

Statement of Consultation

Direction of Travel

October 2016



THE ROYAL BOROUGH OF
KINGSTON
UPON THAMES

Introduction

This Consultation Statement sets out the approach and results of consultation undertaken by the Royal Borough of Kingston on the Direction of Travel.

The Direction of Travel is a joint statement of intent by the Royal Borough of Kingston upon Thames and the Mayor of London. It clarifies the strategic policy basis for this work and its alignment with the London Plan as well as Kingston's growth agenda. It seeks to capture, build-upon and steer aspirations held by developers and investors both now and long term.

This report summarises and sets out the feedback received during the consultation process. These comments helped to shape the amendments made to the final draft of the Brief

Consultation Process

The Direction of Travel Consultation Draft was published for consultation from **24th June 2016 to 29th August 2016** for a period of eight weeks. During this time the document was available to download from the Council's website. All those on the Strategic Planning database, which includes more than 2,000 consultees, were informed of the consultation by letter or email advising on details of the online survey and upcoming events.

The following categories of consultee were consulted (a complete list of consultees can be found in Appendix 1 of this report):

- Statutory consultees
- Business community
- Community support groups
- Disability groups
- Education organisations
- Environment groups
- Ethnic groups
- Health organisations
- Heritage protection groups
- Local residents and interested parties
- Infrastructure providers
- Leisure groups
- Older people groups
- Planning Interest groups, e.g. planning consultants
- Political groups
- Religious groups
- Residents Associations
- Transport organisations
- Utilities organisations
- Voluntary groups
- Young people

The Council also undertook several other methods of communication in order to ensure that notification of the consultation reached as many people in the borough as possible. Details of these methods are set out below:

- Printed copies were made available for public viewing in all seven public libraries, as well as the Council's Information and Advice Centre and at all the drop-in consultation events.

- Leaflets and posters were distributed across the borough detailing the consultation timings and how to respond.
- A press release was worked up with colleagues in the Comms team and sent to the press and published on the Council’s website
- The Council undertook a comprehensive online communications strategy via several social media outlets.
- Working closely with the ‘Visual Impaired Parliament’ Group, the Council prepared audio summaries of the document uploaded to CD’s in order to maximise consultation accessibility for the visually-impaired.

These methods of communication are summarised in the table below:

Method of Consultation	Direction of Travel
Consultation Letters	1,321 (date 24 June)
Consultation Emails	Approx. 900 (date 24 June)
Press Release	Yes (24 June)
Copies sent to Libraries	8 (24 June)
Audio Summary CDs	Yes (10 copies)
Leaflets/Posters	Yes

Formal public consultation events

The council undertook a comprehensive programme of engagement events throughout Summer 2016 - all of which were advertised through distribution of consultation posters across the borough. These events include:

Date	Event	Council Attendees	Estimated number of attendees
Saturday 9th July	New Malden Fortnight - Craft New Malden (9am-5pm)	4 officers	200
Thursday July 21st	Fife Road (4pm-8pm)	3 officers	20-30
Saturday 6 August	New Malden Farmer's Market (10am-1pm)	2 officers	50-80
Thursday 11 August	Kingston Market (12pm-4pm)	4 officers	10
Saturday 13 August	South of Borough - Hook Centre (9am-1pm)	2 officers	3
Saturday 20 August	Surbiton Farmers' Market Maple Road, (9am-1pm)	3 officers	50-80
Tuesday 23 August	South of Borough - Hook Centre (2pm-6pm)	2 officers	10-20
Thursday 25 August	Kingston Night Market (4pm-8pm)	3 officers	20-30

Additional consultation events and meetings

In addition to the above events, the Council also committed to other face-to-face events and meetings with various stakeholders and community groups throughout this duration. Those concerning the Direction of Travel are listed below:

Date	Event / Meeting	Document of discussion	Council Attendees
Thursday 23 June	NLA Professional Launch Event with the GLA and Kingston Futures: South West London: Crossrail 2 Corridor	Direction of Travel	3 officers
Thursday 7 July	Maldens & Coombe Neighbourhood Committee	Direction of Travel	2 officers
Tuesday 19th July	Kingston Conversations: Growth & regeneration/ future of the borough themes	Direction of Travel	3 officers
Wednesday July 20th	Kingston Conversations: Growth and regeneration/ future of the borough themes	Direction of Travel	3 officers
Saturday July 23rd	Join the Kingston Conversation, about Growth & Regeneration Glenmore House, Surbiton, 11am	Direction of Travel	1 officer
Thursday 28 July	Business Breakfast - New Malden Forum (8am-9am)	All documents	3 officers

Online Survey

Through the above methods of consultations, all stakeholders invited to respond to the Direction of Travel via an online survey. Survey questions were developed with Comms Team before being uploaded onto 'Objective' - the online portal. The full list of survey questions are set out in Appendix 2 of this report.

In total, the council received 219 consultation responses.

- 172 online respondents, the majority of which were from local residents.
- Note that a further 47 emailed responses were received from both local residents and statutory consultees.

The Council's Strategic Business Team have undertaken a comprehensive data analysis and report for all online responses. The key findings of this analysis are set out in Appendix 4 of this report.

Summary of the Main Issues

All of the online and written responses have been read and analysed. Below is a summary of the key themes and concerns that have been raised by those who responded to the consultation. Full comments and responses are set out in a separate table (Annex 3 - Responses to the Direction of Travel Consultation). A quantitative analysis of all online survey results is also available within Appendix 4 of this report.

Planned growth and density

As one of the key issues raised, there was widespread concern over the scale of growth and density as indicated in the Direction of Travel, and the potential detrimental impact that this could have on Kingston's character and heritage, traffic congestion and local services due to overcrowding. This concern was often associated to Kingston's potential designation as a London Plan Opportunity Area.

Traffic and congestion

Overall, transport issues featured heavily in the consultation responses with concerns that new growth would have a significant impact on already high levels of traffic and congestion across the borough. This was frequently associated with concerns of increasing air and noise pollution. Better public transport links were generally supported, but new road building had both its supporters and detractors.

Cycling

There was divided opinion over cycling. Many respondents expressed strong support for recent and future investment in new cycling infrastructure, although there was also concern that new cycle paths would be detrimental to other road users, including cars and pedestrians.

Green spaces and ecology

There was very strong support for the protection of strategic green infrastructure such as Green Belt and Metropolitan Open Land. Many of these comments also focused on the protection of the Hogsmill Valley and its ecology.

Character and heritage

There was strong support to protect heritage and the character of district areas within the borough.

Supporting infrastructure

Many responses were concerned that new development and increasing population would exacerbate existing community services such as schools and healthcare - and that there was a lack of detail in the Direction of Travel in relation to this issue.

Document Vision

The Direction of Travel document and the consultation itself does come in for some criticism, with some argument that the document was too vague and that more detail is required to make comment.

Affordable housing

Whilst in the majority of cases there was an acceptance for the need for new housing, the affordability of new housing was a key issue for many respondents, with a view that the definition of affordable housing was no longer affordable for local people.

Crossrail 2

Despite overall support for Crossrail 2 and other transport infrastructure investment, there were also concerns that there was too much emphasis on arrival of Crossrail 2 given the uncertainty of its delivery.

Below is a summary of the key issues raised in each area section of the Direction of Travel:

Kingston town centre

Comments for Kingston town centre primarily focused on the impact of growth and development on the unique character and heritage of the town centre. The redevelopment of Kingston Station and bus interchange received a divided response. Whilst many were in favour of its development, respondents were also sceptical of its relevance and benefits. There were also strong calls to fully understand the future role of Kingston's retail and employment landscape in order to safeguard the vitality and vibrancy of the town centre.

Norbiton, London Road and Cambridge Road Estate

It was widely viewed that the Norbiton area was unable to accommodate new growth. Regarding the London Road, issues of traffic and congestion were raised as well as the need to protect the character of this area. Regarding the Cambridge Road Estate, concerns related to the proposed density and form of the development, impact to local services, the level of proposed affordable housing and whether this would be affordable for local people, as well as the well-being of existing estate residents.

Berrylands and Hogsmill Valley

The key issue for this area focused on the protection and enhancement of Hogsmill Valley as a key ecological resource, particularly regarding new access proposals in the area. There was also widespread concern regarding the loss of Metropolitan Open Land as a result of new growth, as well as issues of odour from the sewage works.

New Malden

The New Malden Centre featured heavily in responses. There was widespread support for its retention and very strong support for its refurbishment/redevelopment. More generally, respondents were concerned over building heights and density, impact to local character, local traffic and parking issues, and community services such as school places and healthcare. There was strong support for the improvement to the High Street.

