

Twickenham Riverside Development Consultation

Results Report

1. Introduction

The Royal Institute for British Architects (RIBA) is supporting the Council in running a Design Competition to find an architect to create the future vision for the Twickenham Riverside site.

The purpose of this consultation was to gather feedback from local residents about the concept designs from the five short-listed architects.

This report sets out the key findings from the consultation. This feedback was considered by the Design Panel before a final decision was made, but it must be noted that public response to the concept designs is not an evaluation criterion.

2. Methodology

Data was gathered using an online survey hosted on the Richmond Council website from 4th September to 2nd October 2019.

The consultation was promoted via press release, social media, Council e-newsletter and at four public drop-in exhibitions.

The responses were analysed and reported by the Council's Consultation Team on an anonymous basis under the guidelines of the Data Protection Act.

3. Response

In total, the Council received 455 responses to this consultation.

A demographic profile of respondents can be found in Section 5.

4. Results

4.1. Respondent profile

Question 1: In what capacity are you responding to this consultation?

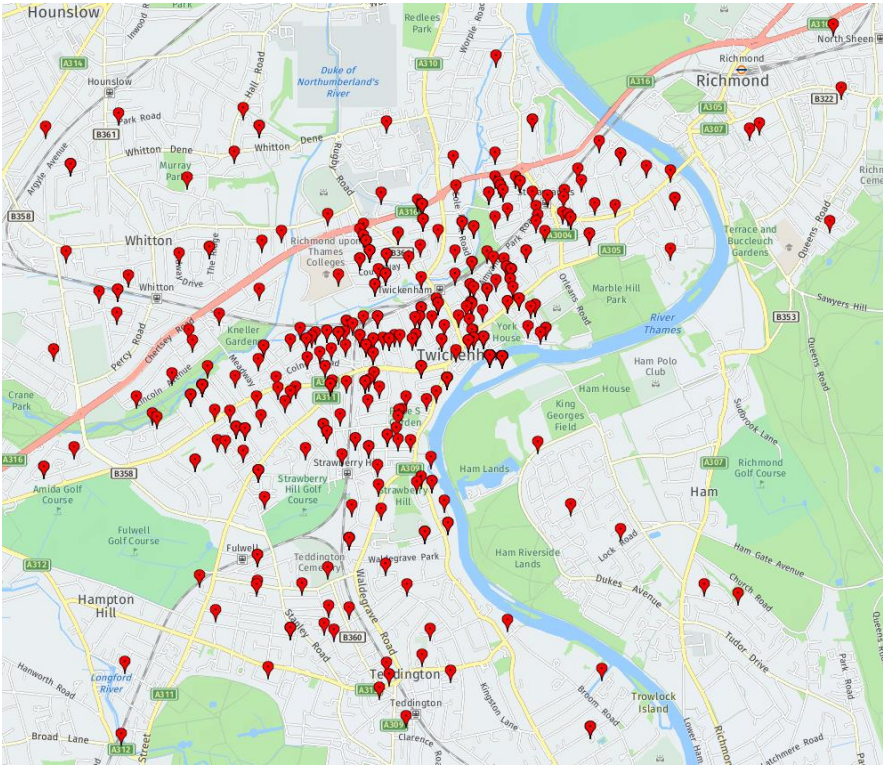
This question was answered by 443 respondents. Over nine in ten (93%) described themselves as local residents.

Response	Number of respondents to this question	Percentage of respondents to this question
I am a local resident	410	93%
I work in Twickenham	61	14%
I visit the Twickenham area	61	14%
I study in Twickenham	6	1%
I am a member of a local group or organisation (please specify below)	44	10%
Other (please specify below)	14	3%

NB Respondents were able to select more than one option, so percentages add up to more than 100.

Question 2: What is your postcode?

This question was answered by 443 respondents. The postcodes provided were used to create a map illustrating where people were responding from.



4.2. Feedback on the five schemes

Respondents were asked to give positive and negative feedback on each of the five architects' schemes in turn.

Architect 1

Question 3: What do you think are the positive elements of this design and why?

This was an open question that allowed respondents to describe what they liked about the scheme. In total, 398 respondents provided an answer.

When the comments were analysed, 19 key themes were identified. These are illustrated in the table below.

