



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 consultation. The Neighbourhood Steering Group has agreed the issues to be incorporated into the Plan after consulting the Neighbourhood Community Panel.

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 the Community Panel or would just like some more information please don't hesitate to contact me.

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SOUTH OF THE BOROUGH NEIGHBOURHOOD COMMUNITY PLAN 2012/13

Ref	Issue	Background	Planned outcome	Actions needed to progress outcome	Key partners	Relevant Kingston Plan objective
Traffic & Transportation						
1	Traffic volume	Concerns at volume of traffic using A243 through the Neighbourhood.	Reduced levels of traffic volumes and congestion	Work with TfL to develop policies and projects to reduce traffic	RBK TfL – LIP2 Funding. Surrey CC	Objective 2 – Ensure the sustainable development of our borough and the promotion of sustainable transport.
2	Improvements to the Malden Rushett Crossroads junction	Junction has a poor accident record and is a congestion point on the A243 corridor. There is also a need for better pedestrian facilities.	Reduced accident record. Reduction in traffic congestion	Promote project with TfL and highlight it's important to RBK residents.	TfL	Objective 7 – Make communities safer.
3	Improvements to the 3 railway stations in the South of the Borough Neighbourhood	The stations offer the first impression of the Neighbourhood to visitors. Encourage improvements and high standard of upkeep to stations.	More attractive appearance to stations, station buildings and surround areas.	Promote project with TfL and highlight it's important to RBK residents.	TfL	Objective 3 – Protect and improve the quality of our local environment
4	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	Reduction in illegal parking	RBK / TfL/ Police	Objective 7 – Make communities safer.

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5	Traffic impact of the new Lidi Store, Leatherhead Road	The traffic impacts on the surrounding residential roads should be addressed.	No traffic impact on residential roads.	Measures put in place to protect residential roads from traffic generated by the new development	TfL	Objective 3 – Protect and improve the quality of our local environment. Objective 7 – Make Communities safer.
6	Traffic congestion on the A243	Regular traffic jams on the road along its length through the Neighbourhood creating traffic noise and pollution.	Reduction in traffic congestion particularly around the CWoA junction	Promote project with TfL and highlight it's important to RBK residents. Bring forward strategy for reduction traffic on the A243.	TfL	Objective 3 – Protect and improve the quality of our local environment. Objective 7 – Make Communities safer.
7	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.
8	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.
9	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.	Discuss issue with voluntary transport groups.	RBK	Objective 8 – Improve overall health and reduce health inequalities Objective 9 – Support people to be independent.

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						Objective 10 – Encourage people to take an active part in the social and cultural life in the community
10	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.
11	Fairoak Lane Pedestrian safety	TfL are reassessing the proposed design for the Malden Rushett crossroads in light of merging road capacity issues. Meanwhile there are still safety concerns about how pedestrians cross Fairoak Lane at the Leatherhead Road junction	Provide a Controlled Pedestrian Crossing facility in Fairoak Lane at the Leatherhead Road junction.	Discussions with TfL to highlight this issue and possible LIP bid.	TfL	Objective 7 – Make Communities safer

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12	Pedestrian Safety Merritt Gardens	Residents petitioned for a controlled crossing facility across the A243 at the Merritt Gardens junction following an accident involving a child.	Provide a Controlled Pedestrian Crossing facility at the Leatherhead Road / Merritt Gardens junction.	Ensure that TfL follow through on their proposals to provide a controlled crossing facility at this junction	TfL	Objective 7 – Make Communities safer
13	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 existing 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 existing 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
14	Borough's addition traffic enforcement powers	In December 2012 the Council will decide if it is to adopt addition powers to enforce such traffic offences as banned turn	Consultations about this change and meetings with local community to understand the implications.	Feed concerns to relevant departments and Portfolio holders	RBK	Objective 7 – Make Communities safer