Tolworth

Traffic and congestion, and its impact on air quality and noise pollution, was the key issue raised for Tolworth. There was a feeling that proposed infrastructure projects, such as the Tolworth A3 junction improvements and the A3 decking, would exacerbate the issue. There was also strong support to protect Tolworth Court Farm.

Chessington

Concerns focused on the loss of Green Belt land and increasing congestion issues in the area. The proposed Chessington/Hook Relief Road received divided opinion as to its effectiveness in easing congestion.

Rest of the borough

In regards to the rest of the borough, it was frequently questioned why Surbiton and Malden Manor had been omitted as 'Areas of Opportunity'.

Conclusion

The Direction of Travel for the Royal Borough of Kingston upon Thames has been updated and amended to address the outcomes of the consultation. Once adopted, the document will signal the beginning Local Plan process, as well as providing supplementary planning advice to the London Plan policies by supporting the selective redevelopment of areas within the borough to provide new homes, jobs and investment.

Fundamentally, the structure and overall content of this document has remained largely the same. Nevertheless, consultation responses received have led to amendments being required.

Details of agreed changes are provided within Appendix 3 of this report.

In summary, amendments include:

Text updates

- Updating information and facts where necessary.
- Providing further detail and clarification where appropriate. This includes further recognition of key issues relating to growth, including heritage and character, employment opportunities, affordable housing, and community/leisure facilities.

Graphic updates

- Clearer labelling and colouring on maps.
- Addressing graphical errors.
- Expanding on and updating maps such as 'Kingston's Places', 'Story So Far', and 'Infrastructure Improvements'.

Appendix 1 - Consultees

Statutory Consultees	
<ul style="list-style-type: none"> ● British Gas ● Coal Authority ● Elmbridge Borough Council ● Environment Agency ● Epsom and Ewell Borough Council ● Historic England ● Highways England ● Homes and Communities Agency ● Kingston Clinical Commissioning Group ● London Borough of Merton ● London Borough of Richmond ● London Borough of Sutton ● London Borough of Wandsworth 	<ul style="list-style-type: none"> ● Mayor of London / Greater London Authority ● Mobile Operators Association ● Mole Valley District Council ● National Grid ● Natural England ● Network Rail ● Powergen ● Scotia Gas Networks ● Surrey County Council ● Thames Water ● The Planning Inspectorate ● Transco ● Transport for London
Businesses	
<ul style="list-style-type: none"> ● Adams and Adams Ltd ● Adrienne Hill Ltd ● AK II Property Investments Limited ● Alderwick James and Co ● Allen Pyke Associates ● Aquilon Global Invest Ltd ● Arrow Plastics Ltd ● Aviva ● Barton Willmore ● Barwell Court Farm Management Co. Ltd ● Bell Cornwell Partnership ● Bentall Centre Management ● Bentalls ● BMR ● Boots ● British Home Stores ● British Land ● Canadian Portland ● Carluccios ● Carter & Carter ● Carter Bells LLP ● CBI (London Region) ● Chelsea Building Society ● Cherwell (3-5 Penrhyn Road) Ltd ● Chris Thomas Ltd. ● Diocesan Board of Finance ● DTA Computer Systems ● Ease & Co ● Edward Jones Ltd ● Egmont UK ● Enstar Capital ● Federation of Small Businesses ● Four Communications Group PLC ● Fusion Arts ● Gerald Cullfiord Ltd ● Goldcrest Land ● Hammersons ● Hermes Hotel 	<ul style="list-style-type: none"> ● Kingston Innovation Centre ● Kingston Jobcentre ● Kingston Market Traders Association ● Kingston Plaza LLP ● Kingston Tour Guides ● Kingstonfirst ● Lakeside Estates Ltd ● LIDL UK ● Lloyds TSB ● London and Provincial Accommodation Limited ● Longford Securities and Equities Limited ● Malden Golf Club ● Marks & Spencer ● McDonalds ● Music Services ● Nova Distribution ● O'Neils (Mitchell and Butlers) ● Oceana ● Old London Road Traders Association ● Osiers Court Properties Ltd ● Palmers Solicitors ● Parrs Boat Hire ● Pearson Maddin Solicitors ● Prim Vintage Fashion ● Radio Jackie ● Riverside Vegetaria Ltd ● Roofwise Ltd ● Royal Mail ● Sainsbury's Supermarkets ● Simone Kay Stained Glass ● SNP Associates ● Spires Sports Ltd ● Spiritbond Kingston Road Ltd ● Spiritbond Student Housing Ltd ● Spuds ● SRIL Penrhyn Road Limited ● The Hippodrome Nightclub ● The Rose Theatre

<ul style="list-style-type: none"> • Howdens Joinery Co. • Insight Services • Jackson-Scott Associates LTD • John Lewis • John Sharkey and Co. • Jones Lang LaSalle • Kidd Adam Ltd • Kingston Informer 	<ul style="list-style-type: none"> • Tony Miller Systems Ltd • TP Bennett Architects • Turk Launches Ltd • University Superannuation Scheme (USS) • Watkins Jones and Son Ltd • West & Partners • Wilkinson Stores
Community Support Groups	
<ul style="list-style-type: none"> • Kingston Citizens Advice • London Forum of Amenity and Civic Societies • Royal British Legion Institute • Kingston Advocacy Group 	<ul style="list-style-type: none"> • Kaleidoscope • Kingston Citizens Advice Bureau • Freepost Equality Advisory Support Service • Kingston Carers Network
Disability Groups	
<ul style="list-style-type: none"> • Anchor Trust • Crescent Resource Centre • Disability Equality Group • HFT • Home Farm Trust • Kingston Association for the Blind • Parkinson's UK 	<ul style="list-style-type: none"> • People with Learning Disabilities Partnership Board • Positive Action for Multiple Sclerosis • R.O.Y.A.D • Scope (N E Surrey) Geneva Road • Talking Newspaper • Team for Disabled Children • The Fircroft Trust
Education	
<ul style="list-style-type: none"> • Alexandra Infant School • Bedelsford School • Buckland Infant and Nursery • Burlington Junior School • Chessington Community College • Christ Church Infants' School • Christ Church Junior School • Christ Church New Malden C of E Primary • Christ Church Primary School • Coombe Boys School • Coombe Girls School • Coombe Hill Infant and Junior School • Corpus Christi Primary School • Dysart School • Ellingham Primary School • Euphrates Education Foundation (Arabic School) • Fern Hill Primary School • Green Lane School • Hindi Bal Bhawan • Holy Cross Preparatory School • King Athelstan Primary School • Kingston College • Kingston Grammar School • Kingston Gurjarati School • Kingston Tamil School • Kingston University • Knollmead Primary School • Latchmere Junior School • Learn English at home • Lovelace Primary School • Malden Manor Primary 	<ul style="list-style-type: none"> • Malden Parochial Primary School • Maple Infants School • Nathaniel Lichfield & Partners • Our Lady Immaculate Primary School • Princes Trust- Merton College • Richard Challoner School • Robin Hood Primary School • Roehampton University • Shrewsbury House School • Southborough School • St Agatha's Catholic Primary School • St Andrews and St Marks C of E Junior School • St Joseph's RC Primary School • St Luke's Primary School • St Philip's School • St. Andrews & St. Marks C of E Junior School • St. Johns C of E Primary School • St. Mary's Primary School • St. Matthew's Primary School • St. Paul's C of E Junior School • St. Paul's C of E Primary School • The Hollyfield School and Centre for Continuing Education • The Holy Cross School • The Mount Primary School • Tiffin Boys School • Tiffin Girls School • Tiffin School • Tolworth Girls School • Tolworth Infants and Nursery School • Tolworth School

