

London Parks Benchmarking Research Project

Richmond Park Survey Findings

REPORT BY

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Table of Contents

1. Introduction 4

Richmond Park 4

2. Methodology 6

2.1. Household survey 6

2.2 Field interviews 6

2.3 User counts 7

3. Analysis and comparisons of household & field survey responses 8

SECTION 1: General – All respondents 8

SECTION 2: Richmond Park – Park Users Only 11

Park Uses: Walking 13

Park Uses: Cycling 15

Park Uses: Sports 17

Park Characteristics: Flora/Fauna 19

Park Characteristics: Safety 21

Park Characteristics: Facilities 21

Park Rating 22

SECTION 3: About you – All respondents 25

4. Conclusions 27

Appendix 1 – Manual counts at Richmond Park 28

Appendix 2 – Detailed Responses to Walking provision, Safety and other facilities. 31

Appendix 3 Household Survey 48

1. Introduction

This report presents the results of two surveys undertaken simultaneously for Richmond Park. Each set of data is presented in a user-friendly, easy-to-read manner to enable quick and clear understanding of park issues and park user views as well as to facilitate comparisons with other parks in the study. The reports were not intended to include detailed conclusions but a very general top-line commentary has been provided for each question's responses.

This park is one of five parks being surveyed, each representing a cross section of the typology of parks identified in the London Plan. The parks selected are:

- Small – Newington Green (Islington)
- Local – Central Park (Newham)
- District - Finsbury Park and Parkland Walk (Haringey)
- Metropolitan - Tooting Bec Common (Wandsworth)
- Regional - Richmond Park (Royal Parks)

Richmond Park

Richmond Park is situated in the borough of Richmond and is owned and maintained by the Royal Parks Service. It covers 2,358 acres (954 has) and is designated as a site of special scientific interest, a national nature reserve and a national conservation area, which includes 650 free-roaming deer.



Formal park facilities include a play area, fishing, golf, rugby pitches, cycle hire in the summer and local stables use the park for horse riding. There are various locations offering refreshments from snacks through to a banqueting at Lodge Hall. Opening times are from 7.00am in the summer and 7.30 in the winter till dusk every day of the year.

2. Methodology

2.1. Household survey

2,400 questionnaires were distributed by BWA during the week commencing 29th September. The questionnaires were distributed in batches of 100 from 24 points within the park catchment area (defined as a maximum of 30 minute walk from the park).

1	Clifford/Buckingham	13	Vineyard/Church Road
2	Friars Stile/Malborough/Onslow	14	Sheen/Palmerston
3	York Ave/Vicarage/Sheen La	15	Crestway/Dover
4	Longwood/Westmead	16	Gatehouse/George
5	Latchmere/Tudor	17	Norbiton/Homersham
6	Park road/Alexandra	18	Burton/Acre
7	Robin Hood Lane/Windemere	19	Riverside/Crof
8	Warren/Fitzgeorge	20	Woodborough/Woodthorpe
9	Douglas/Porchester	21	Clarence/Oliver/Mrytle
10	Hawks/Portman	22	Dawson/Villiers
11	Chestnut/Lower Ham Road	23	Huntingfield/Swineburne

A total of 639 responses were received. This represents a response rate of 27%, and is well over the anticipated 15%, or 350 replies. Factors affecting the response rates include the high socio-economic profile of the local catchment area and absence of ethnic groups and lower socio-economic groups as well as the emotive pull of a royal park and its role within the local area and sub-region.

2.2 Field interviews

Sport England required each park surveyed as part of this project to have at least 350 user survey questionnaires completed over a nine day period (including two weekends) to make the results compatible with their Leisure Centre surveys.

The survey bureau MRUK undertook interviews in Richmond Park using a similar questionnaire as the household survey but amended for in-park use. Field surveys were carried out across a two week period – 22nd September- 5th October including both weekends. The interviews were conducted at different times of the day – morning, lunchtime and afternoon, and at different entry gates to the park as shown in Table 2.1.

Table 2.1 Interviews conducted in Richmond Park, September/October 2008

Gate	Week		Day			Time		
	29nd September –5th October	6th - 12th October	Mon-Fri	Sat	Sun	09.00-12.00hrs	12.00-15.00hrs	15.00-18.00
Kingston Gate	104		300	58	58	122	192	102
Roehampton CP	104							
Pembroke CP	105							
Pen Ponds CP	103							
Total	416		416			416		

The length of the interview lasted roughly 10 minutes – the maximum length of time advised by MRUK for an exit interview. 416 in-park surveys were completed across the period, well in excess of the target of 350.

2.3 User counts

In lieu of gate counters MRUK also conducted user counts in Richmond Park for 15 minutes each hour between 9.00am and 6.00pm, at the gates detailed in Appendix 2. The Park Manager advised that surveys carried out in the park had all taken place in car parks within the park since there areas had a greater concentration of users in one place at any one time than any gates. Researchers were therefore positioned in the three busiest of 8 car parks car parks as well as one of the busiest of the 10 gates. (The project resources could only provide for four counters). The implications of this are that any grossing up of figures to an annual count involves making a large number of assumptions with considerable uncertainty.

The *field survey* counts, when grossed up, indicate an figure of 3,164,000 users over the year. This calculation takes into account the average car occupancy of 2.3 persons/car according to government stats for day trip car occupancy and the inclusion of bike counts as well as foot counts. Counts have been adjusted for

- gates and car parks not covered by the survey
- seasonality (adjustment factor of 0.92)
- entry at other points than gates (adjustment factor of 1.15)
- adjustment for usage out of counts hours (1.05 assumption)

The park-user estimate above, translated to persons per hectare per year, gives a figure of 3,300 persons per year.

3. Analysis and comparisons of household & field survey responses

SECTION 1: General – All respondents

Q1 and Q2 are the Best Value Performance Indicator questions relating to parks, they were not asked in the park interviews in order to keep the interview time down.

Q1. Thinking generally about the parks and open spaces in your area:

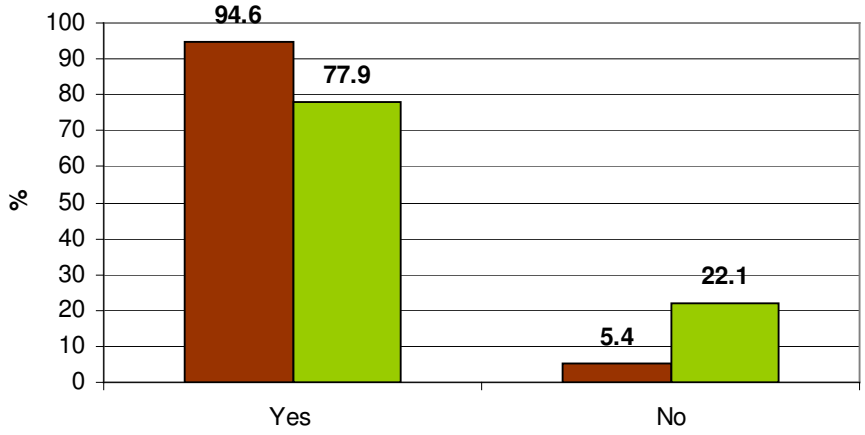
Household Survey (%)		
	Yes	**No**
Do you feel they are important in making somewhere a good place to live?	99.4	0.6
Do you feel satisfied with the provision in your area?	97.2	2.8
Do you feel your local parks/open spaces need improving?	27.5	72.5

Q2. Do you feel that the parks/open spaces in your area have improved over the last three years?

Household Survey (%)		
Better	**Worse**	**Same**
39.4	4.6	56

Legend: **Household Survey** **Field Survey**

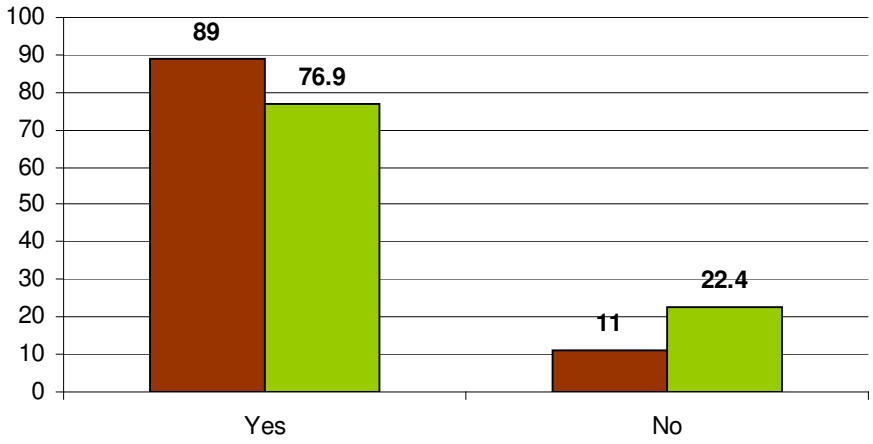
Q3 Do you have access to a garden?



Virtually all household respondents had access to a garden compared to just over three quarters of field respondents

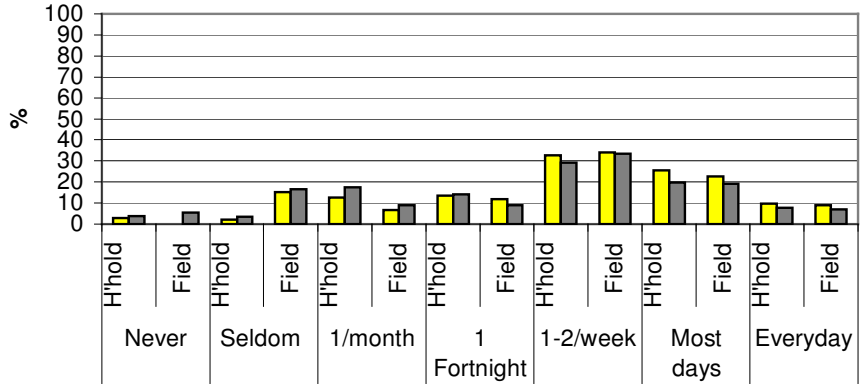
Legend: Household Survey Field Survey

Q4 In the last 12 months have you been for a day out in the countryside?

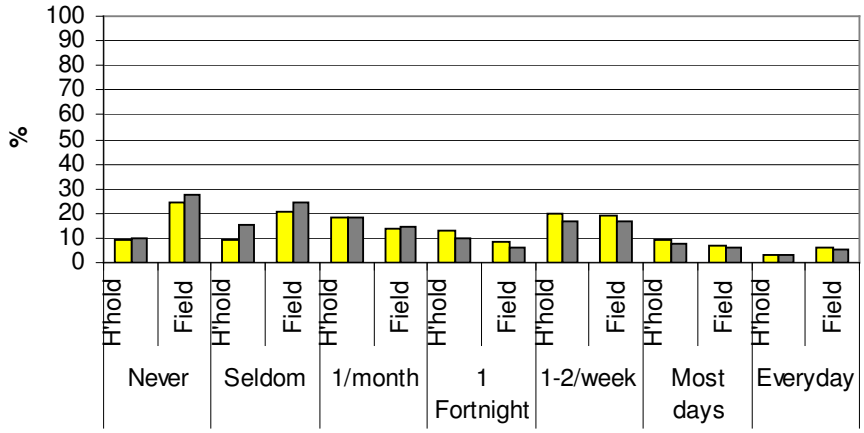


The great majority of household respondents had been for a day out in the countryside compared to just over three quarters of field respondents

Q5 In the last 12 months how often have you used parks and open spaces, including as part of a shortcut or cycle journey?
(Summer = May - October and Winter = November - April)
Richmond Park/season



Other Parks/season



Q6 If you do not use Richmond Park please explain why?

This question is only applicable to household surveys. 33 out of 672 ie 7.3% of household respondents did not Richmond Park.

	Household Survey (%)
I am too busy / not enough time	0.6
It is too difficult to get to	0.7
Poor health	1.2
Don't like parks and open spaces	0
It is badly maintained	0
Lack of suitable transport	0.6
The park does not interest me	0.9
I don't feel safe visiting the park	0.3

	Household survey
Other reason (please describe)	• Parking is a nightmare! • Dog mess is a problem. • Now we do not have a car we cannot go to Richmond Park. • When I had a dog it was not a problem but with small kids the park can be quiet during the week days • Poor health due to old age • Because I am a women and do not feel safe. • My children have grown up now. • Cannot get out only by friends cars. • Unaware of parks facilities/benefits, lack of info • Went with family and dog but wont go alone, since dog died. • Not enough parking. • Too much poo and cycles on paths. • Used to go most days until I stopped going because of dog fights and dog mess.

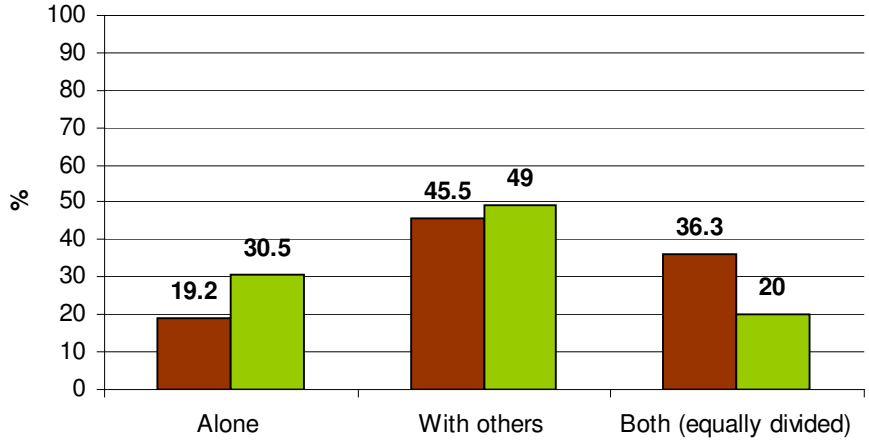
SECTION 2: Richmond Park – Park Users Only

The following results are responses from all 416 field respondents and 639 out of 672 household respondents.

Note: The responses tabulated are for those people answering the question. Since not all did, not all answers sum to 100%. Similarly, for multiple-choice questions, answers can sum to over 100% where respondents were asked to tick multiple options if such applied.

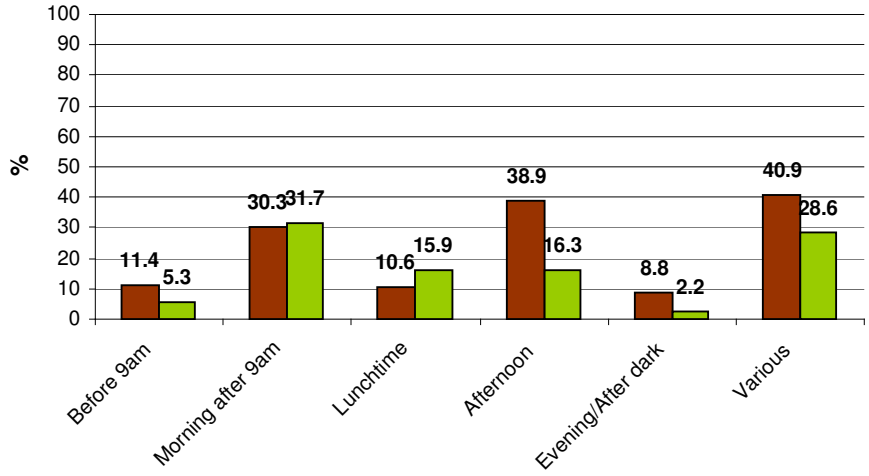
Legend: **Household Survey** **Field Survey**

Q7 If you visit Richmond Park do you normally visit the park alone or with others?