Themes	Number of respondents that mentioned this theme	Percentage of respondents to this question
Ample open/public space	118	30%
Design/buildings are sympathetic to the surrounding area	101	25%
General comments about design/architecture, including visually appealing	74	19%
Access to the river/connection/views	68	17%
Ample green space/nature	65	16%
Buildings not too prominent/overpowering, including too tall/too big/too many	58	15%
Open spacious look and feel	46	12%
Winter garden	38	10%
Mix of uses	34	9%
Eel Pie Island museum/location	25	6%
Consideration of pedestrians	23	6%
Consideration of vehicles/access/parking	22	6%
Good housing provision	22	6%
Materials	21	5%
Market	21	5%
Accessibility of the site	20	5%
Pontoon	20	5%
Comments in support of minimal parking	20	5%
Pub	18	5%

Question 4: What elements of the design do you think need improving or further consideration and why?

This was an open question that allowed respondents to describe what they disliked about the scheme. In total, 376 respondents provided an answer.

When the comments were analysed, 11 key themes were identified. These are illustrated in the table below.

Themes	Number of respondents that mentioned this theme	Percentage of respondents to this question
Approach/view from King Street down Water Lane not inviting	66	18%
Buildings too prominent/overpowering including too tall/too big/too many	56	15%
Not enough green space/nature	52	14%
Consideration for Eel Pie Island residents, including parking	52	14%
Not enough parking space for residents/businesses/visitors	50	13%
Design/buildings not imaginative/inspiring/varied enough	40	11%
Too much housing	29	8%
Lack of public facilities/activities/community use	25	7%
Market	21	6%
Too much paving/hard surface/concrete	20	5%
Lack of pool/lido/water area	19	5%

Architect 2

Question 5: What do you think are the positive elements of this design and why?

This was an open question that allowed respondents to describe what they liked about the scheme. In total, 351 respondents provided an answer.

When the comments were analysed, seven key themes were identified. These are illustrated in the table below.

Themes	Number of respondents that mentioned this theme	Percentage of respondents to this question
Ample green space/nature	83	24%
Eco/sustainability considerations	31	9%
General comments about design/architecture, including visually appealing	30	9%
Approach/view from King Street down Water Lane is inviting	29	8%
Floating workspace/studio	27	8%
Ample open/public space	22	6%
Market building	18	5%

Question 6: What elements of the design do you think need improving or further consideration and why?

This was an open question that allowed respondents to describe what they disliked about the scheme. In total, 376 respondents provided an answer.

When the comments were analysed, 13 key themes were identified. These are illustrated in the table below.

Themes	Number of respondents that mentioned this theme	Percentage of respondents to this question
Overall design or building design too mixed/incoherent	76	20%
General comments about design/architecture, including visually unappealing	72	19%
Design of floating studios/access to the river/impractical/restricts views	54	14%
Design/buildings are not sympathetic to the surrounding area	53	14%
Buildings too prominent/overpowering, including too tall/too big/too many	45	12%
Lack of access to the river/connection/views	39	10%

Not enough parking space for residents/businesses/visitors	35	9%
Design/buildings not imaginative/inspiring/varied enough	25	7%
Lack of public facilities/activities/community use	24	6%
Building with curved roof (apartments)	24	6%
Overall design or building design too industrial/harsh	24	6%
Traffic flow/vehicle access	22	6%
Consideration for Eel Pie Island residents, including parking	19	5%

Architect 3

Question 7: What do you think are the positive elements of this design and why?

This was an open question that allowed respondents to describe what they liked about the scheme. In total, 395 respondents provided an answer.

When the comments were analysed, 12 key themes were identified. These are illustrated in the table below.

Themes	Number of respondents that mentioned this theme	Percentage of respondents to this question
Pool/lido/water area	201	51%
Unique/imaginative/inviting design	99	25%
Market	73	18%
Good public facilities/activities/community use	50	13%
Floating landscape, pontoon	47	12%
Ample open/public space	44	11%
Approach/view from King Street down Water Lane is inviting	44	11%
Promotes Twickenham as a destination/ draws people to Twickenham	42	11%
Ample green space/nature	35	9%
Access to the river/connection/views	34	9%
Wellness building	27	7%
Eco/sustainability considerations	19	5%

Question 8: What elements of the design do you think need improving or further consideration and why?

