

Environmental Services
Business Support

20 JUL 2007

Ref:

(For official use
only)

K+20

Kingston Town Centre Area Action Plan

Submission Version

REPRESENTATION FORM

Royal Borough of Kingston upon Thames
Local Development Framework



- This form should be used to make a representation on the K+20 Kingston town centre Area Action Plan
- Please use one form for each representation you wish to make (ie. You can only refer to one test of soundness on each form).
- The form can be photocopied or additional forms can be obtained by contacting the Projects Team on 0208 547 5420 or 0208 547 5302 or e-mailing kplus20@rbk.kingston.gov.uk or by downloading the form from the K+20 website www.kingston.gov.uk/kplus20

FORMS SHOULD BE RETURNED BY FRIDAY 6 JULY 2007

1a. Personal Details

Title

Ms

Name

ALLISON SEIDLAR

Job Title *

Organisation *

CQRA

Address

CHARTER QUAY
RESIDENTS ASSOCIATION
c/o 4 QUAYSIDE WALK
CHARTER QUAY
KINGSTON UPON THAMES

Postcode

KT2 7SD

Telephone Number

07889 113 985

E-mail Address*

allison.seidlars@bt.com

* (where relevant)

1b. Agent*

2. Did you raise the matter that is the subject of your representation with the Local Planning Authority earlier in the process of the preparation of the Area Action Plan ie. before it was submitted for examination?

No Yes (at Issues stage) Yes (at Preferred Options stage)

If 'No', can you briefly explain why you did not do so:

UNKNOWN.

3. To which part of the Area Action Plan does your representation relate?

Complete only one box per form.

Paragraph number
Policy number
Plan number
Proposals Map

4. In relation to the part of the Area Action Plan referred to in Question 3, do you consider that the Plan is :

Sound*
Go to Question 6
(ie you support the DPD)

*Sound in this context means 'showing good judgement', 'able to be trusted' and satisfying the requirements of planning legislation. (See attached notes)

Unsound
Go to Question 5
(ie you consider changes are required to the Plan)

5. If you consider the Area Action Plan is unsound, please identify which test of soundness your representation relates to: (See attached Guidance Notes and Soundness Tests 1-9 listed in the Annex. (Only one per form).

Soundness Test number 9.
(we think!)

6. Please give details of what change(s) you consider necessary to make the Plan sound, having regard to the test you have identified at Q5. above. You will need to say why this change will make the Plan sound. Please be as precise as possible.

See attached 2 pages.

(Continue on a separate sheet /expand box if necessary)

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Written representations

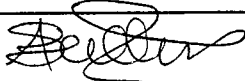
Participate at the oral examination

8. If you wish to participate at the oral part of the examination, please outline why you consider this to be necessary:

The Inspector will determine the most appropriate procedure to adopt to hear those who have indicated that they wish to participate at the oral part of the examination.

If you would like to be notified when the Inspector's report is published and when the Area Action Plan is adopted, please tick this box.

Signature:



Date:

30th June 07.

Representation Forms should be returned by Friday 6th July 2007 to:
K+20 Environmental Services
Royal Borough of Kingston upon Thames
FREEPOST KT644
Kingston upon Thames
KT1 1BR

No stamp is required

K+20 Kingston Town Centre Action Plan

CQRA Response:

Kingston Theatre as a driver of daytime/evening social diversity (raised and supported on 19th May at public meeting)

Much has been made of using the new Rose Theatre, opening 2007, as the catalyst to providing a broader range of visitor attractions, to attract a more diverse range of visitors. This is recognised as essential as the majority of attractions provide daytime shopping or night-time drinking linked activities.

The need to highlight and support this Theatre, which will be costing Kingston residents considerable sums of money, seems to have been lost, and there is no evidence of it being used to drive the necessary change.

It has also always been envisaged that the majority of visitors will use public transport. Attention was drawn at the meeting on the 19th, to the horrendous experience of one of our committee members taking an early evening walk from the station, via the Market Place, and returning visitors via the no.65 bus outside Oceana at about 11.30pm. To be graphic the outward journey was running a gauntlet of drunk youngsters, predominantly screaming. The return was to be immersed in the mayhem opposite Oceana, surrounded by drunks, one of whom was throwing up and another of whom boarded the 65 bus, along with a 'Zoo' of revellers, and proceeded to wet himself.

The point was made that this was not only thoroughly unpleasant it was frightening. If elderly of children had been present the effects would be worse. I don't see anyone subjecting themselves to this more than once and any positive impact from the Theatre visit would be quickly negated.