Almost the same proportion of respondents from both sets went to the park with others. One fifth of households went on their own whereas almost one third of field respondents did so.

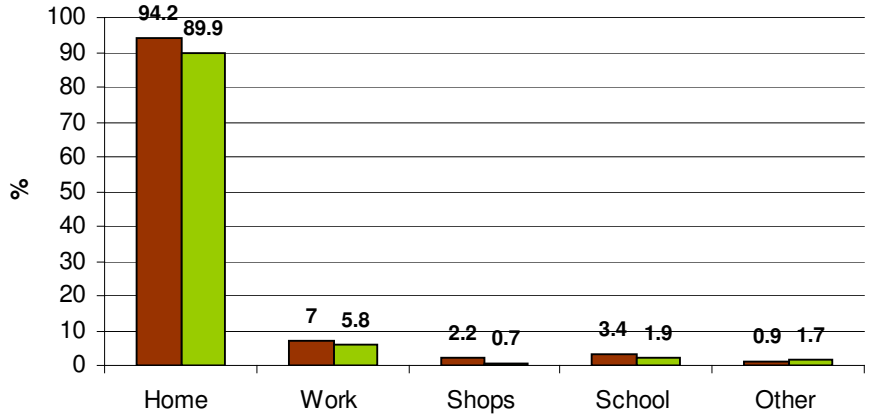
Q8. What time of day do you normally use the park?



The field respondent's use of the park spread across 9am to 5pm whilst the majority of household respondents visited the park in the afternoon and at various times of the day.

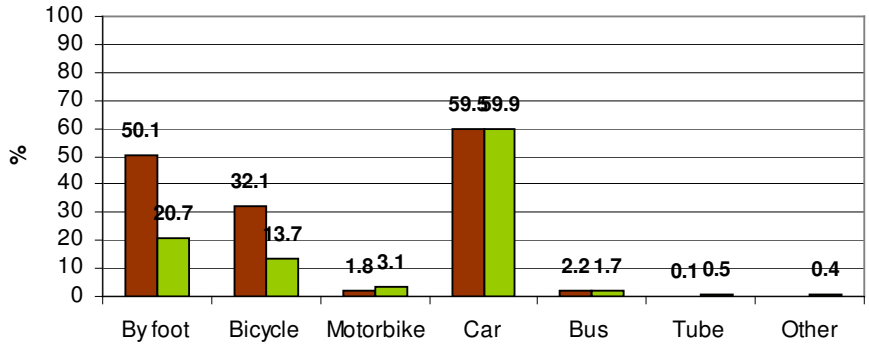
Legend: **Household Survey** **Field Survey**

Q9 Where do you usually travel from?



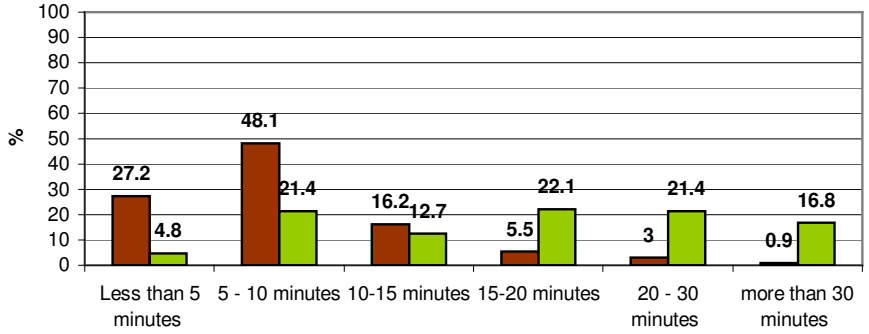
Almost all respondents travelled to the park from home.

Q10. How do you usually travel to the park?



Exactly the same number of respondents from both sets sometimes used a car to get to the park. Half of the household respondents also walked whereas only one fifth of field respondents did so.

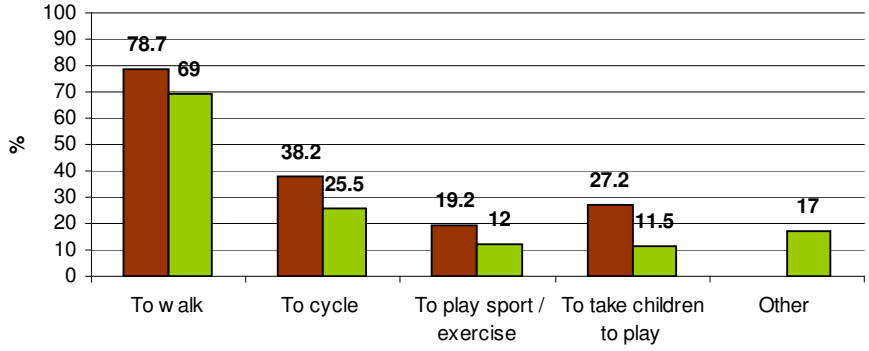
Q11. How long does it normally take you to get to the park?



Legend: **Household Survey** **Field Survey**

The great majority of households can get to the park with 10 minutes whereas there is a roughly even spread of time travelled for field respondents between 5 and 30 minutes.

Q12. Generally, why do you go to the park?

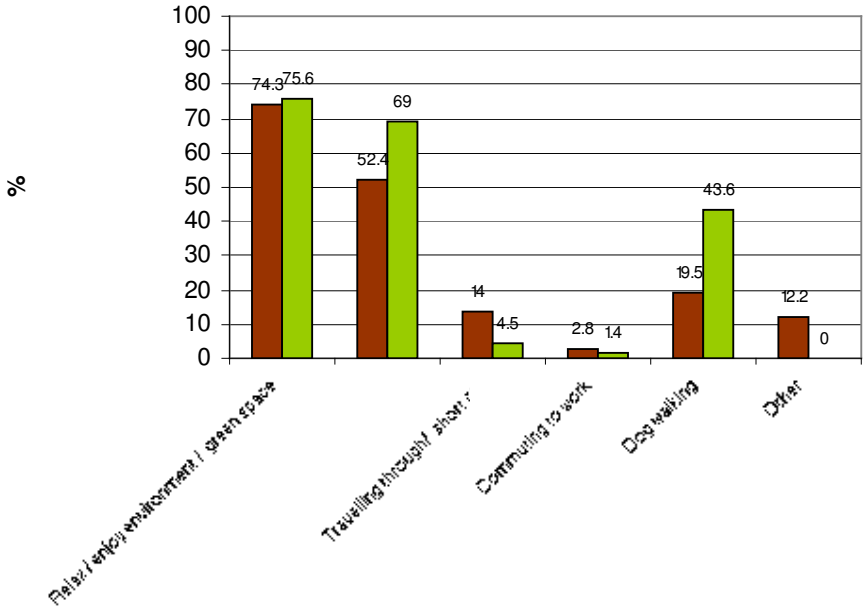


Just over three quarters of household and two thirds of field respondents go to the park to walk. Just over another third of household and a quarter of field also go to the park to cycle. Just over

a quarter of households take their children to play whereas only one tenth of field respondents do so.

Park Uses: Walking

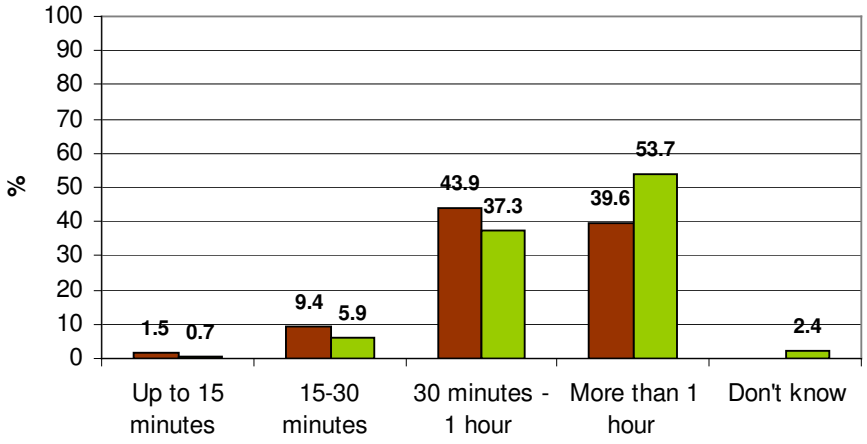
Q13. If you walk in the park, why?



Three quarters of both sets of respondents walk in the park to relax etc. Almost the same proportion of field respondents also go for exercise whereas only half of the household respondents do so. Just over two fifths of field respondents took walked to walk their dog whereas only one fifth of household respondents did so.

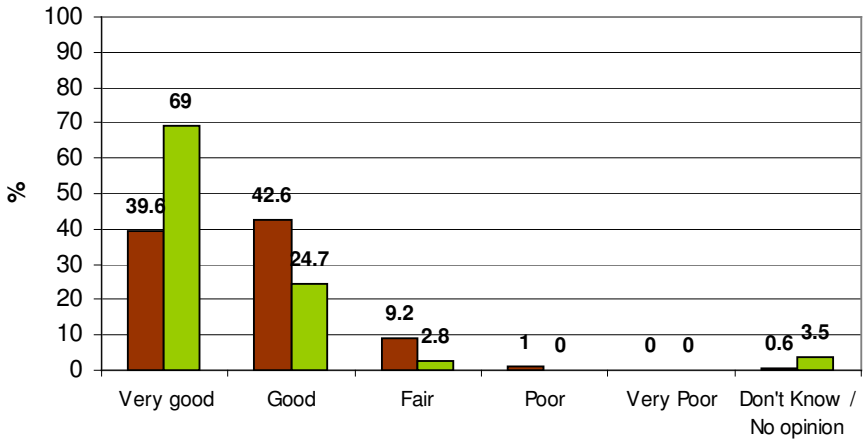
Legend: **Household Survey** **Field Survey**

Q14. Generally, how long do you spend walking in this park?



Two fifths of household respondents spent between half and one hour in the park whereas just over one third of field respondents did so. However, just over half the field respondents spent more than an hour in the park compared with two fifths of households.

Q15 How satisfied are you with the quality of walking routes (paths and roads) in the park?



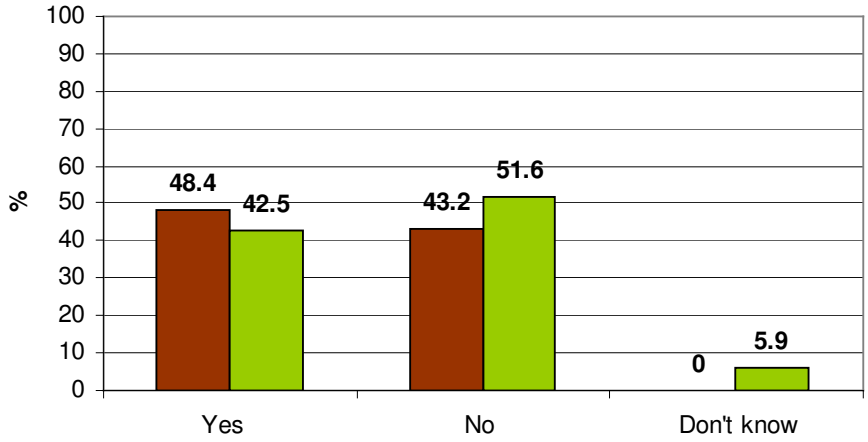
Both sets of respondents were satisfied with the walking routes in the park, the field respondents more so.

Q16 Is there anything that could be done to improve provision for walking in this park?

Over half of household responses related to cyclists exercising responsible cycling, including restricted speed, path discipline, cycle bells and giving way to pedestrians. Another quarter of responses related to the quality of footpaths. Of the remaining quarter of responses, half of these related to restriction of cars/traffic in the park.

Of the field responses a quarter of responses related to speeding cyclists followed by requirement for better/more routes and specific dog areas. See Appendix 2 for details.

Q17 Do you feel there is any conflict between walkers and other users of the park?



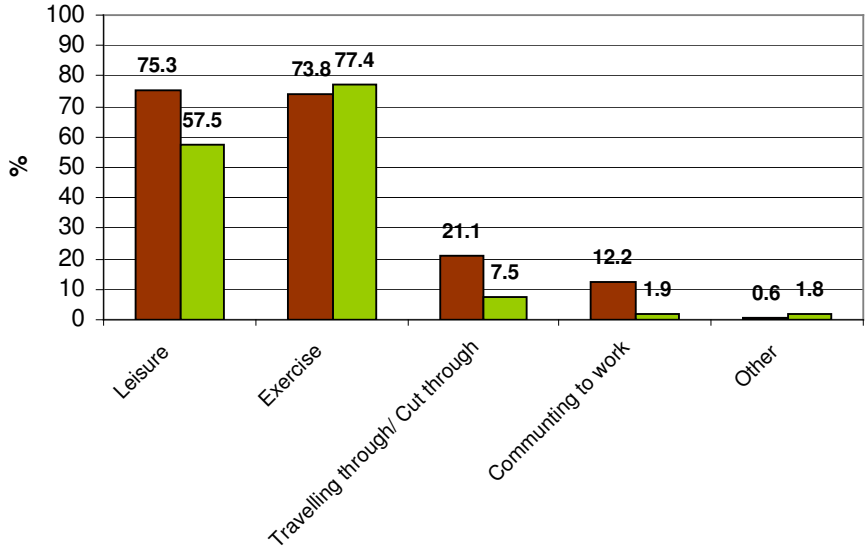
Just over half the field respondents felt there was no conflict between walkers and other park users whereas almost half the household respondents did.

Q18 If you feel there is a conflict between walkers and other users please describe:

Almost all of the 335 household responses referred to conflict between cyclists and walkers as above in Q16. Only 10 mentioned cars and volume of traffic and 4 mentioned conflicts with dogs. Given the number of responses submitted and the repetition of the same issues it has not been practical to include these in the Appendix. The majority of field respondents also quoted the same conflict with cyclists. See Appendix 2 for details.

Park Uses: Cycling

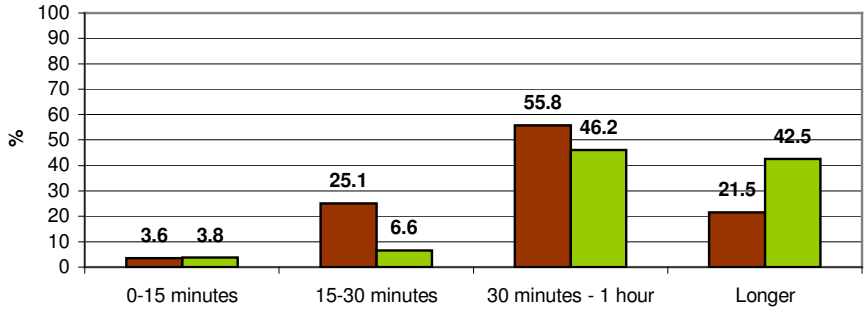
Q19 If you cycle in the park, why?
Households were asked to give as many answers as appropriate. Field respondents were asked to give one answer only.



The great majority of both sets of respondents cycled in the park for leisure as well as exercise. One fifth of households also used it as a cut-through and one tenth of then did so to cycle to work.

