



THE ROYAL BOROUGH OF
KINGSTON
UPON THAMES



SOUTH OF THE BOROUGH NEIGHBOURHOOD COMMUNITY PLAN

This is the South of the Borough Neighbourhood Community Plan. The priorities highlighted in the plan have been identified by the local community through engagement. The Neighbourhood Steering Group has agreed the issues to be incorporated into the Plan after consulting the local community.

This plan indicates how these local priorities deliver the strategic aims of the Council as set out in the objectives of the Kingston Plan.

Not all the issues and priorities identified in the Plan come under the direct responsibility of the Council, however the authority will work with its partnering organisations and others in order to influence and pursue stakeholders to respond to these issues.

If you are interested in being part of the Neighbourhood Steering Group or would just like some more information please contact:

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SOUTH OF THE BOROUGH NEIGHBOURHOOD COMMUNITY PLAN 2016

Ref	Issue	Background	Planned outcome	Actions needed to progress outcome	Key partners	Relevant Kingston Plan objective
Strategic						
1	Strategic and holistic planning of growth and development cross the Neighbourhood	The affect of new and planned development is being dealt with in a piecemeal fashion. No long term overview is being taken to predict effects on existing infrastructure or planning for new requirements. Accumulative affect of developments should be considered.	Growth is planned and managed in a co-ordinated manner.	Better Development Planning.	RBK / TfL	Objective 2 – Ensure the sustainable development of our borough and the promotion of sustainable transport. Objective 3 – Protect and improve the quality of our local environment.
2	Concerns about restructuring of the Fire Service	Loss of local Fire Stations or reduction in appliances could lead to increased response times	Ensure that any changes to the service do not affect level of service to residents	Ensure public consultation on any changes to service	RBK / LFB	Objective 7 – Make communities safer.
3	Lead Members to be more accountable	Members of the Administration should come to Neighbourhood Committee to explain Council policy.	Lead Members present to Neighbourhood and answer residents questions about Council Policy	Chair to invite Lead Members to Neighbourhood	RBK	Objective 3 – Protect and improve the quality of our local environment. Objective 10 – Encourage people to take an active part in the social and cultural life in the community

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4	Council's New Website	Some of the functionality on the new website needs improving, particularly the search engine	Improved website, monitor content on a continuous basis.	Review quality of the current site	RBK	Objective 9 – Support people to be independent. Objective 10 – Encourage people to take an active part in the social and cultural life in the community
Traffic & Transportation						
5	Traffic Study	Concerns at volume of traffic and levels of congestion throughout the Neighbourhood.	Reduced levels of traffic volumes and congestion by addressing issues identified in the study,	Work with TfL to develop policies and projects to reduce traffic. Seek finance to undertake a traffic study of the Neighbourhood, to identify congestion and capacity hotspots.	RBK TfL – LIP2 Funding. Surrey CC	Objective 2 – Ensure the sustainable development of our borough and the promotion of sustainable transport.
6	Improve the bus service between Chessington and Epsom and provide links to Surbiton Hospital	The existing 467 bus service to Epsom is infrequent and often not to time. Because of its unreliability it is not popular with residents. However, it is an important link to Epsom Hospital. No direct link for buses to Surbiton Hospital	Increased frequency of buses running to time. Adjustment to bus route to include Surbiton Hospital from Chessington	Discuss amendments to the service with TfL and Bus Operators.	TfL Bus Operators	Objective 2 – Ensure the sustainable development of our borough and the promotion of sustainable transport. Objective 9 – Support people to be independent.

