, then un-serviced leisure moorings could be created.
- 3.40 The demand for, and supply of, un-serviced leisure moorings has not been thoroughly investigated for this report. However, there is likely to be some interest in basic moorings at a lower mooring fee, given the strength of demand and limited supply of moorings generally on the Thames. If this option is chosen it will require further work to confirm demand and estimate the rate.

Management of the site

- 3.41 This is a medium sized site with potential for approximately 20 customers. It will require monthly site inspections to check maintenance is satisfactory and that customers are using the site properly. Administration requirements include monitoring income, establishing maintenance regimes, call-outs, passing bills for payment, issuing annual customer contracts, managing waiting lists, fee setting, customer enquiries etc. Requirements for management overview include reviewing financial performance, customer service, occasional intervention with problem cases etc.

Benefits

- Creates an attractive focal point and boating activity in this location
- Offers residential boaters the chance to relocate to a quieter location
- Releases Charter Quay for commercial moorings
- Spend in the local economy generated by new leisure moorers
- Better use of under-used mooring site
- The presence of residential moorers will provide an element of security and informal surveillance for passers-by and the adjacent Turks operational base, especially out of hours.

Sensitivities

- The adjacent Turks' operational base is likely to cause some disturbance during peak season (summer and Christmas) as the boats are cleaned and restocked when they return from charters after midnight.
- Site layout needs to allow for Turks' boats mooring on the inside of their pier.
- Site design must ensure sufficient security by positioning the pontoons away from the path and including gated access.
- Future enhancements to the landscaped area at the site would provide better screening from the road.
- Potential objections from some river users who would prefer to retain the visitor moorings. However, new visitor moorings could be created at Queens Promenade where there is less potential for boat movement to conflict with Turks' trip boats.
- There is a risk that the site may take time to fill; however demand is strong. It will require promotion in advance of opening. The Council could take deposits from interested boaters to secure a berth and develop the site when sufficient berths have been reserved.

Queens Promenade

Proposal :

- New seasonal café boat mooring
- Long length of visitor moorings
- Create a 'hub' for recreation



Site assessment

- Attractive, open, green setting, well-used by 'promenaders' especially in summer
- Established uses of café, foot ferry and trip boats
- Existing uses have a poor appearance which are in need of improvement
- Site has been used for regattas and moorings for Hampton Court Palace events
- Parking restrictions apply on adjacent roads at weekends which impacts on potential use
- Currently designated as 'no mooring' which was apparently to deter itinerant boats returning after being removed in the past
- Path is wide with two levels. The lower level towpath helps to segregate boaters from public
- Hampton Court Palace have indicated to TLS that they are exploring the possibility of seasonal horse and carriage rides on the opposite side of the river
- Taggs operate day boat hire from Harts Boatyard at the far end of the promenade.

Rationale for the proposals

- 3.42 This area has existing leisure uses and is well-used by the public, especially in the summer. Despite the high level of public use, the boat related facilities have a generally poor appearance with an outdated ferry pontoon and kiosk, unattractive café building and unsightly storage at the operational bases of both the trip boat operators.
- 3.43 With some simple enhancements, new activities, coordinated effort between the operators and promotion as a place to visit, this site has the potential to become an attractive focal point for informal recreation with a variety of activities on offer. This would help to sustain the proposed seasonal café boat and any other trading boats that may come to the site.

1. New visitor moorings

- 3.44 The long length of river wall along Queens Promenade is ideal for visitor mooring. It offers a tranquil area to stop, away from the central activity and requires only bollards and signs. Questionnaire respondents were positive to

the proposal and some boaters said they would consider mooring overnight, particularly if other boaters moored there.

- 3.45 The length already has an established use for regattas and moorings for events linked to Hampton Court Palace.