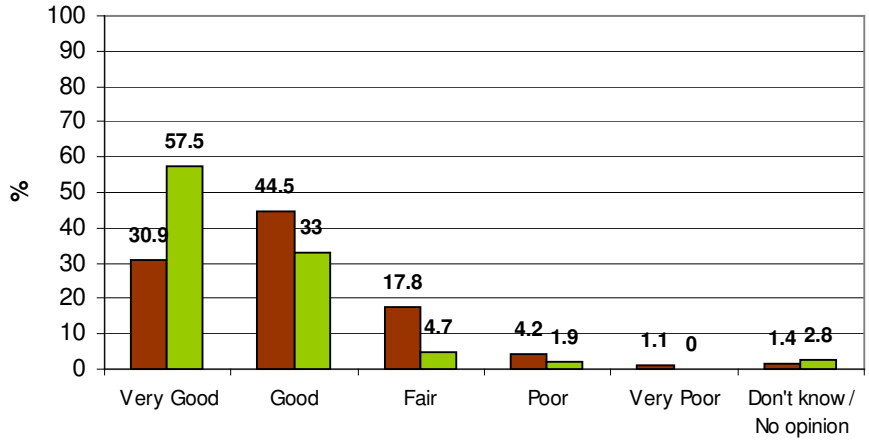
Legend: Household Survey Field Survey

Q20 How long do you spend cycling in the park?



Just over half the household respondents spend between 30-60 minutes cycling in the park and were roughly equally divided between 15-30 and longer than an hour. Field respondents were roughly equally divided between 30-60 minutes and more than an hour.

Q21 How satisfied are you with the cycle routes in the park?



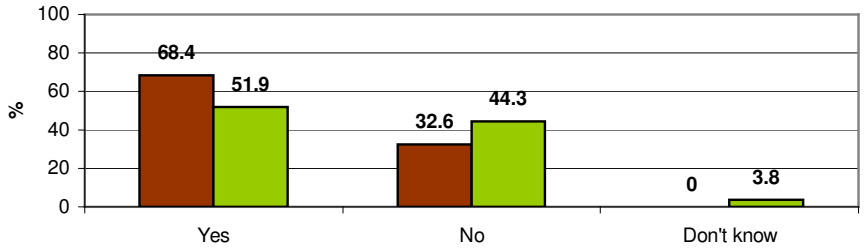
Both sets of respondents were generally satisfied with the cycle routes in the park though the field respondents were more so.

Q22 Is there anything that could be done to improve provision for cycling in this park?

Household cyclists main requirement was for better surfacing on existing paths with the requirement for more paths as a secondary concern followed by restriction on cars. Field cyclists also wanted to see separate tracks and also wanted traffic restrictions. See Appendix 2 for details.

Legend: Household Survey Field Survey

Q23 Do you feel there is any conflict between cyclists and other park users?



Just over two thirds of household respondents compared to just over half the field respondents felt there was a conflict between cyclists and other park uses

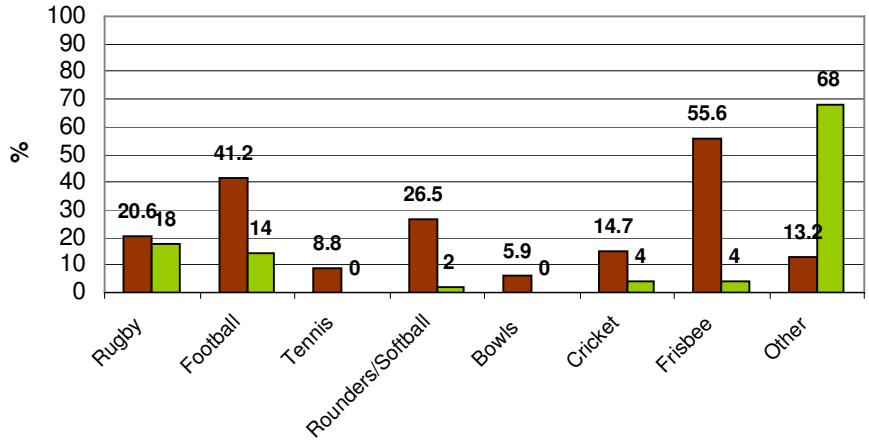
.

Q24: Is there anything that could be done to improve provision for cycling in this park?

Household respondents suggestions are the same as those for Q22 with the addition requirement of enforcing single-file cycling rather than 2 or 3 abreast. Given the number and repetition of these responses it has not been practical to include them in the Appendix. Field respondents also repeated their requirement for separate lanes. See Appendix 2 for details.

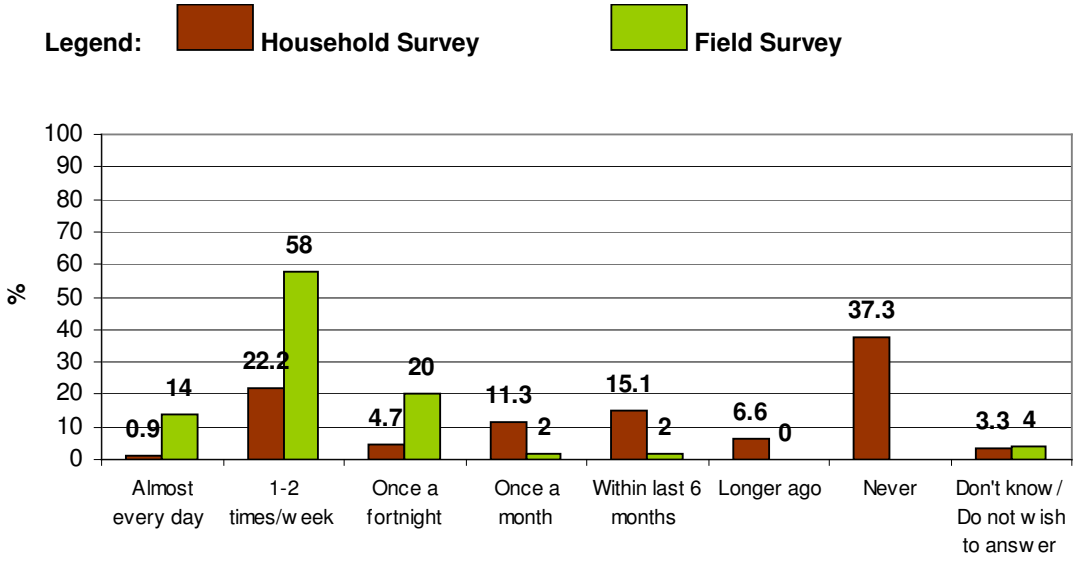
Park Uses: Sports

Q25 If you participate in sport in this park, what formal and informal sport(s) do you participate in?



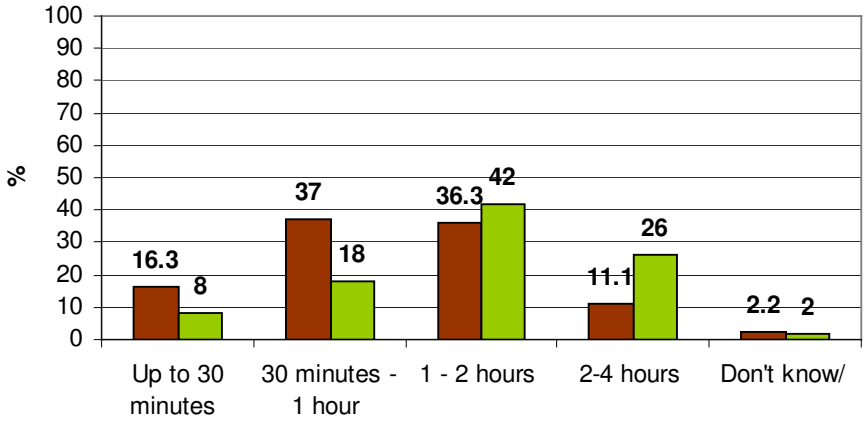
Many more field respondents than household respondents participated in sports not listed whereas household respondents participated in several of the sports listed.

Q26. Generally, how often do you participate in sport in this park?



Over half the field respondents played sports once or twice a week whereas only one fifth of households did so.

Q27. At each visit generally how long do you spend participating in sport in this park?

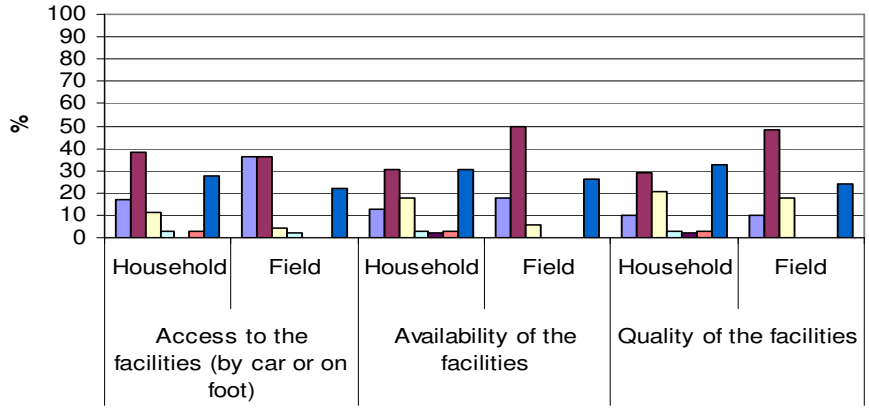


Just over one third of household respondents each spent between 30-60 minutes and 1-2 hours playing sports in the park. Two fifths of field respondnets spent between 1-2 hours, a quarter between 2-4 hours and almost one fifth between 30-60 minutes.

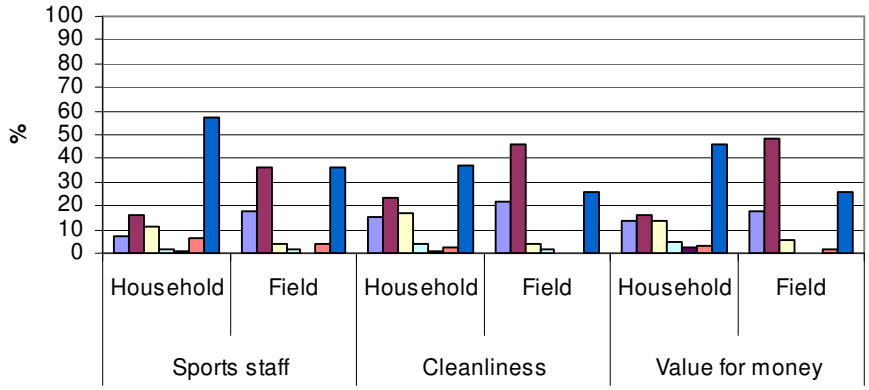
Legend:

Very Good **Good** **Fair** **Poor** **Very Poor** **Non existent** **Don't know**

Q28. Generally, how do you rate the sports facilities in this park?

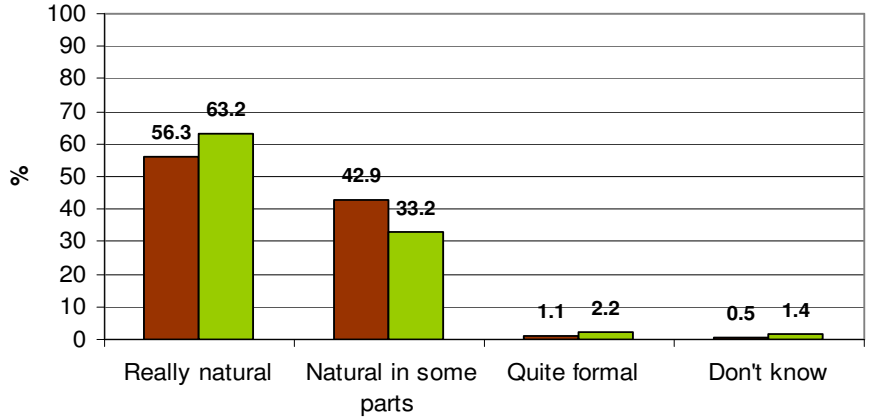


In general, both sets of respondents were divided between viewing the facilities as good and being uncertain about them.



Park Characteristics: Flora/Fauna

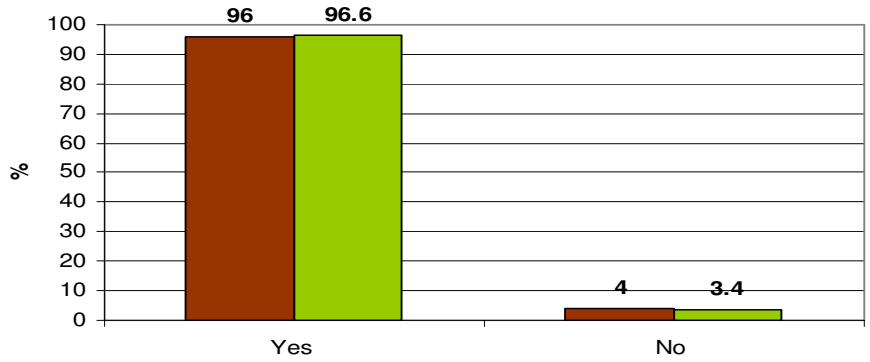
Q29. Do you feel this park is:



Almost two thirds of field respondents felt the park was natural, and over a half of household respondents felt it was.

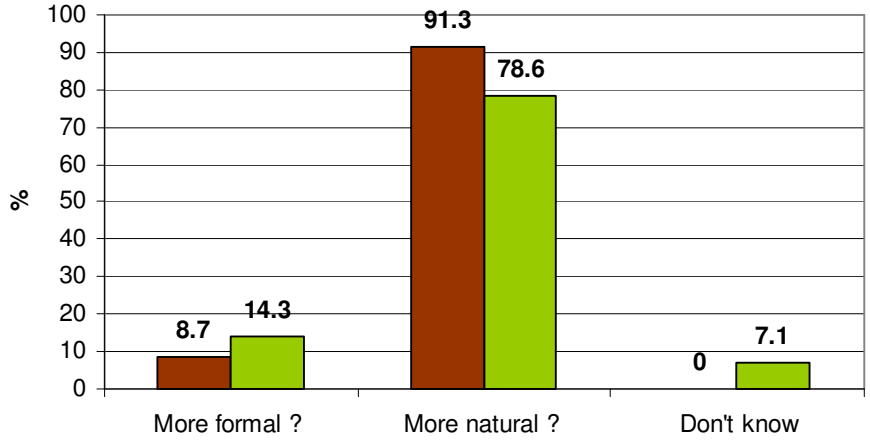
Legend: Household Survey Field Survey

Q30 Do you like the park as it is?



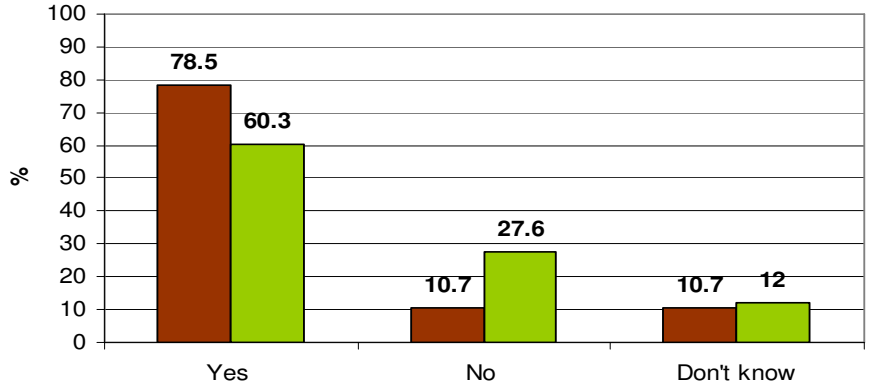
Virtually everyone liked the park as it is.

Q31 If no should it be:



Those who didn't like the park as it was would like it to be more natural.

