

**[NOTE: this survey was carried out before the artificial grass was laid. It was in response to points raised in the survey that the existing grassed was replaced and the concrete sections removed]**

### **Diamond Jubilee Gardens, Twickenham Riverside**

Surveys conducted over 5 days (Friday 12th May 2017 - Tuesday 16th 2017), covering periods between 9am and 5pm, to total c. 22 hours.

The weather was a combination of cloudy, light rain and sunny spells. No of interviews completed (some with multiple interviewees): 74

#### **Location of survey:**

Playground	31
Café	19
Benches	10
Grass	4
Paved open space	3
Sandpit	2
Petanque	1
Walking through gardens	1

#### **Gender:**

M	63
F	109

#### **Age group:**

16-24	15
25-34	12
35-44	50
45-54	1
above 55	76 (includes 40 Petanque U3A)

#### **Postcode:**

TW1	42
TW2	30
TW3	1
TW4	1
TW7	2

TW10	2
TW11	4
TW12	1
TW13	9
TW18	1
TW20	1
Whitton	1
Devon	1
Kingston	1
RH19	2
France	1
SM5	1
W12	2
SW13	1
E17	1
GL5	1
KT12	1
PA16	1

### **Can you tell me the name of the park we are in?**

DJG	15 (a few cheated and read it from a noticeboard)
Jubilee Gardens	38
Iceland Park	4
Jubilee Park	2
Jubilee	2
Gardens	1
Sunshine Park	1
Riverside Gardens	1
Royal Jubilee Gardens	1
Diamond Jubilee Park	2
No	21

### **Are you here with any children today?**

3 months	1
6 months	4
12 months	13
18 months	6
2 years	19
3 years	30
4 years	19

5 years	9
6 years	4
7 years	8
8 years	5
9 years	5
10 years	11
11 years	1
14 years	1

### **Why did you come here today?**

- To enjoy the sun and to eat and drink
- kids asked to come to the playground
- it's close to home
- i live in Twickenham
- my daughter asked to come to 'the playground that i like'
- eat my sandwiches and read by book
- relaxation, look at the river
- enjoy river and feed my daughter (19 mths) lunch at the cafe
- play football
- we found it last week when we were shopping in twickenham and the children asked to come back
- smoke weed
- because we can get a coffee with the dog
- we always come here if we come to Twickenham
- we went to Marble Hill Park and this is part of our walk along the riverside
- so the kids can get some exercise and fresh air
- to skateboard and to climb the tree [in the playground]
- for a walk and for lunch
- the children asked to come
- we were shopping in twickenham and the children asked to come
- to see the river and to have a coffee
- to meet my son and have lunch
- it's a safe place for my young daughter (18mths) to walk around and not get knocked over. it's easy to get to (from TW3). there's the river and open space.
- 'to sit by the river'
- checking out the area to see if we want to move here
- for the playground
- our other son is at a class nearby (sat am)
- we were walking along the river
- we were wandering around a bit and came for a coffee at the cafe

- peace and quiet
- loo stop
- a coffee and some quiet
- to entertain my grandson
- i come here all the time [to the playground and the cafe]
- we were at a children's activity at york house
- we came here with the younger children after the school coffee morning
- it's near to my house and i am meeting a friend
- we are babysitting our grandson - it's close to the shops and we can feed the ducks afterwards
- we live around the corner and it's a great space for cycling and scootering
- it's a nice enclosed space, so they can't run off. it's such a nice park.
- it's one of the parks we love. nice area to scoot. enclosed and not near a road.
- my granddaughter likes this park after school
- it's handy, the 9 year olds can play safely in the larger park, it's enclosed, while the little ones are in the playground
- we're here after school with a classmate
- to go to the sandpit
- i was shopping on the high street and i came here to get out of the way of all the school kids
- Because I love it
- Looking after grandson
- Children like to play football
- Feed ducks
- Live across the road, kids love sandpit/playground, lovely in summer, nice open space, great transformation from boarded up.
- Nice day, have coffee, look at river.
- Family photos
- Sit for a snack then daughter saw park (a bit old for child).
- Chill out after busy morning
- Sand pit
- Entertain children
- Work – playgroup Annie's Nest
- To play Petanque
- I like the environment – nature, view, birds, flowers, trees
- 'do the riverside, have coffee and feed baby'
- Had to meet friend but early for appointment
- 'to go to the woodyard up the road'
- Fresh air and activity
- Wandering around