The view of CQRA is that work needs to be done to create theatre friendly routes. Signage, baskets of flowers, theatre wardens, all the cafes/restaurants to be advised they were on a Theatre Route and be encouraged to provide early evening meals and snacks. Also later, if the Theatre turns out at say 10.30, to provide a café environment to encourage a beverage/snack/supper to attract these new visitors to stay later.

It was strongly felt these routes should be alcohol exclusion zones and that liaison should be made with the After Dark Strategy/Policies to implement this.

Retail Growth

It was felt that the plans to improve the status of the shopping centre in league tables were not clear. A number of existing retail spaces already stand empty in the Bentalls Centre and Eden Walk with no obvious takers. High rents charged by land owners have already driven out some of Kingston's smaller, but diverse shops, e.g. the family butchers, the Teddy Bear Shop and Gift Shop in Eden Walk and the Mappin and Webb jewellers, all of which added to the variety of shops on offer. Recent additions have been chains, Primark, Liddle and mobile phone shops, (how many to we need?).

There is not indication of plans to attract additional high quality, or more interesting shopping, to compete with other more prestigious areas.

Retail and Commercial Growth

There are concerns that the plan wishes to significantly increase the number of visitors to the town. As pointed out at the Public Meeting on 19th May, increased revenues do not flow into the Councils coffers. However the costs of street cleaning, rubbish collection, town centre management, policing, etc. do come out of the Council budgets. These resources are already under immense pressure and there was no indication how these funds would be provided.

Daytime Economy/Night-time Economy vs Diversity

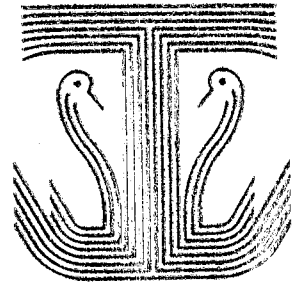
The link between the two is weak which reinforces the daytime shopper night-time reveller split of visitors which lacks diversity. The Government is raising the bar against binge-drinking both on nuisance and health grounds, but in Kingston, this drinking starts early in the day. Clarity of how the two policies K+20 and After Dark will achieve together the aims of increased diversity.

New Government Green Policies

It is quite difficult to keep abreast with the fast developing Government agenda. Although some catering for Green Issues has been allowed for, it is felt this plan no longer goes far enough. For example any increase in parking would be contrary to current thinking, as would park and ride. Consideration needs to be given as to whether the plan should be reviewed/updated in the light of this and how it would be done.

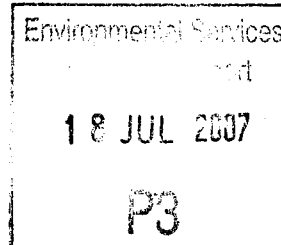
copied to M, P, S, H.

Town End Pier, 68 High Street,
Kingston-upon-Thames, Surrey, KT1 1HN
Telephone 020 8546 2434 Fax 020 8546 5775
www.turks.co.uk e-mail: operations@turks.co.uk



TURK LAUNCHES LTD

Pat Loxton
Projects Team
Guildhall 2
Kingston Upon Thames
Surrey
KT1 1EU



15/7/07

Dear Pat

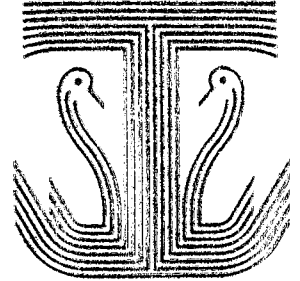
Following our meeting I thought I'd put some issues I am concerned with in writing. It is in reference to the proposals put forward with specific reference to Policy P12 (5 riverside north) as well as our recent meeting.

?
sic (K).
?
The first point I'd like to raise is the motor vehicle restricted area which is marked on the map down Thames Street. I would like to make the council aware that we run a large river boat operation from Turks pier bringing thousands of people to and from the borough. Some come from very far a field and many coaches drop off down Thames Street. In addition to this we carry many elderly and disabled passengers who have to be dropped off right outside the pier. Full motor access is imperative to our business.

The policy mentions that there will be some mixed use development with some residential. After our initial conversation I asked you for some further details in which you mentioned you thought that developers were applying for residential on the old Turks site situated just in front of the old slug and lettuce building. I will object to any residential development strongly within the near vicinity. This is because our operation runs seven days a week which include many private evening functions for businesses and individuals including corporate hospitality, weddings and birthdays etc. The majority of private charters finish at midnight. As you can imagine there would be many complaints from residents about the noise of some 200 guests disembarking off vessels at midnight 7 days a week which may result in us being closed down or having restrictions being put on us.