Q32 Does this park give you the opportunity to feel connected to the history/heritage of your area?

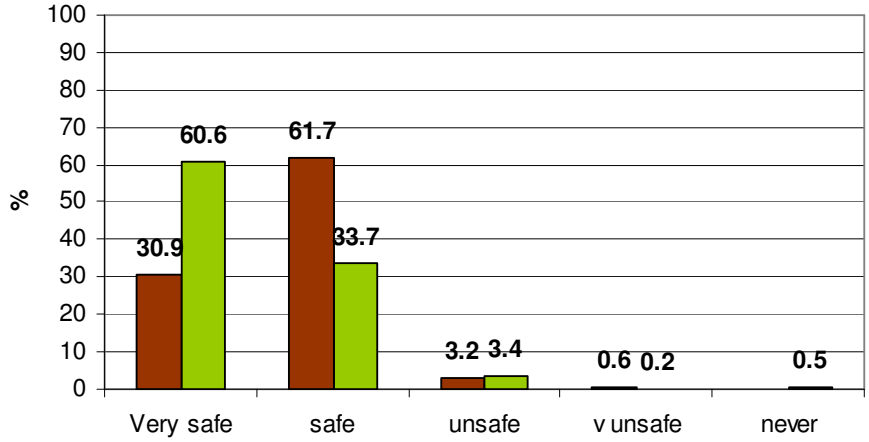


Just over three quarters of households and three fifths of field respondents felt the park connected them to the history and heritage of their area.

Legend: **Household Survey** **Field Survey**

Park Characteristics: Safety

Q33 How safe do you feel in the park?



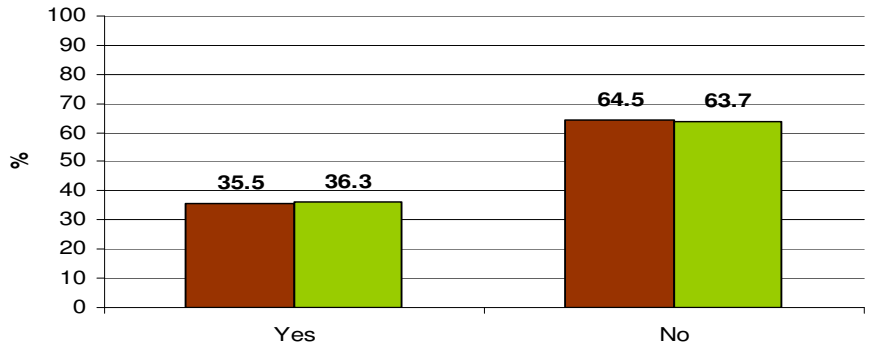
Almost everyone felt safe in the park though twice as many field respondents felt very safe whereas the same proportion of household respondents just felt safe.

Q34 If you do not feel safe please tell us why?

The main issue put forward by household respondents was the feeling of isolation and lack of natural surveillance. The second issue was lack of formal surveillance followed by the perception of danger based on a stabbing incident in the park a few years ago. Field respondents also referred to the feeling of isolation. See Appendix 2 for details.

Park Characteristics: Facilities

Q35 Do you feel there is a need for any facilities not currently provided in the park?



A third of both sets of respondents felt there was a need for facilities not currently provided.

Q36 What other facilities should be provided in the park?

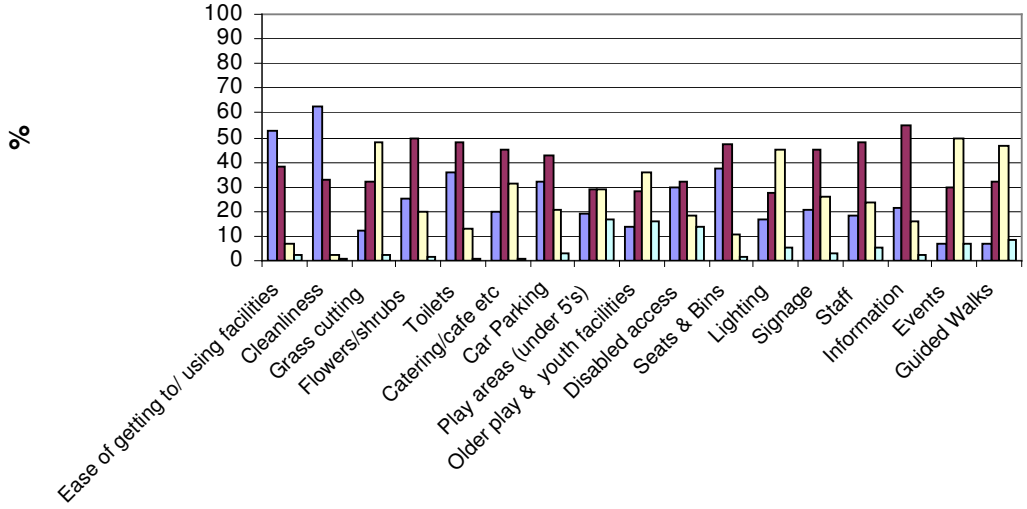
Both sets of household and field respondents predominantly asked for more toilet facilities and with more children's' play areas and parking coming in at joint second requirements. See Appendix 2 for details

Park Rating

Legend: Very Good | Good | Fair | Poor | Very Poor | Don't know

Q37 How important are the following to your enjoyment of Richmond Park?

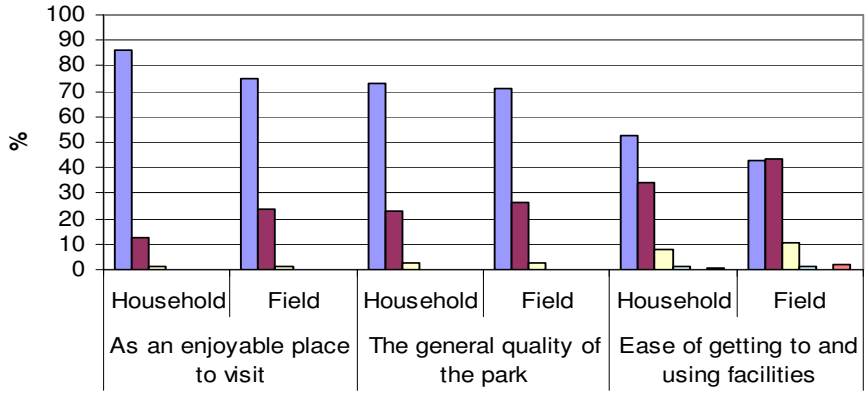
This question was only asked of households due to time restrictions on field surveys.



Household respondents rated cleanliness as the most important aspect to their enjoyment of the park, with easy access to facilities as the second most important aspect. Joint third important aspects were seats and bins and toilets.

Q38 How do you rate Richmond Park?

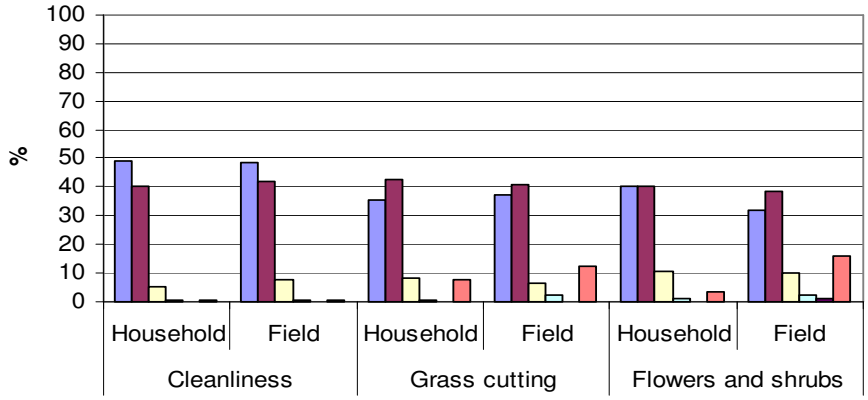
General



Both sets of respondents overwhelmingly rated the general characteristics of the park highly.

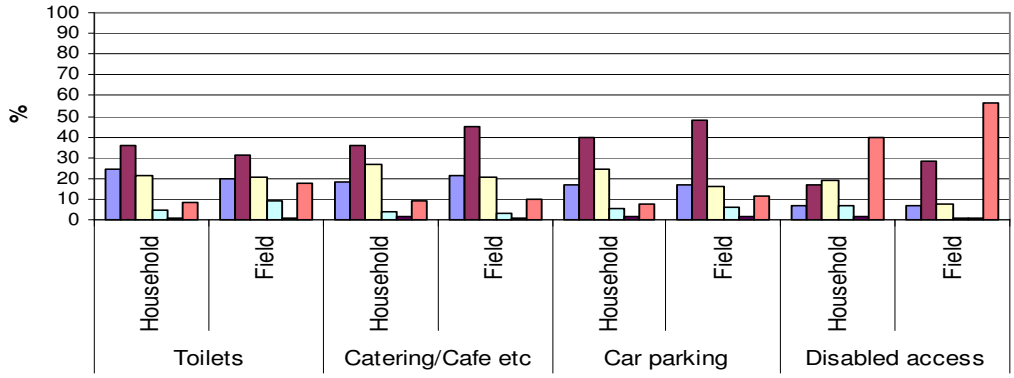


Maintenance



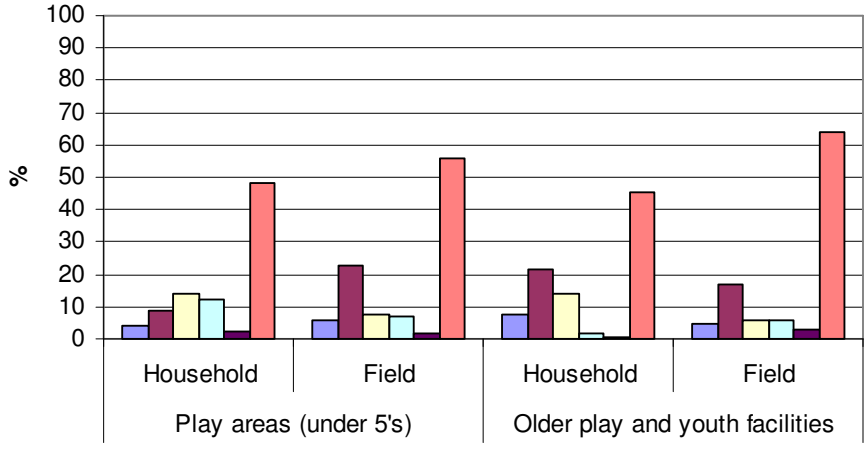
Both sets of respondents overwhelmingly highly rated the maintenance of the park.

User services



Both sets of respondents rated most user services as good with only the issue of disabled access as unsure.

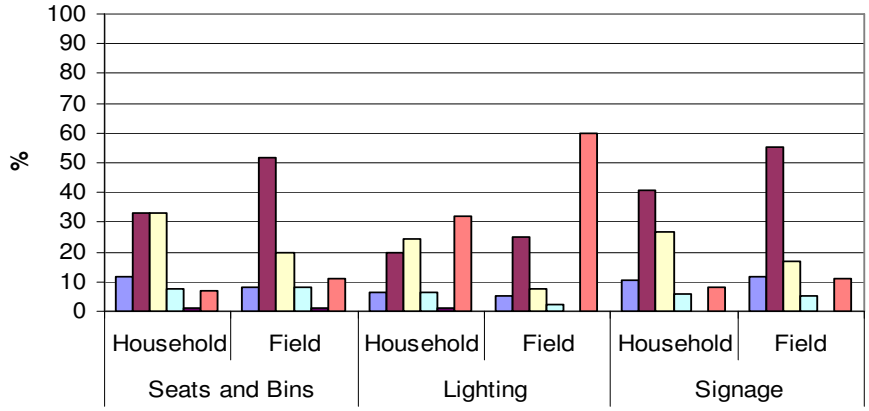
Play facilities



None of the respondents in either group were sure how to rate the play facilities.

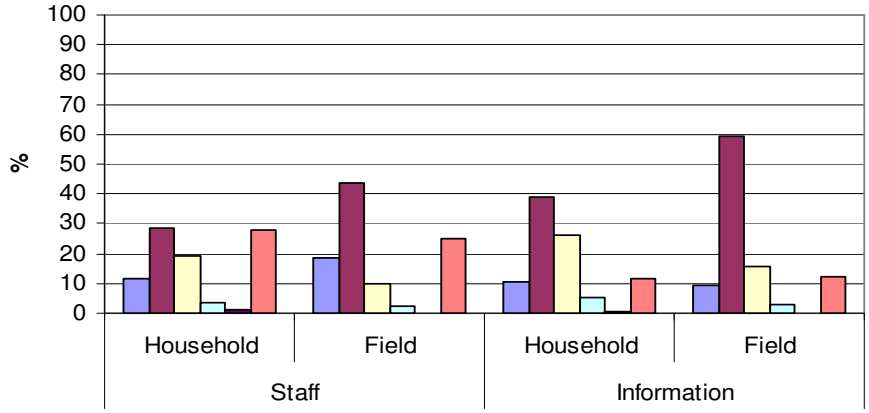


Park furniture



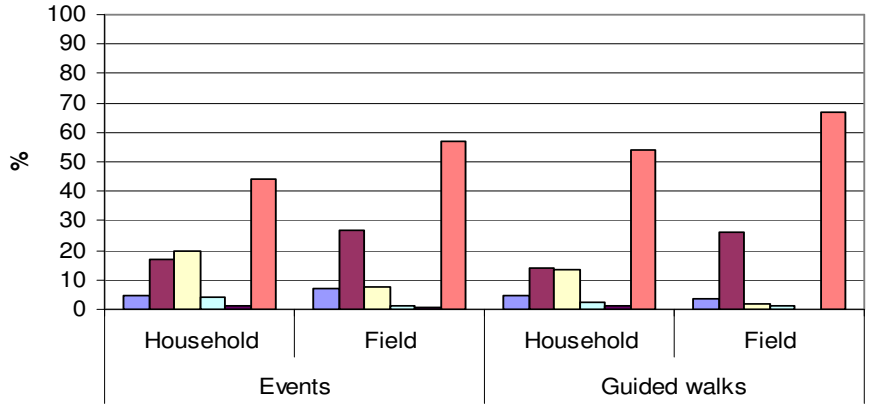
Both sets of respondents rated seats/bins and signage favourably but were unsure about the park's lighting, the field respondents more so.

Staff and other support



Both sets of respondents were divided between rating staff favourably on the whole but a significant proportion unsure. Both favourably rated information provided.

Events and other initiatives



Both sets of respondents were unsure how to rate events and guided walks.

