

Wandsworth Town Centre Engagement

Findings Report



January 2026
Planning Engagement Team



Contents

01 Introduction	4
02 Your priorities	7
03 Data analysis	10
04 Engagement activities	15
05 Survey insights	19
06 Findings	30
- Connection and movement	32
- An identity for Wandsworth Town	38
- Links to nature	42
- Better public spaces	45
- Affordable Housing	48
- Culture, leisure and night-time activities	50
06 Next steps	53
Appendices	55

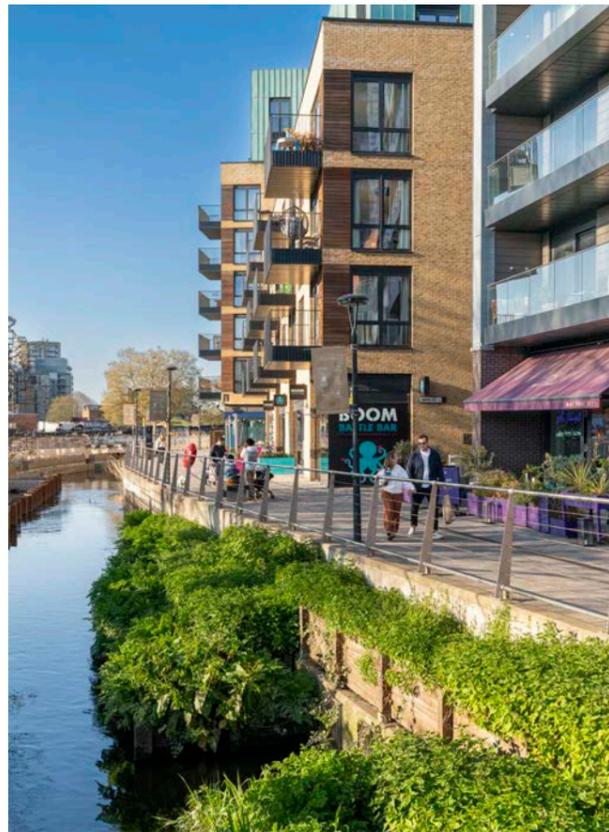
01 Introduction

Wandsworth Town Centre is changing. As a place with a rich industrial legacy, a successful modern retail destination, connections to rivers and parks and a vibrant resident population, Wandsworth Town is a strategic location in the continued growth of London.

Changing local context

Recent additions to the town centre like the Ram Quarter and New Acres have changed the geography of Wandsworth Town, bringing new residents and their views to the area.

These are expected to be joined by thousands of new homes in the coming decades. Wandsworth Town is a key location in the Wandsworth Growth Plan due to its transport connections to Clapham Junction and central London and is part of the London Growth Plan. Future development is expected on allocate sites identified by the Wandsworth Local Plan for 2023-2038.



Ram Quarter and River Wandle

The road network

The Wandsworth Town one-way road system, known as a gyratory, is part of the South Circular. It is a designated red route, which means it is part of the strategically important major road network owned and managed by Transport for London (TfL). Any changes to this road must therefore be made in collaboration with and agreement from TfL.

In 2016, TfL consulted on a proposal to remove the gyratory. After discussion with Wandsworth Council, a decision was made in 2025 not to continue with the proposed scheme due to high construction costs and a negative impact on travel times for the rest of the major road network.

The council has committed to working with TfL to examine options to improve bus provision, cycling, walking, accessibility and the public realm around the town centre. These options are being guided by your priorities.

Purpose of engaging now

We want to understand how residents, workers and visitors currently use Wandsworth Town and hear what they value or want to see improved. This feedback will directly inform improvements made in the short to medium term and will also guide long-term strategic planning and development decisions.

Therefore, from March-October 2025, the council and TfL undertook a public engagement programme to hear about people's experiences of walking, cycling and travelling through Wandsworth Town to guide improvements and make it a better place to live. A range of activities were delivered, and this report brings together the collective findings.

Over the course of the engagement programme over 650 individual comments on Wandsworth Town were gathered and over 400 in-person conversations took place.