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		<p>movements and no entry signs. The concern is that this will change the relationship between the Council and the driving public. A public meeting is required in order that the public understand the implications of this change and that there is transparency around the process</p>				
15	Cox Lane Bus Gate	<p>Concern that the current arrangements at the bus gate are being abused and that it is not addressing the problem it was designed to prevent.</p>	<p>Introduce a new traffic engineering solution to prevent HGV's penetration into the surrounding residential areas.</p>	<p>Include bid in LIP</p>	<p>TfL Police RBK</p>	<p>Objective 3 – Protect and improve the quality of our local environment Objective 7 – Make Communities safer</p>
16	K2 Bus Route	<p>The current bus route is Cox Lane, Gosbury Hill, Orchard Gardens then left at the</p>	<p>Investigate changing the route to Hook by continuing along Hunters Road and</p>	<p>Discuss proposals with the Bus Operator.</p>	<p>RBK Bus Operator</p>	<p>Objective 3 – Protect and improve the quality of our local environment</p>

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		A243. Because of the high demand for on-street parking this route can be congested.	left onto the A243			
17	Fullers Way Subway	Concerns about pedestrians crossing Fullers Way South to gain access to and egress from the subway.	Investigate proposals for road safety improvements for pedestrians	Raise issues with TfL who are responsible for the service road.	TfL	Objective 7 – Make communities safer
18	Road safety for children	Concern that all schools that require a school crossing patrol should have access to one and that children receive basic road crossing training.	Road safety training for all children. School crossing patrols for all schools that require them.	Discuss with relevant portfolio holders and officers.	RBK	Objective 7 – Make communities safer
19	Public Transport – overcrowding	There is increasing demand for bus services in the Neighbourhood but no increase in services provided	Review of bus capacity within the Neighbourhood	Discuss with TfL and bus operators.	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.

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Environment						
20	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.	Confirmation or otherwise of a link between our road traffic pollution and the statistically high incidence of COPD.	Monitor actions approved by Council's Executive 31 March 2010 following report on pollution.	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
21	Hook Parade in need of improvement.	Empty shops and units in need of maintenance. Untidy private land.	All shops used.	Liase with Landlords / retailers. Develop strategy to assist small businesses.	RBK,	Objective 3 – Protect and improve the quality of our local environment
22	Statutory Undertakers	The standard of reinstatement by statutory undertakers is preserved to be poor. Surfaces are left in poor condition or reinstatements soon fail.	Presentation to Committee regarding the regulations regarding street works.	Better understanding of the process	RBK, Statutory Undertakers	Objective 3 – Protect and improve the quality of our local environment

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23	Residential Recycling	Residents want to be able to recycle as many materials as possible, particularly more plastics.	More materials collected for recycling from households.	Increase types of materials that RBK will accept in recycling.	RBK	Objective 1 – tackle climate change, reduce our ecological footprint and reduce, reuse and recycle.
24	RBK Housekeeping	The standard of general maintenance should be improved. Particularly grass cutting, verge reinstatements and footways.	Improved level of maintenance	Discussions with relevant officers to identify how to deliver required outcomes	RBK	Objective 3 – Protect and improve the quality of our local environment
25	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
26	Street Cleansing	Increase in the amount of dog mess and litter on our streets.	Cleaner streets	Increased resources and monitoring applied to this issue	RBK,	Objective 3 – Protect and improve the quality of our local environment

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27	Churchfields Recreation Ground – Dogs not kept under control	Concerns about the number of dogs walkers that don't keep their animals under control in the recreation ground and the incidents in dog mess in the park.	Provide an enclosed area where dogs can be let off their leads, with dog kept on leads elsewhere in the park.	Consult users of the recreation ground regarding the proposals.	RBK Quadron	Objective 3 – Protect and improve the quality of our local environment Objective 7 – Make Communities safer
Housing						
28	Social housing for local people	In recent times there have been a number of social housing projects in the Neighbourhood. However, there is concern that these should be available to the local community. Despite assurances there is little transparency around housing allocations and where the tenants are living previously.	Published figures about proposition of local people being allocated social housing.	Discussion with RBK Housing Dept about collection and publication of data.	RBK	Objective 4 – sustain and share economic prosperity. Objective 6 – Increase supply of housing and its affordability Objective 8 – Improve overall health and reduce health inequalities

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Sport & Leisure						
29	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.	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
30	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, also access is poor.	Increased use of the space for leisure and educational activities.	Draft a strategy in 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
31	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 is currently	The repair of Moor Lane Pool or the building of a new pool in the Neighbourhood	Identify and means to fund the repair to the Moor Lane Pool or investigate opportunities to provide a new pool.	RBK Castle Hill Primary School	Objective 8 – Improve overall health and reduce health inequalities