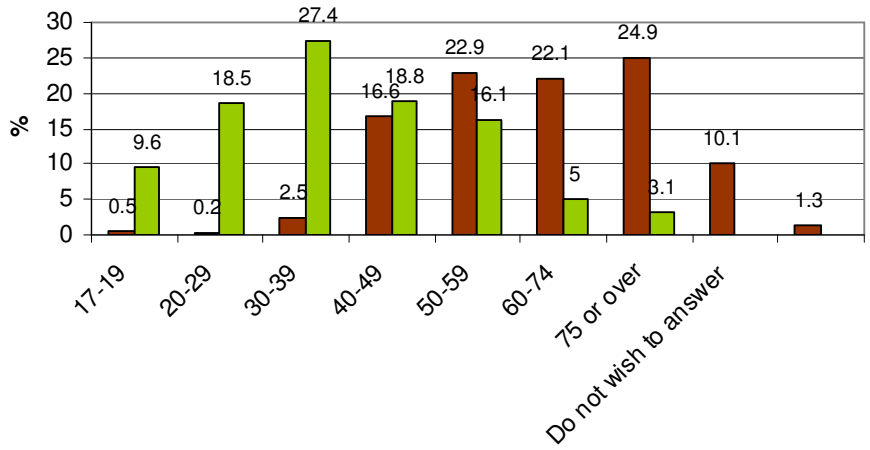
SECTION 3: About you – All respondents

Q39 Postcode

%	KT1	KT2	KT3-9	SW5-9	SW10-13	SW14	SW15	SW17-19	SW20	TW2-9	TW10	Other
House hold	7	19	0	0	0	14	20	0	0	0	32	9
Field	2	15	8	5	5	4	11	8	2	5	8	25

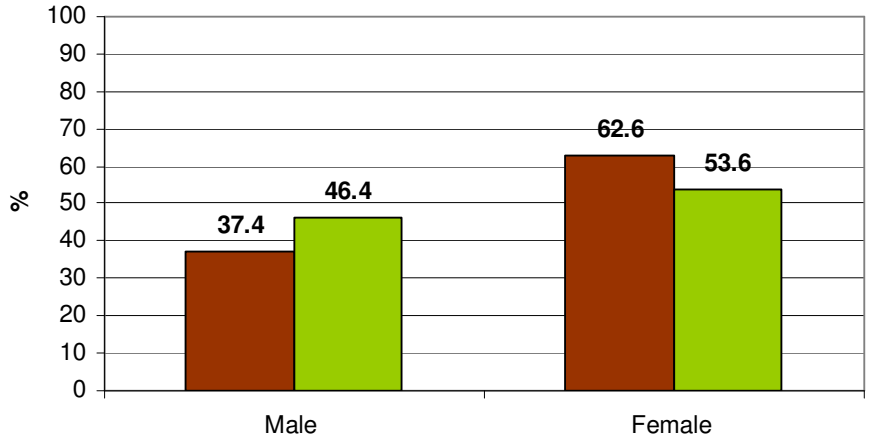
The distribution of field respondents postcodes shows the that many are not local to the area.

Q40 Age group



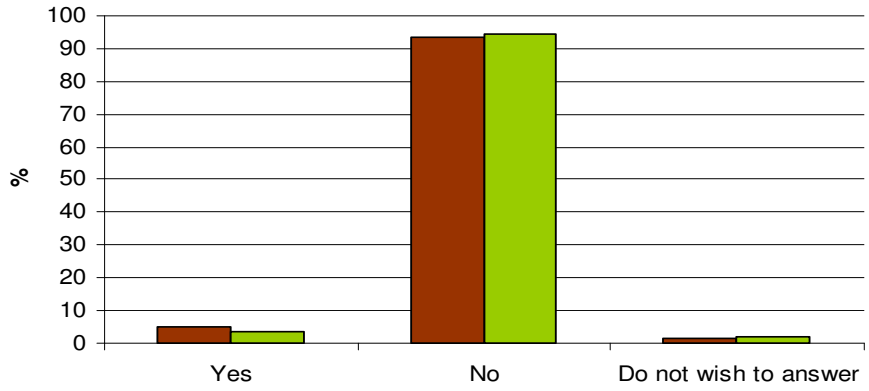
There is a significant difference in the age profiles of the two groups. Field respondents were much younger than household respondents – predominantly in their twenties to forties. Household respondents were predominantly and almost evenly divided between their fifties and seventies.

Q41 Gender

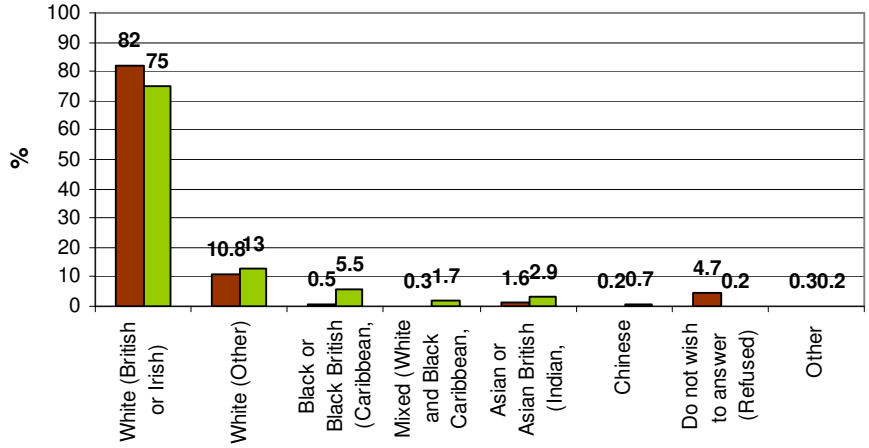


Field respondents were split roughly 50:50 male:female whereas household respondents roughly one third: two thirds male:female.

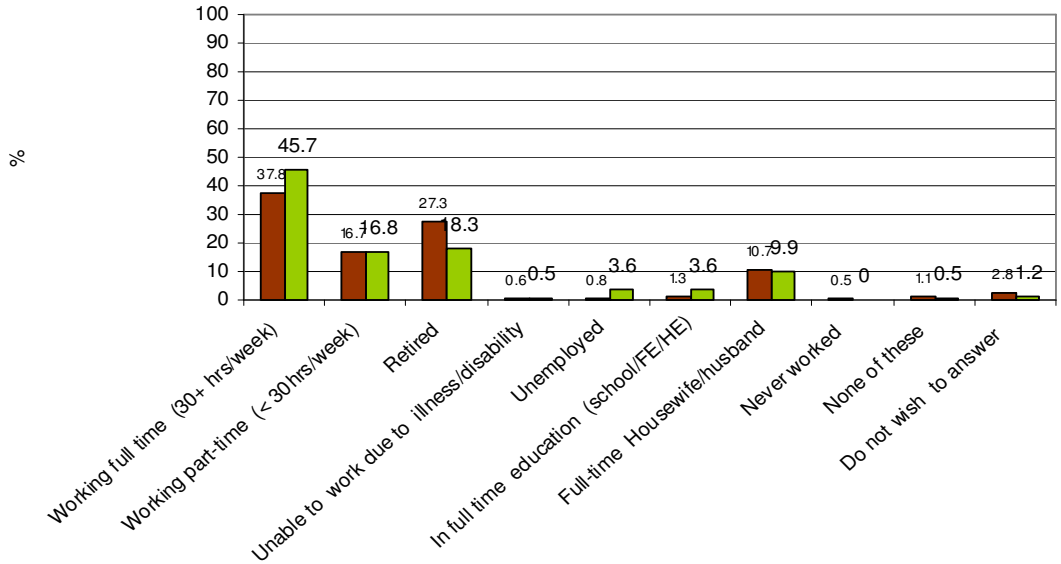
Q42 Do you consider yourself disabled?



Q43 Equal Opportunities Monitoring

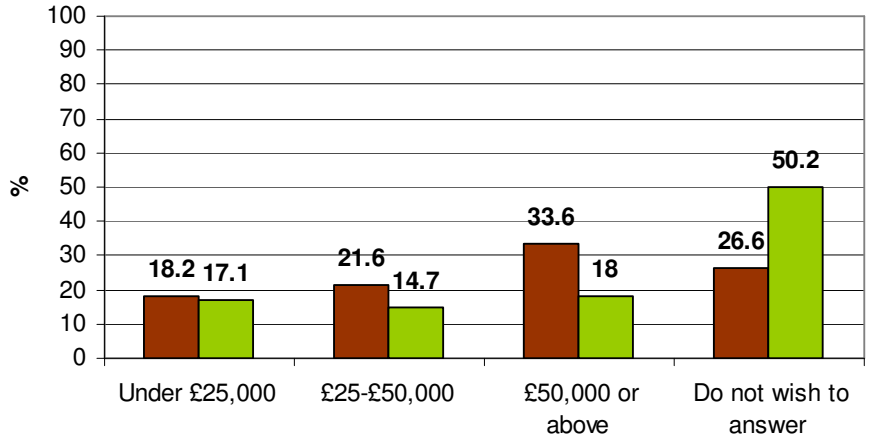


Q44 Which of the following best describes your current situation?



One sixth of both sets of respondents worked part-time and one tenth of both sets were full-time housewives/husbands. The largest group of both sets of respondents were working full-time.

Q45 Household Income



One sixth of both sets of respondents come from households whose income was below £25,000. Twice as many household to field respondents came from households whose income was over £50,000. One half of field and one quarter of household respondents did not wish to disclose their household income.

4. Conclusions

Richmond Park is expected to accommodated a bewildering set of expectations and demands from a wide range of users and it seems to be doing so rather well with only a few issues, some of which are common to all parks in this study.

Most household and field respondents appear to view the park first and foremost as an area that is predominantly an expanse of nature – of vegetation and wildlife - rather than a managed park in the more urban and local sense of the word and hence is a huge draw for users from a wide geographical spread, reflecting its success and popularity. Both sets of respondents rated it highly in terms of its naturalness and maintenance of this and consequently its enjoyment.

On the other hand, many users would like to see additional facilities provided, including many traditional park facilities eg children's play areas. This illustrates an inevitable difficulty in reconciling the natural/wilderness role of Richmond Park with a more typical neighbourhood park. Paradoxically, it is this highly-valued untouched quality and expanse which makes some users feel vulnerable but they are in the minority.

Again, because of its size, its role as a cut-through used by various modes of transport is causing various conflicts and issues ie volume/speed of bikes and cars, bikes v cars, both/either v pedestrians, restricted/unrestricted access times.

Appendix 1 – Manual counts at Richmond Park

Table A3.1 Richmond Park manual counts (exit only) October 2008 (15 minutes in each hour)

Footfall & Bike Counts - Richmond Park

Week 1			Number		Week 2			Number	
Date	Time	Gate	Foot	Bike	Date	Time	Gate	Foot	Bike
29-Sep	09.00-10.00	Kingston Gate	4	1	6-Oct	09.00-10.00	Pen Ponds CP	1	3
	10.00-11.00	Kingston Gate	2	2		10.00-11.00	Pen Ponds CP	4	5
	11.00-12.00	Kingston Gate	2	1		11.00-12.00	Pen Ponds CP	6	1
	12.00-13.00	Kingston Gate	1	1		12.00-13.00	Pen Ponds CP	3	4
	13.00-14.00	Kingston Gate	3	0		13.00-14.00	Pen Ponds CP	2	4
	14.00-15.00	Kingston Gate	1	2		14.00-15.00	Pen Ponds CP	5	5
	12.00-13.00	Roehampton CP	10	6		12.00-13.00	Pembroke Lodge CP	1	1
	13.00-14.00	Roehampton CP	8	6		13.00-14.00	Pembroke Lodge CP	3	3
	14.00-15.00	Roehampton CP	2	5		14.00-15.00	Pembroke Lodge CP	4	2
	15.00.16.00	Roehampton CP	2	0		15.00.16.00	Pembroke Lodge CP	3	2
	16.00-17.00	Roehampton CP	10	5		16.00-17.00	Pembroke Lodge CP	1	0
	17.00-18.00	Roehampton CP	4	10		17.00-18.00	Pembroke Lodge CP	2	1
30-Sep	09.00-10.00	Pembroke Lodge CP	2	2	7-Oct	09.00-10.00	Roehampton CP	8	2
	10.00-11.00	Pembroke Lodge CP	3	0		10.00-11.00	Roehampton CP	4	5
	11.00-12.00	Pembroke Lodge CP	1	1		11.00-12.00	Roehampton CP	3	2
	12.00-13.00	Pembroke Lodge CP	3	1		12.00-13.00	Roehampton CP	2	5
	13.00-14.00	Pembroke Lodge CP	4	2		13.00-14.00	Roehampton CP	3	4
	14.00-15.00	Pembroke Lodge CP	2	3		14.00-15.00	Roehampton CP	4	2
	12.00-13.00	Pen Ponds CP	3	3		12.00-13.00	Kingston Gate	12	0
	13.00-14.00	Pen Ponds CP	0	0		13.00-14.00	Kingston Gate	4	2
	14.00-15.00	Pen Ponds CP	1	0		14.00-15.00	Kingston Gate	3	1
	15.00.16.00	Pen Ponds CP	1	1		15.00.16.00	Kingston Gate	2	0
	16.00-17.00	Pen Ponds CP	5	2		16.00-17.00	Kingston Gate	2	1
	17.00-18.00	Pen Ponds CP	2	1		17.00-18.00	Kingston Gate	4	4
1-Oct	09.00-10.00	Kingston Gate	2	2	8-Oct	09.00-10.00	Pen Ponds CP	2	2
	10.00-11.00	Kingston Gate	3	1		10.00-11.00	Pen Ponds CP	5	7
	11.00-12.00	Kingston Gate	1	0		11.00-12.00	Pen Ponds CP	7	2
	12.00-13.00	Kingston Gate	0	0		12.00-13.00	Pen Ponds CP	5	3
	13.00-14.00	Kingston Gate	0	0		13.00-14.00	Pen Ponds CP	5	6
	14.00-15.00	Kingston Gate	2	0		14.00-15.00	Pen Ponds CP	4	3
	12.00-13.00	Roehampton CP	3	6		12.00-13.00	Pembroke Lodge CP	2	0
	13.00-14.00	Roehampton CP	4	7		13.00-14.00	Pembroke Lodge CP	2	2
	14.00-15.00	Roehampton CP	1	0		14.00-15.00	Pembroke Lodge CP	3	1
	15.00.16.00	Roehampton CP	9	4		15.00.16.00	Pembroke Lodge CP	5	1