Being Kingston's oldest family river business dating back to the 1700's and who have been operating river trips out of Kingston for the last 300 years it does surprise me how there is no signage anywhere in central Kingston or on the riverside promoting us. I know that tourism and river usage are key areas that the council wants to improve and one way they can succeed is to put signage up in the high streets guiding people towards our service. Over the next few years I am planning to build two new paddle steamers which would really put Kingston on the map in terms of a riverside town. However in order to do this I need some support from Kingston council and signage directing people towards boat trips would help greatly. Do you know who I can speak to regarding this?

Directors: M J Turk, D Turk, J Tweedle, R Turk, J Gale
Registered: 1091058



Last but not least is the possibility of residential moorings at Town End Wharf. This will have an unacceptable impact on navigation to Town End Pier which is one of Kingston's busiest piers and Turks Headquarters. Residential boats will be too long to be situated there and stick out too far into the river therefore impeding navigation. The Environment agency would also object to anything that effects navigation. Again I will also raise the concern of operating a very busy river business seven days a week from this pier which would prompt my possible new neighbours to complain about noise from customers, boats, maintenance work, operational schedules etc etc

I hope you can take my points that ive raised on board. It was a pleasure meeting you and Andrew and hope to do it again soon. Please don't hesitate to contact me directly if you wish to discuss anything further.

Yours Sincerely

A handwritten signature in black ink, appearing to read 'Richard Turk'. The signature is written in a cursive style with a long horizontal flourish extending to the right.

Richard Turk

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1a. Personal Details

Title

Name

Job Title *

Organisation *

Address

Postcode

Telephone Number

E-mail Address*

* (where relevant)

1b. Agent*

Environmental Services
Business Support
10 JUL 2007
P3

2. Did you raise the matter that is the subject of your representation with the Local Planning Authority earlier in the process of the preparation of the Area Action Plan ie. before it was submitted for examination?

No Yes (at Issues stage) Yes (at Preferred Options stage)

If 'No', can you briefly explain why you did not do so:

RESIDENT ONLY RECENTLY SEPTEMBER 2003

3. To which part of the Area Action Plan does your representation relate?

Complete only one box per form.

Paragraph number
Policy number K10
Plan number SUBMISSION VERSION MAY 2007
Proposals Map

4. In relation to the part of the Area Action Plan referred to in Question 3, do you consider that the Plan is :

Sound*
Go to Question 6
(ie you support the DPD)

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Unsound
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(ie you consider changes are required to the Plan)

5. If you consider the Area Action Plan is unsound, please identify which test of soundness your representation relates to: (See attached Guidance Notes and Soundness Tests 1-9 listed in the Annex. (Only one per form).

Soundness Test number 3a

6. Please give details of what change(s) you consider necessary to make the Plan sound, having regard to the test you have identified at Q5. above. You will need to say why this change will make the Plan sound. Please be as precise as possible.

Unsound, because Town Centre Public Realm should include :-

- Accessibility to buses
- Pedestrian routes to buses
- Siting of bus stops
- Bus routes for maximum convenience and safety of passengers

These matters should be included at this stage, not left to be added on later.

(Continue on a separate sheet /expand box if necessary)

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Signature:

Date:

5/7/07

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K+20 Environmental Services
Royal Borough of Kingston upon Thames
FREEPOST KT644
Kingston upon Thames
KT1 1BR

No stamp is required

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No Yes (at Issues stage) Yes (at Preferred Options stage)

If 'No', can you briefly explain why you did not do so:

ONLY RECENTLY MOVED TO KINGSTON - SEPT. 2003

3. To which part of the Area Action Plan does your representation relate?

Complete only one box per form.

Paragraph number
Policy number K16
Plan number
Proposals Map

4. In relation to the part of the Area Action Plan referred to in Question 3, do you consider that the Plan is :

Sound*
Go to Question 6
(ie you support the DPD)

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Unsound because:-

Policy on public transport should be more specific as to where bus routes and bus stops are to be located, not only on the periphery, but in the town centre too.

The new bus station will be on the 'wrong' side of the inner relief road.

Removing the buses from Eden Street is to be welcomed on safety grounds, but unless some other provision is made, it will mean further to walk for people like me, a pensioner with a walking stick.,

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KINGSTON+20

Comments from Carole Statham-Fletcher, 1

!JU 8 July 2007

I live very close to the town centre and just outside the conservation area. I have taken a keen interest in the Kingston +20 developments both because they affect my own environment and because of an interest in the development of towns and their communities.

Although I have not been sent the major survey I enclose my comments here and would be grateful if they could be passed to the relevant officer.