Environment	
<ul style="list-style-type: none"> • BRE Group • British Geological Survey • CPRE • CPRE (London) • CPRE (Surrey) • Department for Environment, Food and Rural Affairs • Environment Agency • Greater London Playing Fields Association • Hurley Palmer Flatt • LA21 Forum • London Parks and Gardens Trust • Protect Our Green Spaces 	<ul style="list-style-type: none"> • RenewableUK • River Thames Society • RSPB • Rural Pride Limited • Save the World Club • Surbiton & District Bird Watching Society • Surbiton and District Bird Watching Society • Surrey Wildlife trust • Thames Landscape Strategy • The Royal Parks • The Woodland Trust • Viridor Waste Management Ltd
Ethnic Groups	
<ul style="list-style-type: none"> • Irish Traveller Movement in Britain • Kingston Asian Arts Forum • Kingston Chinese Association • Kingston Muslim Women's Association • Kingston Racial Equality Council • Kingston Ulster Society 	<ul style="list-style-type: none"> • Kingston, Richmond and Surrey African Positive Outlook • London Gypsy and Traveller Unit • Milaap Centre • Refugee action Kingston • Sarvoday Hindu Association • The Gypsy Council
Health	
<ul style="list-style-type: none"> • ACSA (Addiction Support and Care) • Canbury Medical Centre • Health and Safety Executive • HUDU • Kingston & District Welcare Association • Kingston Hospital Trust 	<ul style="list-style-type: none"> • Magic Roundabout • Mental Health Partnership Board • NHS Kingston • NHS London Healthy Urban Development Unit • Public Health Directorate
Heritage	
<ul style="list-style-type: none"> • Conservation Area Advisory Committee • Coombe Wood Conservation Area • Friends of Kingston Museum & Heritage Service • Garden History Society • Historic England • Historic Royal Palaces • Kingston Society 	<ul style="list-style-type: none"> • Kingston Town Neighbourhood CAAC • Kingston upon Thames Archaeological Society • Malden & Coombe CAAC • MLA London • Museum of London Archaeology Department • Surbiton CAAC • Surbiton Conservation Area Advisory Committee
Housing	
<ul style="list-style-type: none"> • A2 Housing Group • Ability Housing Association • Affinity Sutton • Appleby Properties Limited • Bridger Bell • Broomleigh Housing Association • Fairview New Homes Ltd • Family Housing Association • Gleeson • Hanover Housing Assoc. • Hestia Housing (Kingston Womens Centre) • Home Group • Horizon Housing Group • Inquilab Housing Association 	<ul style="list-style-type: none"> • Moat Housing Society • Molior London • New Era Housing Association • North British Housing Association • Paragon Community Housing Group • PML Building Services Limited • Raglan Housing Assoc • Rosemary Simmonds Memorial Housing Assoc. • Shepherds Bush Housing Association • SPH Housing • St George West London • Teachers Housing Association • Terry Hill Design and build • Thames Valley Housing Association

<ul style="list-style-type: none"> • Clerical Medical • Kingston Churches Housing Association • Kingston upon Thames United Charities • Millat Asian Housing Association 	<ul style="list-style-type: none"> • Threshold Housing and Support • Town and Country Housing Group • Wandle Housing Association • YMCA
Individuals	
<ul style="list-style-type: none"> • Approximately 1,350 local residents on the Consultation Database 	
Infrastructure Providers	
<ul style="list-style-type: none"> • EE • EMF Enquires • Environment Agency • London Fire and Emergency Planning Authority • London Fire Brigade 	<ul style="list-style-type: none"> • Metropolitan Police • Metropolitan Police Authority • Thames Water • Three • UK Power Networks
Leisure	
<ul style="list-style-type: none"> • AFC Wimbledon • Campaign for Real Ale • CAMRA - Kingston & Leatherhead Branch • Chessington Young Mums Group • Kingston Arts Council • Kingston Centre for Independent Living • Kingston Debating Society • Kingston Museum • Kingston Theatre • Kingston Tour Guides • Leatherhead Golf Club Ltd • Lexum Leisure (McCluskeys) • Malden Camera Club • Malden Wanderers Cricket Club 	<ul style="list-style-type: none"> • Minima Yacht Club • Natural History Museum • New Malden Tennis, Squash and Badminton Club • Places for People • PRO-ACTIVE South London • River Thames Boat Project • Rotunda • Saheli (Asian Womens Group) • Scout Association • Surbiton Croquet Club • Thames Sailing Club • The Lawn Tennis Association • The Theatres Trust
Older People	
<ul style="list-style-type: none"> • Age UK Richmond upon Thames • Kingston Pensioners Forum 	<ul style="list-style-type: none"> • Older Peoples Partnership Board • Staywell
Planning Interest	
<ul style="list-style-type: none"> • Arnold Gilpin Associates Ltd • Assent Environmental Planning • Austin Mackie Associates Ltd • Barton Willmore • Bell Fischer Landscape Architects • Bonsor Penningtons • Boyer Planning • Boyer Planning London • Broadway Malyan • Canadian and Portland Estates Ltd. • Capitalise Assets LLP • Cattaneo Commercial • CBRE • CgMs Consulting • Chase & Partners • Chessington Nurseries • Cluttons LLP • Coal Pension Properties • Colliers CRE 	<ul style="list-style-type: none"> • Indigo Planning Ltd • Jones Lang LaSalle • Kennet Properties Ltd. • King Sturge LLP • Kingston University Students Union • Knight Frank LLP • Lancashire Digital Technology Centre • Level Ltd • Lidl - Tolworth • Linden Homes South East • London Assembly • Longmoore Regeneration Limited • Malcolm Scott Consultants Ltd • Marcus Beale Architects • Metropolis Planning and Design • Mineral Products Association • Montagu Evans LLP • Morley Fund Management • Nathaniel Lichfield & Partners

<ul style="list-style-type: none"> ● Crest Nicholson ● Cunnane Town Planning LLP ● Cushman and Wakefield ● Dalton Warner Davis LLP ● David Lock Associates Ltd ● Davis Planning ● DE Headquarters ● Defence Estates Property Team ● Deloitte Real Estate ● Deloittes ● Denton Wilde Sapte ● Design Council ● Designature ● Development Planning Partnership ● DevPlan ● dp9 ● DPDS Consulting Group ● Drivas Jonas Deloitte ● DTZ ● Eden Walk Shopping Centre General Partner Limited ● Elborough ● Entec, Environmental and Engineering Consultancy ● ESA Planning Ltd. ● Evans Roden Myzen ● Farrer & Co ● Firstplan ● Fusion Online ● Fusion Online Ltd ● GL Hearn ● Hammerson plc ● Harper Planning ● Heaton Planning Ltd ● Hemingford Properties ● Her Majesty's Court Service ● HTA Design LLP ● Icen Projects Ltd 	<ul style="list-style-type: none"> ● NHP Leisure Development Ltd ● Paul Dickinson and Associates ● PB ● Peacock and Smith Ltd ● PlanInfo ● Planning Mineral Products Association Ltd. ● Planning Potential ● Planware Ltd ● PPML Consulting Ltd ● Premier Inn Tolworth ● Quadrant Town Planning Ltd ● Quod Planning ● Rupleys LLP ● Reside Developments Ltd ● Robin Bretherick Associates ● RPS Planning ● Savills Commercial Ltd ● SLR ● Smith Jenkins ● Spiritbond ● SSA Planning Limited ● St George West London Ltd ● St James Group Ltd ● Tetlow King Planning ● TfL Planning ● The Crown Estate ● The JTS Partnership Ltd ● The Planning Bureau Limited ● The Theatres Trust ● Thomas Eggar LLP ● TPAC Ltd. ● Turley Associates ● Universities Superannuation Scheme Ltd. ● Waind Gohil Architects ● Walker Morris ● Warner Estates ● White and Sons Planning Consultants
Political	
<ul style="list-style-type: none"> ● Kingston and Surbiton Conservatives ● Kingston and Surbiton Constituency Labour Party 	<ul style="list-style-type: none"> ● Kingston Borough Liberal Democrats ● All Councillors at RBK
Religious Groups	
<ul style="list-style-type: none"> ● African Families Support Services ● Ahmadiya Muslim Association Surbiton ● All Saints Church ● Anglican Diocese of Southwark ● Church Commissioners ● Churches Together in Malden ● Everyday Church Kingston ● First Church of Scientist ● Institute of Tamil Culture ● Islamic Resource Centre ● Kingston and Surbiton District Synagogue 	<ul style="list-style-type: none"> ● Kingston Baha'is ● Kingston Chinese Association ● Kingston Liberal Synagogue ● Kingston Muslim Association ● Kingston Quakers ● Kingston, Surbiton and District Synagogue ● New Malden Methodist Church ● St Catherine of Siena RC Church ● Surbiton Community Church ● The Korean Church ● United Reformed Church
Residents Associations	