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		from Chessington				
7	Better enforcement of illegal on-street parking	Parking enforcement appears to be low and not at a sufficient level to deter illegal parking.	Greater presence of enforcement staff in the Neighbourhood to deter illegal parking including overnight.	Reduction in illegal parking	RBK / TfL/ Police	Objective 7 – Make communities safer.
8	Chessington World of Adventures entry arrangements	Current entry arrangements cause queuing on to the A243 crating traffic congestion safety issues. This occurs particularly when arriving cars have to be diverted to alternative parking areas.	Quicker access into the site and better arrangements to pass on information to drivers.	RBK / TfL to liaise with CWoA about how to resolve problem.	TfL RBK CWoA	Objective 2 – Ensure the sustainable development of our borough and the promotion of sustainable transport. Objective 3 – Protect and improve the quality of our local environment. Objective 7 – Make Communities safer.
9	Improved cycling facilities.	Improve the general safety of cyclists, particularly on the A243, Bridge Road roundabout and Malden Rushett	Increased cycle facilities installed	Bid for funds from TfL through the LIP process	TfL	Objective 3 – Protect and improve the quality of our local environment. Objective 7 – Make Communities safer.
10	Traffic Signage on TfL roads	Some roads traffic signs on TfL roads appears to be inappropriate or wrongly positioned	Removal of street clutter and appropriate positioning of signs.	TfL to respond to queries about particular signage issues.	TfL	Objective 3 – Protect and improve the quality of our local environment. Objective 7 – Make Communities safer.

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11	Transport for the elderly at Malden Rushett	Public transport at Malden Rushett is difficult to use for the elderly and infirm. Travelling to other destinations is difficult	Better transport for the elderly in the Malden Rushett area.	Turn 71 bus around at Malden Rushett possibly Silverglade Business Park.	RBK	Objective 8 – Improve overall health and reduce health inequalities Objective 9 – Support people to be independent. Objective 10 – Encourage people to take an active part in the social and cultural life in the community
12	Introduce 20mph speed limits to residential roads in the Neighbourhood	Whilst it is appreciated that the lower speed limit is not enforceable at the current time, its introduction would make residential roads safer and a more pleasant place to live.	Debate and consultation on the introduction of 20mph speed limits across the Neighbourhood	Report to Neighbourhood Committee seeking views and authorisation to consult local community	TfL Police	Objective 3 – Protect and improve the quality of our local environment. Objective 7 – Make Communities safer.
13	Bridge Road Roundabout.	TfL have introduced a new layout of lane filtering at the Bridge Road Roundabout. Not all drivers are	All drivers to abide by the new lane filter instructions.	Better signage to be introduced further north on the A243 for southbound traffic. Seek Police	TfL, Police	Objective 7 – Make Communities safer

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		observing the system which is creating a risk of RTA's and frustration amount other road users. Police enforcement required until self enforcing scheme in p lace		enforcement through TfL.		
14	Ace Roundabout, traffic congestion and road safety issues	The Ace Roundabout causes queuing on the A243 and also the A3 off slip road and the Kingston Bypass. There are also concerns about traffic turning right from the inside lane on the A3 slip road and vehicles exiting the Petrol Garage from the wrong vehicle crossover	Investigate possible introduction of signal control on the roundabout. Improve signage on the A3 slip road or change to a Bridge Road type arrangement. Prevent vehicles exiting the garage onto the Ace Roundabout	TfL are responsible for the Ace Roundabout so discuss with them how these issues might be progressed	TfL	Objective 7 – Make Communities safer
15	Cycle lanes to be made mandatory on main roads	Motor vehicles, particularly motorcycles, use cycle lanes on the	Change existing advisory cycle lanes.	Identify cycle lanes of concern and discuss with appropriate Highway	RBK, TfL	Objective 7 – Make Communities safer