	16.00-17.00	Roehampton CP	25	4		16.00-17.00	Pembroke Lodge CP	0	1
	17.00-18.00	Roehampton CP	8	8		17.00-18.00	Pembroke Lodge CP	0	0
2-Oct	09.00-10.00	Pembroke Lodge CP	1	1	9-Oct	09.00-10.00	Roehampton CP	6	4
	10.00-11.00	Pembroke Lodge CP	2	1		10.00-11.00	Roehampton CP	3	3
	11.00-12.00	Pembroke Lodge CP	1	0		11.00-12.00	Roehampton CP	2	3
	12.00-13.00	Pembroke Lodge CP	1	0		12.00-13.00	Roehampton CP	1	7
	13.00-14.00	Pembroke Lodge CP	2	0		13.00-14.00	Roehampton CP	2	6
	14.00-15.00	Pembroke Lodge CP	1	1		14.00-15.00	Roehampton CP	3	3
	12.00-13.00	Pen Ponds CP	2	1		12.00-13.00	Kingston Gate	4	2
	13.00-14.00	Pen Ponds CP	1	2		13.00-14.00	Kingston Gate	2	1
	14.00-15.00	Pen Ponds CP	0	1		14.00-15.00	Kingston Gate	2	4
	15.00.16.00	Pen Ponds CP	0	3		15.00.16.00	Kingston Gate	5	0
	16.00-17.00	Pen Ponds CP	2	1		16.00-17.00	Kingston Gate	6	4
	17.00-18.00	Pen Ponds CP	1	1		17.00-18.00	Kingston Gate	8	1
3-Oct	09.00-10.00	Kingston Gate	7	2	10-Oct	09.00-10.00	Pen Ponds CP	3	4
	10.00-11.00	Kingston Gate	6	3		10.00-11.00	Pen Ponds CP	4	5
	11.00-12.00	Kingston Gate	3	1		11.00-12.00	Pen Ponds CP	9	1
	12.00-13.00	Kingston Gate	5	2		12.00-13.00	Pen Ponds CP	6	5
	13.00-14.00	Kingston Gate	3	1		13.00-14.00	Pen Ponds CP	4	8
	14.00-15.00	Kingston Gate	11	2		14.00-15.00	Pen Ponds CP	2	7
	12.00-13.00	Roehampton CP	2	4		12.00-13.00	Pembroke Lodge CP	2	1
	13.00-14.00	Roehampton CP	4	2		13.00-14.00	Pembroke Lodge CP	3	0
	14.00-15.00	Roehampton CP	1	3		14.00-15.00	Pembroke Lodge CP	3	0
	15.00.16.00	Roehampton CP	2	2		15.00.16.00	Pembroke Lodge CP	1	0
	16.00-17.00	Roehampton CP	3	1		16.00-17.00	Pembroke Lodge CP	3	3
	17.00-18.00	Roehampton CP	4	3		17.00-18.00	Pembroke Lodge CP	1	0
4-Oct	09.00-10.00	Pembroke Lodge CP	3	2	11-Oct	09.00-10.00	Roehampton CP	7	10
	10.00-11.00	Pembroke Lodge CP	4	2		10.00-11.00	Roehampton CP	13	13
	11.00-12.00	Pembroke Lodge CP	2	0		11.00-12.00	Roehampton CP	9	7
	12.00-13.00	Pembroke Lodge CP	1	1		12.00-13.00	Roehampton CP	9	3
	13.00-14.00	Pembroke Lodge CP	1	1		13.00-14.00	Roehampton CP	4	5
	14.00-15.00	Pembroke Lodge CP	2	2		14.00-15.00	Roehampton CP	7	5
	12.00-13.00	Pen Ponds CP	2	8		12.00-13.00	Kingston Gate	16	3
	13.00-14.00	Pen Ponds CP	4	6		13.00-14.00	Kingston Gate	14	2
	14.00-15.00	Pen Ponds CP	2	7		14.00-15.00	Kingston Gate	20	1
	15.00.16.00	Pen Ponds CP	2	4		15.00.16.00	Kingston Gate	8	1
	16.00-17.00	Pen Ponds CP	3	5		16.00-17.00	Kingston Gate	20	3
	17.00-18.00	Pen Ponds CP	2	3		17.00-18.00	Kingston Gate	10	2
5-Oct	09.00-10.00	Kingston Gate	8	3	12-Oct	09.00-10.00	Kingston Gate	3	1
	10.00-11.00	Kingston Gate	9	2		10.00-11.00	Kingston Gate	5	1

11.00-12.00	Kingston Gate	10	3	11.00-12.00	Kingston Gate	17	4
12.00-13.00	Kingston Gate	24	9	12.00-13.00	Kingston Gate	29	7
13.00-14.00	Kingston Gate	33	8	13.00-14.00	Kingston Gate	30	9
14.00-15.00	Kingston Gate	22	9	14.00-15.00	Kingston Gate	25	8
12.00-13.00	Roehampton CP	1	3	12.00-13.00	Pembroke Lodge CP	5	10
13.00-14.00	Roehampton CP	3	1	13.00-14.00	Pembroke Lodge CP	3	7
14.00-15.00	Roehampton CP	2	2	14.00-15.00	Pembroke Lodge CP	5	6
15.00.16.00	Roehampton CP	3	4	15.00.16.00	Pembroke Lodge CP	2	3
16.00-17.00	Roehampton CP	2	2	16.00-17.00	Pembroke Lodge CP	6	5
17.00-18.00	Roehampton CP	2	2	17.00-18.00	Pembroke Lodge CP	8	2

Appendix 2 – Detailed Responses to Walking provision, Safety and other facilities.

Q16. Is there anything that could be done to improve walking provision in this park?

	Households
Paths	• Paths more pram accessible. • More pathways at roadside. • More signage to aid the less used routes. • No more formal paths please • Better footpaths, more clearly marked, restricted to pedestrians of all ages. • Wider walking path as it is currently shared between pedestrians and cyclists • Better paths - some are not pushchair friendly • Separate paths for cycles & walkers. • A few more paths would be useful. However, suggested circular routes on the main map sites would be very good. These would need to be signposted • More clearly defined paths. • The beauty of the park like it used to be in its near possible natural state. Please no more huge ugly paths for horses and bikes- it's now in danger of being "over managed". • 2) More supervision of footpaths- repair seems to take to long. • We do not need more paths! • Improve paths around pond. • Signage, more surfacing of very used routes. • Paths where there are no bikes or bikes give way to pedestrians. Paths which are away from main road. • Separate Paths for walkers and cyclists • Wider paths • Separate Paths for walkers and cyclists • Separate Paths for walkers and cyclists • Separate Paths • Separate Paths for walkers and cyclists • Separate Paths for walkers and cyclists • Separate Paths for walkers and cyclists • Separate Paths for walkers and cyclists • Separate Paths for walkers and cyclists • Some of the paths levelled for easier walking. • Better/more defined walks. • More routes • Separate Paths for walkers and cyclists • Separate Paths for walkers and cyclists • Separate Paths for walkers and cyclists • Separate Paths for walkers and cyclists • Separate Paths for walkers and cyclists • Separate Paths for walkers and cyclists • Better paths, benches. • More small casual paths in areas where the grass is tall. • Widen paths to allow further access by bikes. • Separate Paths for walkers and cyclists • Separate Paths for walkers and cyclists • Improve paths in terms of water absorption - can be VERY muddy during wet cold weather • Some paths can become very water logged and muddy. It would help if these could be evened out and wood chipped or gravelled.
Cyclists	• Do something about speeding mountain bikes off the cycle track. • Stop cyclists using footpaths. • Keeping cyclists off paths, which are only for walkers. • Discreet provision of more lavatories deeper in the park. • Separate paths needed for walkers and cyclists. Walker has to be on the constant lookout

	for cyclists who may plough into them at speed. • Enforce speed limit for cars etc • Cyclists can be quite aggressive to walkers, especially with young children. • The only issue is how the segregate walkers from cyclists. Also, people walk on different sides of the park- leading to clashes. • Limit cyclists- they ride too fast and don't keep to designated tracks. • When it is busy, shared paths with cyclists whizzing by at great speed isn't very pleasant- far less relaxing to walk. • Create a separate cycle path on the road like Central Park, NYC. • More control over cyclist using paths marked "no cycles". • The walking paths are good for walkers. Cyclists have become a concern to people using the paths, Most cyclists do not have a bell to warn walkers they are approaching, elderly people using the paths need to be warned when cyclists are approaching. • Separating walkers from cyclists. • Bikes kept to paths • Get rid of orange cycle path • Make cyclists use non pedestrian paths • The shared cycle track is a disaster. The roads are too busy with commuters. Banish the cyclists to the road. • Separate cycle paths from walking paths. Cyclists go very fast, some without regard for walkers and their children/pets. • Specific signs for cyclists marking clearly where they can cycle. I see them everywhere on the lanes making it unsafe for walkers. • Restrict cyclists on some of the paths • Separate walking and cycling paths • Keep cyclists off paths • Separate bikes & people • Separate cycle and walking paths. • Slow down cyclists using paths • Slow bikes down on footpaths. • Separate paths for cyclists? A lot of cyclists seem obsessed with cycling at great speed and show no regard for small dogs or even pedestrians! • Separate cycle paths from footpaths. • There is sometimes conflict with cyclists who travel fast and do not have a warning bell. • Bike use the paths and ride far too fast- this need to be policed in order for adults, kids and dog to use safely. • Control cyclist speed on foot/cycle paths. • Some cyclists go too fast. Some cyclists do NOT keep to Tamsin trail • Give pedestrians and cyclists priority for crossing at all major road junctions. This would have dual benefit of improving facilities and making park less attractive as a rat run for cars. • Reduce the speed of cyclists on the formal route around the park and enforce the ban on "off path" cycling • Control cyclists. • Separate walking from cycle routes. • Slow the cyclists down on pedestrian parks. Keep cyclists off walking only paths. • Too many cyclists on paths and on roads at weekends which is dangerous due to the narrow roads. • Restrict/prevent racing cyclists from using park, especially at weekends. There has been an influx over the last 2 years and they are a danger to pedestrians, other cyclists and motorists. Many of them ignore the highway code and applicable speed limits, and clog up the park roads. • Separate cycle/pedestrians. Pedestrian crossings (cars will stop 200 yards ahead of deer away from road, but wont stop for walkers!). • lane discipline for cyclists/runners. • Separate cyclists and walkers. • Cyclists routes not on same routes as walkers, possibly slightly better paths for pushchairs.

	• Keep cycles off walking paths and make them slow down. • Separate cyclists from walkers • Separate cycle paths, away from walkers and dogs. • Slow down some of the male cycle riders who seem to think it's a race track! - or separate cycles and pedestrians • Fast bikes on shared paths make it difficult to walk with children • Separate paths for cyclists and walkers • Separate cyclists and pedestrians. • A separate cycle path. • Ensure cyclists show consideration for walkers. • Minimise the bicycles on the walking paths. • Cyclists remain on their designated paths. • Control the cyclists! Have a code of conduct. • Cyclists! • Separate paths for bikes • SPEEDING CYCLISTS • Maybe cyclists should be more aware of walkers. • More signs • Better signage in the middle of the park - it can be easy to get lost • Better signage to direct cyclists away from walking paths. • Ban bikes • Cyclists should strictly observe cycle rules of park re cycling routes. • SPEEDING CYCLISTS • Careful of cyclists. • Ban bikes • Enforcing the cycle tracks. • SPEEDING CYCLISTS • SPEEDING CYCLISTS • Ban bikes • SPEEDING CYCLISTS. • SPEEDING CYCLISTS. • SPEEDING CYCLISTS • Keep cyclists off the paths. • Behaviour of cyclists in shared paths. Road crossings should be pedestrian priority. • Speed limit for cyclists. • SPEEDING CYCLISTS • Cut back on cycle lanes. • Ensure cyclists stick to cycle paths. • Bikes on walking paths- bit of a pain. • Get the cycles on cycle paths rather than on roads. • More control of bikes. • SPEEDING CYCLISTS • SPEEDING CYCLISTS
Cars	• Ban cars on weekend or one weekend a month. • Ban cars at certain times? Generally fine though- the large number of cars is the only drawback. • Close it to traffic except for access to car parks nearest gates one weekend a month • Charge cars £1 entry to remove traffic flow. Money can be put to use maintain the park. • It would really encourage more foot use if there were more car free days- say every Sunday or one Sunday per month, especially run up to the Olympics. • Reduce cars • Reduce and stop traffic in the park. • Restrict cars by allowing them access only to a car park- not to drive round the whole park. • Sign posts to car parks. Toilets in all car parks. • More car parks. • Personally I think there shouldn't be any roads and it should be an environmentally friendly place.

	• More paths could spoil beauty of park. Current paths are good - maybe more information about lovely places off the main paths • Yes. I believe the park is a leisure resource not a highway. CARS do not belong here! • Return Pen Ponds car park to former size. • In the summer there are too many people and cars. There aren't enough spaces to park. • Better parking places! • More parking spaces! • The car park at the lake was halved in size. Putting it back to its previous size would be and improvement as parking is now sometimes difficult there.
Access	• Pedestrian priority crossing at the main junctions with the roads eg. at the gates and junction near East Sheen gate • Some sort of shuttle bus service, enabling people to use the Park without having to take their cars • Provide passage or little bridge over brooks and trenches. • Pedestrian crossings at gates. • There could be more provision for wheelchairs. Gravel is very hard to push over • Obviously there is the issue of pushchair accessibility but it is a park so we do not expect tarmac path, it would ruin the feel of the park. • Better pedestrian crossings at roads; more car free routes: stricter controls on car speed. • You could make it more buggy friendly around its various lakes.
Signposts/information	• More sign posts • Signs to exit in Isabella Plantation • A few more signs to let you know where you are especially in the middle of the park • Improved signage re miles to various places. • Better signage with distances between destinations • Have some set routes and sign posts. • Better signposts. • Route maps/guides for walking. • More maps- or maps you can pick up and carry around. • Making simple maps available. • Leaflet with maps. Maps are not easy to use.
Dogs	• Better controls over dogs fouling • Get rid of dogs, pedestrian crossings and encourage more wildlife. • Improve access to more areas- by increasing car parking space. Not everyone, myself included can walk great distances. • Pushing a wheel chair we are restricted. • Wheelchair friendly surfaces, in particular Pembroke Lodge car park, paths where appropriate • Dog mess?? • If dog owners controlled their dogs and cleaned up after their mess. • More bins for dog poo, • Too much dog poo on footpaths! • Dogs should be on lead. • Stop dogs fouling the grass areas.
Miscellaneous	• Would like to see more police- for security. • More drinking fountains. • More family areas and playground. Please provide picnic areas. • Provide more signs to say "Take your litter home or put it in bins provided". • Occasional bins and toilets throughout park • Stop the deer from chasing me when the dog is on the lead. • More playgrounds for older children • More shortcuts • Smoother paths for wheelchair access, as pushing chairs on gravel is very hard. • Improve menu & quality at cafes. Extra maps Remember that Richmond Park is a NNR & SSSI. Walkers should leave quiet places for wildlife (nesting larks, baby deer etc). So we shouldn't be able to walk everywhere. • Water fountains-

	• more seats. • A few seats • More rangers. • More places for shelter or centers with transport available in park, gate to gate service maybe. • It could be made prettier with some more shrubs and flowers. • No- walkers already meander throughout the park- even on cycle paths. • Improve drainage. • No more deer culling! • If there are signs to indicate when walking in the park after the gates are closed to care, then I have missed them! • Bins • More seating please! • Better surveillance of offenders. • More directions

Field:
Number responses/issue

Litter / litter bins	11	**Water Fountain**	1
Flower beds	4	**More seats**	2
Finish the fencing	1	**More toilets**	8
Car parking	6	**Speed restrictions for cyclist**	15
More signposts	19	**Zebra crossing**	3
Shelters	1	**More / Better Cafes**	3
Path not safe / Adequate	8	**Cars should be banned**	2
Cycling lanes	11	**No cyclists**	4
Better wheelchair access	2	**Too many horse tracks**	1
More routes	7	**People stick to their appropriate paths**	3
Dog areas	7		

Q18. If you feel there is a conflict between walkers and other users please describe this conflict below and how you think this could be resolved.

Field:
Number responses/issue

Dogs are vicious and aggressive owners do nothing	5
Dog mess everywhere	2
Cyclists everywhere	84
People don't like dog walkers	3
Walkers	1
Better signs to separate lanes / routes	13
Joggers not letting cars pass	1
Cars should be banned	2
Speed restrictions	9
Ban horses	1
More cycle lanes	1
Lack of walking areas	5
Walkers	2

Q22 Is there anything that could be done to improve provision for cycling in this park?