02 Your priorities

Through conversations with residents, workers and visitors, five themes stood out as priority areas for Wandsworth Town. These priority areas will act as ‘pillars’ for future improvement works to the area.

Connection and movement

- The current experience of crossing the High Street can feel unsafe and deters some people from accessing parts of the High Street and the Ram Quarter. This impacts on the footfall retail businesses receive, particularly on the north side of the high street.
- We heard that moving around the town centre needs to be made safer and easier for disabled people, older people, pedestrians and cyclists.
- Improving how residents and visitors can move between the urban centre and Wandsworth’s natural spaces could bring new routes to improve the experience of the town centre.

An identity for Wandsworth Town

- There is an opportunity to develop a stronger sense of identity for Wandsworth Town, building on the improvements made to Old York Road. People want to see these benefits shared across the town centre.
- Most people identified Southside or Old York Road as the ‘heart’ of the town, or said there isn’t one.
- Opportunities to draw attention to Wandsworth’s industrial and creative heritage should be explored building on the legacy of Wandsworth’s time as London Borough of Culture.



King George's Park

Links to nature

- Wandsworth Town has exceptional green and blue spaces. King George's Park, the Wandle Trail and access to the Thames are a positive presence in the town centre but signposting to these natural assets could be better.
- Residents want to see the quality of local green and blue spaces improved. Opportunities for The Causeway and the Wandle Trail should be explored.

Affordable housing

- Residents want any new development planned for Wandsworth Town to provide homes that are genuinely affordable for local people.



