

**SURBITON NEIGHBOURHOOD COMMUNITY PLAN  
ISSUES, ASPIRATIONS, ACTIONS AND PRIORITIES RAISED BY THE LOCAL COMMUNITY  
FOR FURTHER INVESTIGATION**

1.	<b>Planning Issues</b>		
	Local Development Framework - Kingston Council is preparing a planning strategy to look at future needs up to 2027. This is known as the Local Development Framework (LDF). The Core Strategy is now being finalised and this is the key part of the LDF as it covers the whole Borough and looks at a wide range of issues. It therefore provides a framework for local action. The Core Strategy already includes guidance for each of Kingston's neighbourhoods and it is important that this guidance is coordinated with and supports the development of the Surbiton Neighbourhood Community Plan.		
<b>Item</b>	<b>Issues raised by Local Community</b>	<b>Suggested actions by Local Community for investigation</b>	<b>Officer Comments/progress</b>
1.1	PCT Land unused in Browns Road/South Place	Include community space as part of any future development	Refer Policies CS16 and DM 24 refer - community facilities
1.2	Actively Seek ways to provide space for community use that is fit for purpose and affordable	Use Planning Guidance and Policy to ensure this happens.  Can planning gain (S.106 funding be used?)	As above
1.3	Housing Land Scarce but need small family homes	Key issue to consider where such housing should be provided.	LDF supports need for family homes in Housing Policy
1.4	Provide Options for development on large sites prior to schemes coming forward with public input	Involve local residents to assess assets and propose changes in assets in longer term.	Part of Planning Brief and pre applications process.  Refer to Council's Assets Management Plan
1.5	Support limited car use where possible	Limit Availability of car parking as part of planning process.	LDF supports car clubs and maximum parking standards.

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			Also need to improve buses, cycling, walking
1.6	Concern that more cars generated from Developments  <b>Comment</b> <i>London's population is rising and do nothing is not an option</i>		LDF supports limits on car parking and choice of travel methods. London Plan sets standards which will be added to locally in future SPD.
1.7	Concerns about the number of development sites not completed or not started.	What can the community, Council do about this?	This may be a short term problem due to the economic down-turn. Actions could include dialogue with developers, provision of temporary uses or actions to improve appearance of sites.
	<b>Planning Controls</b>		
<b>Item</b>	<b>Issues raised by Local Community</b>	<b>Suggested actions by Local Community for investigation</b>	<b>Officer Comments/progress</b>
1.8  1.9	Enforcement action seems to only happen in response to public complaints  Plans being passed against planning policy e.g. shop fronts in conservation area	Site inspections by Building Control during construction should focus on planning approval and conditions so that any contraventions are dealt with immediately  There should be more proactive work on enforcing planning conditions.  Should amend charges for planning applications to cover cost of planning enforcement so that more proactive enforcement can take place.	

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1.10	Shortage of 3 bedroom houses		LDF Housing Policy supports family Housing
1.11	Need for more Schools		LDF supports new and up-graded schools
1.12	Leisure Facilities  (Examples were put forward such as apparent loss of community use of Assembly rooms and Claremont Hall now a nursery)	Developments should have minimum standards of amenity space and therefore should be clearly identified as a policy in the LDF  Developers should contribute funding towards amenity facilities	LDF supports amenity standards
1.13	Affordable Housing  <b>Comments</b> <i>Young people cannot afford to buy homes in this area</i>  <i>RBK Housing may have options for consideration</i>	Threshold for affordable housing should be strongly adhered to.  Publicise affordable housing figures.eg. how many on Red Lion Road Site?  More public information on affordable housing and options for people including opportunities for shared ownership and Housing Associations	
1.14	Evidence of poor design and good design within the Neighbourhood <b>Comment</b> <i>Profit v quality</i>	Need stringent controls in place to ensure consistent good design	
1.15	Old attractive quality houses knocked down e.g.	Should be taken into account as part of any planning	

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	Maple Road replaced with 41 flats	application to ensure that good quality is consistent.	
1.16	Trees that are removed as part of a development should always be replaced	For every one tree taken down two should be planted.	
1.17	Charges for developer Planning Applications should reflect staff-hours – currently too low.	Review charges for developer planning applications to reflect real cost  Developers have benefit of free planning advice – there should be a charge	
1.18	Continual re-submission of applications	Restrict number of re-submitted (suggest 3) applications or have minimum on how materially different they need to be.	
1.19	LDF needs to be clear and user friendly	Need more Design Guides – SPGs  Ensure Policies are clearly explained in plain English and provide public advice sessions  Make public more aware of guidance policies so that they can challenge development  Need specific Guidance for Surbiton with Housing Quality Indicators including standards for size of rooms	LDF will provide Borough wide standards and new guidance on design.
1.20	Prevent infill/back garden development	Increase public consultation/engagement on use of back gardens and infill and tighten procedures/policy	LDF supports guidance in PPS3 and London Plan to avoid use of gardens. Borough Character Study will inform future locally specific