2. New commercial mooring for seasonal café boat

- 3.46 The existing café building at the site is run as a simple, seasonal operation with tea/coffee and ice creams. The existing operators have recently extended their lease with the Council for another 5 years. There is significant footfall in this area which could help sustain another café operation, especially if it provided a different offering, probably of higher quality e.g. cream teas, crepes, cappuccino, quality ice cream selection etc.
- 3.47 The seasonal café boat proposed would most probably only provide 'take-away' refreshments, and relies on finding a suitable operator who can share a vision for the site. Interest is likely to come from boat owners looking to set up a small seasonal operation with minor alterations to their boat. A more ambitious proposal would be to provide a pontoon, with handrails, for seating.
- 3.48 Utility connections are likely to be costly at this site, and the boat will probably need to obtain power by running its engine, using a generator or a battery. It is likely to need a pump-out (this service is provided at nearby Thames Ditton Marina), to fill up with water and recharge batteries probably every day. It will therefore need a local, serviced mooring and the Council should consider offering a berth at Townend Wharf.
- 3.49 There is also potential to attract one or two trading boats (e.g. selling arts and crafts) to capture passing trade in the summer. One boat could act as a warden for the visitor mooring.

3. Create a 'hub' for informal recreation - proposals include:

- 3.50 **New day boat hire.** Taggs, who operate at Harts, have expressed a keen interest in operating motor boats at this site. They could be encouraged to also offer rowing boat hire as an un-powered alternative.
- 3.51 **Improvements to the ferry stop** with a new pontoon and kiosk, clear signs and information on when it operates. The estimated cost of a new pontoon is £24,000 and it is unlikely that the business case currently justifies that cost.
- 3.52 **Horse and carriage rides to Hampton Court Palace** from the opposite side of the river, which would stimulate more use of the foot ferry.
- 3.53 **Maps and walking trails.** Signs with maps showing circular routes would encourage people to explore the local area. The café and other operators could display leaflets.
- 3.54 **Enhancements to the café** such as painting, planting, better quality tables and chairs.
- 3.55 **Improved public frontage at the trip boat bases** e.g. promotional signs, leaflet dispensers.

Management of the site

- 3.56 The café boat operator is likely to have a lease with the Council, thus requiring minimal input from a moorings management perspective. The visitor moorings will require frequent patrolling (fortnightly in winter and twice a week in summer). Little administration is required other than occasional

customer notices, although removal of 'squatting' boats can place demands on legal and property staff. Little management overview is required other than occasional decisions and interventions with problem boaters.

Benefits

- Enhances the area, creates a new focal point and a better 'visitor experience'
- Stimulates and helps sustain existing businesses
- New business start-up
- Secures additional public spend in the local economy
- Encourages informal water-based recreation.

Sensitivities

- The existing café operator may feel that their business is threatened. They have not been approached as part of this work. However, their business should benefit from the other improvements proposed.
- Potential for conflict between day boats and trip boats. However, the day boats already operate upstream and operators should be able to coordinate arrangements.
- Requires targeted promotion to attract the café and trading boats.
- Needs a Council project officer to generate action from operators, develop signs, leaflets, better signs from the road etc.
- Some questionnaire respondents using un-powered craft were negative to the proposals for commercial mooring and also referred to the loss of river space for use during regattas. However, the proposal is only for one or two boats and these would provide refreshment to visitors.

4 MANAGEMENT OF THE SITES

4.1 This section gives a brief explanation of the management requirements of mooring sites. It describes the main functions and suggests what is required for each of the mooring sites proposed. This is followed by a brief assessment of different management options.

Management functions

4.2 The basic functions of managing the proposed mooring sites are summarised below:

- Customer service (responding to calls, managing waiting lists, marketing etc)
- Controlling maintenance (planned and responsive)
- Financial control (price-setting, budget-setting, profitability)
- Credit control (invoicing, debt collection and bill payment)
- Site monitoring, inspection and enforcement (checking maintenance, recording boats' stays on visitor moorings, enforcing terms and occasional eviction)

4.3 To be carried out effectively they require a combination of:

- On-site patrolling, inspections and customer interface
- Office-based administration, marketing and point of contact
- Management overview, control and accountability for (a) the service to customers and (b) the performance to the Council.

