Twickenham Riverside Development Engagement

Results Report

1. Introduction

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

Engagement was delivered between 4th September and 2nd October 2019. The purpose of this engagement was to gather feedback from people who visit, live, work or study in the area on the five short-listed architects and their scheme proposals.

Alongside the main adult engagement, and in line with the Council's corporate priorities to increase engagement amongst less heard groups, the Project Team specifically targeted children and young people through specially designed events. The purpose of this was to gather feedback from children and young people about the concept designs from the five short-listed architects.

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

2. Methodology

The Project Team contacted all primary and secondary schools within the local area making appointments to visit and deliver engagement sessions with the children at a time appropriate for the school. The team spoke with approximately 300 children and young people across 4 schools and one youth centre as listed;

- St Mary's C of E
- Orleans Park School
- Radnor House school
- Trafalgar Infant School
- Heatham House Youth Centre

The children and young people were given an introduction to each design, outlining key information available to the public. They were then asked to write their comments describing elements that they liked and disliked, for the team to take away and process. For most sessions the children rotated between the 5 design stations, with an officer present at each station to respond to any questions and assist with capturing information. This was judged to be the most accessible way to involve children and young people, whilst sticking as closely as possible to online engagement questions.

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

3. Response

In total, the Council received 1,344 comments from approximately 300 children and young people in the local area.

Respondents were aged between 7 and 15.

The children were very enthusiastic about being involved in the design process and fully engaged with the 5 designs they were shown. They showed great interest in being further involved with design development and helping to ensure that the design delivers for adults and young people.

4. Results

4.1.   Feedback on the five schemes

The children and young people were asked to give positive and constructive feedback on each of the five architects' schemes in turn. It was not compulsory to comment on every design. The amount of comments on each scheme is as follows;

- Architect 1 likes: 238
- Architect 1 dislikes: 86

- Architect 2 likes:180
- Architect 2 dislikes:103

- Architect 3 likes: 231
- Architect 3 dislikes: 81

- Architect 4 likes: 88
- Architect 4 dislikes 142:

- Architect 5 likes: 137
- Architect 5 dislikes: 62

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Architect 1

Question 1: What do you like about this design and why?

This was an open question that allowed respondents to describe what they liked about the scheme designed by architect 1. In total, 238 comments were given.

When the comments were analysed, 8 key themes were identified. These are illustrated in the table below.

Please use the space below to provide further comments on the proposal.		
Themes	**Number of comments that mentioned this theme**	**Percentage of total comments**
Theme 1 – There are lots of activities for people to do	49	21 %
Theme 2 – The market	38	16 %
Theme 3 –The trees/plants/green space	25	11 %
Theme 4 – It's my favourite	24	10 %
Theme 5 – The cafés/restaurants/pubs	23	10 %
Theme 6 – The architectural style and look of buildings	23	10 %
Theme 7 – The children's play space/park	18	8 %
Theme 8 – The amount of open space and layout of open space	14	6 %

Question 2: What don't you like and why?

This was an open question that allowed respondents to describe what they didn't like about the scheme designed by architect 1. In total, 86 comments were given.

When the comments were analysed, 6 key themes were identified. These are illustrated in the table below.

Please use the space below to provide further comments on the proposal.		
Themes	**Number of comments that mentioned this theme**	**Percentage of total comments**
Theme 1 – Suggestions for additions	22	26 %
Theme 2 – Other	18	21 %
Theme 3 – Lack of trees/plants/green space	12	14 %
Theme 4 – The architectural style and look of buildings	10	12 %

Theme 5 – The market	6	7 %
Theme 6 – Lack of activities for people to do	5	6 %

*Other – the majority of 'other' comments were that children did not view the scheme to be environmentally friendly enough and were concerned about protecting the surrounding wildlife.

Architect 2

Question 3: What do you like about this design and why?

This was an open question that allowed respondents to describe what they liked about the scheme designed by architect 2. In total, 180 comments were given.