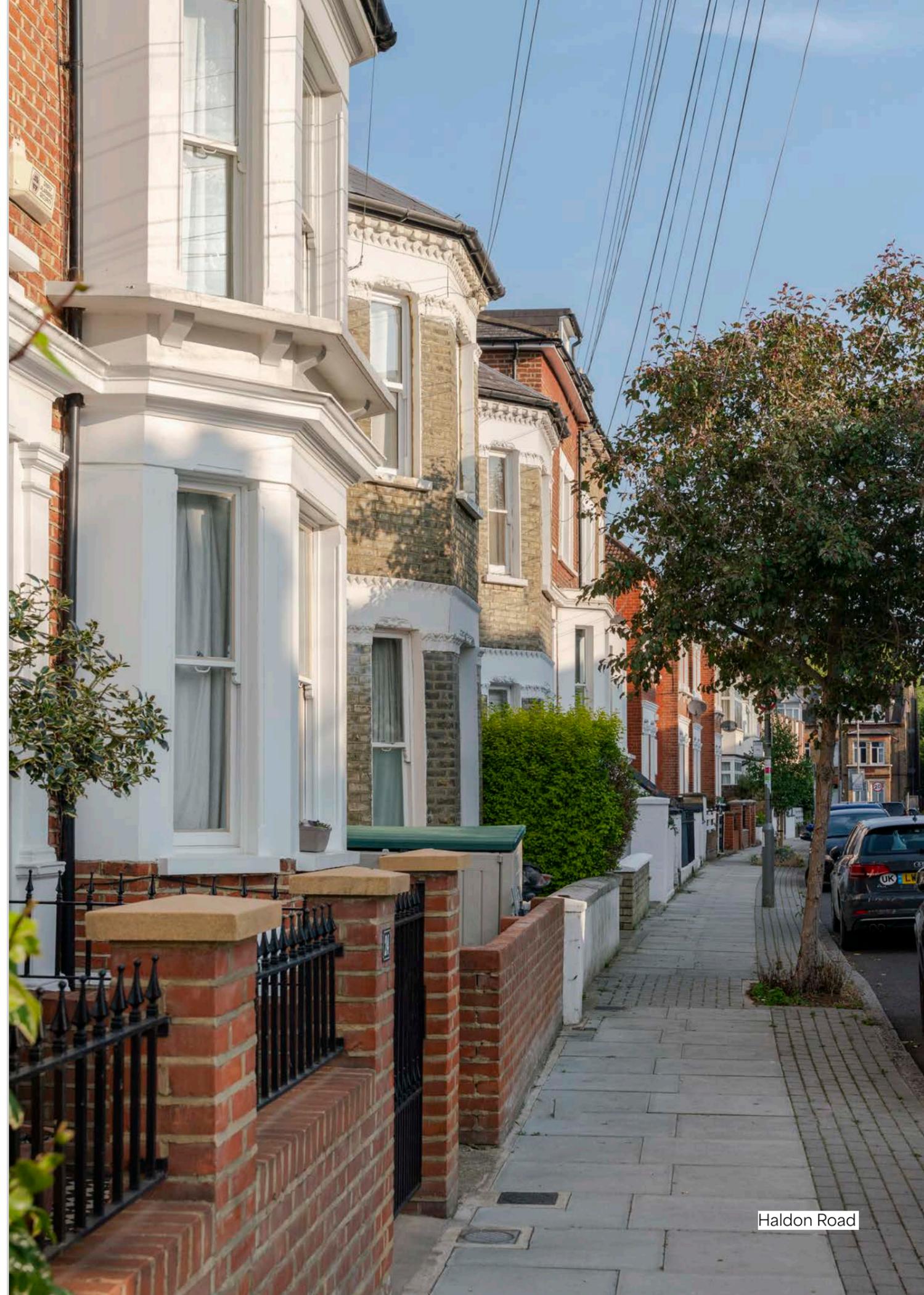
Kimber Skatepark and BMX Track

Better public spaces

- To make the town centre more attractive to shoppers, there should be renewed investment in the public realm. Suggestions such as adding trees and street greening were made. Removing unnecessary street furniture and improving wayfinding were also popular with residents and workers.
- We heard support for a public square and spaces that provide family-friendly activities. Spaces specifically for young people was another frequent request.

Culture, leisure and the night-time

- Wandsworth Town has a range of established and newer cultural and leisure institutions. There is potential for growth across the cultural sector linked to Wandsworth's year as London Borough of Culture in 2025/26.
- We heard residents' hopes for more art and cultural opportunities in the town centre and suggestions for new night-time venues and activities to attract visitors.
- Younger residents reported that they wanted more places to spend time with friends and more places to stay active.



Haldon Road

03 Data analysis

Stakeholder mapping and place-specific data analysis was completed at the programme's outset to understand Wandsworth Town's characteristics and demographics. Key findings from this work are highlighted in this section.

Defining Wandsworth Town Centre

There are several ways in which the boundaries of Wandsworth Town can be defined and interpreted.

The Wandsworth Local Plan uses boundaries which correspond to major retail clusters, cultural uses and high-density housing (see image opposite). However, this defined boundary excludes Old York Road, West Hill, and the majority of the town centre's surrounding residential areas.

In some sections of the High Street and Ram Quarter, up to 50% of residents were living at a different address within the UK or abroad a year prior to the 2021 census.¹



Local Plan Town Centre boundary

Accordingly, an indicative boundary was drawn for the purposes of this project to capture comments on places that, while not technically in the retail centre, are geographically aligned with the town centre. (see image to right).

The new boundary includes important places such as the riverside and King George's Park. It also includes much of the immediate residential setting like the Tonsleys and Buckhold Road.

By listening to feedback about areas on the periphery of the town centre we were able to learn about how issues in the town centre impact on residents across the wider area.

55% of Wandsworth Town centre residents don't own a car.

This is a higher proportion compared to nearby Earlsfield and Southfields where two thirds of households have at least one car.²



Wandsworth Town engagement programme boundary

Before the engagement programme started, a full review of the spatial, social and economic characteristics of Wandsworth Town was done using available data from the 2021 census, DataWand and WBC planning documents.

The last full-scale consultation on ambitions for Wandsworth Town was completed over a decade ago. Recent feedback from the Neighbourhood Renewal Fund consultation and Night-Time Strategy were also reviewed to avoid repetition.