- Peace and quiet
- Lunch break
- Picnic lunch.
- Private, loos, quiet time for myself.
- Fresh air, river, coffee and croissant
- Quiet lunch. Don't like it busy.

### **How long will you be here today?**

10 mins	2
15 mins	3
20 mins	8
30 mins	19
45 mins	16
1 hour	22
1.5 hours	8
2 hours	3
4 hours	40 (Petanque)
No idea	1

### **Is that how long you typically stay?**

Yes	majority
15 mins	1
20 mins	3
30 mins	5
30mins - 1 hour	8
45 mins	1
1 hour	12
1-1.5 hours	5
2 hours	1
Haven't been to Twickenham for 40 years	1
'depends on what we're chatting about, can be an hour'	
'This park is for older children so would stay longer with them'	

### **How often do you visit Diamond Jubilee Gardens?**

Twice a day	1	
Almost every day	5	
3-4/week	10	
2/week	18	(+occasional Petanque users for extra practice)
1/week	13	(+40 Petanque)
2-3/month	2	

2/month	5
1/month	12

**Are there any days or times when you typically come?**

10-11am	4	
During week	4	
Summer evenings	2	
Weekends	4	
After school	1	
Saturday	3	
Morning AND afternoon	1	
Depends on the weather	2	
Work lunch break	5	
Every Tuesday, occasional Friday		Petanque
'I alternate with other parks'		

**What parts of the Gardens do you use?**

Playground	40	
Café	40	
Toilets	24	
Grassed area	21	
Paved open space	19	
Benches	28	
Sandpit	22	
Watch boules	1	
Petanque	40	
Just walking through	1	
'all of it'	1	

**Of those parts of the Gardens that you mention, is there any one aspect that is more your reason for visiting than the others?**

**Playground** 19

- 'its different from other playgrounds'
- 'materials – plastics are safe'
- 'we can come here no matter what the weather'
- 'variety of things they can do, it's very safe'
- 'the equipment is clean and well-looked after'
- 'my kids love running behind the bushes' 6
- 'it's the driving factor for our visit'

- 'there is a mix of age appropriate equipment (children = 3 and 6)
- they like climbing in the trees

## **Café** 9

- 'facilities next to playground'
- 'really important' 'say hello to Debbie'
- Like that it is just a café, not a pub. Nice food, nice sandwiches, lovely cake
- 'it's nice to support people with learning needs'
- 'Debbie is very good and efficient with the people she teaches'
- Only come for coffee
- Peace and quiet
- Staff
- Café has little niche
- Less than used to, more options now on high street
- Like to face the river

'very nice cafe' 'something for parents as well as children' 'it's nice that you can get a snack and a coffee' 'it would be good if the cafe took cards' 'perhaps they could do a children's tea around 3.30-4.00pm' 'the cafe for a cup of tea is the main reason for coming' 'my son is learning disabled and the cafe employs workers who are also differently abled' 'reasonably cheap' 'the cafe and toilets are a plus' 'it's a sweet little cafe'

## **toilets** 2

'they are really clean for public toilets' 'a toilet here is great' 'this is the only playground with toilets and decent facilities'

## **grassed area**

'we sometimes have a picnic' 'we bring a blanket and have a picnic, and the kids can kick a football' 'great for races and picnics'