Management requirements of each proposed site

Thames Side, John Lewis Quay, Queens Promenade visitor moorings and the Eagle Wharf feature mooring
On-site: Sites will need frequent patrolling (fortnightly in winter and twice a week in summer), issuing notices and occasional enforcement. When the passenger operators use John Lewis Quay in the future it will require enforcement to ensure no visitor moorings and will then generally be self-managing. Ad-hoc monitoring may be required to ensure fair competition.
Administration: Little administration is required other than occasional customer notices and correspondence, although removal of 'squatting' boats can place demands on legal and property staff.
Management overview: Little management overview is required other than occasional decisions and interventions with problem boaters.
Townend Quay and the Former Beverley Boathouse site
On-site: These are relatively small sites with approximately 30 customers in total (depending on the final option chosen). They will require monthly site inspections to check maintenance is satisfactory and that customers are using the site properly.
Administration: Administration requirements include monitoring income, establishing maintenance regimes, call-outs, passing bills for payment, issuing annual customer contracts, managing waiting lists, promoting the sites, fee setting, customer enquiries etc.
Management overview: Management requirements include reviewing financial performance, customer service, occasional intervention with problem cases etc.
Horse Fair Quay and Queens Promenade restaurant and café boat moorings
These will be individual operators who are likely to have a lease with the Council, thus requiring minimal input from a moorings management perspective. However, monthly site checks to monitor maintenance and the business activity will be required.

Charter Quay commercial moorings

St George may retain control of the management of these moorings, therefore no Council-led management is required. St George may, however, be interested to contract with the Council for the maintenance of the site's mooring infrastructure.

Assessment of Management Options

Council Management	
Advantages	Disadvantages
<ul style="list-style-type: none"> • The Council retains full control of the sites and manages them to Council objectives • Good range of in-house resources and advice on many different issues which may arise • Cost savings because there is currently no internal recharging • Simple to set up, given that there are relatively few sites • Similarities with Neighbourhood Services responsibilities and functions 	<ul style="list-style-type: none"> • Potential for responsibility and accountability to fall between different staff/departments • Lack of experience and understanding of moorings management • The overview may be lost if different responsibilities are 'dispersed' across various departments
Lease to local operator Management	
Advantages	Disadvantages
<ul style="list-style-type: none"> • They have good market knowledge and experience of moorings management • They have the ability to solve problems quickly since they operate nearby • Steady revenue to the Council without requiring any management or admin, other than agreeing and reviewing the contract with the operator • Local operators have expressed an interest 	<ul style="list-style-type: none"> • Operator unlikely to be interested in managing visitor moorings which do not generate revenue • Council loses a certain amount of control over the management; operators unlikely to share the Council's wider aspirations. • Sites may not be run to Council's desired standards. Potential for short-cuts on maintenance and safety. • Council will receive less revenue after the operator takes their fee/share of profit
Trust Management	
Advantages	Disadvantages
<ul style="list-style-type: none"> • Trust can be established with the Council's aspirations and standards for moorings management • Steady revenue to the Council without requiring management or admin, other than the contract and appointing a trustee • Could provide volunteers to act as wardens and give information to the public 	<ul style="list-style-type: none"> • Requires legal constitution, trustees and administration etc which may not be justified for so few sites • Lack of experience and understanding relating to moorings • Trust may not be based locally • Likely to place less emphasis on visitor mooring patrol • Council will receive less revenue after the trust takes their management fee/share of profit

Recommendation

- 4.4 The onus of management is likely to be on patrolling the visitor mooring sites and overseeing customer service and financial performance on the residential and leisure sites. There are relatively few sites and customers to merit outsourcing. Tasks that do not generate revenue, particularly patrolling visitor moorings, risk being overlooked by operators other than the Council, which could result in squatting boats. Many of the important functions such as invoicing, credit control and grounds maintenance are already well-established operations within the Council.
- 4.5 It is therefore recommended that the sites are managed in-house and that the success of this arrangement is reviewed periodically to determine whether other options would be more beneficial.