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| <ul style="list-style-type: none"> ● 1-14 Marlborough Gardens Residents Association ● Agar House Residents Association ● Alexandra Neighbours Association ● Alpha Road Estate Residents Association ● Alpha Road Residents' Association ● Ancaster Crescent Residents' Association ● Ash Tree Close Residents Association ● Avenue Road Residents Association ● Avenue Road Residents Association (ARRA) ● Barnsbury Crescent Residents Association ● Beauclere House Surbiton Management Ltd ● Blenheim Gardens Residents Association ● Blenheim Gardens Residents Association (BGRA) ● BRaG Residents Association ● Brockley Court (Surbiton) Residents Association Ltd ● Brook Road Residents Association ● Cambridge Gardens Residents Association (TA) ● Cambridge Road Community Association ● Cambridge Road Estate Residents Association ● Cambridge Road Estates Community Group ● Canbury Court Residents Association ● CARA ● Chantry Area RA ● Charter Quay Residents Association ● Chessington Court Residents Association ● Chessington District Residents Association ● Chessington Hall Residents Association. ● Chessington R.A ● Claremont House ● Clarence Street/ London House Ltd Residents Association ● Coombe House Estates Residents Association ● Coombe Park Residents Association ● Coombe Ridings Residents Association ● Coombe Roads Association ● Coombe Wood Conservation Area ● Crofts Residents Association ● Cumberland House Residents Association ● Dengrove Residents Association ● Dysart Avenue Residents Association ● Eaton Drive Householders Association ● Elgar Avenue Residents Association ● Ellerton and Bond Road Residents' Association ● Fairfield South (Kingston) Management Company Limited ● Fassett Road Residents Association ● Federation of Kingston Residents ● Federation of RBK Residents Associations ● Gateways Residents Association ● Glenbuck Studios Residents Association ● Gloucester Court Residents Association ● Groves Association ● Hatfield House Residents Association Ltd ● Hawks Road Residents Association ● Herne Road Residents Association ● Hightrees Residents Association ● Hillside Court Residents Association ● Hogsmill Valley Residents Association | <ul style="list-style-type: none"> ● Kingsnympton Park Estate Residents Association ● Kingston Society ● Kingston Vale Residents Association ● Knights Park Residents Association ● Korean Residents' Society ● Lancaster Close Residents Association ● Lower Kings Road Residents ● Maeldune Residents Association ● Malden & Coombe Residents Association ● Malden Manor Residents Association ● Malden Rushett Residents Association ● Maple Road Residents Association ● Marlowe House Residents Association ● McDonald House Residents Association ● Melbourne Court (Surbiton) Residents Association ● Melford Close Residents Association ● Mill Street Residents Association ● Motspur Park Residents Association ● New Malden (Beverley Ward) Resident's Association ● Newborough Green Residents' Association ● Norbiton Village Residents' Association ● North Kingston Forum ● OADRA ● Old Kingston Road Residents Association ● One Norbiton ● Palmerston Court (Surbiton) No 2 Residents Association Limited ● Penners Gardens Residents Association ● Pennington Lodge Residents Association ● Queens Road Residents Association ● Ravensview Court Residents Association ● River Court Residents Association ● Rivermead (Surbiton) Residents Association Ltd ● Riverside Residents Association ● Royal Quarter Residents Association ● SCARA ● Scarriff Court Residents Association ● School Lane Residents Association ● Shane Court Resident Association ● South Hogsmill Valley Residents Association ● Southborough Residents Association ● Southwood Drive Residents' Association ● Spring Grove Residents Association ● St Mathews Residents Association ● Sunray and Egmont Residents Association (SERA) ● Surbiton Central Area Residents Association ● Surbiton Court Residents Association Limited (Flats 1-69) ● Surbiton Road Residents Association ● The Alexandra Neighbours Association ● The Grange Residents Association ● Tithe Barn Close Residents Association ● Tolworth South Residents Association ● Tudor Residents (Kingston) Ltd ● Victoria Avenue Residents Association ● Victoria, Albert & Church Road Residents Association ● Wessex Close Home Owners Association |
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<ul style="list-style-type: none"> • Homington Court Residents Association • Hook Rise South Residents Association • Horsley Square Residents Co Ltd 	<ul style="list-style-type: none"> • Westergate House Residents Association • Windsor Court Residents Association • Wolverton Ave Residents Association
Transport Providers	
<ul style="list-style-type: none"> • Civil Aviation Authority • Department of Transport Rail Group • Freight Transport Association- London and South East Region • Greater London Motorcycle Action Group • H R Richmond Ltd • Kingston Area Travellers Association • Kingston Cycling Campaign • Living Streets • London Buses 	<ul style="list-style-type: none"> • London Cyclists • London General Transport Services Ltd • London United Busway Ltd • Richmond and Kingston Accessible Transport • Road Haulage Association • South London Partnership • South West Trains • Sustrans • Transport for London - London Buses
Utilities Groups	
<ul style="list-style-type: none"> • Health and Safety Executive • London Ambulance Service 	<ul style="list-style-type: none"> • London Fire Brigade • Police and Community Working Group
Voluntary Groups	
<ul style="list-style-type: none"> • Kingston Voluntary Action 	<ul style="list-style-type: none"> • The London Community Foundation
Young People	
<ul style="list-style-type: none"> • Parents Forum 	<ul style="list-style-type: none"> • Youth Advisory Council

Submitted representations

The list below represents the consultees who submitted representations in response to the formal consultation for for the Direction of Travel for Kingston upon Thames.

Statutory Consultees

1. NHS Kingston CCG
2. Kingston University
3. Highways England
4. Surrey County Council
5. Natural England
6. Historic England
7. Thames Water
8. Environment Agency
9. Kingston Hospital NHS Foundation Trust
10. TfL
11. Kingston CCG and NHS England.

Businesses and Landowners

1. Merton College and the Crown Estate
2. Aviva Investors
3. Nathaniel Lichfield and Partners (On behalf of Merlin Attractions Operations Limited)
4. GL Hearn (On behalf of Meyer Homes)
5. John Lewis
6. Berkeley Group (St George West London Ltd)
7. Eden Walk Shopping Centre Limited Partnership

8. CgMs (On behalf of Kames Capital)
9. Deloitte LLP (On behalf of Fenwick Limited)

Residential Associations and other groups

1. Chessington District Residents' Association
2. New Malden Residents' Association
3. South of the Borough Liberal Democrats
4. Surbiton Liberal Democrats
5. North Kingston Liberal Democrats
6. HM Specialist Inspector of Health and Safety (Risk Assessment)

Local Residents - Emailed representations

In addition to the 172 consultees who responded to the online survey, a further 20 local residents emailed their representations to the local plan inbox.

Appendix 2 – Online Survey

Question 1 - Do you agree with the proposed areas for selective growth in the Direction of Travel?

Question 1a

- Question 1a - Increased transport accessibility to central London, further enhanced through Crossrail 2
- Question 1a - A new train station with over site development
- Question 1a - Significant delivery of new homes including affordable housing and jobs
- Question 1a - A new office and mixed use quarter around the Station
- Question 1a - Provision of creative and small-scale workspaces
- Question 1a - Continuing protection of Kingston's historic environment (Listed Buildings, Buildings of Townscape Merit and Conservation Areas)
- Question 1a - An expanded retail offer and strengthening of the Metropolitan Town Cent
- Question 1a - A new transportation interchange (rail and bus)
- Question 1a - Better connectivity for pedestrians and cyclists
- Question 1a - Improved access to the riverside
- Question 1a comments - Do you have any comments?

Question 1b

- Question 1b - Improved access at Norbiton Station with further improvements delivered through Crossrail 2
- Question 1b - Increased residential development around Norbiton Station
- Question 1b - Helping meet the Council's growth agenda and housing focus for the Cambridge Road Housing Zone
- Question 1b - Providing new, mixed tenure homes on the Cambridge Road Estate
- Question 1b - Residential-led mixed-use development on and around London Road
- Question 1b - Creation of new and diversified employment opportunities
- Question 1b - Supporting new infrastructure including school places, open space and transport improvements
- Question 1b - Better access for pedestrians and cyclists to the Hogsmill Valley
- Question 1b comments - Do you have any comments?

Question 1c

- Question 1c - Substantial delivery of new homes including family housing
- Question 1c - Improved transport connectivity and an upgraded station, further enhanced by Crossrail 2
- Question 1c - New connections through the Hogsmill Valley to Berrylands Station
- Question 1c - Better access to open space with a new Hogsmill riverside walk
- Question 1c - Consolidation of the Hogsmill Sewage Treatment Works

- Question 1c - Reducing the effects of odour from the sewage works on the local community
- Question 1c - Delivery of Hogsmill flood attenuation scheme to protect homes and businesses from flooding
- Question 1c comments - Do you have any comments?