## **paved open space** 14

'good for running' 'great for frisbee, ball games and scootering' 'great for family events' 'nice that kids can do their own thing and it's not all laid on for them' 'my children spent an hour yesterday just running around the grass and climbing on the borders and finding sticks' 'we use bikes and scooters on the paved areas' 'it's flat so it's great when your child is learning to walk' 'it's great for scootering' 'i like the open space for ball games and scootering' 'it's a great space for my 5 year old' 'we bring bikes and scooters' 'it's really good for older ones' 'we use the paved area for scooters, bikes and football' 'she likes climbing along the wall'

along the edges of the park' 'it's the best paved area in local parks for chalking on' Frisbee, ballgames, cycling

### **benches overlooking the river 15**

'come here for the view, nice place to sit' 'there's a nice view, and it's not too busy' 'sit by the river, peaceful' 'fresh air and meditation' 'it's interesting because of the river and the garden birds. it's nice to sit and watch' 'nice to have lunch on benches'

### **view over the river 6**

### **sandpit 3**

'like that it is sheltered' 'it's great having it here. Champion's Wharf can get very busy and this sandpit is shaded in the summer' 'it's the biggest sandpit in Twickenham' 'closest to nursery'

### **Petanque (40)**

### **Is there anything you would like to see in the Gardens that isn't here?**

- paddling pool/water jets/splash zone/sprinklers 9
- A lido 3
- Swings in playground 20
- 'more of a restaurant'
- A quiet space without children 2
- 'more stuff for younger children'
- 'coffee near sculpture park'
- Benches by grassed area
- a permanent sandpit 1 [not many visitors know it is temporary]
- drinking fountain 5
- more shade for benches 3
- more events
- basketball net 2
- monkey bars for older children
- larger playground for older children
- a canopy for when it is sunny
- more flowers (hanging baskets) 2
- more for older children (6+)
- shelter under which activities could take place
- picnic benches/ tables to sit at and have a picnic
- more interesting areas (pointing to bushes around edges of playground)



- balance beams

### **Is there anything that is currently here on the Gardens that could be improved?**

- 'main gates should be heavier like Holly Road – and kept closed'
- More cover over decking (cafe)
- Playground for older children
- Development at far end
- Flowers. 'Gardens flowers not colourful enough for baby to see'
- 'They love swings'
- 'lower height playground equipment for younger children'
- Underground watering system
- Trip hazards behind bushes
- Dogs should be kept on leads near children. Lots of dog mess.
- playground - 'the equipment is not all suitable for younger children'
- Sandpit is very messy/looks grubby/sand flies everywhere/possible broken bottles/should be covered
- Afraid around the sandpit, can be slippery, lines in garden are dangerous, that's why we don't go on grass
- 'Children are unruly' 'Mothers don't watch the children properly' 'Too many kids' 'Children on scooters are the main worry. They are not supervised'
- The Petanque people take over all the seats with their clothes.
- 'No, it's safe'
- Too much concrete (\*refers to paved area)
- 'Need more benches. We had to sit on the grass with our lunch because all the benches were taken up. 4 benches overlooking the river had Petanque peoples clothes on'
- 'Paved area is boring' 'could have more benches on paved area.'
- 'café is not adequate, ok for small quantities' 'when big event is on, small children have to wait too long for lunch' 'café great but limited menu'
- Petanque users - 'could we have more gravel' 'drainage is bad and we have to brush away rain water before we can play' 'pitches need top dressing' 'we need more pitches. Two aren't enough' 'I'm concerned, are we going to keep it' 'children run on pitch when we are playing. Could do with fence or barriers' 'Palewell Park is the only other pitch and it isn't ideal'
- Done really well. Used to work for nursery and used lanes on lawn.
- More shading
- Steps at the other end of the riverside
- provision of shady areas 'it can get really hot up here in summer' (benches overlooking river)