POLICY K10 – Town Centre public realm

Signs

When I leave Kensington Gardens I turn left and enter one of the gateway areas of the town. The whole area is studded with notices and posts. The visual effect is hideous and in terms of information it is probably self-defeating. I feel that there needs to be a deeper examination of signage than just opting for stainless steel or cast iron. I enclose an article which caught my eye because the ideas in it seemed both rational and unfamiliar. No doubt there are other people who could also look at the town signage with a fresh eye. Experiments in sign removal, as in High Street Kensington and Westminster, might also be worth following up.

The bend in the road beside the Anglers building is where traffic from Kingston suddenly speeds up. The sight line for pedestrians crossing towards the river has been considerably obscured by a large illuminated information sign, which sometimes contains safety advice, and adds to the clutter. I hope that all departments will co-operate with regard to signage and street furniture.

There are also two hideous No Entry signs at the southern entrance to the market which are a relatively recent addition.

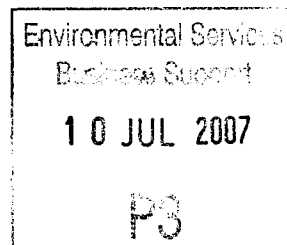
Trees

Trees are an asset only if carefully sited and constantly cared for. A dead sapling sends out all the wrong messages. (e.g. a dead sapling and sick tree also near the Anglers Building)

Paving

The variety, and quality, of surfaces that I negotiate between Kensington Gardens and, for instance, the Parish Church is astonishing. The constant change of surface and the poor state of a lot of the paving makes walking very tiring. I note from the K+20 document that it is intended to improve the situation. I hope that it will not be excessively fussy. The figures 4, 5 and 6 on page 66 look depressingly fiddly. The new paving in the alleyway behind Lush is excellent and I would welcome it elsewhere although the flow of water currently disfiguring is slightly closer to the original medieval street scene than I would wish to see.

There is also a need for a “Defensive paving” strategy. Where heavy vehicles repeatedly mount the pavement, as at the entrance to the Guildhall where several kerbstones had been patched with Tarmac, it needs to be considered whether a different layout or height of kerb would reduce the constant damage and unsightly and expensive repairs.



Policy K13 Riverside Strategy

Riverside responsibility

About a year ago I came across a dead swan in the river near my home. I discovered that the council was not responsible for it. They referred me to the body responsible for the river which also declined responsibility and gave me the number of a small swan rescue charity who told me that it cost them quite a lot to retrieve a dead swan and they had a very small budget. The swan soon disappeared so somebody must have decided to act.

Given that the council is anxious to enhance the pleasures of the riverside one would think that keeping the water clean and corpse free would be an aspect of its efforts in that direction. In drier times the flow of the Thames at Kingston, partly due to the reduced flow from tributaries such as the Mole, is so slow that its cleansing action is lost. Sometimes filth builds up around the moored boats to the point where coots begin to prospect for nesting sites. The Town Rangers are doing an excellent job. Perhaps they could be given a boat. The sight of a boat removing the dross from the river would be good public relations as well as improving the environment for man and beast.

Although I oppose the multiplication of signs I think that there needs to be some indication of a number to call with regard to serious mess in the river. Perhaps it could be painted on the waste bins rather than creating a separate sign.

Lighting

I agree that there should be good lighting along the river but the most recent installations south of Charter Quay seem unnecessarily high and bright. The surviving old lamp stands on the Queens Promenade would be a much more attractive example when new or replacement lights are to be installed.

Seating

Seating is very welcome but needs to be sited with care and well maintained. Some new seats in what I believe is called Eagle Wharf have encouraged more people to sit close to the flats which are directly next to the foot path and must have increased the noise levels considerably, especially on summer evenings. Although the council rightly wishes to encourage enjoyment of the river there needs to be a clear idea of how far south this should go.

K15 – Town Centre Road Network

The last point in this policy is the review of signing. I have already mentioned this with regard to the Public Realm.

On the river side of the High Street near where it turns into Portsmouth Road is a truly hideous sign informing drivers about parking. Has there been any study to see whether this sign has actually influenced the parking decisions of drivers? If the council wishes to try to encourage the use of car parks other than John Lewis and Bentalls would it be possible to have a much smaller "smart" sign which would only show Drapers Car Park unless that car park were full and would then show the next preferred car park or whichever car park had most free spaces?

K16 Public Transport

I strongly support the proposals regarding Kingston Station and also the provision of an express bus between Kingston and Surbiton. Could a version of it loop past the Rose when the theatre season is on?

I hope that the new bus station (P3) will have better shelters than the Cromwell Road bus station. They look satisfactory and keep off the rain but if it is sunny they give no shade and become very hot.