Question 1d

- Question 1d - Enhanced train station and improved frequency of service as a result of Crossrail 2
- Question 1d - Redevelopment of Cocks Crescent to support a new community hub with enabling residential and commercial development
- Question 1d - Increased commercial and residential development around New Malden Station
- Question 1d - Potential over station development
- Question 1d - Sustaining and increasing the number of local jobs
- Question 1d - Supporting a thriving and attractive New Malden High Street
- Question 1d - Improved connectivity from the station to Kingston Hill Campus
- Question 1d - Better access to neighbourhood's key services as a result of improved pedestrian and cycle networks
- Question 1d comments - Do you have any comments?

Question 1e

- Question 1e - Improved frequency of service and accessibility as result of Crossrail 2
- Question 1e - An upgraded station
- Question 1e - Provision of over station development
- Question 1e - An increase in new homes
- Question 1e - Sustaining an enhanced retail centre and retention of a significant retailer
- Question 1e - An improved A3 junction at Tolworth Roundabout with better air and noise quality
- Question 1e - Reducing the severance of A3 as a barrier to movement by providing connections across the A3
- Question 1e - Modern industrial units on Chessington Industrial Estate
- Question 1e - Facilitating the delivery of Tolworth Park
- Question 1e comments - Do you have any comments?

Question 1f

- Question 1f - New residential development as a result of Crossrail 2
- Question 1f - Enhancements to Chessington South and Chessington North stations
- Question 1f - Potential new station serving Chessington World of Adventures
- Question 1f - Supporting long term ambitions of Chessington World of Adventures
- Question 1f - Intensification of Barwell Business Park
- Question 1f - Supporting a new district centre and sustaining improved local shopping facilities
- Question 1f - Delivery of Hook/Chessington relief road and associated environmental enhancement

- Question 1f - Improved bus service provision
- Question 1f - Enhanced network of walking and cycling greenways to wider countryside
- Question 1f comments - Do you have any comments?

Question 1g

- Question 1g - Protecting the borough's distinctive historic environment and established suburban areas from inappropriate development
- Question 1g - Timely delivery of social infrastructure (GP's, schools and community facilities)
- Question 1g - Coordination with key partners and stakeholders
- Question 1g - Utilising innovative and wider funding streams to facilitate development
- Questions 1g - Maximising development opportunities for selective growth in areas of opportunity

- Question 1g - Working with developers to safeguard and build in station infrastructure and where appropriate provide over station development
- Question 1g comments - Do you have any comments?

Question 2 - Are there other areas in the borough we should identify for selective growth?

Question 3 - Are there other areas in the borough we should be seeking to protect and enhance?

Question 4 - What key infrastructure do you think the borough needs to support its growing population?

Question 5 - Any other comments?

Appendix 3 – Amendments to the Direction of Travel in response to consultation

The table below sets out all amendments to the Direction of Travel in response to comments from officers and consultation.

Page	Item/map/paragraph	Detail	Action
iv and v		Check that both the Mayor and Leader are happy with the current forewords.	Check with the Leader and the Mayor of London if updates are required
v	Paragraph 3	Update text to read: 'as one of three Royal London Boroughs'.	Text update
vi	Footer	Include definition for 'Intensification'	Add footer to read: Intensification definition "sustainability increasing density whilst optimising the development potential of plots"
10	Table at the top of the page	Check that figures still tally.	Update figures/graph if required. GLA to check figures
10	Pink text at the foot of the page	Update to include justification of where the homes and jobs figure has come from for Kingston.	Add in a sentence
10	Kingston 'Homes and Jobs' figures	Check that figures are updated	GLA to update figures if required
14, 16, 22, 24	Map	Positioning of all stations, particularly New Malden and Chessington North, are incorrect	Check positioning of all stations and amend on maps
14, 16, 22, 24	Map	MOL boundary incorrect in some places (plot in bottom-left corner) of Hogsmill	Check all boundaries including MOL
15, 23, 25	Key	Key is not clear	Add a background to the key (like sub area maps) to ensure clear
15	Key	Check colours of key to colours on maps. Currently the Green Belt and MOL do not match the colours on the map	Ensure the colours of the key match the map. If it means changing the key to darker tones, then please do so. They now match on the subarea maps, so unsure why these are unclear.

16	Kingston Places	Create new 'place' for Hogsmill Valley	Create new place for Hogsmill Valley
16	Kingston Places	Identify two other Kingston University campus' - Knights Park and Penrhyn Road	Update map to include lines to all three Kingston University sites
17	End of text	Add sentence at the end: 'High quality design is, and will continue to be a key priority for the Council'.	Add text
18-19	Pink text - population stats	Update the population estimates	Update the population estimates to reflect GLA latest projections
18-19	Footnote	Source the population estimates	Add footnotes to both pages sourcing population estimates
18	End of text	Add sentence at the end: 'Note that the OLC Report also states, "there is no one size fits all solution for town centre renewal? Redevelopment, so any intensification would have to take account of the particular needs and characteristics of the individual town centre such as heritage and cultural assets, as well as local character".'.	Add text
19	Paragraph 1	Add text after 'rapidly rising population': 'including new affordable homes, a diverse range of employment opportunities, and expanded leisure and community facilities'.	Add text
20-21	Story so far	Include Eden Walk.	Include photo and text on eden Walk. Photo has been provided.
20-21	Story so far	Text under images.	Remove the word 'consented'. This implies that all schemes are consented with legal agreements signed.
22	Map	Yellow text unclear	Change the colour of 'Wood Street enhancements' and 'Tolworth Deck' as the yellow text is unclear. This will also require a change

			of colour to the polygons.
22	Map	Add new infrastructure improvement project	Add Kingston Flood Alleviation Scheme
22	Map	Add new infrastructure improvement project	Add River Thames Scheme
23	Paragraph 1	After 'relocation', add: 'and extension'.	Add text
23	Paragraph 2	Add sentence at the end of the paragraph: 'The Environment Agency are also working on a River Thames Scheme to address Fluvial Flooding with all local authorities between Berkshire and Surrey'.	Add sentence
23	Paragraph 5	Update Crossrail 2 operation date to 2033.	Update year
23	End of text	Add sentence at end of text: 'There is a need to maximise economic development benefits around transport schemes to make a successful case for investment'.	Add sentence
24	Map	Change the name of Norbiton, London Road and Cambridge Estate	Add the word 'Road' in to text to read 'Norbiton, London Road and Cambridge Road Estate'
24	Map	Labels unclear: 'Kingston Uni Sports Ground', 'King Georges Field' - as well as all other recreation grounds	Update labels to be more clear
25	Key	Add background	Add background to map key to make more clear
25	First paragraph	55,000 population figure	Figure comes from London Infrastructure Plan. Ensure that all population figures are consistent throughout the plan, ensuring they match text on pages 18-19.
25	First paragraph	Add a comma into the text	Provide and encourage residents with opportunities to live and work locally, careful consideration
25	Paragraph 7	Add sentence to the end of the paragraph: 'This will be	Add sentence

		completed in Spring 2017’.	
25	Paragraph 8	Replace ‘quantum’ with ‘amount’.	Replace word
25	Paragraph 8	Replace ‘transformational’ with ‘significant’.	Replace word
26, 27, 28, 29, 30, 31, 32, 33, 34, 35	Map	Capitalise ‘Conservation Area’	Update labels
26, 28, 30 32 36	Map	Ensure the station symbols are in the correct locations	Update labels
26	Map	Check map scale. If maps are not consistent across all sub-areas, consider zooming out to include all the Town Centre boundary and Kingston University.	Consider rescaling map, only if all maps are not consistent in scale
27, 29, 31, 33, 35, 37	End of text	Add sentence after the bullet points: ‘We recognise that new growth must be balanced with the unique heritage and character of the Borough’.	Add sentence
27	Bullet point 3	Add two commas into the text: Significant delivery of new homes, including affordable housing, and jobs	Add commas
27	Bullet point 7	Add ‘leisure and cultural’ after the word ‘retail’	Add text
27	End of text	Add bullet point at the end: ‘Enhanced and improved higher educational facilities’.	Add bullet point
28	Title	Add Road into the title: Norbiton, London Road & Cambridge Road Estate	Add text
27, 29, 31, 33, 35, 37	Key	Add ‘(SINC)’ acronym after Site of Importance for Nature Conservation	Add acronym
27, 29, 31	Key	Missing item in key	Add Hogsmill River to the key
30	Map	MOL boundary incorrect - section in the bottom-left corner	Check MOL boundary and update

		of the MOL should not be included.	
31	Bullet point 1	Add ‘and student accommodation’” at the end of sentence	Add text
31	End of text	Add bullet point at the end: ‘Continued protection of Hogsmill Valley and its ecology’	Add bullet point
34	Label	Spelling error: ‘Tolworth District Centre’	Update label
35	Last bullet point	Add onto last bullet point: ‘and enhanced leisure/sports facilities’	Add text
40	Bullet point 1	Update date to: ‘Spring 2017’	Update date
43	Add RBK Translation Page	Add the RBK Translation page into the document	Add page
Back cover	Footer of the page	Website link doesn’t work: http://www.london.gov.uk/KingstonDOT	GLA to either amend to work or remove.
Back cover	Viv Evans tel number incorrect	Change from 020 8547 5399 to 020 8547 5933	Amend text