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		main roads and are a danger to crossing pedestrians / children		Authority.		
16	Train Stations – disabled access	There are 3 train stations in the Neighbourhood and none facilities to allow access for disabled users.	Improvements to the stations to provide access for disabled users. This is required now and should now wait for Crossrail 2.	Liaise with Network Rail and seek opportunities to bid for funding.	RBK, South West Trains. TfL	Objective 2 – Ensure the sustainable development of our borough and the promotion of sustainable transport. Objective 8 – Improve overall health and reduce health inequalities Objective 9 – Support people to be independent.
17	K2 / K4 Bus Routes	A better service is required to Surbiton Hospital. This is needed by the elderly.	Talk to bus operators and NHS about public transport links between Chessington and Surbiton Hospital.	Discuss proposals with the Bus Operator and NHS.	RBK Bus Operator TfL, NHS	Objective 3 – Protect and improve the quality of our local environment. Objective 9 – Support people to be independent.
18	Lidl Leatherhead Road.	Congestion and safety issues continue to be caused by vehicles turning right into and out of the Lidl car park.	Alteration to road layout or ban right turn movements.	Discuss problem with TfL and Lidl.	TfL, Lidl	Objective 2 – Ensure the sustainable development of our borough and the promotion of sustainable transport. Objective 3 – Protect and improve the quality

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						of our local environment Objective 7 – Make communities safer
19	Public Transport – overcrowding	There is increasing demand for bus services particularly at school leaving time in the Neighbourhood, but no increase in services provided	Greater frequency of buses, particularly during school going home times. Better supervision of pupils by schools and Transport Police at bus stops and during journeys.	Discuss with TfL, Police, Schools and bus operators. Review of bus capacity within the Neighbourhood.	TfL RBK Bus Operators	Objective 2 – Ensure the sustainable development of our borough and the promotion of sustainable transport. Objective 3 – Protect and improve the quality of our local environment. Objective 9 – Support people to be independent.
20	Tolworth Greenway	The dying trees need replacement, too many seats and no planting. Central island looks dirty and faded. Concern over pedestrian safety crossing road.	Replace dead trees, remove some of the seats or adapt and introduce some raised flower beds. Ensure that the pavements are cleaned to the manufactures recommendations. Provide signalled crossing point	To be included in the RBK scheme review	RBK	Objective 3 – Protect and improve the quality of our local environment.

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21	Time Limited Parking Schemes	Introduce time limited parking schemes at shopping parades to help traders	Increase in stopping passing trade due to increase in available parking	Consult shopping parades about possible introduction of such schemes	RBK	Objective 4 – sustain and share economic prosperity.
22	Pedestrian Signals Times	TfL are working to reduce congestion along the A243 however part of their solution penalises pedestrians. The time allowed for pedestrians to cross the road has been reduced and the waiting time for a green man increased. Crossing outside St Pauls School is a good example	Allow more time to cross the road and the crossing phase to be called up more frequently.	Give more weight to the needs of road users other than motor vehicles. Elderly and children need more time to cross the road safely.	TfL	Objective 7 – Make communities safer Objective 9 – Support people to be independent.
Environment						
23	Bring back some form of on-street waste recycling.	On-street recycling pods were withdrawn as a saving. Council should be promoting recycling and making it easier for local community to	Visitors to the Borough and local residents can separate recyclables and landfill waste whilst out and about.	Reintroduce an on-street recycling scheme	RBK / Veolia	Objective 3 – Protect and improve the quality of our local environment

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		recycle				
24	Health and Traffic Pollution	South of the Borough has the highest incidence of chronic chest disease (COPD) in Kingston. It has been suggested that this may be due to pollution from the A3 and A243. More protection is needed particularly around schools. New legislation is coming that will put great responsibilities on local authorities.	Confirmation or otherwise of a link between our road traffic pollution and the statistically high incidence of COPD. Effective measures put in place to reduce or mitigate the effects of poor air quality.	Monitor actions approved by Council's Executive 31 March 2010 following report on pollution. Better monitoring of poor air quality.	RBK NHS Kingston TfL	Objective 8 – Improve overall health and reduce health inequalities Objective 2 – Ensure the sustainable development of our borough and the promotion of sustainable transport
25	Hook Parade shops in need of improvement.	Empty shops and units in need of maintenance. Untidy private land.	All shops used.	Liaise with Landlords / retailers. Develop strategy to assist small businesses. Set up local business association.	RBK,	Objective 3 – Protect and improve the quality of our local environment
26	RBK Housekeeping	The standard of general maintenance should be	Improved level of maintenance	Discussions with relevant officers to identify how to deliver required	RBK	Objective 3 – Protect and improve the quality of our local environment