Implementation

Timescale for implementation and phasing

- 4.6 The set of circumstances for each site suggests a phased timescale for implementation as follows:

Year 1
Establish the new visitor moorings and make the improvements to existing sites.
Year 2
Establish the main mooring schemes at Charter Quay, Townend Wharf and Former Beverley Boathouse sites. Secure the café-boat operator for Queens Promenade and implement plans for the recreation hub.
Year 5
Once Vicarage Rd is developed, establish the café/restaurant boat at Horse Fair Quay and trip boats at John Lewis Quay.

- 4.7 However, there are three critical issues that need addressing before the main mooring schemes can be set up in year 2. Sufficient time and resources should be allowed in year 1 to address these important factors. They are:

1 Cost of utility connections

- 4.8 The commission of this report did not allow for detailed searches of utilities, which could be a significant cost to the main mooring schemes. It is recommended that further work is undertaken to locate the services, design and cost the connections and installations to the relevant mooring schemes. This will then enable further financial analysis and decisions to be made on the options presented.

2 St George discussion, consultation and consideration of commercial moorings at Charter Quay

- 4.9 The potential for change of use to commercial mooring at Charter Quay requires further research, consideration and consultation with key stakeholder groups and especially the residential moorers themselves and St George. St George will need to be convinced of the business case and further research

of potential commercial rents is required to facilitate this. Their decision is a critical factor that will:

- Unlock the potential for commercial moorings and transform the central waterfront. Otherwise, the varying quality of residential boats will remain and contribute to a disappointing frontage.
- Determine whether the Former Beverley Boathouse and Townend Wharf sites need to be reserved for residential boats or can be used for new leisure moorings.
- Secure an historic restaurant barge.

4.10 It is recommended that the Council engage with St George to discuss the merits of commercial moorings, and provide any further information that can help make the business case, and discuss possible contractual options.

3. Agreement from the Environment Agency (EA)

4.11 The EA will need to (a) approve the mooring schemes from an operational, navigational and environmental perspective, and (b) agree an appropriate contract with the Council for mooring rights. Discussions should continue with the local operational team to seek EA approval. Discussions with the estates team should continue in relation to the rent in order to achieve a viable rental structure.

4.12 Assuming issues 1,2 and 3 above are satisfactorily addressed, the decision to move forward can be made on the package of moorings to be implemented. Once the Council approves the plans and funding, the main actions for all sites is shown below:

Year 1:	<p>Promote the proposals in the public domain Promote the positive story of ‘new moorings to revitalise Kingston’s waterfront’ (engage St George and EA as partners) to the public and river users.</p>
	<p>Implement new, and improve existing, visitor moorings Set up Thames Side and Queens Promenade sites, renew signs at John Lewis Quay and encourage St George to improve signs and cleats at Charter Quay.</p> <p>This is a relatively low-cost and quick-win action, not requiring specialist project management or planning consent. EA consent is likely to be a formality, in advance of the main agreement. Free promotion through the recommended channels will encourage boaters and demonstrate that the Council welcomes boaters to Kingston. This could be project-managed in-house or by TLS.</p> <p>It will require the Council to establish management arrangements to monitor and control the sites. The use of street wardens to patrol the sites, and management by Neighbourhood Services could be an interim measure.</p>
	<p>Make a commitment to seek the improvements/facilities at Horse Fair Quay through planning gain It is essential to establish a commitment to the café/restaurant boat at an early stage, to ensure that the mooring is integral to the wider planning of the area. S106 funding will need to be secured to install the mooring infrastructure and utility connections.</p>