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			design advice.
1.21	Parking on Front Gardens should be avoided as it exacerbates flood risk	<p>Crossovers that require planning permission can be controlled more tightly</p> <p>Crossovers that do not need planning permission should also be controlled</p>	
1.22	Building Controls and Government Controls on sustainability should be strongly enforced		
	<b>Public Consultation - Planning</b>		
<b>Item</b>	<b>Issues raised by Local Community</b>	<b>Suggested actions by Local Community for investigation</b>	<b>Officer Comments/progress</b>
1.23	<p>How can the public get involved in the following?</p> <ul style="list-style-type: none"> <li>• Ewell Road Library, Courts Buildings etc.</li> <li>• Filterbeds, Thames Water site</li> <li>• Tolworth Broadway Strategy (improve shop-fronts and improve night-time economy)</li> <li>• Supermarket application</li> <li>• Large planning applications such as r/o Surbiton Station</li> </ul> <p><b>Comments</b>  <i>Too many Large/bulky Applications come forward with insufficient time for public engagement</i></p> <p><i>Why can't the public have a vote?</i></p>	<p>Public should be involved at an early stage and be kept informed so that they can provide input and raise concerns e.g. get together lobby group if appropriate.</p> <p>Create public forums or similar for pre application discussion</p> <p>Provide formal planning guidelines for these areas</p>	
1.24	Pre-Planning application meetings between	<ul style="list-style-type: none"> <li>• Depends on impact on the community</li> <li>• RBK to facilitate - Developer to Pay</li> </ul>	

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	residents and developers on larger applications	<ul style="list-style-type: none"> <li>• Open to all</li> <li>• All developers should hold a public consultation meeting</li> </ul>	
1.25	LEP (?) – New model but how will community have a role	<p>Need publicity/information to explain</p> <p>Use social media including website and Face book to cover all age groups but also appropriate publicity for those who do not use computers.</p>	
1.26	Can the public be involved in putting forward ideas on S.106 funding?	<p>Provide public Information on S106 funding</p> <p>Involvement public in allocation and expenditure.</p>	Reports are submitted to the Neighbourhood Committee to provide up-dates on S.106 funding and expenditure.
1.27	Wider Catchment area for consultations and more transparency	<ul style="list-style-type: none"> <li>• Could applicant consult?</li> <li>• Use Planning Portal and e-mail</li> <li>• Promote where public can view applications</li> <li>• Provide more advice and support as people don't understand what is involved</li> <li>• Street Notices should be larger and in Plain English</li> <li>• Use places where people go e.g. provide information for people at Day Centres, supermarkets</li> <li>• Send Information on planning and how to get involved/find out information to new comers to the area as part of a new owners pack</li> </ul>	<p>Lead contact in RA can receive notification by e-mail to be alerted on planning applications in their area.</p> <p>Information on Conservation Area Advisory Committees (CAAC) available on RBK web-site, together with how to become a member of your local CAAC, where and when meetings take place and how minutes of meetings can be obtained.</p> <p>Steering Group consulted on Residential Design Guide</p>
1.28	More Involvement of Residents' Associations	<ul style="list-style-type: none"> <li>• Train RA Members in Planning</li> <li>• Tell RAs who current officers are and provide contact sheet</li> <li>• RAs should be specifically consulted about</li> </ul>	Lead contact for RAs can receive notification by e mail to be alerted to planning applications in their area.

		<p>planning applications in their area (i.e. not just provision of planning lists)</p> <ul style="list-style-type: none"> <li>• Provide list of up-to-date list of RAs on Web site so that they can network over issues</li> </ul>	
1.29	Licensing – Process and decisions should be made more public.	This should be explained more widely with greater public involvement (a licensing issue may involve a much wider area than that currently covered for consultation purposes under the regulations)	This has been raised again in 2013 workshops
<b>2. Services and Facilities for Young People</b>			
<b>Item</b>	<b>Issues raised by Local Community</b>	<b>Suggested actions by Local Community for investigation</b>	<b>Officer Comments/progress</b>
2.1	Consult young people - no decisions on services and facilities should be made without consulting young people	<p>Collect evidence of lack of and desire for facilities in the area using social media and other consultation methods</p> <p>Prioritise areas where youth facilities are most needed: Suggest....</p> <ul style="list-style-type: none"> <li>• Knollmead</li> <li>• Alpha road</li> <li>• School Lane</li> </ul> <p>Involve young people in influencing the decisions that affect them</p>	Consultation carried out for the Royal Borough of Kingston. The possibility of breaking the results down into Neighbourhoods is being explored.
2.2	<p>Youth Leadership</p> <p><b>Comment</b> <i>Surbiton Sea Scouts have long waiting list but shortage of leaders</i></p>	Run youth leadership programmes so that young people can help themselves.	
2.3	Provide activity programmes and Social activities	<ul style="list-style-type: none"> <li>• Use Extended schools opportunities (public use of school premises after school hours)</li> </ul>	