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		improved. Particularly grass cutting, verge reinstatements and footways.		outcomes		
27	Flooding	Certain areas within the Neighbourhood are susceptible to flooding, land around Malden Rushett, CWoA, Sir Francis Barker	Reduce risk and instances of flooding	Identify causes of flooding. Maintenance of drainage ditches	RBK, Private land owners	Objective 3 – Protect and improve the quality of our local environment
28	Street Cleansing	Increase in the amount of dog mess and litter on our streets. Ensure road sweepers scheduled to visit AFTER waste collections	Cleaner streets. More Dog Litter bins.	Increased resources and monitoring applied to this issue Reschedule road sweeping if necessary	RBK,	Objective 3 – Protect and improve the quality of our local environment
29	Churchfields Recreation Ground – Dogs not kept under control	Concerns about the number of dog walkers that don't keep their animals under control in the recreation ground and the incidents in dog mess in the park.	Better enforcement of dogs being kept under control and removal of dog mess.	Consult users of the recreation ground regarding the proposals.	RBK Quadron RBK Animal Warden.	Objective 3 – Protect and improve the quality of our local environment Objective 7 – Make Communities safer

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30	Chessington Equestrian Centre Surface Water Run-off.	The project to raise the land at the equestrian centre has raised concerns about the quantity and quality of the surface water runoff, particularly into the adjacent allotment site where food is grown.	Water is intercepted before creates a problem.	Monitor water quality for pollutants and ensure condition of land drainage is maintained.	RBK, Environment Agency, Thames Water	Objective 3 – Protect and improve the quality of our local environment Objective 7 – Make Communities safer
Sport & Leisure						
31	Ensure that our sports grounds provide good facilities and value for money	There is concern that some of our sports grounds are not being maintained to an appropriate standard and that the Contract with the grounds maintenance contractor is not being enforced	Improvement in the facilities provided at our sports grounds Discuss potential improvements with users. Improve tennis facilities in the Neighbourhood.	Set up forums to allow communications between Contractor and users.	RBK Quadron	Objective 3 – Protect and improve the quality of our local environment Objective 8 – Improve overall health and reduce health inequalities Objective 10 – Encourage people to take an active part in the social and cultural life in the community
32	Tolworth Court Farm	This space is a valuable resource that should be used to its full potential. Currently there are now facilities to support and encourage its use,	Increased use of the space for leisure and educational activities. But protect its character do not turn it into a Country Park.	Consultation with existing users and local community.	RBK Quadron	Objective 3 – Protect and improve the quality of our local environment Objective 10 – Encourage people to take an active part in the social and cultural life in the community

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		also access is poor.				
33	Swimming Pool	Swimming lessons are an important part of the National Curriculum. It is also a good exercise for keeping fit and health. The Moor Lane Pool has closed which means the loss of an important local asset. This means children have lost this facility to learn to swim.	Build a new pool in the Neighbourhood	Identify and means to fund or investigate opportunities to provide a new pool in partnership.	RBK	Objective 8 – Improve overall health and reduce health inequalities
Community						
34	Facilities for youth	General lack of youth facilities across the Neighbourhood and what facilities there are not publicised enough.	Reduced antisocial behaviour Youth Cafe and other forms of provision Promote youth work at the Devon Way Centre. Community Hubs in RBK properties	Develop more leisure activities for youth Discuss with partners including KVA.	RBK, Kingston Voluntary Action	Objective 10 – Encourage people to take an active part in the social and cultural life in the community