Appendix 4 – Quantitative Analysis of Survey Results

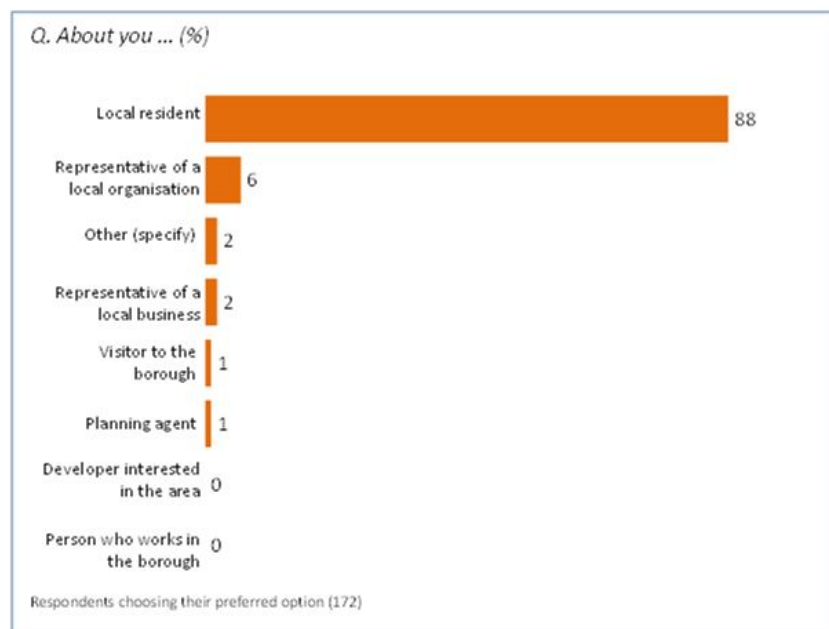
The Council's Strategic Business Team carried out a comprehensive data analysis for all responses received via the online portal. Note that this considers the online survey responses only, accounting for 172 of all 219 responses received.

The key findings of this analysis are set out below.

Profile of respondents

The survey asked a number of standard demographic questions. This is for equalities monitoring and to check how representative the respondent profile is when compared with that of the borough as a whole. Due to the small number of respondents to the survey analysis by sub-group is not feasible.

Respondents were asked in what capacity they were answering the questionnaire. The vast majority (88%) are local residents.



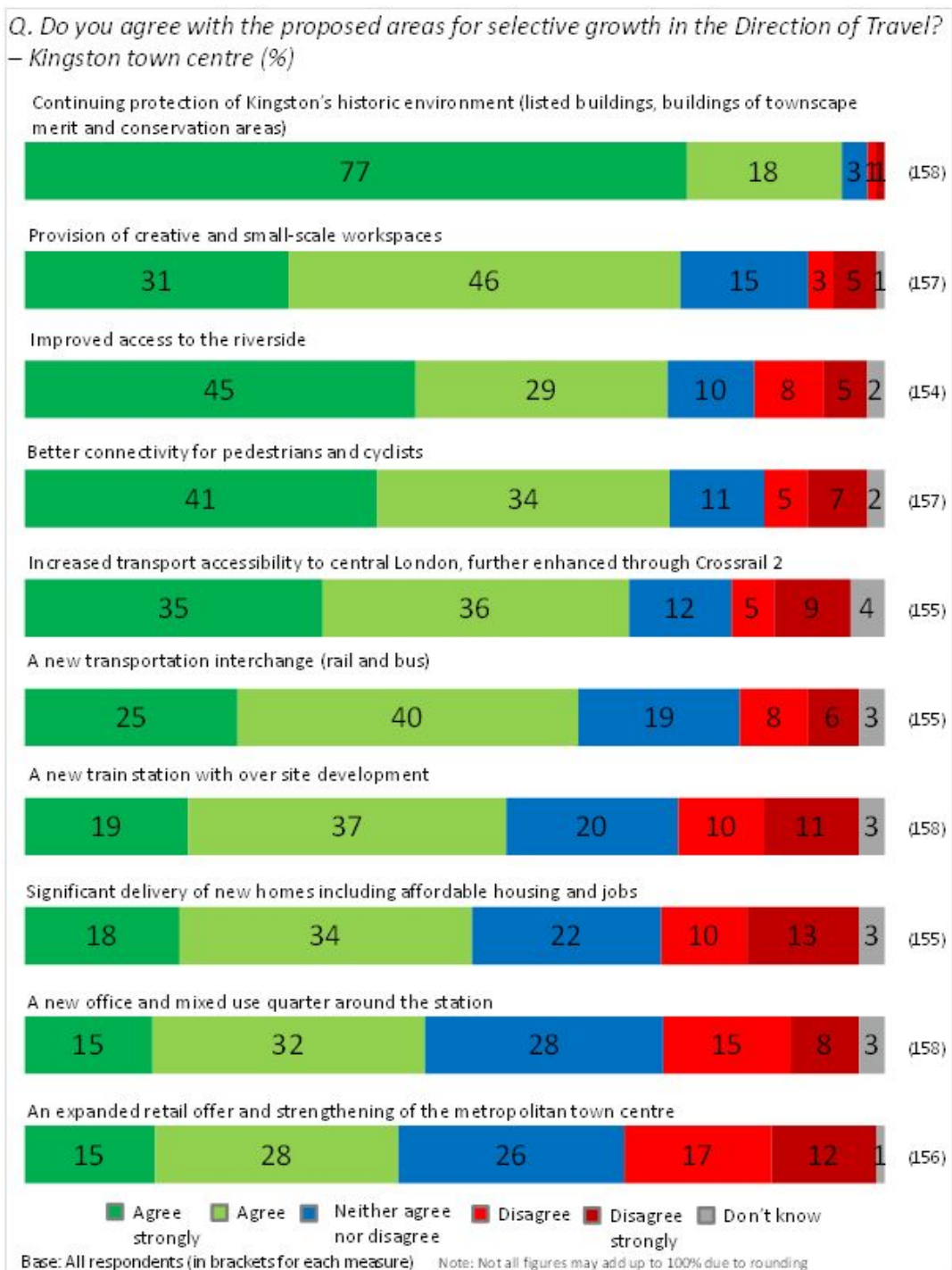
Areas where the survey profile differs significantly to the borough population are summarised below:

- Females make up a smaller proportion of those answering the survey.
- The survey is under-represented by young adults (aged up to 24), and overrepresented by those aged 45 to 74.
- Among ethnic groups, White British respondents make up a bigger proportion of respondents than the borough profile. Responses from other ethnic groups make up a significantly smaller proportion compared with the borough as a whole.
- There is a comparatively higher proportion of respondents with no religion in the survey.
- Across many of these facets significant proportions of respondents indicate a preference 'not to say' which can distort the findings for other groups

The chart below places the statements in descending order based on the level of agreement. For all of the statements the level of agreement outweighs disagreement. There are also some statements further down the chart where the proportion selecting 'neither' is high.

Agreement is highest for protecting the historic environment in Kingston town centre (95%). Indeed within the whole consultation this is the statement with the highest level of agreement from respondents. It is also marked out by a very high level of strong agreement (77%).

In contrast expanding the retail offer and strengthening of the metropolitan town centre receives a much lower level of agreement (45%). Accessibility and transport links are the other themes that receive strong support.



(N.B. Total number of respondents are listed down the right hand side)

Norbiton, London Road and Cambridge Road Estate

Supporting new infrastructure receives the highest level of agreement (82%), followed by employment opportunities – the area includes some of the most deprived parts of the borough. These rate more highly than developments in relation to housing where although agreement is higher than disagreement (except for the final statement concerning residential development around Norbiton station) there is a substantial amount of neutral opinion and ‘don’t know’.

It is interesting to note the degree of strong support for access to Hogsmill Valley amongst the other statements.



(N.B. Total number of respondents are listed down the right hand side)

Berrylands and Hogsmill Valley

Addressing the issue of odour from the sewage treatment works and delivering the flood attenuation scheme receive the highest levels of agreement from respondents.