	<p>Commission the RoSPA safety report for all sites to inform the plans</p>
	<p>Progress Charter Quay commercial moorings with St George</p> <p>Assuming St George decide to proceed with commercial moorings, the next actions will be:</p> <ul style="list-style-type: none"> • Pre-consultation with the St George residential moorers and river users • Secure commitment from the residential boaters to relocate • Secure planning consent • Remove the two squatting boats • Renegotiate the contractual agreement with St George
	<p>Develop detailed plans for Townend Wharf and Former Beverley Boathouse</p> <p>Once St George have decided upon Charter Quay and utility connections are costed, the use and layout of these sites can be finalised. The main actions are:</p> <ul style="list-style-type: none"> • Pre-consultation with Turks, Minima and river users • Review the proposals for extension to the pathway and ensure that the design is sympathetic to mooring pontoon arrangements • Secure planning consent • Appoint a project manager to develop detailed plans and a tender package • Early marketing to secure customers in advance of opening the sites
	<p>Progress proposals for the recreation hub at Queens Promenade</p> <p>This requires a project officer to liaise with the operators, design signs/leaflets and seek funding. They could also promote the opportunity for the café boat, secure an operator and other trading boats.</p>
Year 2:	<p>Open Townend Wharf and the Former Beverley Boathouse sites</p>
	<p>St George open Charter Quay commercial moorings; The Council opens the feature mooring</p>
	<p>Establish management arrangements for all sites including the previously opened visitor moorings</p>
	<p>Implement plans for the Queens Promenade recreation hub</p>
Year 5:	<p>Open Horse Fair Quay and establish trip boat operations at John Lewis Quay</p> <p>The timing of these sites is governed by the Vicarage Road development timescale.</p> <p>The Council should also inform John Lewis' future landscaping proposals to ensure they are compatible with the trip boat operations, and possibly secure a contribution from JL to the railings that will be needed.</p>

APPENDIX

QUESTIONNAIRE FORM

Thames Landscape Strategy and Royal Borough of Kingston upon Thames

Project to review and develop moorings provision in Kingston and a the 'TLS Sporting Hub of Excellence'

Questionnaire to RUGS members December 2005

A consultant has been commissioned to look at developing or improving a range of mooring sites and waterspace activity on the Kingston waterfront and is interested to know the views of users on:

- The need for different types of moorings in Kingston
- Where and how to create successful visitor moorings
- The creation of moorings for commercial and feature boats such as floating cafes, historic visiting vessels, small conference venues etc
- Passenger boat services for Kingston Town Centre, the tideway and Hampton Court
- Facilities for sporting activities and special events such as boating regattas

Some questions are aimed at powered boaters, boat clubs, boatyard, marina and hire boat operators, whilst other questions seek the views of all river users. The questionnaire is therefore divided into 3 sections:

- A For all users
- B For powered boaters and boat clubs, boatyard, marina and hire boat operators
- C For un-powered craft, powered boaters, boat clubs; also boatyard, marina and hire boat operators.
- D Thames Sporting Hub

Please put an 'X' against the relevant user group below to tell us your main interest in the river and answer the questions from this perspective. This will help us to understand your answers and identify any common views of particular user groups. Please also provide any additional comments (you may continue on a separate sheet if you require and include any relevant photos, plans etc.), particularly where you answer 'no'. It should take no more than 10 minutes to complete.

Please return this questionnaire to

Val Beirne, Thames Landscape Strategy, Holly Lodge, Richmond Park, Richmond TW10 5HS

Telephone: 020 8940 0654 Fax: 020 8332 2730 E-mail: v.beirne@richmond.gov.uk

NameClub / Company/ Organisation (if any)

Address.....

.....

Contact phone numberContact e-mail:.....

Please indicate your main interest in the river and answer the questions from this perspective. We appreciate that some river businesses may select more than one.

Individual boater (powered) ___ Boat club (powered) ___ Trip boat operator ___ Boatyard/marina/mooring operator ___ Hire boat operator ___ Sailor ___ Rower ___ Canoeist ___ Skiff ___ Punter ___	Local resident ___ Walker / rambler ___ Cyclist ___ Angler ___ Environmental / conservation ___ Heritage ___ Waterside business (not listed above) e.g. pub, please state _____ Other (not listed above) please state _____ _____
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SECTION A: QUESTIONS FOR EVERYONE

Your views on the potential for more commercial, feature, trip boats, leisure moorings and events in Kingston

A1 Would you like to see boats with uses such as a café, shop, meeting/conference venue, gallery etc, accessible to the public and moored along the main town centre waterfront?

Yes ___ No ___ If 'no', explain why _____

Comments _____

A2 Would you like to see a dedicated mooring for different 'special feature' boats visiting Kingston, such as children's theatre, art displays, historic boats?

Yes ___ No ___ If 'no', explain why _____

Comments _____

A3 Would you like to see more passenger boat services bringing people to Kingston Town Centre and Hampton Court?