Wandsworth Town has amongst the highest housing density of anywhere in the borough and has seen an 11.9% increase in population since 2011.⁴

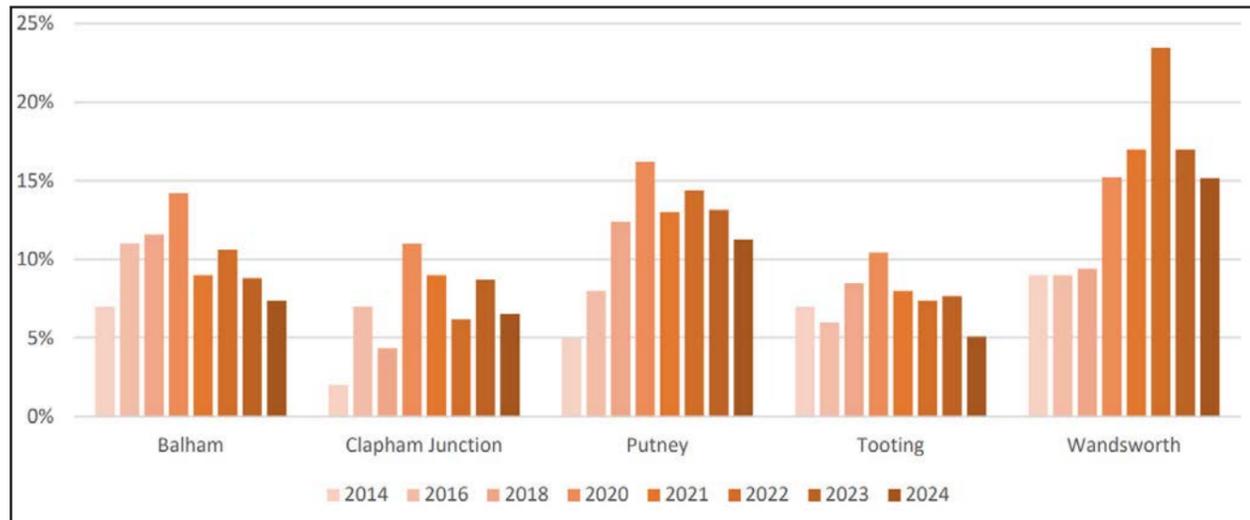


Closed shops on Wandsworth High Street

Town centre vacancy

Vacancy rates are significantly greater compared to the borough's other town centres with a vacancy rate of 15% in Wandsworth Town³.

The majority of vacant units are found on Wandsworth High Street.



Percentage of vacant units per town centre. Source: Wandsworth retail survey 2024