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	<p>for young people</p> <p>Work with Youth organisations and businesses to provide free or inexpensive activities</p> <p><b>Comments</b>  <i>Need a spread of activities not just in one spot          Activities must be revitalised and reviewed as trends change</i></p> <p><i>Health and Safety regulations prevents/discourages volunteers</i></p>	<ul style="list-style-type: none"> <li>• Involve private, voluntary and public providers to use their venues and expertise</li> <li>• Seek support from the business community</li> <li>• Use available studios, venues to teach skills and provide interest e.g. Hook Centre and private providers (e.g. computer skills, dance, movement, design, music)</li> <li>• Play Park, South of the Borough – promote use by Surbiton residents/schools</li> <li>• Provide learning skills such as technology, art, graphics and photography etc. with support of existing private, voluntary and public facilities (including library)</li> <li>• Community Youth Bus/Media Bus (use experience of media bus working on estates in other authorities)</li> <li>• Can the student community help in facilitating activities for young people?</li> </ul>	
2.4	<p>Identify venues/facilities that can be used from within the community</p> <p>Seek to provide spaces for young people to relax</p> <p><b>Comment</b>  <i>There are plenty of venues not used 'outside working hours' and voluntary and private sector organisations that can provide activities.</i></p>	<p>Examples:</p> <ul style="list-style-type: none"> <li>• Corner House, Douglas Road</li> <li>• Hollyfield and Tolworth Girls Schools</li> <li>• Inexpensive gym at YMCA</li> <li>• Night Clubs, Rose Theatre, Cinemas, Public house areas, Colleges, University, King Charles Centre, NHS building, library, Schools, empty buildings for youth activities out of hours</li> <li>• Victoria and Alexandra Parks Pavilions</li> <li>• Surbiton Library Hall – can this be used for young people on regular basis?</li> <li>• Surbiton Library - could this be used for 13 – 18 year olds out of hours?</li> </ul>	<p>YMCA, St Marks SNT, Surbiton Community Church and RBK joined together to fund and implement facility for Young people at the Baptist Church Hall, Balaclava Road, led by the YMCA. Additional funding also received from Masons.</p> <p>Project launched June 2012 and funding secured to continue throughout summer holidays.</p> <p>Re-launched as 'The Lounge' and meeting day changed following</p>



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		<ul style="list-style-type: none"> <li>• See also community mapping of sites/spaces</li> </ul>	feedback from young people
2.5	Activities should also be provided to involve young and older people together	<ul style="list-style-type: none"> <li>• Young people contribute to carnival workshop – what about contributing to Surbiton Festival and Parade?</li> <li>• Promote local activities such as history walks</li> <li>• Have a ‘Know your neighbour’ day</li> <li>• Create a flash mob for fun – young and older people to meet in local area</li> </ul>	
2.6	Provide Youth cafe Like Kaleidoscope in Kingston Town  <b>Comment:</b> <i>cost £100K and was grant funded and relies on volunteers to staff it.)</i>	Seek Business support e.g. <ul style="list-style-type: none"> <li>• Epsom Costas run cafe for younger people (giving something to the community)</li> <li>• McDonalds opens 24 hrs. Fri and Sat. – Seek use of top floor for cafe?</li> <li>• Opportunities for shared use e.g. St. Mark’s Tavern, St. Marks Hill</li> <li>• Can businesses offer young persons’ day/evening events – special offers</li> </ul>	
2.7	Local Authority has a statutory responsibility for creating a comprehensive list of activities for young people	Create an activities Booklet sponsored by businesses and Local Authority accessible on line and in libraries etc. for Surbiton Neighbourhood	See <a href="http://www.youngliving.org.uk/">www.youngliving.org.uk/</a> and click on ‘Positive Activities’ which provides a directory of services.
2.8	Watersports opportunities for young people	Ascertain potential on Ravens Ait	
2.9	Use Social media for consultation and interaction  RBK web site needs more work to make it universally attractive especially to young people	These should all have links to Council Neighbourhood pages and vice versa to consult and to disseminate information e.g. ‘would you like to be involved in?’ - Surbiton Festival, Martial Arts club, etc. <ul style="list-style-type: none"> <li>• Face book</li> <li>• Twitter</li> </ul>	

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		<ul style="list-style-type: none"> <li>• Younglavin</li> <li>• Young on line</li> <li>• Schools media</li> <li>• Colleges/University</li> <li>• Community Notice Boards – give responsible people keys.</li> <li>• Outreach workers</li> <li>• Youth Council column/page in local press/local press.</li> </ul>	
2.10	Consider needs of young carers, young mums and homeless.	<p>Plug Gaps in learning e.g. computer skills</p> <p>Use outreach work to encourage them to come forward and identify needs.</p>	
2.11	Parks	<p>Alexandra Park</p> <ul style="list-style-type: none"> <li>• Basket Ball, poorly utilised as poorly lit and pitch black after dark - encourage more use and provide lighting</li> <li>• Deal with safety issues in the Park with SNT</li> <li>• Run football league open to all young people not just those who belong to organisations – advertise on web etc.</li> <li>• Create 'Friends of' Park?</li> </ul> <p>Other</p> <ul style="list-style-type: none"> <li>• Make more use of Alexandra and Victoria Park Pavilions especially social opportunities</li> <li>• Tennis Courts at Victoria Park should be free at times for young people to use</li> <li>• Provide 5 aside pitches</li> <li>• Organised use of parks at night would address anti social behaviour – need for lighting</li> <li>• 'Youth Shelters' in local parks which could be lit at night to provide safe space – may need some</li> </ul>	<p>A 'Friends of Victoria Park' has been suggested and an initial meeting with those who have expressed an interest was held November 2010 with Parks Manager.</p>