When the comments were analysed, 7 key themes were identified. These are illustrated in the table below.

Please use the space below to provide further comments on the proposal. Themes	Number of comments that mentioned this theme	Percentage of total comments
Theme 1 – Floating offices	48	27 %
Theme 2 – Other	44	24 %
Theme 3 – Trees / plants/ green space	20	11 %
Theme 4 – King Street building	20	11 %
Theme 5 – Architectural style and look of the buildings	15	8 %
Theme 6 – Amount of open space and layout of open space	11	6 %
Theme 7 – Children's play space/ park	10	6 %

Question 4: What don't you like and why?

This was an open question that allowed respondents to describe what they didn't like about the scheme designed by architect 2. In total, 103 comments were given.

When the comments were analysed, 7 key themes were identified. These are illustrated in the table below.

Please use the space below to provide further comments on the proposal.		
Themes	Number of comments that mentioned this theme	Percentage of total comments
Theme 1 – Style / layout / materials	22	21 %
Theme 2 – General dislikes	18	18 %
Theme 3 – Lack of things to do	17	17 %
Theme 4 – Lack of green space / trees / plants	13	13 %
Theme 5 – King Street building	10	10 %
Theme 6 – Floating offices	8	8 %
Theme 7 – Amount of housing (too little)	7	7 %

Architect 3

Question 5: What do you like about this design and why?

This was an open question that allowed respondents to describe what they liked about the scheme designed by architect 3. In total, 231 comments were given.

When the comments were analysed, 5 key themes were identified. These are illustrated in the table below.

Please use the space below to provide further comments on the proposal.		
Themes	Number of comments that mentioned this theme	Percentage of total comments
Theme 1 – natural swimming pool	89	39 %
Theme 2 – It's my favourite	30	13 %
Theme 3 – Archways	29	13 %
Theme 4 – Market	25	11 %
Theme 5 – cafes/ restaurants/ pub	12	5. %

Question 6: What don't you like and why?

This was an open question that allowed respondents to describe what they did not like about the scheme designed by architect 3. In total, 81 comments were given.

When the comments were analysed, 5 key themes were identified. These are illustrated in the table below.

Please use the space below to provide further comments on the proposal.		
Themes	Number of comments that mentioned this theme	Percentage of total comments
Theme 1 – Archways	32	**40 %**
Theme 2 – natural swimming pool	17	**21 %**
Theme 3 – Trees / plants/ green space	10	**12 %**
Theme 4 – Architectural style / layout / materials	7	**9 %**
Theme 5 – Lack of activities for people to do	5	**6 %**

Architect 4

Question 7: What do you like about this design and why?

This was an open question that allowed respondents to describe what they liked about the scheme designed by architect 4. In total, 88 comments were given.

When the comments were analysed, 9 key themes were identified. These are illustrated in the table below.

Please use the space below to provide further comments on the proposal.		
Themes	Number of comments that mentioned this theme	Percentage of total comments
Theme 1 – Architectural style / layout / materials	19	22%
Theme 2 – steps/ pontoon	19	22 %
Theme 3 – cafes/ pubs/ restaurant	10	11 %
Theme 4 – children's play space/ park	8	9 %
Theme 5 – improving river view	6	7 %
Theme 6 – other	5	6 %
Theme 7 – general likes	5	6 %
Theme 8 – market	5	6 %
Theme 9 – Trees / plants/ green space	5	6 %

Question 8: What don't you like and why?

This was an open question that allowed respondents to describe what they did not like about the scheme designed by architect 4. In total, 142 comments were given.

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When the comments were analysed, 6 key themes were identified. These are illustrated in the table below.