This was an open question that allowed respondents to describe what they disliked about the scheme. In total, 397 respondents provided an answer.

When the comments were analysed, 12 key themes were identified. These are illustrated in the table below.

Themes	Number of respondents that mentioned this theme	Percentage of respondents to this question
Natural pool/water area restricts river/maintenance/impractical	116	29%
General comments about design/architecture, including visually unappealing	104	26%
Arches	99	25%
Design of residential building	95	24%
Design/buildings are not sympathetic to the surrounding area	77	19%
Not enough green space/nature	37	9%
Not enough parking space for residents/businesses/visitors	35	9%
Lack of access to the river/connection/views	27	7%
Not enough open/public space	25	6%
Not enough consideration for Eel Pie Island residents, including parking	22	6%
Floating landscape, pontoon	21	5%
Too much housing	20	5%

Architect 4

Question 9: What do you think are the positive elements of this design and why?

This was an open question that allowed respondents to describe what they liked about the scheme. In total, 350 respondents provided an answer.

When the comments were analysed, nine key themes were identified. These are illustrated in the table below.

Themes	Number of respondents that mentioned this theme	Percentage of respondents to this question
Approach/view from King Street down Water Lane is inviting	52	15%
Terrace/steps/seating	52	15%
General comments about design/architecture, including visually appealing	49	14%
Design/buildings are sympathetic to the surrounding area	30	9%
Villa building/reminiscent of Marble Hill House	28	8%
Ample open/public space	27	8%
Ample green space/nature	19	5%
Market place	18	5%
Layout/use of space	16	5%

Question 10: What elements of the design do you think need improving or further consideration and why?

This was an open question that allowed respondents to describe what they disliked about the scheme. In total, 379 respondents provided an answer.

When the comments were analysed, 13 key themes were identified. These are illustrated in the table below.

Themes	Number of respondents that mentioned this theme	Percentage of respondents to this question
Not enough green space/nature	77	20%
Buildings too prominent/overpowering, including too tall/too big/too many	70	18%
Villa building too large/stark/don't like colour	65	17%
Design/buildings not imaginative/inspiring/varied enough	63	17%
Too much paving/hard surface/concrete	51	13%
Comments and concerns about the tiered seating	48	13%

Overall design or building design too mixed/incoherent	37	10%
General comments about design/architecture, including visually unappealing	35	9%
Overall design or building design too industrial/harsh	30	8%
Design/buildings are not sympathetic to the surrounding area	26	7%
Not enough parking space for residents/businesses/visitors	23	6%
Lack of public facilities/activities/community use	19	5%
Approach/view from King Street down Water Lane not inviting	18	5%

Architect 5

Question 11: What do you think are the positive elements of this design and why?

This was an open question that allowed respondents to describe what they liked about the scheme. In total, 344 respondents provided an answer.

When the comments were analysed, 13 key themes were identified. These are illustrated in the table below.

Themes	Number of respondents that mentioned this theme	Percentage of respondents to this question
Ample green space/nature	116	34%
General comments about design/architecture, including visually appealing	65	19%
Ample open/public space	42	12%
Access to the river/connection/views	38	11%
Design/buildings are sympathetic to the surrounding area	27	8%
Layout/use of space	25	7%
Buildings not too prominent/overpowering, including not too tall/too big/too many	24	7%
Eco/sustainability considerations	20	6%
Boathouse building	20	6%
Market	19	6%
Good public facilities/activities/community use	19	6%
Materials	17	5%
Good housing provision	17	5%

Question 12: What elements of the design do you think need improving or further consideration and why?

This was an open question that allowed respondents to describe what they disliked about the scheme. In total, 354 respondents provided an answer.

When the comments were analysed, 14 key themes were identified. These are illustrated in the table below.