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		light monitoring/supervision	
2.12	Potential buildings for Youth activities	<ul style="list-style-type: none"> <li>• St. Mark's Tavern, Surbiton (currently an empty building) or shared use?</li> <li>• Alpha Road Estate unused Garage space</li> <li>• St. Mark's Church New Hall</li> <li>• See also community mapping and halls in other Places of Worship</li> </ul>	
2.13	Schools involvement	<ul style="list-style-type: none"> <li>• Use fitness facilities in Schools outside school hours (It is understood other Local Authorities e.g. Richmond may fund sport and exercise in schools)</li> <li>• Attract young people into activities through extended Schools expand current use and teachers may be willing to share their expertise.</li> <li>• Public use of Muga at Hollyfield School</li> <li>• Competitive use of school hockey pitches out of school hours</li> <li>• Hold youth clubs (or similar) in schools, including older teenagers who have left school</li> </ul>	
2.14	Encourage volunteers	Use KVA networks	
<b>3. Provision of Community Centre/Information Centre and Community Space</b>			
<b>Item</b>	<b>Issues raised by Local Community</b>	<b>Suggested actions by Local Community for investigation</b>	<b>Officer Comments/progress</b>
3.1	Provision Council Neighbourhood 'One-Stop Shop' for Surbiton	<ul style="list-style-type: none"> <li>• Promotion of Social Enterprise including use of volunteers to deliver identified services, e.g. 'Meals on Wheels', help with cleansing,</li> </ul>	A community corner has been be provided as part of the new Surbiton Health Centre in a

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	<p><b>Comments:</b></p> <ul style="list-style-type: none"> <li>• Need for various 'hubs' in Surbiton</li> <li>• Hub in Victoria Road would help draw people to Victoria Road – improve variety and quality of retail</li> <li>• A 'Community Space' like Hook Centre with access to computers and rooms for community use would be the ideal.</li> </ul>	<p>gardening, etc.</p> <ul style="list-style-type: none"> <li>• Create a 'Village Centre' with support of cafe culture including use of loos for the public</li> <li>• Use public toilet currently closed as an information centre/hub run by voluntary or private sector – Council could donate building</li> <li>• A community facility with shared access for home workers and small businesses, workspace and a formal and informal meeting place</li> <li>• Seek to provide community space as part of S.106 funding provided by developers on planning applications.</li> </ul> <p>Use Contact Centre for ordering, making payments and bookings, finding out information on services, facilities and activities in Surbiton and explore other possibilities.</p> <p>Link services/activities provided by a range of different organisations via networks</p>	<p>prominent position opposite reception and next to the Pharmacy. This provides an opportunity for promotions, exhibitions, consultations, non confidential surgeries and general information. Booking Form available on RBK web site <a href="http://www.kingston.gov.uk">www.kingston.gov.uk</a> (RBK, Health Services, SNT, Voluntary Sector, Surbiton Business Community etc)</p>
3.2	<p>Use existing locations and facilities for wider community benefit</p> <p><b>Comments:</b> <i>Underuse of buildings - these should be used for the community when not in use for primary purpose.</i></p>	<ul style="list-style-type: none"> <li>• Provide a Community Centre in Surbiton Plaza as part of planning gain</li> <li>• Provide intergenerational Centre at, say YMCA, e.g. crèche in the morning, pensioners afternoons and youth evenings. Also an opportunity for young people and older people to socialise for joint activities.</li> <li>• Community use of Libraries out of hours</li> <li>• Provide Library facilities in Surbiton Town Centre (look at Waitrose, Devon, book scheme)</li> <li>• Community use of Schools out of hours (promote and expand existing opportunities) e.g. use of Swimming pool at Grand Avenue School</li> </ul>	<p>Venue template prepared and agreed by Steering Group</p> <p>Sent out letters to known venues to request completion of information.</p> <p>Potential for adapting shopping local web site to accommodate this information and displaying on RBK Neighbourhood Page.</p> <p>Researching other web sites</p>

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		<ul style="list-style-type: none"> <li>• Widen facilities and use of Surbiton Children’s Centre</li> <li>• Seek ‘one stop shop multi centre hub somewhere central like Victoria Road e.g. Woolworths (which is on short lease).</li> <li>• Glenmore House, Surbiton Club – explore community use</li> <li>• St Marks Tavern, St. Mark’s Hill – empty could run English, health and parenting classes</li> <li>• Public use of Court buildings next to library (currently not accessible under DDA)</li> <li>• Surbiton Assembly rooms – is this being used for the community as intended?</li> <li>• Places of Worship- community use of halls and space</li> <li>• Public use of Computer Rooms in schools and other public venues e.g. Southborough school</li> <li>• Look at RBK Asset Management Plan to ascertain where premises are currently available what may become available and seek community use</li> <li>• Draw up ‘definitive’ list of all sites/buildings with potential for community use</li> </ul>	<p>including LA sites that display similar information e.g. Woking</p> <p>There is an opportunity for the community to pursue this under the Localism Agenda ‘Right to Bid’</p>
3.3	Surbiton Hospital – scope for Community Use	<ul style="list-style-type: none"> <li>• Health education</li> <li>• Safer Neighbourhood Teams</li> <li>• Extended use of potential school on site</li> <li>• Crèche</li> <li>• Local community groups, clubs, fitness classes, adult education, skills etc – these could be provided by skilled people in the community</li> <li>• Information Centre.</li> <li>• Surbiton Hospital should provide hub for the</li> </ul>	