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			should have subsidised affordable leases to reflect benefit to the community.			
35	Support For Business	Local businesses and retailers are important to the prosperity of the local community. In the current financial climate, support should be given to businesses to help them survive.	Develop a strategy to help local business.	Local business supported by self help associations and RBK. Local initiatives put in place to promote business.	RBK, Chamber of Commerce.	Objective 4 – sustain and share economic prosperity.
36	Social Cohesion	Resist the loss of community hubs/assets such as public houses.	Local community bid to take over local assets that may otherwise be lost.	Assist communities to invoke Community Right to Bid.	RBK	Objective 10 – Encourage people to take an active part in the social and cultural life of the community.
37	Helping people to live independently	Supporting people to live independently in their home prevents them from becoming homeless or having to move into institutional care. The services provided by RBK are very good but are not well advertised or communicated to	Provide more information about the services that are available to local residents	Discuss with local service providers	RBK NHS	Objective 8 – Improve overall health and reduce health inequalities Objective 10 – Encourage people to take an active part in the social and cultural life of the community.

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		residents.				
Housing						
38	Truly Low Cost Homes / Shared Ownership Properties.	Affordable housing is needed to ensure local young people can stay in the area. These properties need to be quality homes with ample amenity space.	More affordable housing developments.	Discuss with Planning Policy and other relevant partners how to encourage more viable low cost housing development to come forward	RBK,	Objective 2 – Ensure the sustainable development of our borough and the promotion of sustainable transport.
39	Realistic allocation of parking in new developments.	Current maximum parking standards lead to high demand for on-street parking in areas that are already oversubscribed. Landlords should not be allowed to charge tenants for spaces	More parking spaces provided as part of new developments.	Increase in maximum parking standards applied to new developments.	RBK / TfL	Objective 2 – Ensure the sustainable development of our borough and the promotion of sustainable transport. Objective 3 – Protect and improve the quality of our local environment. Objective 8 – Improve overall health and reduce health inequalities
40	Overdevelopment without supporting infrastructure	There has been a lot of new properties constructed in the area with the prospect many more to come. However there is little evidence of increases in the	New facilities provided to cater for the increase in population in South of the Borough.	Identify need and lobby accordingly. Seeking funding through Community Infrastructure Levy.	RBK, NHS, TfL	Objective 2 – Ensure the sustainable development of our borough and the promotion of sustainable transport. Objective 3 – Protect and improve the quality of our local environment.

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		infrastructure (roads, schools, doctors) needed to support the increase in demand.				
Crime & Disorder						
41	Policing	There has been concern over a long period that road policing on the A3 and A243 is only conducted by CCTV, radar traps and Automatic Number Plate Recognition exercises. This does not address the all day, endemic anti-social behaviour nature of bad driving, mobile phone use and crime that takes place on our roads.	<p>Greater Police presence and enforcement on TfL roads.</p> <p>Community input into traffic policing policy.</p> <p>Police to carry out enforcement of the traffic and highway offences still under their jurisdiction.</p> <p>Enforcement of 20mph speed limits.</p>	On-going dialogue with TfL and the Metropolitan Police.	Police TfL	Objective 7 – Make communities safer
42	Anti-social Behaviour and crime	Whilst the Police report that the levels of ASB and crime are low the perception of local residents is that this	Local community's perception is that ASB and crime is not a major issue Increased Police presence.	Maintain SNT Police levels and maintain ASB as a local priority.	RBK, Police	Objective 7 – Make communities safer

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		is not the case.				
43	Reintroduce Cop Cards	Cop Cards was a scheme that help the local Police Officers engage with primary school children. Is considered a very successful scheme that attributed with reducing vandalism and ASB in the area.	Reintroduce scheme with Police and other partners.	Identify funding and discuss with Neighbourhood Police Team	Police, RBK, Quadron, schools	Objective 3 – Protect and improve the quality of our local environment. Objective 7 – Make communities safer Objective 10 – Encourage people to take an active part in the social and cultural life of the community.
Town Planning						
44	The character of the Neighbourhood is threatened because of inappropriate back garden development. Low cost housing developments are offering little amenity space. Low cost housing should be better designed and located.	There is currently no policy in place to allow the Planning Authority to defend against back garden development. Recent approvals have changed the character of the area. The trend is to provide little amenity space in low cost housing developments. This has the potential to create	Develop policies and strategies to prevent inappropriate back garden development and housing development with little amenity space. Position RBK so that it can defend the refusal of such Applications on Appeal.	Complete work of Local Character Study, Design Guide and investigate creating Conservation Area / Local Areas of Special Character	RBK	Objective 2 – Ensure the sustainable development of our borough and the promotion of sustainable transport Objective 6 – Increase supply of housing and its affordability