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		closed which means the loss of an important local asset. This means children have lost this facility to learn to swim.				
Community						
32	Communications TfL RBK	The levels of customer care offered to the local community by TfL are of concern to the local community. New Council Contact Centre is an improvement on the level of Customer Care provided by RBK	TfL to provide representatives locally in order in that the local community have a voice in the decision making process and that TfL decisions can be scrutinised by the residents it affects	Improve TfL's levels of Public Consultation and community engagement.. Establish a local forum with TfL. Monitor resident's satisfaction with RBK Customer Contact arrangements.	TfL RBK	Objective 10 – Encourage people to take an active part in the social and cultural life in the community
33	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	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
34	To invoke a sense of community spirit hold an event that	There is an existing successful event held at King Edwards Recreation	Additional events in South of the Borough	Set up working groups to take projects forward	RBK, Quadron	Objective 10 – Encourage people to take an active part in the social and cultural life of

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	endeavours to bring the community together	ground. Inaugural Celebrating Chessington event held in 2011. We want to build on these and hold events in other parts of the Neighbourhood and involve the local community.				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	Council Cabinet Members to present to Neighbourhood Committee	Many services provided by the Council fall outside the remit of the Neighbourhood Committee although decisions about these affect local residents. There is currently no forum for portfolio holders to	Cabinet Members to give presentations at Neighbourhood on current issues.	Local residents able to discuss with portfolio holders, issues that affect their community.	RBK	Objective 10 – Encourage people to take an active part in the social and cultural life of the community.

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		discuss policy with the local community.				
37	Encourage local community to become more involved in the decision making process	As part of the Government's Localism agenda more people should be persuaded to get involved in decisions that directly affect them.	More residents attending Neighbourhood Committee and joining Neighbourhood Steering Group and Community Panel	Neighbourhood Steering Group to investigate how the local community can be encouraged to participate in the decision making process.	RBK	Objective 10 – Encourage people to take an active part in the social and cultural life of the community.
38	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 residents.	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.
39	Youth Employment	There are high levels of youth unemployment in the area. Local businesses should be assisted to provide jobs and training opportunities for young people.	Encourage local businesses to take up opportunities to provide apprenticeships, internships and training schemes.	Discuss with relevant organisations and Council departments.	RBK	Objective 4 – sustain and share economic prosperity.

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Crime & Disorder						
40	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.	Greater Police presence on arterial roads.	On-going dialogue with TfL and the Metropolitan Police.	Police TfL	Objective 7 – Make communities safer
41	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 is not the case.	Local community's perception is that ASB and crime is not a major issue	Maintain SNT Police levels and maintain ASB as a local priority.	RBK, Police	Objective 7 – Make communities safer
42	More Police patrols and SNT back on their bicycles	The regular patrolling of our streets by the Safer Neighbourhood Team is being	SNT up to full strength and with access to their bicycles.	Funding found to service bicycles and highlight issues around manning in our area with Safer	RBK, Police	Objective 7 – Make communities safer

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		prevented by the dwindling numbers in our area. Also the patrols on bicycle have stopped because of funding issues which is regrettable.		Kingston Partnership		
Town Planning						
43	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 issues for the future occupants and the surrounding community.	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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44	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 Bill and encourage close engagement of the community in the Planning Process.	RBK	Objective 10 – Encourage people to take an active part in the social and cultural life of the community.
45	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 "dirty" 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
46	Gypsy and Traveller sites	A report to the SotB Neighbourhood Committee highlights advice that taking enforcement against illegal sites	Identify potential Traveller sites across the Borough to meet the current shortfall.	Meet shortfall in sites so that location and numbers of pitches across the Borough can be developed in a holist and	RBK	Objective 3 – Protect and improve the quality of our local environment

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		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.		coordinated manner.		
47	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
Health						
48	Community to have an influence in decisions about primary & secondary health care.	The Government's proposals for reform of the NHS is still emerging, however local residents wish to ensure they are given the opportunity to	Engage with Health Overview Panel to discuss way forward.	Local residents meaningfully consulted about primary and secondary health service delivery	NHS, RBK	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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		influence how health services are delivered locally.				
49	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 have moved away and are being delivered elsewhere.	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