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		<p>voluntary communities</p> <ul style="list-style-type: none"> <li>• See also item. 3.4 below</li> </ul>	
3.4	<p>Community Facilities and Activities</p> <p><b>Comment</b> <i>Facilities and Services need to be community and not Council driven</i></p>	<ul style="list-style-type: none"> <li>• Must be affordable for non profit groups, modern and accessible</li> <li>• Community hall with stage and kitchen plus smaller rooms and up to capacity 100+</li> <li>• Dance facilities (lost springy dance floor at the Assembly rooms) and need music</li> <li>• Involvement from theatre group e.g. Corner House</li> <li>• IT facilities and free Wi Fi for community group to keep in contact with members</li> <li>• Storage Space</li> <li>• Access to Microphones, sound system plus chairs and tables for debating groups</li> <li>• Physical information centre as well as use of web sites, newsletters etc.</li> <li>• Include and encourage social enterprise and voluntary services</li> <li>• Group activities e.g. choirs, craft, emphasis on community run, voluntary service activities not Council</li> <li>• Parking for disabled and elderly people to ensure accessibility</li> </ul>	
3.5	Voluntary Services	<ul style="list-style-type: none"> <li>• Voluntary car service for Surbiton residents to take them to activities such as at Hook Centre</li> <li>• Connecting voluntary groups via a central information point</li> <li>• Encourage more volunteers</li> </ul>	
3.6	Community Information	<ul style="list-style-type: none"> <li>• Berrylands Companion, Surbiton Neighbourhood Newsbulletin and Surbiton</li> </ul>	

	<p><b>Comment</b>  <i>Provide access to consistent, accurate, up-to-date and comprehensive information on Surbiton from various sources.                  Should be user friendly and in different formats and languages</i></p>	<p>Neighbourhood Magazine emphasis on ‘what’s on’ not ‘what you have missed’ and could contain more community information</p> <ul style="list-style-type: none"> <li>• Surbiton.com and surbitonpeople.co.uk</li> <li>• Sainsbury and Waitrose supermarkets</li> <li>• Better use of community notice-boards – make them more interesting (static conservation information could be provided in a different way). Notice boards should reflect what is going on in the community</li> <li>• Corner shops used for distribution of community information leaflets/newsletters</li> <li>• Group text distribution lists for facebook or e-mail</li> <li>• Accommodate different interest groups, facebook and twitter</li> <li>• Provide tourist information e.g. good locations for this would be Holiday Inn, Hotel Bosco, Hotel Antoinette, Surbiton Station, Faith Group Centres</li> <li>• Public service information and specialist advice</li> <li>• Surbiton TV – recent Government initiative ?</li> </ul>	
3.7	Involvement and needs of wider community	<ul style="list-style-type: none"> <li>• Important to involve faith community: volunteers, premises.</li> <li>• Connect Interest Groups with assets and opportunities</li> <li>• Informing People costs money – provide help for Community groups, also enable groups to mail out together</li> <li>• Facilitate formation of ‘Federation of Residents’</li> </ul>	

		<p>Association so that views, initiatives can be shared</p> <ul style="list-style-type: none"> <li>• Provide venue for Residents Associations to meet free of charge</li> <li>• Set up community Networking Groups and put them in touch with business groups etc.through KVA so that they can work effectively together.</li> </ul>	
3.8	Alpha Road Estate area – insufficient community and youth activities	Explore use of underground car park area	
4.	<b>Traffic, Transportation and Parking Issues</b>	A presentation was made on the Local Implementation Plan (LIP) a document detailing the Council’s response to the Mayor for London’s Transport Strategy and how it is proposed to take these forward and containing bids for traffic and road safety schemes..	
	<b>Consultation and Communication</b>	Public consultation on the Local Implementation Plan	
<b>Item</b>	<b>Issues raised by Local Community</b>	<b>Suggested actions by Local Community for investigation</b>	<b>Officer Comments/progress</b>
4.1	Public communication and access to information – needs to be given priority including access issues.		<p>Members of Access Group/CP Steering Group permanent representation on RBK Transport Liaison Group to enable issues to be raised and responded to by Transport providers.</p> <p>A Surbiton Access Group supported by Cllr Heathcote as disability champion set up to be consulted regarding disability issues such as Surbiton Health Centre and Surbiton TC</p>



			Improvements.
4.2	Where do people find out about consultations?	Need public central data base showing all of them	
4.3	<p>How should we consult?</p> <p><b>Comments:</b>  <i>Not everyone has access to e-mail, technology</i>  <i>What do we consult about?</i>  <i>Think about timing</i>  <i>Fight the cynicism</i>  <i>People think it's a 'done deal' - so change how we do it</i>  <i>Over consultation</i>  <i>Departments and Organisations need to work together and be joined up</i></p> <p><i>Why are we consulting?</i>  <i>To achieve consensus or change (the latter is weak)</i>  <i>Switzerland do referendums each year</i>  <i>Provide in alternative formats</i></p>	<ul style="list-style-type: none"> <li>• Access Group</li> <li>• Kingston Centre for Independent Living</li> <li>• KVA</li> <li>• Age Concern</li> <li>• Schools – letters, surveys</li> <li>• 6th form schools and Youth clubs/groups</li> <li>• Exhibitions</li> <li>• On Street</li> <li>• Supermarkets</li> <li>• Post Office</li> <li>• Empty Shops</li> <li>• Leisure Centres</li> <li>• University and College</li> <li>• Posters/Information</li> <li>• On street community boards</li> <li>• Fish and Chips shops, cafes</li> <li>• Shops, supermarkets</li> <li>• Station</li> <li>• Information Board outside station</li> <li>• Bus Shelters</li> <li>• Doctors Surgeries</li> <li>• See also Exhibitions above</li> <li>• Knocking on doors</li> <li>• Safer Neighbourhood Teams</li> <li>• Surrey Comet</li> <li>• Focus Groups/Working Groups</li> <li>• Street surveys</li> <li>• Leaflets</li> </ul>	<p>Working with Lead Officer, Transport and Engineering to seek ways in which consultation can be improved. Public workshops and Member/Officer working groups held on larger schemes.</p>