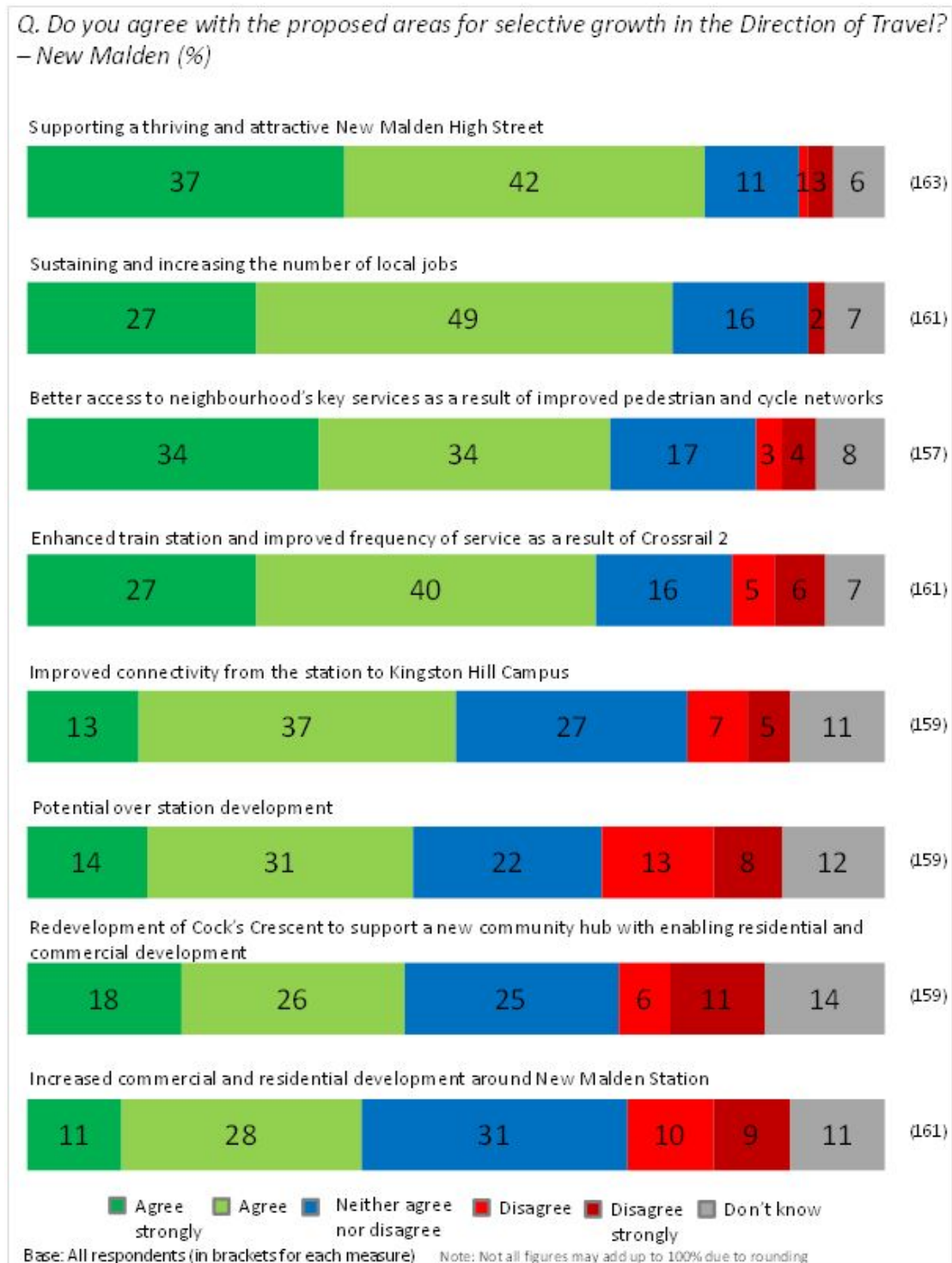
The delivery of new homes is a comparatively lower priority, supported by just under half of respondents. Disagreement (21%) is noticeably higher than that seen for other statements.



(N.B. Total number of respondents are listed down the right hand side)

New Malden

The main focus appears to be the local economy where agreement is highest for ‘supporting a thriving and attractive New Malden High Street’ and ‘sustaining and increasing the number of local jobs’. This is followed by accessibility. In contrast the statements relating to development receive lower levels of agreement, and where around one in five respondents actively disagree. There are also relatively high levels of people stating ‘neither’ or ‘don’t know’ to the latter statements shown in the chart.

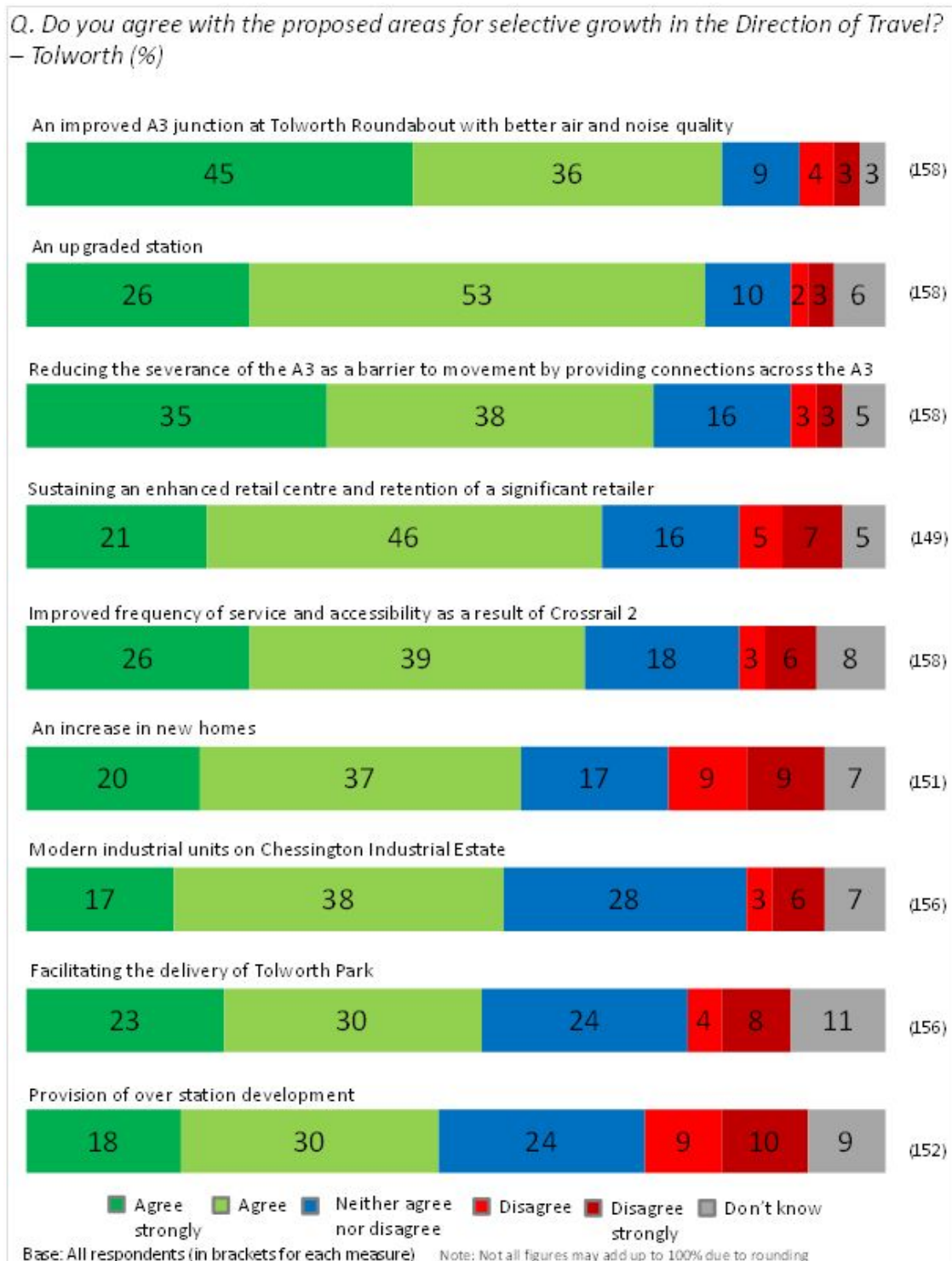


(N.B. Total number of respondents are listed down the right hand side)

Tolworth

Improving the A3 junction at Tolworth roundabout receives the most agreement (81%), followed by an upgraded Tolworth station (79%).