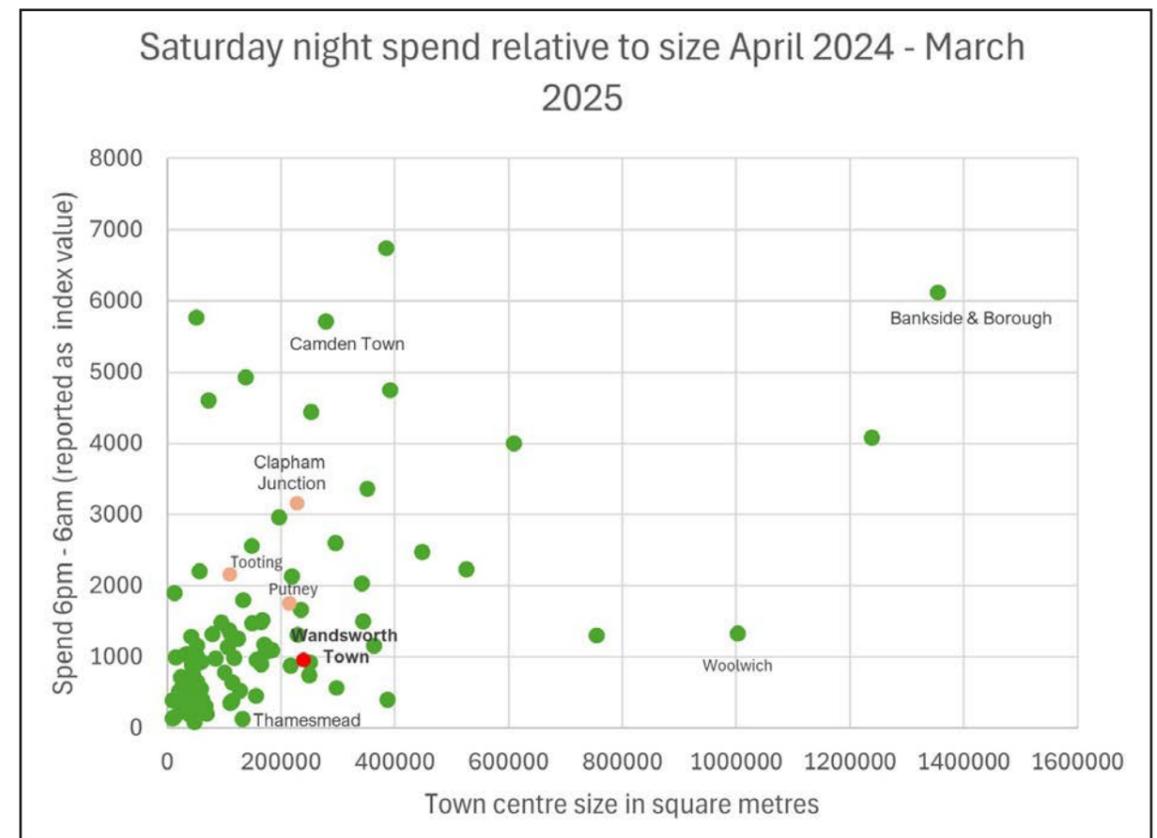
Night-time economy data analysis

With support from the Greater London Authority's High Streets Data Service, a data analysis project looking at Wandsworth Town's night-time economy was carried out in 2025.

The findings from this project may help develop the local night-time economy offer; encouraging visitors and boosting the local economy as the town centre grows and changes.

Wandsworth performs poorly compared to other Wandsworth Town Centres. Vacancy rates were found to be comparable to nearby Putney, however, Putney outperformed Wandsworth Town on both spend and footfall numbers.

The below graph highlights that Wandsworth Town is of comparable size to Clapham Junction and Putney, however it benefits from a much lower spend on an average Saturday night.



Comparison of London town centres. Data plotted by Saturday night spend relative to town centre area

04 Engagement activities

The engagement programme made efforts to hear under-represented voices, as well as long-term residents and newer communities. This was achieved using targeted engagement activities as well as drop-in sessions and digital engagement.

Engagement headlines:

650+
Comments gathered

425
people engaged in
person

525
online responses

14 events held
6 drop-in sessions
5 creative workshops
1 exhibition



Accessibility audit
March 2025



Co-creating Wandsworth Town workshop
May 2025



Collage of Wandsworth Town made by local children

2025 events overview

Access audits March - May

Working with Wandsworth Community Transport, Shopmobility and South West London Sight Loss Councils, two routes around the centre were mapped, walked and wheeled. These aimed to understand how disabled people experience the public realm and what physical barriers are present when moving around Wandsworth Town.

A findings report is attached as an appendix.

Co-creating Wandsworth Town March - June

In partnership with superSatellite, formerly based in the NEX on Swandon Way, Co-Creating Wandsworth Town offered Royal College of Art alumni working in Wandsworth micro-grants to create socially engaged work. The projects responded to themes relevant to Wandsworth Town.

A sharing event was held in May followed by an exhibition of the artists' outputs.

Heritage workshop - July

South Thames College students took part in a day-long workshop looking at heritage in Wandsworth Town.

The session introduced the art and media students to the National Heritage List and invited them to share their ideas about what should be preserved in the area in the future. Students were taken on a walking tour of the area and later made zines to share their feelings about how heritage buildings are currently used (or under-used).



Zine-making during heritage workshop June 2025

Town centre drop-ins August - October

Five drop-in engagement sessions were held in total. Two drop-ins at Southside Shopping Centre during school summer holidays were specifically aimed at families with young children who may not typically engage with formal consultation.