Yes ___ No ___ If 'no', explain why _____

Comments _____

A4 Would you like to see special events such as boating regattas or events linked to the programmes of Kingston Council and Hampton Court along the Queens Promenade stretch of river?

Yes ___ No ___ If 'no', explain why _____

Comments _____

A5 Would you like to see more permanent leisure moorings (i.e. the 'home base' for private boaters or a boat club) in Kingston?

Yes ___ No ___ If 'no', explain why _____

Comments _____

SECTION B: QUESTIONS FOR POWERED BOATERS AND BOAT CLUBS, BOATYARD, MARINA AND HIRE BOAT

Your views on the need for new permanent leisure moorings in Kingston

B1 Is there a strong demand for permanent leisure moorings on the river in the Kingston area? For example, are the mooring sites that you know full? Are you aware of boaters looking for moorings in the area?

Yes, strong demand ___ No, little demand ___

Comments _____

B2 For powered boaters and boat clubs only:

If new permanent leisure moorings were created in Kingston, would you consider mooring there as your base?

Yes ___ No ___ If 'no', explain why _____

Comments _____

**SECTION C: QUESTIONS FOR UN-POWERED CRAFT,
POWERED BOATERS, BOAT CLUBS; ALSO BOATYARD,
MARINA AND HIRE BOAT OPERATORS. (PLEASE ANSWER
FROM YOUR CUSTOMERS' PERSPECTIVE.)**

Your views on visitor moorings in Kingston

C1 Why would you want to stop in Kingston? (We appreciate it is not easy to stop at the moment but please tell us why you would stop so we can consider what moorings to create and where.)

Please score **all** choices below with 1 for unlikely and 4 for most likely.

1. Quick stop for shopping/supplies/cash point 1 2 3 4
2. Short rest en route; will stay with or near the boat 1 2 3 4
3. Visit Kingston town; will stop for part of /all day and leave the boat 1 2 3 4
4. Visit Hampton Court; will stop for part of /all day and leave the boat 1 2 3 4
5. Overnight stop; will sleep on board 1 2 3 4
6. Use boatyard facilities 1 2 3 4
7. Other, please state _____

C2 Is it important to segregate powered boats from un-powered craft on visitor moorings?

Yes, segregate ___ No, not important to segregate _____

Comment _____

C3 How would you find out about available visitor moorings?

Please score **all** choices below with 1 for unlikely and 4 for most likely.

1. 'Visit Thames' website 1 2 3 4
2. Kingston Council website 1 2 3 4
3. Refer to Thames Users Handbook 1 2 3 4
4. Contact Environment Agency 1 2 3 4
5. Contact Kingston Tourist Info Centre 1 2 3 4
6. Rely on signs when I arrive 1 2 3 4
7. Call marinas and boat yards 1 2 3 4
8. Ask other boaters en route 1 2 3 4
9. Other, please state _____

Below we summarise some potential and existing visitor mooring sites (the attached map identifies each location). Please give your views on whether you would use them or what else needs to be provided at the site.

C4 Proposed: Wharf at Thameside Car Park under Kingston railway bridge, south of Canbury Gardens. Quick stop moorings close to the town's shops and services. Signs and mooring rings. Boats would moor up directly against the car park. No security.

1. I would stop here during the day, but would stay on or near my boat Yes__ No__

2. I would stop here during the day and leave the boat for some time Yes__ No__

Comment / I would use the site if... _____

C5 Existing: Charter Quay next to residential moorings, in front of the relatively new riverside flats and cafes, downstream of Hogsmill Creek. Pontoon moorings. No security and close to the public path which is busy during the day and sometimes late at night. Assume the current charge for visitor mooring has been dropped.

1. I would stop here during the day, but would stay on or near my boat Yes__ No__

2. I would stop here during the day and leave the boat for some time Yes__ No__

3. I would only moor during the day if there was a security gate Yes__ No__

4. I would moor over night Yes__ No__

5. I would only moor over night if there was a security gate Yes__ No__

6. I would pay a small charge for mooring overnight Yes__ No__

Comment / I would use the site if... _____

C6 Proposed: Townsend Wharf where the riverside buildings cease and just before Queens Promenade starts. Pontoons would be replaced; site is close to the public path.