	Households
Quality of cycle paths	• I have noticed many more cyclists use road than cycle paths and also do not (many at any rate) observe the 20mp limit. The cycle paths are gravel- if paved or tarred it may get more cyclists using them. • I have thin tyres so use the road. I would like the cycle paths to have a hard surface. • Resurface cycle track from Star & Garter Gate to Roehampton Gate for use as a serious A - B route and get cyclists off the road • Safer cycle paths - the gravel is hazardous plus the roads at the roundabout are slippery • There is a slightly dangerous part- slid on gravel downhill from Kingston gate to left. • Enlarge the cycle paths- make it less humpy and strictly reserved to cyclists. • Can do better by clearly marking the path and direction of cycling. • The track around the edge of the park, although re-laid recently is still very loose in some areas with too much grit, presenting a potential hazard • The tracks often erode quickly and it takes a long time to repair. • It would be nice to have a tarmac route for road cycles. • Adding to cycle paths, as in recent addition of all weather horse routes. • Cycle paths are in poor repair in places • As above, Better maintenance of surface of Tams in Trail • Well signposted cycle paths and a couple more of them. Specific map re cycling in Richmond Park • More, better, safer • Lots of falls, especially children where the gravel is deep or uneven • Sometimes path very soft and gravel can make us fall off. • Resurface cycle tracks more quickly after heavy rain. • Cycle paths on road. • One of two more paths in body of park (perhaps echoing horse rides) to spread load of use. Improve weather proofing of surfaces of unsealed paths • Perhaps cycle tracks running parallel to the road and maybe widening of the track where it is needed. • Some more cross country routes that you're allowed to use. • Some paths have big cracks on the surface, forcing cyclists into the middle of the road. • Improve drainage. • Repair potholes more promptly. • On some of the paths it can be quite bumpy and needs some improvement. • Better tracks. • Bumpy for road bikes. • Some tarmac routes not on road. Road bikes too dangerous on gravel. • The paths are crumbling in parts, making it dangerous for cyclists. • Tarmac cycle paths • Trail routes are good. • Some paths are uneven. • Sand tracks are not good for cycling.
Number of cycle paths	• Open up horse routes to cyclists. • More cycling tracks across the park. • Create more cycle routes across the park- not round it. • More cycle paths. Wider cycle paths so more space for walkers and cars. • There should be a few more cycle paths, one old track leading up to the Isabella car park from the opposite of the road needs to be laid down • More paths that go through the centre of the park and not just peripheral - so more wildlife can be seen • Could be more cycle routes provided. • More routes for cycling. • More designated paths for cyclists. • More dedicated cycle routes required with more thought as to crossing park between

	gates.
Separate cycle paths	• Segregate walkers and cyclists perhaps but I suppose the bikers would just go faster. • Different paths to walkers. • Separate cycle paths. No walking or dogs on cycle paths • Separate cycle only routes. • Make pedestrians more aware of cycling routes. • A separate cycle path- as above. • Designated cycle lane. • More clearly defined cycle and walking paths. • Widen the road, have dedicated cycle path for road cyclists. • Create cycle routes • Would benefit if separate to walkers • Better separation of cycle routes from cars and pedestrians. • Give cyclists cycle paths and walkers walking path. • Separate paths. Possible slow and fast lane to keep families and serious cyclists apart • Designated cycling and walking paths • Dedicated cycle paths. • Separate paths for cyclists and walkers. • Cyclists should have their own paths and not use the roads. • Should have separate cycle routes. • There should be a dedicated cycle track and cyclists deterred from cycling on the road. Certainly their speed must be limited. • Have separate walking and cycle lanes. • Cycle routes on the road should be marked out in Richmond Park. • Is often difficult with pedestrians. • CYCLING ONLY PATH! • Separate paths for walkers and cyclists • Signs for people on foot and bikes to show what paths are what. • Keep pedestrians off cycle paths (shared paths never are!). Then there would be no need for cyclists to ride on footpaths. • 17 x separate paths
Cycling Etiquette	• Better guidelines re: cyclist speed. • I feel that too many paths are prohibited so all the cyclists and pedestrians are on the same path. I feel a sign should say "Slow down for pedestrians" or something like that • Cyclists on road go far above 20mph. They often travel 3 abreast and resent other users • Yes, make cyclists stick to cycle paths by enforcing law. • Stick to cycle tracks. • Make slow riders stay off road and on cycle paths • But paths should be for slow leisurely cycling only! • Remind cyclists to ride on left. • Cyclists should give way to pedestrians at all times. • Single-file cycling • Tighter speed regulations for cyclists. • Increase speed limit to 30mph again. • Keep speed down.
Cars	• Ban cars on weekend. • Enforce speed limit for cars the new road markings are a start • Cyclists get angry with motorist. Cyclist should stick to 20mph limit. • On roads, drivers do not respect cyclists. Should reinforce need to look out for cyclists (days when closed to cars would be brilliant! Off road cycling sometimes made difficult by tree roots blocking mountain bike paths • Again sort out the traffic- on road traffic goes faster that 20mph and often overtake one another.

	• Create times when car traffic is banned. • Closing the park to all through traffic on Sunday mornings to allow cyclists and pedestrians free run of the park - it would be lovely • Car free days. • The reduction of the vehicle speed limit to 20mph brings cars and bikes into conflict much more than when the cars could go 30mph. • Could consider having car free days/mornings to encourage youngsters to cycle on road with confidence. • Ban on vans outside peak times. Although I appreciate the difficulties of doing this • Restrict/withdraw the right of cars to use the park. • No cars! • CARS!!! Move them to the proper roads and use the roads for cycling. • Reduce car speeds. • Fewer cars would allow bikes to use the roads more safely. • Keep cyclists at speeds below 20mph just like cars. • I would like the park to become car free.
Miscellaneous	• Bridges are narrow and people dawdle on them causing obstruction. • Not all cyclists are confident on the road and so use the pavement. Better identification for both would be less confusing • East cycle path - not everyone wants to cycle east • Signs to warn walkers that cyclists are using the paths. • More flexibility to cycle parallel to horse tracks and other trails is justified. • Leaving cycling in the park to normal leisure use (as in the past), rather than having roads used as a racing track. • More cycle parking areas. • Open the Roehampton gate at night for bicycles • A cycle route to Roehampton. Danebury Avenue is a bus route • Remove "no cycling" signs in certain places. eg. on path between Ham gate and main circuit road in Park. Also along Beverly Brook which provides safe cycle access to the park from West Wimbledon • Border cycle tracks to maintain curves. • People not aware that dogs make it dangerous for cyclists on track. • There is a difference between cycling as an exercise and cycling to walk the dog. Please do not ask dog walkers to use the cycle paths when they are with their dogs. It is dangerous for the dogs. • Get rid of 20mph on roads. • More places to secure bikes. • Made harder for them and easier for walkers. • Bike should be on the road with the cars. • The large number of road cyclists now deserve the road to themselves up to 10am on Sat & Sun. • Don't make us use the main road. Give us routes which can co-exist with pedestrians. • Make them use roads. • Make it clear it's for cyclists. • Walkers should be encouraged to walk off the paths - it's nicer. Then any conflict would only be with people on wheels! • I think the signage should be clearer that the pathways are shared between pedestrians and cyclists • Ban bikes

Field:
Number responses/issue

Cycling route	5	Zebra crossings	1
Stick to appropriate lanes	4	Wider roads	1
Clearer signs	5	Separate tracks	7
Stop cars using paths as a short cut	7	More / Better Cafes	1

Better paths	4	Have an underpass below A3	1
Fine off road users	1	Have Showers	1
More awareness	1	Water Fountain	1
Speed restrictions	3	Zebra crossings	1

Q24 if you feel there is a conflict between cyclists and other users please describe this conflict Below and how you think this could be resolved.

Better routes	1	Stop cars coming into the park	6
They use each other's lanes	17	Speed restrictions	3
Speed cameras	3	Dogs to be kept on a leash	1
Have no respect for each other	4	Paths to be wider	1
They don't give way to each other	4	Aggressive Drivers	2
Walkers and Cyclists	1	Reduce the traffic	1
Cyclists to have a bell	3	Cyclists and Drivers	2

Q34 If you do not feel safe, why?

	Households
Isolation/absence of natural surveillance	• I'm disabled and elderly. I wont go into the centre of the park during the week when I might be alone. • Probably wouldn't walk alone except at busy times. • As a woman you never always feel safe. Glad when you see the odd police car patrolling. • Sometimes on my own, off track, feel a little vulnerable. • Would be very careful about only going in day light. Park can be very quiet- makes me feel unsafe. • Generally safe though not as a woman runner in the evening as it can feel quite isolated and no real presence of park staff. • I only go to busy places if I am alone eg. Pembroke Lodge. I would not feel safe in quiet areas. • Safe in a group but I do not like to go alone as it can be quite isolated park. • I do not feel completely safe when running in the park on weekday evenings, even when still light. Would be nice to have presence of park wardens at least on main paths • If I am walking alone, I never go off the main area where people can see me. Too risky of attack. • I feel it is very safe at weekends but not so good on weekdays. The Tamsin Trail is out of sight and sound of other users in certain parts and if one is attacked no one could see. This is why one prefers to be accompanied on weekdays or in bad weather • A woman alone always feels unsafe in quiet lonely areas • Some bits of the cycle trail are very quiet and overgrown and can be a bit worrying • Wouldn't use the park after dark • Not enough park officials around and at times I can be running on my own for quite some time • Since the murder 2yrs ago, I worry now. I previously would run, even at night. Wouldn't go now after dark. • Fairly safe but I wouldn't go walking alone or let the kids go alone • Would not like to walk alone in some of the more remote areas of the park. • Safe during busy periods although weekday mornings can be very solitary. • Feel unsafe when the park is quiet and not many people around. • Many secluded areas. As a women with a young child I stick to the main road, when walking. Feel too vulnerable if venturing into the depths of the park.

	• As a woman I do not feel very safe walking alone. • I DO feel safe, but this is why I like car driving though. It makes it less isolated. • Some areas are isolated. Not many people about. • Erratic - busy times are OK • Safe when the park is busy. Unsafe in quiet areas. Fear is based on knowledge of previous attacks in the area • Not enough police around. • I feel safer on the weekends when there are more people about. Less so in the week. • Safe during the day but not at night. • Yes, but I wouldn't run there in the dark on my own. • There have been murders in the past. Not so safe for a woman alone at quieter times of the day. • Do not and would not feel 100% safe on my own. • I never walk alone in any park. • Only feel unsafe if lots of traffic behind/overtaking me while I'm on the road. • I do not feel safe when there is no flow of traffic. I think it would be more unsafe if cars were banned. • As a female, I avoid off the beat walks- but I would avoid by the river as well. • The only time I feel unsafe is when you can't see anyone in front of you; something you can't do anything about. • But less safe for my wife if she's alone. • If one goes to the quieter areas too far from the roads of main footpaths it can be creepy for women on their own. Also some dogs jump up on people. • Anywhere seems dangerous alone, more so large open spaces. • Safe during the day, would not walk at night. • Walking near Pen Ponds feels less safe since the car park was changed to be out of sight. • Sometimes unsafe during the evening as the lighting is poor and it is empty sometimes. • As a female it would be nice to see a warden of some kind patrolling the park. • I would not walk there on my own.
Formal surveillance	• More police activity to be seen would be good. Mounted police are reassuring. • Although I generally feel safe, a stronger park police presence should be possible during weekend/busy periods to prevent illegal parking etc, and the number of commercial vehicles using the park seems to be on the increase. • Police. 2) CCTV at gates • Some years ago there was a couple of murders of walkers. I am not aware of any patrols of footpaths away from the road routes. • 2) Focus of park police on use of cameras to catch any motorist slightly exceeding speed limits, rather than patrolling the park on foot to keep it safe for users. • No enough official presence • I felt safe until man was murdered one morning with many people around - more police needed • Since the Royal Parks don't patrol as much a few incidents resulting in using the gate phones have been terrible - The Kingston police are not as caring
Cyclists	• Speeding and reckless cyclists are the only danger to pedestrians. • The mixture of both cars and cycles both doing about 20mph is dangerous. • Lunatic cyclists as described earlier. • Fear of cyclists knocking walkers over
Past incident	• Since a fatal stabbing • Man was stabbed to death in Richmond Park whilst cycling through. • Generally safe, except for an incident awhile back when a local cyclist got stabbed by some deranged man in broad daylight. • 1) Murder near Sheen Gate a few years ago. • Slightly nervous about the knife attack that happened a few years ago. Aware of my vulnerability. • Sometimes so worry- cast mind back to murder of cyclists 2 years ago: but a

	rare/one-off. • If I were on foot I wouldn't feel safe - there have been "incidents" in the past • 1977 I was the victim of a very serious assault - attempted murder - by a stranger in Richmond Park • I was cycling in the park at the time of the fatal stabbing. I have felt less safe since and generally go with friends. •
Miscellaneous	• Bad tempered cyclists. • I feel unsafe because of cars. • Police seem more interested in speeding tickets than people in park i.e bikes and horse riders. • Just before the gates close car drivers become more aggressive. • Only unsafe when bracken is high. • Deer rutting season. • More phones • Emergency phones would be good though. • Now I have lost my dog after walking twice a day in the park for at least 2 hours a day. I am very wary of the deer so it stops me going far. • Except when it gets dark and you hear the animal noises.! • Safe during the day but not necessarily at night because of the groups of teenagers. • Dim light at nightime so this is less safe feeling. But don't change this the dark is good and natural. • I am wary of the male deer especially when I'm walking off the paths • The deer chase when the dog is on the lead.

Field: **Number responses/issue**	
Main roads are dangerous for kids	1
Drunks / Drug addicts hanging about	4
Perverts lurking about	1
Gangs of kids intimidating	1
Lack of police patrol in park	2
Some areas not safe	5
Attacks have happened	1

Q35 Do you feel there is a need for any facilities not currently provided in the park?