Drop-ins held at Brathway Hall, Wandsworth Town Library and WIP Space Studios had attendance from Transport for London, Project Centre and the council's highways and transport teams.

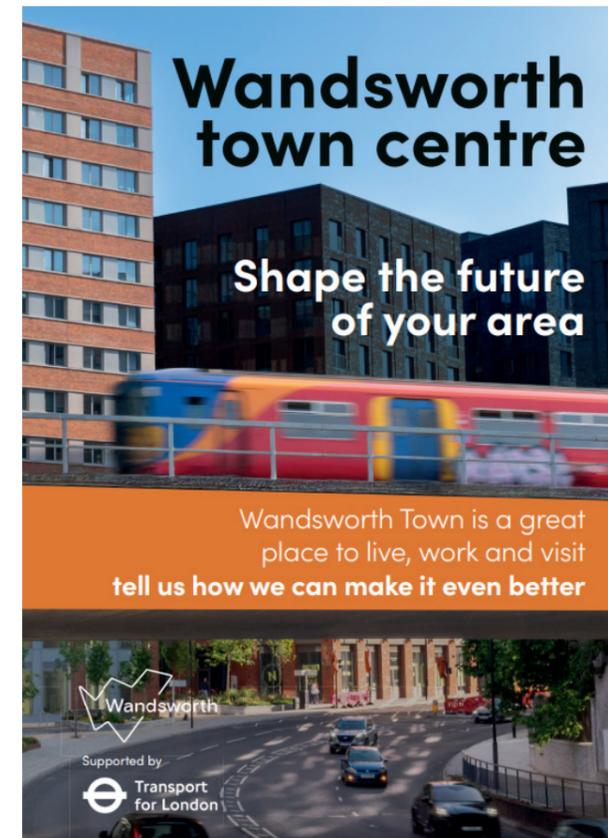


Heart of Wandsworth Town activity at Southside

Online survey July - November

A diverse group of residents were engaged via an online survey.

The survey had two aims: to understand respondents' priorities for the area, and to learn how people travel in the town centre.



Promotional flyer



WIP Space drop-in October 2025

05 Survey insights

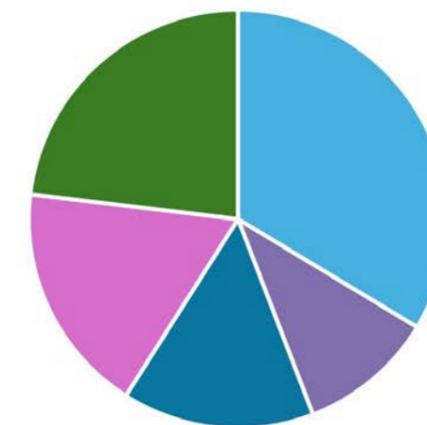
A total of 525 comments were gathered on Commonplace with an additional 30 surveys completed in-person at drop-in events. This data provides a baseline understanding of how residents, visitors and workers travel to and around Wandsworth Town Centre and what their priorities for improvement would be going forward.

Relationship to the area

Over a third of respondents to the survey were residents. A smaller proportion (11%) of responses came from workers. The remaining respondents are visitors, half of whom use the town centre primarily for shopping.

These results indicate that Wandsworth town centre is used for a range of reasons by residents and visitors from further afield.