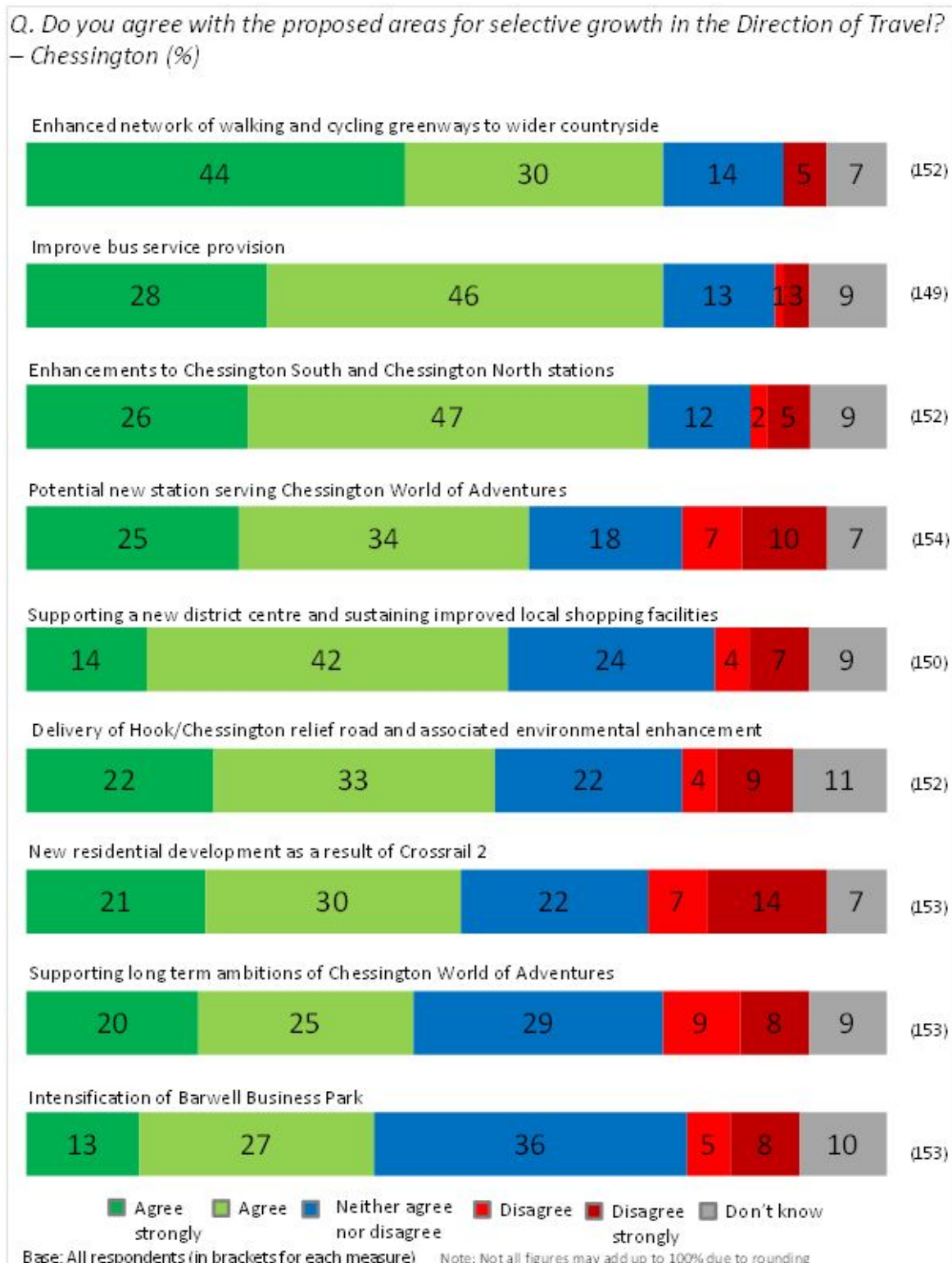
Similar to other areas in the consultation, support for over station development receives low levels of support compared with other statements.



(N.B. Total number of respondents are listed down the right hand side)

Chessington

The highest rated statements relate to transport infrastructure, with nearly three-quarters of respondents agreeing to an enhanced network or walking and cycling greenways to the wider countryside, and to improved bus service provision.

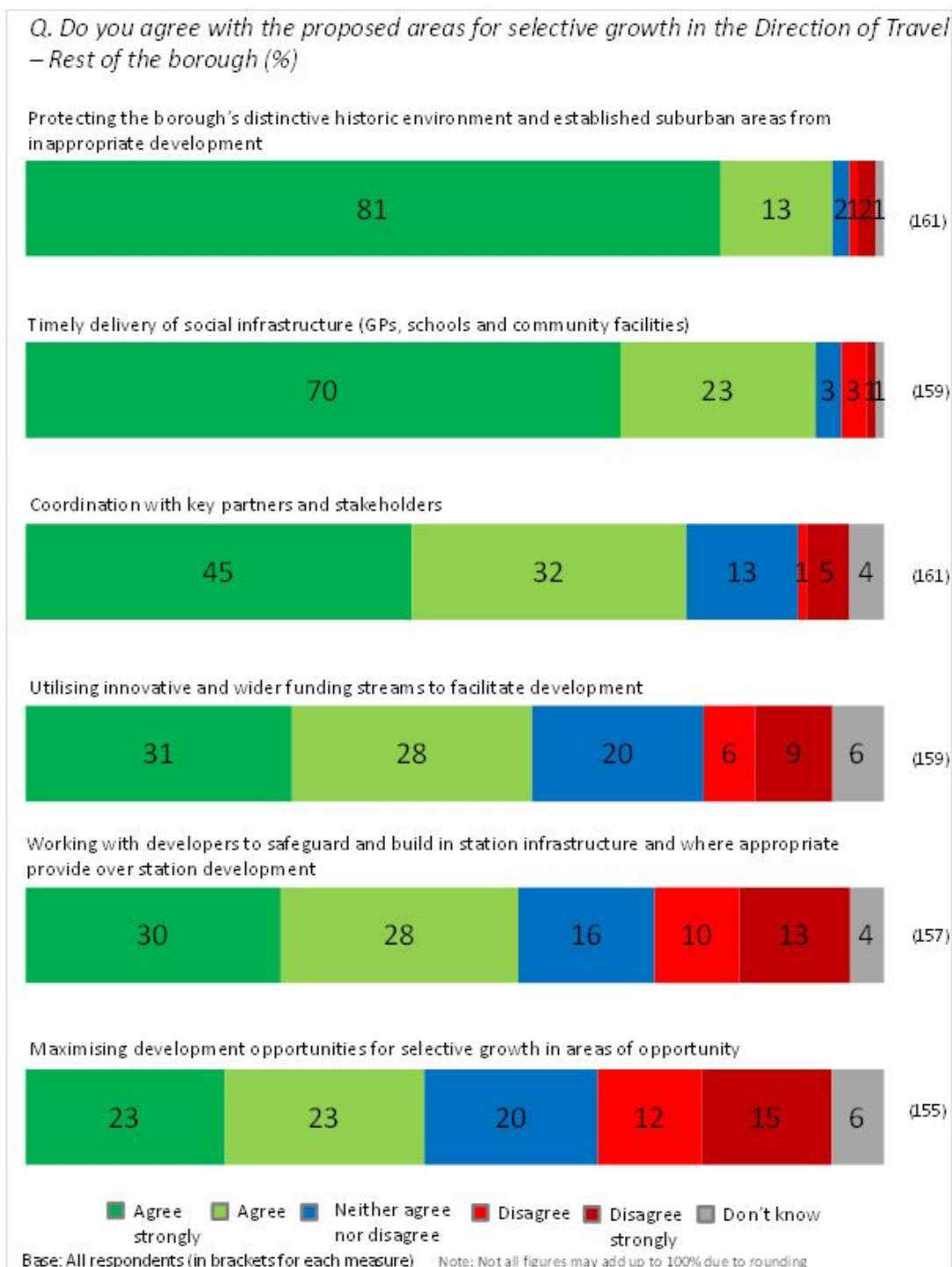


(N.B. Total number of respondents are listed down the right hand side)

Rest of the borough

Similar to the views concerning Kingston, protecting the borough’s historic environment and established suburban areas from inappropriate development is a high priority for respondents. 94% agree with the statement. This is followed by timely delivery of social infrastructure (93%).

In contrast, maximising development opportunities for selective growth in areas of opportunity receives comparatively lower levels of agreement (46%).



(N.B. Total number of respondents are listed down the right hand side)