Please use the space below to provide further comments on the proposal.		
Themes	**Number of comments that mentioned this theme**	**Percentage of total comments**
Theme 1 – Lack of trees/ plants/ green space	**35**	**25 %**
Theme 2 – Lack of activities for children to do	**21**	**15 %**
Theme 3 – Architectural style / layout / materials	**20**	**14 %**
Theme 4 – other	**17**	**12 %**
Theme 5 – general dislikes	**15**	**11 %**
Theme 6 – pavilion / bandstand	**12**	**9%**

*Other – the majority of 'other' comments were that children did not view the scheme to be environmentally friendly enough and had concerns about rubbish being thrown into the river from the tiered seating area.

Architect 5

Question 9: What do you like about this design and why?

This was an open question that allowed respondents to describe what they liked about the scheme designed by architect 5. In total, 137 comments were given.

When the comments were analysed, 6 key themes were identified. These are illustrated in the table below.

Please use the space below to provide further comments on the proposal.		
Themes	**Number of comments that mentioned this theme**	**Percentage of total comments**
Theme 1 – likes about the riverside gardens (floodable)	**34**	**25 %**
Theme 2 – trees/ plants/ green space	**30**	**22 %**
Theme 3 – Architectural style / layout / materials	**14**	**10 %**
Theme 4 – children's play space / park	**14**	**10 %**
Theme 5 – other	**11**	**8 %**
Theme 6 – decking area	**7**	**5 %**

*Other – the majority of 'other' comments were that children viewed the scheme as being environmentally friendly and the liked the inclusion of boat houses/storage.

Question 10: What don't you like and why?

This was an open question that allowed respondents to describe what they did not like about the scheme designed by architect 5. In total, 62 comments were given.

When the comments were analysed, 6 key themes were identified. These are illustrated in the table below.

Please use the space below to provide further comments on the proposal.		
Themes	Number of comments that mentioned this theme	Percentage of total comments
Theme 1 – likes about the riverside gardens (floodable)	15	24 %
Theme 2 – trees/ plants/ green space	13	21 %
Theme 3 – Architectural style / layout / materials	10	16 %
Theme 4 – children's play space / park	10	16 %
Theme 5 – other	4	7 %
Theme 6 – decking area	4	7 %

*Other – the majority of 'other' comments were that children viewed the scheme to have too many buildings and too few/too many trees.

Appendix A - Copy of the Master Consultation Material

Twickenham Riverside Development

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

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

The Design Brief can be read here.

Timeline of Drop-in Exhibitions:

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

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

How will the final decision be made?

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

Have your say

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

- Introduction and background to the project
- Essential Design Information
- Architect 1
- Architect 2
- Architect 3
- Architect 4
- Architect 5

See here for further information on parking.

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

What happens next?

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

Survey

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

1 In what capacity are you completing this survey?
Please select all that apply

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

2 Please tell us your postcode below.
This information will not be used to identify you personally but to ensure we are consulting widely across the area.
……………………………………………………………………………………………

Your views on Architect 1's scheme

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

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

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

Your views on Architect 2's scheme

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

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

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

Your views on Architect 3's scheme

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

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

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

Your views on Architect 4's scheme

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

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

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

Your views on Architect 5's scheme

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

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

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

Engagement activities

13 How did you hear about this engagement?
Please select all that apply

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

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

14 Are you:
- Male
- Female
- Prefer not to say
- Prefer to self-describe:

15 What was your age last birthday?
- 19 and under
- 20-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75+
- Prefer not to say

16 Do you consider yourself to have a disability?
- Yes
- No
- Prefer not to say

17 How would you describe your ethnic group?
- White
- Mixed/multiple ethnic groups
- Asian or Asian British
- Black/African/Caribbean/Black British
- Prefer not to say
- Other ethnic group, please specify:

18 Please indicate your sexual orientation:
- Heterosexual / straight
- Gay man
- Gay woman / lesbian
- Bisexual
- Prefer not to say
- Prefer to self-describe

19 Do you belong to a religion or faith group?
- No
- Yes, Christian
- Yes, Buddhist
- Yes, Hindu
- Yes, Jewish
- Yes, Muslim
- Yes, Sikh
- Prefer not to say
- Yes, other (please specify):