Relationship to Wandsworth Town



■ Live ■ Work ■ Leisure ■ Socialise ■ Shopping



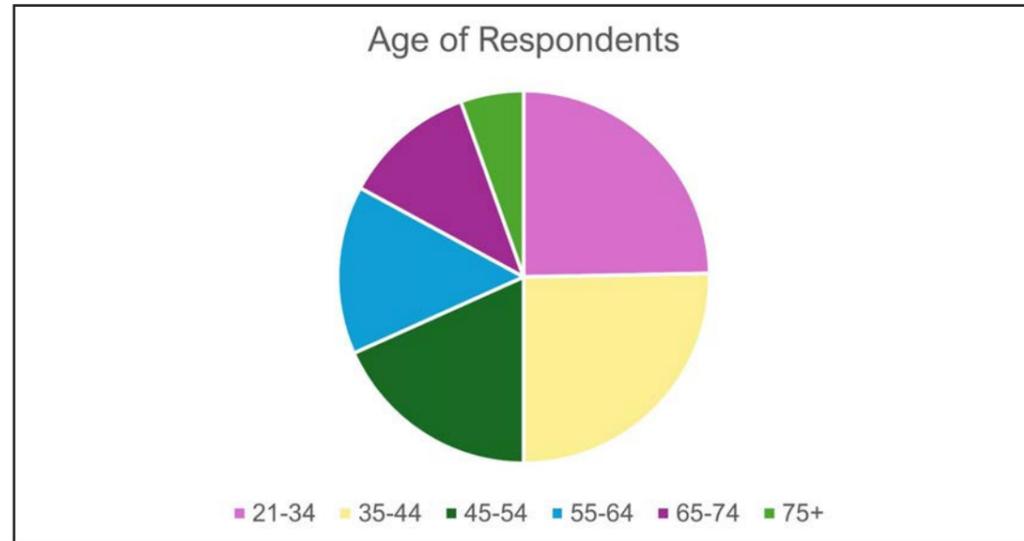
Hopper Coffee Shop on Wandsworth High Street

Age of respondents

Half of respondents were 44 years old and younger.

Only one respondent to the survey was 20 years old or younger.

Whilst this is a small proportion of survey responses, over 200 teenagers and young adults were engaged with at South Thames College, at Co-Creating Wandsworth workshops and during town centre drop-ins.



Many of the young people who took part in Co-Creating Wandsworth workshops were New Acres residents and Royal Academy of Art students who live locally. Data on where survey respondents live wasn't recorded, however the direct engagement with some of these younger, newer residents provides data from a different perspective compared to long-term residents of the area.



Heritage workshop - June 2025

Drop-in sessions at Southside took place during school summer holidays to engage families with younger children.

Travelling to the town centre

31% of respondents advised that they normally walk to Wandsworth Town.

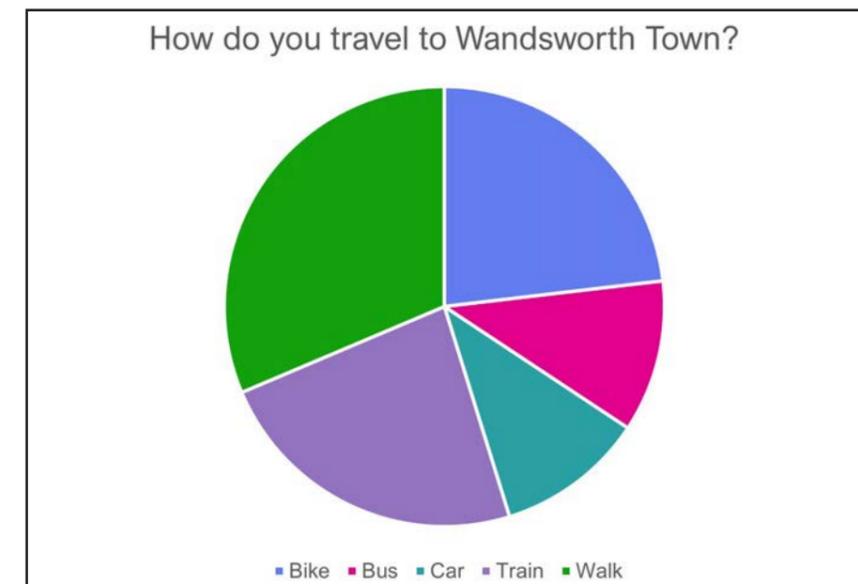
Most people who said they would prefer to use the train currently use buses, citing the infrequency of trains as the main barrier. Commonly reported barriers to cycling included a lack of protected cycle lanes and the traffic conditions in the town centre.

Respondents of all ages choose to cycle around Wandsworth Town, however this dropped off for residents aged 65 and over who were more likely to drive or take public transport.