K17 – Pedestrian environment

Could a foot bridge across the ring road towards the library and Fairfield be combined with one of the pieces of street art? Imagine a stainless steel lattice in the form of a salmon arching over the traffic in a curve gentle enough to draw the weariest pram pusher towards the library but tightly woven to discourage drunken revellers from dropping bottles on the cars.

K18 - Cycling

I support efforts to make cycling more pleasant and safer. I have wondered whether something could be done where the popular kiosk near Barclays bank effectively channels pedestrians into the start of the cycle path. The Viennese approach to cycle paths, for example, makes sure that everyone takes cyclists seriously. A visit to America can make one appreciate the advantage of cycle traffic in a compact town centre.

I would, however, very strongly oppose any move to introduce cycling along the riverside.

Cycling is a sensible form of transport. It is not compatible with people strolling around in what is effectively Kingston's living room. Cyclists can be so aware of how virtuous they are that they tend to think that rules do not apply to them. They currently cycle along over the "Walk your bicycle" signs and defy anyone to complain. I have seen two policemen walking along beside the river, in no apparent hurry, who did not take any notice of a passing cyclist although they could have stopped and reminded him with very little effort. Notices advising cyclists that it is illegal to cycle along the riverside path appeared on posts in this area a few months ago and disappeared soon afterwards.

It is not relaxing to know that if you stop suddenly, or change course to look at something, you risk having a screech of brakes behind you. I have experienced a very near miss indeed. Although the Kingston+20 action plan has sections for pedestrians and cyclists I feel that somehow cyclists are seen as more real. They have pressure groups that walkers lack. I neither drive nor cycle so I relish the area where pedestrians can roam free and I firmly believe that the riverside should be part of it. The proposed secure cycle parking would enable cyclists to get off their bikes and mingle with the rest of us. If they only want to go through the town then secure cycle routes should be available.

I cannot see how, even with a "boardwalk" this would work. Either the cyclists would be whizzing along between the rest of us and the river, which would leave the duck feeders in a quandary, or we would have to cross a cycle path to reach the river and the waterside would be separated from its hinterland by the traffic which this path would attract. If cyclists wish to travel

through this slender strip of pedestrian territory they should dismount and push their bikes at least as far as Kingston Bridge. Walking is a positive action not mere wheel deprivation.

K20 – Town Centre Parking

The abolition of the Eden Walk and Bishops Palace House car parks will make it possible to create a much more coherent and pedestrian friendly environment and I hope that it will come to pass while I am still able to enjoy it.

K21

I think that the Kingston First and Town Centre Management have been very successful and deserve our thanks. The amount of stuff which is cleared up daily is staggering. The pubs and restaurants along the river also work hard to give us a fresh start each morning.

Afterword

I hope that these comments have been of some interest. They have been detailed but then so are the many maps and charts contained within the Area Action Plan. My comments are a personal response to the inevitably more generalised text of this document. I really appreciate all the time and effort that has gone into it and hope that, apart from the cycle path along the river, it will be put into effect within a reasonable time scale.

I was working on shopping centre reports at the period when the Bentalls centre was being built and at that time there was talk of Kingston being “over shopped”. I have noticed that when two shops closed, this year, they directed customers to branches in Guildford so the need to provide the right sort of shopping facilities exists alongside the need to try to fill existing vacancies. Kingston would also benefit from the proposed increase in accommodation for start up and small businesses especially in view of the lively graduates being produced by the university whose skills would benefit the town.

Although the report has a “green” tinge I have a particular concern about energy use within buildings. What is the point of insulation and double glazing if a home has no bathroom windows at all. How much energy is used by people who need artificial light and ventilation every time they use a bathroom? If the cost of power rises steeply in the future Kingston will have a very large number of expensive homes. Even if windows, the cheapest, greenest means of lighting and ventilation cannot be fitted in there are now means of piping light into buildings. Surely the council should be including this in planning considerations. I hope that the Kingstonipad development remains the only development in Kingston with no bedroom windows. Surely this is a slum of the future. What would happen to the residents if the power failed?

I hope that my comments have not seemed petty. When you live in a place and walk around it nearly every day you do see every tree and lamp post and sign and become familiar with all the bumps in the pavement and the incidental pleasures of the street scene. When people only visit a town they do not have the same detailed picture of the place but I suspect that, even without realising it, they are affected by the things that the Area Action Plan lays out for inspection.

I have very much enjoyed reading the plan and hope that all the effort that has gone into it will be allowed to bear fruit.


car

-a@hotmail.co.uk