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		<ul style="list-style-type: none"> <li>• Social media - web, face book, twitter, text alerts</li> <li>• Where groups meet/gather</li> <li>• Targeted consultation</li> <li>• Talking newspapers</li> <li>• Telephone contact</li> <li>• Physical Access</li> </ul>	
4.4	Newcomers to area – how do they know where to go for information?		
4.5	Always give Feedback	See 4.3 above	
	<b>Strategic v Local approach to schemes</b>		
<b>Item</b>	<b>Issues raised by Local Community</b>	<b>Suggested actions by Local Community for investigation</b>	<b>Officer Comments/progress</b>
4.6	Inconsistency of speed restrictions  Some roads 20 mph then others become 30 mph (still residential)		
4.7	<p>Consultations should be considered in terms of strategic and local impacts</p> <p><i>Comments</i></p> <ul style="list-style-type: none"> <li>• <i>the bigger the consultation the less support e.g.</i></li> <li>• <i>Herne Road received 100% support in road as this reduced traffic but people in local roads in the vicinity felt this adversely affected them</i></li> <li>• <i>If measures introduced in Tolworth or Ewell Road, as major routes it has an impact on</i></li> </ul>	<p>Suggest 'local' consultation area could be restricted to 400 metre radius</p> <p>Consultations on major routes should dealt with as strategic</p> <p>Bus corridors should be dealt with as strategic</p>	

	<p><i>local roads in a wide area.</i></p> <ul style="list-style-type: none"> <li>• <i>Balance must be right</i></li> <li>• <i>LIP is Strategic but also Drills down to local roads</i></li> <li>• <i>It is important to have and to be aware of hierarchy of road networks</i></li> <li>• <i>The LIP has a road User hierarchy</i></li> </ul>		
4.8	Need flexibility in terms of implementation of schemes but also ability to change remove or tweak quickly/easily. People more willing to accept experimental schemes		
<b>Item</b>	<b>Issues raised by Local Community</b>	<b>Suggested actions by Local Community for investigation</b>	<b>Officer Comments/progress</b>
4.9	<p><b>Car should be given more priority</b></p> <p><b>comments</b>  <i>Mayor for London is looking for less persecution of car but also emphasis and encouragement for sustainable modes</i>  <i>Reasons for using car differ</i>  <i>Must not demonise car drivers</i>  <i>CPZs good but they cost local people and can't always park</i></p>	<p>Look to providing end on parking in some roads to maximise parking e.g. shopping parades</p> <p>Provide Park and ride all year round for commuters.</p>	<p>The LIP2 policies provide flexibility to consider such initiatives. Such proposals would need to be considered on a case by case basis to assess their suitability and compliance with other LIP2 objectives/policies e.g. promotion of sustainable modes of transport.</p> <p>The point made about Park and Ride to Kingston Town Centre is mentioned in LIP2 but this is not a practical option at present and it will require direct funding from TfL or some other source to make it viable. The Council has no</p>

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		Give priority car parking to local people	funding for this.  Where residents raise concerns about lack of residential parking for local residents the Council will work with the community to investigate options.
4.10	Lack of car parking	Put in measures to prevent drivers coming from outside the area causing congestion and using up car parking spaces e.g. commuters who park and bus in to destinations.	LIP2 supports parking restrictions that would prevent this type of commuter parking. See comments as for item 4.9 above.
	<b>Traffic Issues</b>		
<b>Item</b>	<b>Issues raised by Local Community</b>	<b>Suggested actions by Local Community for investigation</b>	<b>Officer Comments/progress</b>
4.11	Speed  <i><b>Comment</b> Cushions and humps not good for emergency services and people with back problems and injuries</i>	Avoid speed cushions and introduce more flashing smiley face speed signs – drivers respond as they like them (use different faces)	
4.12	Put in part time traffic lights where this is feasible e.g. Ewell Road/Red Lion Road		
4.13	Home Zone (Area where car is ‘welcome guest’ and travels slowly through shared pedestrianised area in an attractive environment).	These should not be introduced as it is a nightmare for all disabled people especially visually impaired.	It is possible to design home zones that are not detrimental to disabled users. However it is necessary to ensure that public realm schemes such as home