	Households
Play area	• A bigger interactive play area for children age 8 years and over. • Could do with more child play facilities- like the fantastic playground at Petersham Gate. • More formal playground space for children and teenagers. • It would be nice to have a large children's play area like the in Bushy Park • Another playground. • More children friendly areas eg. play areas for under 5's. • More small children play areas • Children playground at Robin Hood gate. There are no play facilities in this end of the borough for young children • More facilities for children. • More children's areas. • Children's play area near Roehampton side. • Maybe an enclosure for young children. • Another children's play area near north side. • Playground would be a welcome addition. • Children's play area at Kingston gate to be reopened. • It would be lovely to have a small play area with swings etc near the Roehampton gate. (Toilets at the moment also). • Young people don't have enough opportunities for sport. There should be more facilities in the park • Safe area for children to play football near Kingston Gate • Children's play area. Kingston Gate was brilliant but now closed. • More play areas for under 5's. Area near Kingston Gate is not working properly • Older children's play area (climbing frame) • More children's playgrounds. • Children's play grounds • Better play facilities for children especially of an adventure nature • Children's play area. • More facilities for children. Play areas. • Children's play area in Roehampton end. • Better children's play area > more facilities and activities enclosed. Something as in Bushy Park. • Imaginative play areas for children; not usual being swings etc. Something like Princess Diana's playground, Kensington Gardens- wooden structures and architecture. • A couple more children dog free play areas. • More children's playgrounds. Access impossible in some places for twin pushchair • A really good adventure playground would be good as children are not allowed to climb the trees
Café	• More parking at Pen Ponds. • Better cafe facilities. • Perhaps more refreshments. • Better catering facilities. • Better food and drink at Pembroke Lodge. • A cafe or kiosk by the playground would be great and probably very profitable for the park. • I think the refreshments are expensive • More venues for restaurants and restroom facilities. • A better and cheaper place to enjoy coffee and cake. Whilst enjoying some view. • Car park near pen pond always congested during weekend • Descent catering. • More kiosks open during the weekend. • More dining/cafes - much better toilets and more events such as music and plays • More improved facilities, Pembroke Lodge has one of London's most fantastic

	views, but they still create the feel of school/canteen lunches. • Nice restaurant • Additional cafes.
Parking	• More car parking in remote areas. • Some car park too small at peak periods. Proper restaurant at Isabelle Plantation car park. • Fill in the pot holes at Pembroke Lodge car park. • On a hot day more parking. • If Richmond Council carries on removing car parks for bee sanctuaries etc it will ensure motorists don't bother bringing their families or themselves to the park. Pen ponds park should be increased before the others enlarged • More parking bays! • Better surface for car parks and clear delegation of parking spaces. • I do not feel that the "improved" parking at Penn Ponds has been successful. The significant reduction in parking is a problem at weekends • The car parking provision is becoming inadequate at peak times. • I think Pen Ponds car park should be reinstated, the only park close to the "safe road" for children etc. biking/skating etc. • More car parking spaces are needed. Consideration should be given for using an area of Ham Common. • More car parks • Better car parking at Penn ponds • More parking. • Additional parking. • More car parking • Increase parking. • More disabled parking spaces! • More parking • Some sort of parking in Ham Gate Avenue. • More car parking space. • More disabled parking near the restaurant.
Toilets	• Public lavatories. • Better toilets • Toilets in car parks and other walking trails. • More toilet facilities. • Toilets need improving. • More toilets- especially where families are most likely to go- the ponds and Isabella plantation. • Better toilet facilities • Lavatories • Toilets in centre of park. • Possibly more loos. • Improved toilet facilities • Toilets • More toilets, benches, cafes, parking. • More toilets at car parks; perhaps another cafe/restaurant; larger and more imaginative signage. • Toilets in the car park. • More toilets. • More public toilets • Toilets • Toilets • More toilets- especially where families are most likely to go- the ponds and Isabella plantation. • More toilets • Toilets • Toilets, bins and car park in more central position as I cannot walk into centre of

	park - too far • Toilets in Isabella Plantation to be open on a regular basis. • Toilets near to Isabella car park. • Toilet should be left open at all times and not with restricted opening hours. • More public toilets and more bins for dog waste. • More toilets at the various gates. Pembroke Lodge toilet opening hours should be same as park access. • Toilets near Pen Ponds would be good • There could be more public toilets. Also there is little provision made for disabled visitors • Toilets at strategic points • Toilets • Toilets must be open in all parts of the park.
Seating	• More benches might be nice. • More seating, particularly for elderly or disabled people. • Seats with backs. • Benches • More benches, picnic tables, cafe and playground • More seats/benches.
Dog waster/litter	• Bins for dog waste. • More dog poo bins • More dog waste and litter bins. • More dogs bins, but discreet. • More dog litter bins. People leave the bags lying around • Areas for dog popping adjacent to car park to prevent dog poop being spread through the park. • Secure waste bins, dog poo bins. • Pedestrians, and especially picnickers should be encouraged to remove litter by providing more bins throughout the park. • Signs to prevent litter dropping.
Miscellaneous	• Water fountains that work! Water fountains More water points- taps/fountains to get water. • Drinking taps to fill water bottles. More water fountains. Bring back drinking fountains. Also points where dogs and horses can drink. One or two watering points which are well sign posted Drinking water. Water fountain Public water fountains by the toilets at Pembroke Lodge. More drinking fountains. • More paths for cyclists, more/better catering facilities-picnic areas with adequate litter bins. • Limit traffic/cars in the park- especially at the weekends. By not allowing it to be as a short cut by blocking those routes while allowing access to car parks. • More guide maps. • Football pitch. Changing Rooms. To fly model aircraft • More sign posts for walkers and cyclists. Also short cut signs. • More information about what is in the park. A nice place to have lunches. Car parks are very busy in the summer. We need to drive as we have small children • More rangers/patrols in the evening. • More sport facilities and info about it. • Wheelchair routes suitable for the disabled. • More nature reserve areas • More visibility of park police. • A "Parc all vita"- exercise stations made out of "nistic" materials on a route as on the continent. • Ban cars from driving through. • You can't get a mobile signal in the park or internet connection • Stop dogs spoiling ponds and natural habitat by forbidding them swimming in the

	pond • Recycling facilities near cafes. • More sports activity areas- great park, deer etc, but feel it should also benefit more people. • Cycle lock up areas in car parks • A local daytime small bus to the park from Richmond and/or Kingston would be nice-driving into the park. • A bus service enabling people who cannot drive to reach 1. Isabella 2. Pembroke Lodge 3. Roehampton Centre. • Gate to gate shuttle service for anyone who needs it. • A mini bus doing the circuit should be provided for those without transport or good lets. It would also cut down on cars • Perhaps a bus, which travels around the park. • As we get older we could do with help getting to the further places - a minibus twice a day doing the circuit? • Better nature trails. • A nature centre • Two storm wood was an excellent idea pity there are not one or two more like this. • Open Robin Hood gate to through traffic which will ease congestion on Roehampton Lane. • A separate cycle track- could also be used for those on roller blades. Designated cycle tracks. Cycle paths. Cycle tracks. Companion cycling schemes. More cycle parking. Bicycle hire. • Horse drawn carriage as in Hamptons Park. • Patrolling on roads- at regular intervals. • Seasonal displays of some kind et maze • Swimming/lido? • Open air swimming - like Hampstead Heath • A lido of some sort. • Robin Hood Gate should be re-opened. Closure has affected traffic on Petersham /Richmond Road • Lighting. • Pedestrian's crossings near each of the gates. • More park rangers, more visible for protection and safety • Help points for emergencies in car parks, Isabella Plantation and the like. • Baby changing facilities at Roehampton Cafe. • Learning resource centre - detailing history & ecology of park • Put up signs telling people not to stress the deer by coming so close that the deer move away. • There used to be a boating pond by Sheen Gate in summer- rowing boats, canoes and motors. Also a pretty victorian bandstand near Richmond Gate where gigs might be held. • Information on the history of the park should be more available. Tennis courts? • Robin Hood gate should not be closed. • Events- music events similar to Kew.

Field respondents:
Number responses/issue

Better play park for kids	13	**Provide music entertainment**	1
Exits / Gates to be safer	3	**Park ranger**	6
Flower beds / Greenery	2	**Wildlife**	4
More seating areas	9	**Cycle lanes**	5
Notice boards / more information available	12	**Increase security**	3
Toilets / no charge to use them	53	**More police**	5
Cafe / eating places	12	**Exercise equipment**	2

Dog areas	7
Water drinking fountain	6
Shelters	2
Litter bins	12
Interactive facilities	2
Water features	1
Free Car Parking	**1**
Reduce the speeding	1
Shuttle bus to take you round the park	1

Free Car Parking	13
Reduce the speeding	2
Close at a reasonable time	1
More club buildings for sports	2
Newsagents	2
Internet access (street net)	1

Appendix 3 Household Survey

LONDON PARKS POSTAL SURVEY

PLEASE SEND BACK THE COMPLETED QUESTIONNAIRE BY 6th October 2008.

If you have any questions please contact Georgina Barretta on 020 7687 2020. As explained in the covering letter, the survey response will be treated in confidence and results aggregated to preserve anonymity.

SECTION 1 - GENERAL VIEWS ON PARKS

Q1 **Thinking generally about the parks and open spaces in your area:**

	Yes	*No*
Do you feel they are important in making somewhere a good place to live?		
Do you feel satisfied with the provision in your area?		
Do you feel your local parks/open spaces need improving?		

Q2 **Do you feel that the parks/open spaces in your area have improved over the last three years?**

Better *Worse* *Same*

Q3 **Do you have access to a garden?**

Yes *No*

Q4 **In the last 12 months have you been for a day out in the countryside?**

Yes *No*

Q5 **In the last 12 months how often have you used parks and open spaces, including as part of a shortcut or cycle journey?** (Summer = May - October and Winter = November - April)

	Richmond Park Summer	*Richmond Park Winter*	*Other Local Parks Summer*	*Other Local Parks Winter*
Not Used				
Seldom or never during this season				
Once per month				
Once every two weeks				
Once or twice a week				
Most days				
Every day				

Q6 **If you NEVER use Richmond Park please explain why:**

I am too busy / not enough time.....	*I don't like parks and open spaces*.....	*Lack of suitable transport*.
It is too difficult to get to....	*It is badly maintained*	*The park does not interest me*.....
Poor health.....	*It is too far away*.....	*I don't feel safe visiting the park*.....

Other reason (please describe)

SECTION 2 - HOW DO YOU USE CENTRALPARK

Q7 **When you visit Richmond Park do you normally visit the park alone or with others?**

Alone.....

With others.....

Both (equally divided).....

If with others how many of you would there normally be (including yourself)?

Q8 **What time of day do you normally use the park?**

Before 9am	*Afternoon*.....
Morning after 9am	*Evening/After dark*.....
Lunchtime	*Various*.....

Q9 **Where do you usually travel from?**

Home	*Shops*.....
Work.....	*School* .....

Other (please specify)

Q10 **How do you usually travel there?**

By foot..... *Car* .....
Bicycle..... *Bus* .....
Motorbike ..... *Tube* .....
Other (please specify)

Q11 **How long does it normally take you to get there?**

Less than 5 minutes..... *15-20 minutes*.....
5 - 10 minutes ..... *20 - 30 minutes*.....
10-15 minutes ..... *more than 30 minutes*.....

Q12 **Generally, why do you go to the park?** (please tick all that apply)

To walk..... *To play sport / exercise* .....
To cycle..... *To take children to play* .....
Other (please specify)

Q13 **WALKING - If you walk in the park, why?** (please tick as many of the following that apply)

Relax / enjoy the environment / green space ..... *Travelling through / short cut*.....
Exercise ..... *Commuting to work* .....
Dog walking .....
Other (please specify)

Q14 **Generally, how long do you spend walking in this park?**

Up to 15 minutes..... *30 minutes - 1 hour* .....
15-30 minutes ..... *More than 1 hour*.....

Q15 **How satisfied are you with the quality of walking routes (paths and roads) in the park?**

Very good *Good* *Fair* *Poor* *Very Poor* *Don't Know / No opinion*

Q16 **Is there anything that could be done to improve provision for walking in this park? -** please describe

Q17 **Do you feel there is any conflict between walkers and other users of the park?**

Yes ..... *No*.....

Q18 **If you feel there is a conflict between walkers and other users please describe this conflict below and how you think this could be resolved.**

Q19 **CYCLING - If you cycle in the park, why?** (please tick as many of the following that apply)

Leisure ..... *Travelling through / short cut*.....
Exercise ..... *Commuting to work* .....
Other (please specify)

Q20 **Generally, how long do you spend cycling in this park?**

Up to 15 minutes..... *30 minutes - 1 hour* .....
15-30 minutes ..... *More than 1 hour*.....

Q21 **How satisfied are you with the quality of cycle routes and roads in the park?**

Very good *Good* *Fair* *Poor* *Very Poor* *Don't Know / No opinion*

Q22 **Is there anything that could be done to improve provision for cycling in this park? -** please describe

Q23 **Do you feel there is any conflict between cyclists and other users of the park?**

Yes ..... *No*.....

Q24 **If you feel there is a conflict between cyclists and other users please describe this conflict below and how you think this could be resolved.**

Q25 **SPORT - If you participate in sport in this park , what formal and informal sport(s) do you participate in?** (please tick as many as apply)

Rugby..... *Bowls*.....
Football ..... *Cricket*.....
Tennis ..... *Frisbee* .....
Rounders/Softball.....
Other (please describe)

Q26 **Generally, how often do you participate in sport in this park?**

Almost every day..... *Within the last six months*.....
Once or twice a week..... *Longer ago*.....
Once every two weeks..... *Never*.....
About once a month..... *Don't know/ Do not wish to answer*..

Q27 **At each visit generally how long do you spend participating in sport in this park?**

Up to 30 minutes..... *1 - 2 hours*..... *more than four hours*.....
30 minutes - 1 hour..... *2-4 hours*.....

Q28 **Generally, how do you rate the sports facilities in this park?**

	very good	*good*	*fair*	*poor*	*very poor*	*non existent*	*don"t know*
Access to the facilities (by car or on foot)							
Availability of the facilities							
Quality of the facilities							
Sports staff							
Cleanliness							
Value for money							

Q29 **Do you feel this park is:**

Really natural..... *Quite formal* .....
Natural in some parts..... *Don't know*.....

Q30 **Do you like the park as it is?**

Yes..... *No*.....

Q31 **If no, should it be:**

More formal ?..... *More natural ?*.....

Q32 **Does this park give you the opportunity to feel connected to the history / heritage of your area?**

Yes..... *No* ..... *Don't know* .....

Q33 **How safe do you feel in the park?**

	Very safe	*safe*	*unsafe*	*very unsafe*	*never thought about it*

Q34 **If you do not feel safe please tell us why.**

Q35 **Do you feel there is a need for any facilities not currently provided in the park?**

Yes..... *No*.....

Q36 **If Yes to Question 35 please provide details**

Q37 **How important are the following to your enjoyment of Richmond Park ?**

	Very Important	*Important*	*Not Important*	*Don't Know*
Ease of getting to and using facilities				
Cleanliness				
Grass cutting				
Flowers and shrubs				
Toilets				
Catering/cafe etc				
Car Parking				
Play areas (under 5's)				
Older play and youth facilities				
Disabled access				
Seats and Bins				
Lighting				
Signage				
Staff				
Information				
Events				
Guided Walks				

Q38 **How do you rate Richmond Park?**

	very good	*good*	*fair*	*poor*	*very poor*	*don't know/not applicable*
As an enjoyable place to visit						
The general quality of the park						

Ease of getting to and using facilities
Cleanliness
Grass cutting
Flowers and shrubs
Toilets
Catering/Cafe etc
Car parking
Play areas (under 5's)
Older play and youth facilities
Disabled access
Seats and Bins
Lighting
Signage
Staff
Information
Events
Guided walks

SECTION 3 - ABOUT YOU

Q39 **Postcode**

91.6

Q40 **Age**

16 or under ..... *30-39* ..... *60-74* .....
17-19 ..... *40-49* ..... *75 or over* .....
20-29 ..... *50-59* ..... *Do not wish to answer* .....

Q41 **Gender**

Male ..... *Female* .....

Q42 **Do you consider yourself to be disabled as defined by the Disability Discrimination Act 1995?** (The Disability Rights Commission (DRC) defines disability as "A physical or mental impairment which has substantial and long term adverse effect on a person's ability to carry out normal day to day activities".)

Yes *No* *Do not wish to answer*

Q43 **Equal Opportunities Monitoring- To help us monitor equal opportunities please indicate to which of these groups you consider that you belong :**

White (British or Irish) .....
White Other .....
Mixed (White and Black Caribbean, White and Black African, White and Asian) .....
Asian or Asian British (Indian Pakistani, Bangladeshi, any other Asian background ....
Black or Black British (Caribbean, African, any other Black background) .....
Chinese .....
Do not wish to answer .....

Other Ethnic group (Please specify)

Q44 **Which of the following best describes your current situation?**

Working full time (30+ hours per week) .....
Working part-time (less than 30 hours per week) .....
Retired .....
Unable to work due to illness/disability .....
Unemployed .....
In full time education (school/college/university) .....
On government work training programme .....
Housewife/husband - full time in the home ....
Never worked .....
None of these .....
Do not wish to answer .....

Q45 **Please indicate your household income**

Under £25,000 .....
£25-£50,000 .....
£50,000 or above .....
Do not wish to answer .....

THANK YOU FOR YOUR ASSISTANCE

Please return questionnaire in the pre-paid envelope provided to
Bone Wells Associates, Omnibus Business Centre, 39-41 North Road, London N7 9DP