Themes	Number of respondents that mentioned this theme	Percentage of respondents to this question
Design/buildings not imaginative/inspiring/varied enough	86	24%
Too residential/housing focused	60	17%
General comments about design/architecture, including visually unappealing	55	16%
Buildings too prominent/ overpowering, including too tall/ too big/too many	53	15%
Layout/use of space	45	13%
Lack of public facilities/activities/community use	37	10%
Approach/view from King Street down Water Lane not inviting	33	9%
Concerns about flood risk, especially riverside gardens	33	9%
Not enough parking space for residents/businesses/visitors	32	9%
Design/buildings are not sympathetic to the surrounding area	30	8%
Not enough open/public space	26	7%
Not enough green space/nature	23	6%
Does not promote Twickenham as destination/draw people to Twickenham	19	5%
Lack of pool/lido/water area	18	5%

4.3. Engagement activity

Question 13: How did you hear about this engagement?

This question was answered by 444 respondents. Social media and Council e-newsletter were the most common ways for people to find out about the engagement.

Option	Total	Percent
Social media	129	28.35%
Council e-newsletter	123	27.03%
Council website	85	18.68%
From friend/family	84	18.46%
Leaflet	76	16.70%
Email from the Council	70	15.38%
Other	58	12.75%
Passing by an engagement event	21	4.62%
Not Answered	11	2.42%

NB Respondents were able to select more than one option, so percentages add up to more than 100.

5. Demographic Profile

The tables below show the composition of the Twickenham Riverside Development Consultation sample.

Are you:		
This question was answered by 442 respondents.		
Response	Number of Respondents	Percentage of Respondents
Male	185	42%
Female	233	53%
Prefer not to say	21	5%
Prefer to self-describe	3	1%

What was your age last birthday?
This question was answered by 441 respondents.

Response	Number of Respondents	Percentage of Respondents
19 and under	3	1%
20-24	5	1%
25-34	23	5%
35-44	83	19%
45-54	93	21%
55-64	76	17%
65-74	82	19%
75+	38	9%
Prefer not to say	38	9%

Do you consider yourself to have a disability?
This question was answered by 439 respondents.

Response	Number of Respondents	Percentage of Respondents
Yes	28	6%
No	376	86%
Prefer not to say	35	8%

How would you describe your ethnic group?
This question was answered by 438 respondents.

Response	Number of Respondents	Percentage of Respondents
White	358	82%
Mixed/multiple ethnic groups	14	3%
Asian or Asian British	8	2%
Black/African/Caribbean/Black British	1	0%
Prefer not to say	53	12%
Other ethnic group, please specify:	4	1%

Please indicate your sexual orientation:

This question was answered by 431 respondents.

Response	Number of Respondents	Percentage of Respondents
Heterosexual / straight	327	75.9%
Gay man	3	0.7%
Gay woman / lesbian	0	0.0%
Bisexual	1	0.2%
Prefer not to say	91	21.1%
Prefer to self-describe	9	2.1%

Do you belong to a religion or faith group?

This question was answered by 434 respondents.

Response	Number of Respondents	Percentage of Respondents
No	222	51.2%
Yes, Christian	123	28.3%
Yes, Buddhist	2	0.5%
Yes, Hindu	0	0.0%
Yes, Jewish	2	0.5%
Yes, Muslim	3	0.7%
Yes, Sikh,	0	0.0%
Prefer not to say	75	17.3%
Yes, other (please specify):	7	1.6%

Appendix A - Copy of the Consultation Material

Twickenham Riverside Development



Let's find a design which delivers the future of Twickenham Riverside.

The Royal Institute for British Architects (RIBA) is supporting the Council in running a Design Competition to find an architect who can create the future vision for the riverside site. Five architect-led teams have been creating concept designs and now we want to know what you think!

The Design Brief can be read [here](#).

Timeline of Drop-in Exhibitions:

Drop-in exhibitions are being held in Clarendon Hall, York House, Twickenham, TW1 3AA.

- 5th September 12pm-8pm
- 12th September 6pm-8:30pm
- 21st September 10am-5pm
- 24th September 6pm-8:30pm

How will the final decision be made?

Your feedback will be made available to the Design Panel before a final decision is made. RIBA Design Competitions follow official guidance, so the final decision will be made by the Design Panel based on an established evaluation criteria. The Panel will take careful account of matters including how well different designs meet the aspirations of the community as set out in the design brief and the financial viability.



Have your say

Please read through the engagement materials below before giving us your views using the online survey.