1. I would stop here during the day, but would stay on or near my boat Yes__ No__
2. I would stop here during the day and leave the boat for some time Yes__ No__
3. I would only moor during the day if there was a security gate Yes__ No__
4. I would moor over night Yes__ No__
5. I would moor up over night, even if I were the only boat Yes__ No__
6. I would only moor over night if there was a security gate Yes__ No__
7. I would only moor up over night if there were other boaters or a resident warden Yes__ No__
8. I would pay a small charge for mooring overnight Yes__ No__

Comment / I would use the site if... _____

C7 Proposed: Queens Promenade (adjacent to the wide, open path with trees, between the ferry boat stop and Harts boatyard). Simple visitor moorings with signs and mooring rings; boats would moor up directly against the public path which is busy during the day. No security.

1. I would stop here during the day, but would stay on or near my boat Yes__ No__
2. I would stop here during the day and leave the boat for some time Yes__ No__
3. I would moor up over night, even if I were the only boat Yes__ No__
4. I would moor up over night if there were other boaters or a regatta Yes__ No__

Comment / I would use the site if... _____

C8 There are existing visitor moorings on the opposite side of the river to Kingston Town Centre at Barge Walk where it is much quieter.

1. Would they be your first choice for an overnight stay? Yes I would choose Barge Walk___ No I would choose one of the above sites___
Please give the reason for your preference _____
2. If Barge Walk were full, I would choose one of the other sites Yes ___ No ___
3. I would only stay at Barge Walk Yes ___ No ___
4. I would never use the visitor moorings on the town centre side Agree ___ Disagree ___
Please give the reason for your answer _____

C9 Proposed: Riverside Walk (adjacent to La Tasca restaurant). Simple visitor moorings with signs and mooring rings, boats would moor up directly against the public path which is busy during the day. No security.

1. I would stop here during the day, but would stay on or near my boat Yes__ No__
2. I would stop here during the day and leave the boat for some time Yes__ No__
3. I would moor up over night, even if I were the only boat Yes__ No__
4. I would moor up over night if there were other boaters Yes__ No__

Comment / I would use the site if... _____

SECTION D: THAMES SPORTING HUB

The TLS partnership is in the very early stages of exploring the possible development of a 'sporting hub' focussing on rowing, canoeing, sailing, skiff and punting activities between Hampton and Kew. We would like your views on the proposal including any issues and priorities that may need to be addressed.

D1 Do you support in principle the idea of developing a sporting hub for this stretch of the River Thames?

Yes _____ (please complete the following questions) No _____ If 'no' explain why

Comments _____

D2 Membership (please answer yes or no where appropriate)

How many members does your club have? _____

Is this number increasing or decreasing? _____

Do you need more members or have you too many? _____

Do you monitor your membership in terms of age, gender etc? _____

Do you charge a membership fee (if so how much)? _____

Does your club have active links with schools or other community/business groups _____

If yes please provide more information _____

D3 Facilities (please answer yes or no where appropriate)

Please tell us about your club buildings – are they appropriate for your needs, are they restricting what the club can do and what improvements are needed?

Are other facilities adequate, what could be improved (for example car parking, boat storage, boat house, changing rooms, function rooms)?

Is your access to the river adequate? What could improve this?

Does your club have adequate access from the road, public transport and for those with mobility difficulties. Are there improvements which could be made?