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			zones are designed in consultation with disabled users to ensure their needs are taken into account and integrated into these schemes.
4.14	Too much street furniture	Should be challenged with photographic proof showing how confusing it is even if legal.	
4.15	Ewell Road has 5 traffic signals in short space forcing people to use King Charles Road.	Introduce no right turn at cross roads Berrylands/King Charles Road to prevent this	
4.16	Raised tables (less severe than humps)  <b>Comments</b> <i>Broadly in favour of tables at junctions</i>	Review use of tables at pelican crossings (such as in Eden St.) The pedestrian gets two messages: one, wait for the lights to change; two, you can cross any time.	
	<b>Cycling</b>		
<b>Item</b>	<b>Issues raised by Local Community</b>	<b>Suggested actions by Local Community for investigation</b>	<b>Officer Comments/progress</b>
4.17	More publicity for cycling for adults (especially for older and more timid road users)  Cars and buses are too impatient with cyclists  Some cyclists can be inconsiderate even to other slower cyclists  <b>Comments</b> <i>Raised tables cause problems for cyclist too Cycle Track Ewell Road - People cycle on</i>	Publicity is provided – perhaps Councillor training can raise profile?  Road Safety education for adults as well as in schools	see RBK Mini Hollands Schemes which includes Surbiton.

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	<i>pavement as it is safer Better to have a cycle lane than not – narrow ones like Portsmouth Road and Richmond Road do work well.</i>		
4.18	<p>Shared use on wide pavements can cause problems for disabled, including visually impaired.</p> <p><b>Comments</b> <i>Germany have segregated pavements for pedestrians and cyclists Kingston Bridge is similar Pedestrians and cyclists can wind up each other</i></p>	Shared use should be avoided and pedestrians and cyclists segregated on wide pavements.	This is supported in LIP- it is stated that shared use will be avoided where possible. The option is not discounted totally.
4.19	<p>Improve cycle lanes as some are too narrow and some end abruptly so cyclist is 'abandoned'</p> <p><b>Comment</b> <i>Poor road surface</i></p>	Need joined up strategic routes with good road surfaces	
4.20	Need more priority routes for cyclists e.g. Mayor's superhighway which gives priority to cyclists	Richmond' cycle hire scheme is an aspiration for Kingston	
4.21	<p>Cycle Green Boxes at Traffic lights</p> <p><b>Comments:</b> <i>Should they be removed where they are continually not used? Cyclists can't get through to area Advantage to cyclists is that they can get away quickly at the junction</i></p>		Comments noted but any suggestion to removal these would effectively downgrade the infrastructure for cyclists.
4.22	Bus lanes need clearer signage and should not be operational 24x7 (not one size fits all)	<p>Review timings of bus lanes</p> <p>Remove 20 yard bus Lane in Ewell Road (King Charles</p>	

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		Road to Elgar)	
	<b>Public Transport</b>		
<b>Item</b>	<b>Issues raised by Local Community</b>	<b>Suggested actions by Local Community for investigation</b>	<b>Officer Comments/progress</b>
4.23	Bus Lanes Signs confusing (drivers cannot read all the details)	For Bus priority use flashing amber light (can then turn lane on and off)	
4.24	281 should be improved- two or three buses often leap-frog each other. <b>Comment</b> <i>Resident has written many letters to TfL How can transport users and residents get their voice heard?</i>	Set up Local Transport users group so TfL can get feedback on people's needs who use the routes and how they feel about the service	
4.25	Cost of public transport - Two buses to Kingston Hospital cost £4.00 per journey and therefore £16 for one visit.		
4.26	Could some drivers be more considerate when braking and accelerating – many older and disabled people as well as the very young and pregnant women use buses		
4.27	Disabled people suffer abuse getting on and on buses  <i>Comment</i>	Bus drivers need to take on more responsibility for addressing issues on the bus  Should have emergency ramps on board if needed	Bus registration number should be taken and reported to TfL which takes issue seriously,

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	<i>K1 is front loader and therefore good for disabled people. Mid loaders cause problems. .</i>		
4.28	Lack of space for wheelchair users and people with buggies.	Could buggies be folded to take up less room and allow more space for buggies and wheelchair users?	
	<b>Walking</b>		
4.29	<b>Surbiton Station (rear of)</b>		
	Signposting  <b>Comment</b> <i>The rear of the station has high pedestrian traffic</i>	Signpost at the back of the station to direct people going to appeals court and Hillcroft. A sign within the station would be useful too.	
4.30	Safety  <b>Comments</b> <i>When the station barriers are closed or when walking from the front of the station to the back, anyone walking has to use the steps. When it is dark there can be a few dodgy characters around so need to see exit and stairs down from the covered walk in advance.</i>	South Bank - Tree leaves can obscure some of the street lights – needs regular trimming slightly (not pollarding).  Mirror has been removed so cannot see steps going down to the back of the station (in covered public walkway beside the station).	
5.	<b>Community Space/Sense of Place/Identity/Victoria Road and other Shops</b>		
<b>Item</b>	<b>Issues raised by Local Community</b>	<b>Suggested actions by Local Community for investigation</b>	<b>Officer Comments/progress</b>
5.1	Encouragement of independents, including car parking  Reduce rates to help businesses and deal with empty Shops	<ul style="list-style-type: none"> <li>• Find ways of supporting independent retailers</li> <li>• Re-negotiate rates/Charity shops pay rent not rates – can this be considered to assist small business even temporarily</li> <li>• Meet with private landlords to discuss issues and seek improvements (it is also in their</li> </ul>	RBK works closely with Surbiton Business Community and organisations such as The Community Brain, Surbiton Rotary, Surbiton Farmers Market