- [Introduction and background to the project](#)
- [Essential Design Information](#)
- [Architect 1](#)
- [Architect 2](#)
- [Architect 3](#)
- [Architect 4](#)
- [Architect 5](#)

See [here](#) for further information on parking.

If you are unable to complete the survey online and require a paper copy of the materials and survey please contact us at ProgrammeTeam@richmond.gov.uk or call 020 8891 7897.

What happens next?

Following the engagement period, feedback from the community will be collated and made available to the Design Panel. The winning architect team will be announced by December 2019.

Survey

Confidentiality

All the information you provide will be treated in strict confidence and will not be used to identify you personally. It will not be passed on to anyone else and will only be used for the purposes of this consultation. The analysis is done on an anonymous basis under the guidelines of the Data Protection Act. Anonymised data may be published, including publishing comments on the Council's website.

1 In what capacity are you completing this survey?

Please select all that apply

- I am a local resident
- I work in Twickenham
- I visit the Twickenham area
- I study in Twickenham
- I am a member of a local group or organisation (please specify below)
- Other (please specify below)

2 Please tell us your postcode below.

This information will not be used to identify you personally but to ensure we are consulting widely across the area.

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Your views on Architect 1's scheme

When answering the questions below please feel free to refer to specific elements such as: Design and Architecture; Open Space and Landscaping; Building Uses; Access, Circulation/Movement (Cyclists, Pedestrians and Vehicles) and Servicing.



3 What do you think are the positive elements of this design and why?

4 What elements of the design do you think need improving or further consideration and why?

Your views on Architect 2's scheme

When answering the questions below please feel free to refer to specific elements such as: Design and Architecture; Open Space and Landscaping; Building Uses; Access, Circulation/Movement (Cyclists, Pedestrians and Vehicles) and Servicing.



5 What do you think are the positive elements of this design and why?

6 What elements of the design do you think need improving or further consideration and why?

Your views on Architect 3's scheme

When answering the questions below please feel free to refer to specific elements such as: Design and Architecture; Open Space and Landscaping; Building Uses; Access, Circulation/Movement (Cyclists, Pedestrians and Vehicles) and Servicing.



7 What do you think are the positive elements of this design and why?

8 What elements of the design do you think need improving or further consideration and why?

Your views on Architect 4's scheme

When answering the questions below please feel free to refer to specific elements such as: Design and Architecture; Open Space and Landscaping; Building Uses; Access, Circulation/Movement (Cyclists, Pedestrians and Vehicles) and Servicing.



9 What do you think are the positive elements of this design and why?

10 What elements of the design do you think need improving or further consideration and why?

Your views on Architect 5's scheme

When answering the questions below please feel free to refer to specific elements such as: Design and Architecture; Open Space and Landscaping; Building Uses; Access, Circulation/Movement (Cyclists, Pedestrians and Vehicles) and Servicing.



11 What do you think are the positive elements of this design and why?

12 What elements of the design do you think need improving or further consideration and why?

Engagement activities

13 How did you hear about this engagement?

Please select all that apply

- Council e-newsletter
- Council website
- Email from the Council
- Social media
- Leaflet
- Passing by an engagement event
- From friend/family
- Other, please specify:

About you

The following optional questions will help the council to improve its services and be fair to everyone who lives in the borough. The information you provide will be used for statistical and research purposes only and will be stored securely. If there are any questions you do not wish to answer, please move on to the next question.

14 Are you:

- Male
- Female
- Prefer not to say
- Prefer to self-describe:

15 What was your age last birthday?

- 19 and under
- 20-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75+
- Prefer not to say

16 Do you consider yourself to have a disability?

- Yes
- No
- Prefer not to say

17 How would you describe your ethnic group?

- White
- Mixed/multiple ethnic groups
- Asian or Asian British
- Black/African/Caribbean/Black British
- Prefer not to say
- Other ethnic group, please specify:

18 Please indicate your sexual orientation:

- Heterosexual / straight
- Gay man
- Gay woman / lesbian
- Bisexual
- Prefer not to say
- Prefer to self-describe

19 Do you belong to a religion or faith group?

- No
- Yes, Christian
- Yes, Buddhist
- Yes, Hindu
- Yes, Jewish
- Yes, Muslim
- Yes, Sikh
- Prefer not to say
- Yes, other (please specify):