- cafe area could be expanded
- playground - not much there for the under 2s.
- having more of the open areas dog-free
- don't use the grassy area and the sandpit as not well maintained/clean
- the paved area is bumpy and sometimes dirty
- better climbing frame, perhaps with a slide 2
- 'the sandpit is not maintained and i am not sure it is safe to use barefoot' 3
- 'the cafe could have longer opening hours'
- the grass in the middle - make it flat so you can actually sit down
- the grass is an unused space
- expand the playground area
- the sandpit needs fencing off from dogs. it's still nice and lots of kids use it.
- the tiled bits in the grassy areas are a trip factor, i have tripped on them.
- dogs in the park prevent me from having a picnic here
- playground: 'nothing for the very young'
- sandpit: we don't use the one here [use champion's wharf] with the smaller children (Twickenham Green Bright Beginnings)
- 'underused space - it's a shame'
- the design of the gates [playground] could be better, especially wharf lane because of the lorries
- 'it's not the best playground'
- more seating
- more shade
- the playground could be more imaginative
- the location is amazing but the play facilities could be better
- there is sometimes dog poo around
- the sandpit is not as nice as champion's wharf, that's our main one. there are issues with dog pee.
- there should be signs for dog owners
- better maintenance, it can get a bit scruffy around the edges, i pick up any rubbish that i see
- there is no river view from the playground
- the benches overlooking the river are a slightly 'dead zone.' more could be made of the view/link to the river.
- grass - the concrete lines are really dangerous and can give the kids a really nasty knock on the head
- the sandpit is a bit messy, not using so much any more
- the sandpit needs to be cleaned up
- paved area could have a basketball hoop for older children, especially boys
- the cafe closes quite early, and when it's closed so are the toilets

- we would come more often if there were swings
- the climbing frame is not appropriate for small children
- 'I would like a BBQ area around here like we have in Italy'

### **How easy do you find it to access the Gardens?**

Easy 65

- 'ok, I had a map'
- Steps not easy, otherwise ok 2
- as long as there is level access somewhere, it doesn't matter where it is
- i can park on the riverside 1
- 'if you are down on the riverside and you don't know the area, it's not obvious'
- 'the stairs might be difficult for the elderly'
- there's plenty of parking if a friend is coming to meet me

### **How would you describe the Gardens to a friend who had never visited and you were inviting to join you at the Gardens?**

- 'I recommended friends in the Ukraine to visit'
- Other children to play with
- Very good for people of any age
- Unexpected behind the High Street
- Easy access to buses
- A hidden oasis, wow
- Lovely park next to river, toilets important
- Delightful
- It's like a little peaceful haven
- Playground for smaller children with a sandpit
- 'very cleans toilets, they are immaculate'
- No worries about dog poo in DJG
- 'always something going on'
- 'very easy access in the middle of shopping centre, lovely setting, very safe'
- 'old swimming pool'
- The terrace and the view over the river.
- Very nice garden
- Café very nice. Café, view, peace and quiet.
- Nice clean gardens, got caff, got toilets. Really grateful
- 'its nice for the children, near Iceland'
- 'raised area overlooking the river'
- Nice to sit by the river

- Nice place to visit
- Lovely riverside location opposite Eel Pie Island, café.
- 'one with cafe'
- 'old twickenham pool site'
- 'pleasant, good views, nice cafe'
- 'a riverside garden with a cafe'
- 'family friendly'
- 'playground with cafe by the river'
- 'raised area by the riverside'
- 'place down by the river behind the shops'
- 'the one with a cafe and toilets'
- 'behind the shops'
- 'behind Iceland'
- 'inviting and well maintained'
- 'overlooking the river and eel pie island'
- 'it overlooks the river with a playground and a cafe and you can sit in the sun'
- 'an open space with a lovely cafe in central twickenham'
- 'peaceful place overlooking the river with plenty of seating'
- 'peace and quiet sitting by the river'
- 'open space, very clean'
- 'family friendly'
- 'your child can entertain itself and feel safe'
- 'clean and safe for kids - they can't get out'
- 'the one near the river that used to have a pool'
- 'the one on Twickenham riverfront'
- 'the one on the river'
- 'the one off the high street, behind iceland'
- 'cafe with a decent coffee at a decent price'
- 'come and discover these gardens next to the river'
- 'lots of space to run around'
- 'the one behind Iceland'
- 'the one with no swings'
- 'good for scootering'
- 'free toilets'
- 'nice for little ones'
- 'it has a little bit of everything... lovely view over the river'
- 'the one with the diving board and the cafe looking over the river'
- 'the one with the cafe and paving, by the riverside'
- 'we all know it already!'
- 'adequate climbing equipment that stretches to a good age. a well-used park'