	<p><b>Comments</b>  <i>Need more independent shops incl. Grocers and butchers</i>  <i>Return of Traditional Post Office</i>  <i>Encourage more recycling</i>  <i>Donations to Charity shops (fly-tipping)</i>  <i>Fast food outlets (obesity and health)</i>                  See what can be done about vacant shops - take an interest</p>	<p>interest)</p> <ul style="list-style-type: none"> <li>• Create a Traders' Forum and involve the Chamber of Commerce – all such initiatives need to be linked</li> <li>• Look at other successful shopping areas that have improved e.g. Barnes and Teddington.</li> <li>• Surbiton card for local discounts (didn't work before as lack of support from traders)</li> <li>• Reduce parking in Victoria Road so that street is less cluttered and more accessible to shoppers</li> <li>• Provide signposting to parking elsewhere</li> <li>• Parking at back of station and in other car parks needs to be better utilised/sharing – need information on busy and not so busy times</li> <li>• Beggars and begging – more enforcement</li> </ul>	<p>and Alpha Road Community Group to help facilitate their events. This includes advice and in most cases financial support from the Neighbourhood.</p> <p>RBK works supports the Surbiton Business Community (SBC) in their work for businesses in the Town Centre and for 2012/13 includes funding for Surbiton business networking events.</p> <p>Full Consultation on Surbiton Town Centre Improvement Strategy medium Term (street lighting, provision of power points for events etc), including small exhibition at Surbiton Festival, YMCA and Surbiton Library.</p>
<p>5.2</p>	<p>Victoria Road/Surbiton Town Centre</p> <ul style="list-style-type: none"> <li>• <b>Comments:</b></li> <li>• <i>Specialist/traditional shops such as ironmongers</i></li> <li>• <i>Independent shops pushed out as cannot compete with chains</i></li> <li>• <i>Lack of variety in local shops e.g. no local butcher and lack of knowledge when they</i></li> </ul>	<ul style="list-style-type: none"> <li>• Surbiton shops not friendly to disabled people with trip hazards at entrances (also applies to Library building)</li> <li>• Too much street furniture and signage - clutter</li> <li>• Victoria Road – Narrow Footway width and street furniture clutter</li> <li>• Character should be enhanced Improve lighting for safety but also to create warmth</li> <li>• More emphasis on conservation area status –</li> </ul>	<p>A number of these points can be addressed as part of the Surbiton Town Centre Improvement Strategy.</p> <p>An initial meeting has been held to with Surbiton Town Centre businesses and residents on community panel who wished to</p>

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	<p><i>are there</i></p> <ul style="list-style-type: none"> <li>• <i>Better mix of shops</i></li> <li>• <i>Surbiton not marketed as a place in its own right (moved on since the 'Good Life')</i></li> <li>• <i>Sense of Place/identity</i></li> </ul>	<p>some shop fronts could be improved</p> <ul style="list-style-type: none"> <li>• Timing of servicing to shops</li> <li>• welcoming feeling Train Station access – bridge and lift</li> <li>• Taxi Congestion</li> <li>• Insufficient disabled parking in esp. near bank</li> <li>• Restrict expenditure e.g. Surbiton Town Centre Improvements</li> </ul>	<p>attend to advise of Strategy and way forward to set up a working group,</p>
5.3	<p>Communities and Community Spirit</p> <ul style="list-style-type: none"> <li>• Create a different Feeling -“The good Life”</li> <li>• Encourage traders to hold special events such as for over 25s</li> <li>• Encourage residents to return to town centres</li> <li>• Need good Urban Design</li> <li>• Support and encouragement for Farmers' Market and other events including publicity</li> </ul> <p><b>Comments</b>  <i>Breakdown in some communities (know your Neighbour)</i>  <i>More traders open with more flexible hours and Surbiton is a commuter town so much more to do to generate a sense of community</i></p>	<ul style="list-style-type: none"> <li>• Seek to provide community Facilities in the Town Centres</li> <li>• Provide recognised tourist and information Points - What's on?</li> <li>• Make Better use of Notice Boards</li> <li>• Raise awareness of Surbiton as a place e.g. Hold a Surbiton Pageant involving the community</li> <li>• businesses, activities to engender community spirit</li> </ul>	
6. <b>Other issues for future consideration</b>			
<b>Item</b>	<b>Issues raised by Local Community</b>	<b>Suggested actions by Local Community for investigation</b>	<b>Officer Comments/progress</b>
6.1	<p>Anti Social behaviour and crime levels                  Distraction burglary – elderly and disabled people are more vulnerable</p>	<p>Access to information on crime prevention                  Neighbourhood Watch</p>	

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6.2	Residents' Associations	Help with running costs Facilitate Surbiton Forum for Residents' Associations Data sharing for Residents' Associations and other organisations	A successful Residents Association Forum comprising all RA has been set up and has met on two occasions with more to be arranged on a regular basis. The RAs have also requested an on line Forum dedicated to RAs only to facilitate discussion, sharing of ideas, advice etc.
6.3	A say in Financial spending	Formal involvement in financial spending	
6.4	Growing population and provision of schools		
6.5	Housing Overcrowding, landlords converting family housings to flats. Housing repairs		
6.6	Unemployment of Professionals		

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