D4 Any other issues

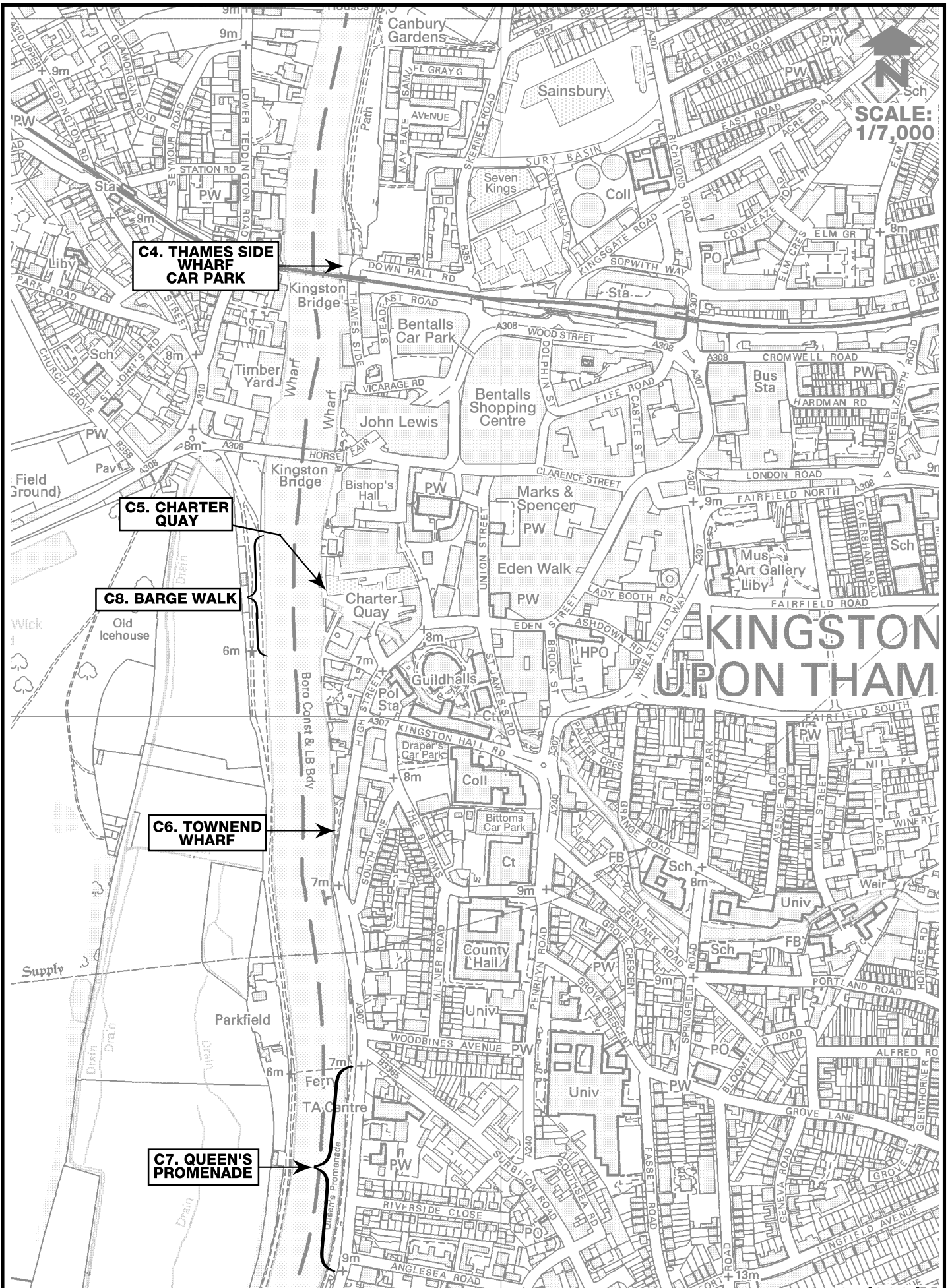
Please tell us about any other issues that are affecting your club that have not been covered

Additional Comments

If you would like any more information regarding this questionnaire please phone Jason Debney, Co-ordinator of the Thames Landscape Strategy on 07761169343 or email j.debney@richmond.gov.uk

THANK YOU FOR YOUR TIME – WE VALUE YOUR VIEWS

Please provide any other comments you wish on a separate page



SCALE: 1/7,000

C4. THAMES SIDE WHARF CAR PARK

C5. CHARTER QUAY

C8. BARGE WALK

C6. TOWNEND WHARF

C7. QUEEN'S PROMENADE

KINGSTON UPON THAMES