- a raised park by the water
- it's peaceful with a good view
- Nice space, picnic, toilets, café, playground for slightly older children, safe space to run around (good mix to relieve boredom threshold) river, sandpit etc
- Lovely café, great area for kids, very pleasant surroundings by river. Perfect.
- Nice quiet peaceful location next to river with café.
- Very pleasant place to have coffee, always something going on.
- Lovely, good views, good amenities.
- Very safe, lots of different equipment, easy access. Love café and toilets.

### **Do you visit any other parks or gardens in Twickenham?**

- York House 19 ('shady frontage' 'it's the prettiest')
- Champion's Wharf 6
- Radnor Gardens 13 'big sand pit' 'the playground is too close to the road' 'lots of open space' 'the playground is bigger and well equipped'
- Marble Hill Park 41 'big, beautiful' 'to watch football' 'very shaded' 'with dog' 'caters for all age groups' 'nice that large enclosed area with no dogs' 'it's safe and contained with a proper roundabout' 'lovely park by the river'
- Holly Road 15 'no toilets' 'next to a lot of building work at the moment' 'bit unkempt' 'it's getting quite dirty and muddy'
- Kneller Gardens 12 'wooden stuff, ropes to climb' 'there's more there for the kids, but there is the heart-attack slide!' [open rungs]
- 
- Orleans Park 6 'we like the woodland around it'
- Strawberry Hill 1
- Twickenham Green 2
- Moormead 4
- Wellesley Road 2 'little park with swings'
- Murray Park, Whitton 1 'really good for all age groups, includes Skate Park'
- Next to Twickenham Station 1
- Grimwood Road 1
- Cambridge Park 4
- Moremead 11
- Crane Park 3
- All 2

Age UK walk along river

### **Do you have a favourite park and is there any one thing that makes it your favourite?**

- Bushy Park                      6 Deer, woodland gardens, birds. Café. Easy parking,  
                                            • big open environment.
- Holly Road                      1 'shaded with trees'
- York House                      3
- Marble Hill                      8 'caters for all age groups' 'big fields of grass' 'I love the side  
by the river' the assault course and the enclosed area that you can run around  
in; shaded; there's lots of apparatus but the coffee is not good' 'lots of different  
stuff for different ages. enclosed but not too small'
- Kneller                          5 toilets. Lots of facilities. Nice to walk in Crane Park as it  
near home. Closest, toilet, all age groups. 'climbing area for  
older children' 'i can walk the dog there'
- DJG                                6 'it's the river I like' 'playground flooring is better than Holly  
Road' 'very contained' 'closest to home and on river' for  
skateboarding, 'it's handy, a 'closed' space, a lot to play  
with. convenient. safe
- Radnor Gardens 5 'lots of swings' 'love setting' 'play areas slightly better than  
at DJG' 'café' 'great range of play equipment for young  
daughter and love setting' playground is more modern
- Murray Park Whitton        1
- Richmond Park    1 'I live near RP so go walking there most days'
- Champion' Wharf              2 'you are sitting right next to the river' 'it's gorgeous'

'all different, all nice'

'I read the paper by the ice cream van'

Not really, depends on mood

### **Are you combining your visit to the Gardens with doing anything else today in Twickenham?**

Shopping	21
Coffee on the High Street	3
Food shopping	6
Pilates	1
Banking	2
Farmers market	1
Chemist	2
Visit family	1
Nanny duties	3
Work in Twickenham	6