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		issues for the future occupants and the surrounding community.				
45	Local residents to be more involved in the Town Planning process.	As part of the Government's Localism agenda residents are promised a great say in the Planning process. The local community want to ensure they have the opportunity to be part of this process.	Residents have a greater influence on decisions that affect the character of their Neighbourhood and the build environment	Use the full powers of the Localism Act and encourage close engagement of the community in the Planning Process. Community assisted to form Forum to creation of Neighbourhood Plans	RBK	Objective 10 – Encourage people to take an active part in the social and cultural life of the community.
46	Reverse the trend of losing Hi-tech businesses from our industrial estates.	Manufacturing type businesses appear to be returning to our industrial estates. These tend to be untidy premises that use manufacturing processes and are replacing more modern cleaner businesses.	Encourage the setting up of hi-tech businesses in our industrial estates and business parks.	Incentives to encourage hi-tech businesses into the Borough. Support local business.	RBK	Objective 2 – Ensure the sustainable development of our borough and the promotion of sustainable transport Objective 3 – Protect and improve the quality of our local environment
47	Gypsy and Traveller sites	A report to the SotB Neighbourhood	Identify potential Traveller sites	Meet shortfall in sites so that	RBK	Objective 3 – Protect and improve the quality of our

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		Committee highlights advice that taking enforcement against illegal sites was likely to fail because of the current shortfall in the number of legal sites within the Borough. The Borough is therefore vulnerable to further illegal settlements.	across the Borough to meet the current shortfall.	location and numbers of pitches across the Borough can be developed in a holist and coordinated manner.		local environment
48	Building in areas that are polluted or have poor air quality	Air quality monitoring is being undertaken across the Neighbourhood. Now that we have an indication of the levels of poor air quality, planning consent should not be granted for dwellings in polluted areas.	Planning Policy should prevent the building of dwelling in areas of poor air quality.	Discussions with relevant officers to identify how to deliver required outcomes	RBK	Objective 2 – Ensure the sustainable development of our borough and the promotion of sustainable transport Objective 3 – Protect and improve the quality of our local environment Objective 8 – Improve overall health and reduce health inequalities
49	Equestrian Centre development	During construction it is proposed that	Alternative route for lorries to gain	RBK to support applicant to	RBK, Equestrian	Objective 2 – Ensure the sustainable development

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		existing lorries will use Clayton Road. This will create extra traffic, noise and pollution for the residents of Clayton Road and the surrounding area.	access to the main road network. Planning policy protects local residents from affects of construction sites.	develop alternative exit route. Ensure future Core Strategy includes protection to local communities from the affects of projects in progress	Centre	of our borough and the promotion of sustainable transport Objective 3 – Protect and improve the quality of our local environment
50	Moor Lane Centre Playing Field	Protect the playing field at the Moor Lane Centre from being used for development.	Use the land as play facility for children	Scheme for leisure use of the land to be implemented.	RBK	Objective 3 – Protect and improve the quality of our local environment Objective 8 – Improve overall health and reduce health inequalities
Health						
51	Health services across the Neighbourhood, concerns about capacity and location	There are current 4 GP Practices at 2 locations. Any increase in capacity should ensure that alternative locations elsewhere within the community are used. Also some uncertainty about services being continued to be provided locally. As services appear to	The health resources provided locally are sufficient to meet demand.	Assessment of services provided within the Neighbourhood.	NHS RBK	Objective 8 – Improve overall health and reduce health inequalities

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		have moved away and are being delivered elsewhere.				