Iceland 1  
 walk along the riverside 4  
 getting something to eat on the high st 2  
 food shopping on the high street 3  
 activity for sibling 3  
 lunch in a restaurant  
 visit to patisserie valerie and bookshop  
 nothing  
 the farmers' market and other riverside parks  
 shopping in the charity shops  
 visit to opticians  
 'No, day revolves around tiring out toddler'  
 'going to York House Gardens and showing parents Twickenham'  
 'not today but sometimes I go to the British Legion after'  
 'might go to Kew Retail Park'  
 Not today  
 Sometimes come for lunch

### **Are there any other thoughts you would like to share with us about Diamond Jubilee Gardens?**

- 'Will new development impact on the gardens?'
- 'Put a notice at the top of Wharf Lane saying about DJG'
- There are no signs or advertising where the gardens are
- Don't publicise it too much
- Don't want the tranquility spoilt with more traffic
- 'Events aren't advertised properly. We don't pass by and aren't on the Internet. Could you pop leaflets in to the British Legion, I'm on the committee'
- Restful, chill out zone. Feel at peace. Mindfulness.
- Feels a bit unloved, needs maintaining
- Love summer deckchairs to relax when at events
- Traffic control, speed bumps
- Would like café to be open 7 days
- I like café opening at 10am (Radnor Gardens 11am)
- Paved and grassed areas need more focus
- Paved area too large
- Café has family friendly menu
- Twickenham has lots of gardens. They are all beautiful.
- Twickenham is beautiful

- Sandpit in Champions Wharf is better than DJG because of pirate ship, river, ducks.
- DJG is more for older children
- 'Really like coming here, café is a real bonus'
- Great transformation from boarded up
- 'I brought a friend here and she said it was delightful but would have been much better without all the cars spoiling the view of the river'
- 'Just needs more benches'
- 'just that it is a nice park'
- Events - aware of the events and has taken part
- 'reasonably well looked after'
- 'this park is self-contained. i don't worry about the kids not being safe'
- 'i see parents picking up rubbish. i do the same. people care about keeping this playground nice'
- 'i often combine shopping in twickenham with a visit to the playground'
- 'we're quite lucky in twickenham'
- 'right beside the river, so it's nice for parents, too'
- 'like gated aspect [referring to Gardens as a whole] so children can't get out by themselves'
- 'it's a lovely view and you can park a car'
- 'it feels safe'
- 'i'd like to see more publicity about the events'
- 'i like that it's near the high street for shopping'
- 'it feels safe here'
- 'i like the children's events'
- 'you need a website and a facebook page'
- 'we like the summer and the xmas events. can trafilgar junior school choir perform at the xmas event?'
- 'i don't like the name'
- 'i would like it to be bigger'
- improved coffee/cafe facilities
- like that the design shows that it used to be a pool
- 3-hour parking on the riverside
- 'i like that there is plenty of seating all round the edges of the gardens'
- it feels secure as it is all enclosed
- 'it's very friendly here, in the cafe and other visitors'
- 'i like the open space and it's always sunny'
- mentioned attending events on DJG
- 'the events are good'
- you can walk along the river now that the embankment area has been redone



- 'could do with more variety, more interactivity'
- lots of people in this area don't have big gardens so the parks are very important for the kids and by extension the parents, too.
- the events are really good and i would be prepared to pay an entry fee to attend.
- the areas are enclosed and i can see my children
- the open spaces are important
- the enclosed spaces are a high priority
- i like very much that the cafe employs disabled people
- we're really lucky. we looked at buying a bigger house somewhere else but we're not going to leave Twickenham. we're spoilt.
- twickenham is a lovely area, it's a shame it's so expensive. the people are very friendly and the little high street is quite nice.
- the parking makes it easy to meet up with friends
- it does seem like you could add a bit more. my daughter calls it 'the boring park'
- when you're here later in the evening (summer), people can be drinking on the benches
- one horrible day it could all be taken away and shops and offices put on it