34% use public transport. Just under a quarter chose cycling as their preference. The smallest group to respond to was drivers who made up 10% of respondents.

Respondents were also asked if their existing method of transport was their preferred: 87% of respondents agreed that it was. However, for those who did not agree, the majority would prefer to use the train, tube or to cycle to Wandsworth Town.

Improvements to the train station and cycle infrastructure were frequently requested by those who live in the area- particularly people who reported having young children and older people.



Top priorities

Respondents were asked to rank their top three priorities for the town centre. Better transport links was the top priority for all three audience profiles: residents, workers and visitors.

Detailed comments suggest that better transport links means more frequent and more accessible ways of accessing the town centre by bus and train.

Younger respondents were more likely to prioritise affordable housing and a climate resilient environment, whereas older respondents tended to prioritise safety and health.

Residents were more likely to prioritise safer living, climate resilient environment and bringing communities together, whereas visitors and workers were generally more likely to prioritise themes that would make mobility and access easier.

These findings are comparable to the priorities South Thames College students raised during the workshop held there.

Additionally, the high priority given to safer living aligns with the priorities we heard from residents at the town centre drop-in sessions held in autumn 2025.



Neighbourhood improvements

Survey respondents were asked about which public realm and town centre improvements would most improve their experience of the area.

Increasing the number of trees and green spaces, improving cycle lanes and improving connections to the River Wandle were the most likely to be chosen.

Cultural events and things to do in the evening were popular for participants in younger age brackets and for both residents and visitors.

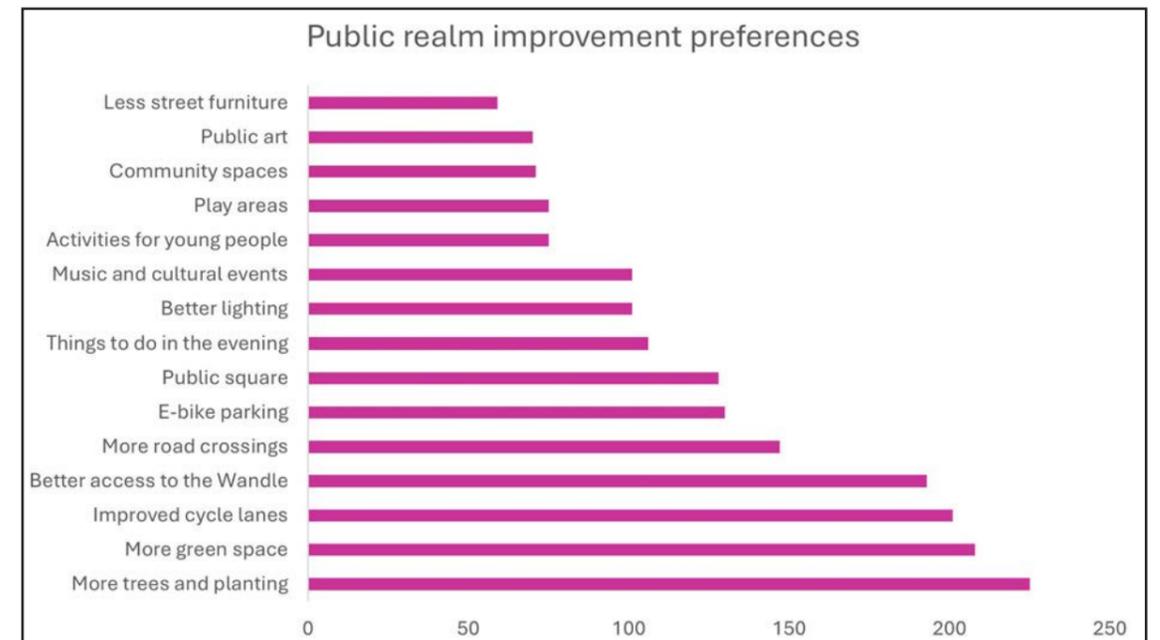
Workers were highly likely to ask for more road crossings.

This snapshot links to feedback raised at the town-centre drop-in events.

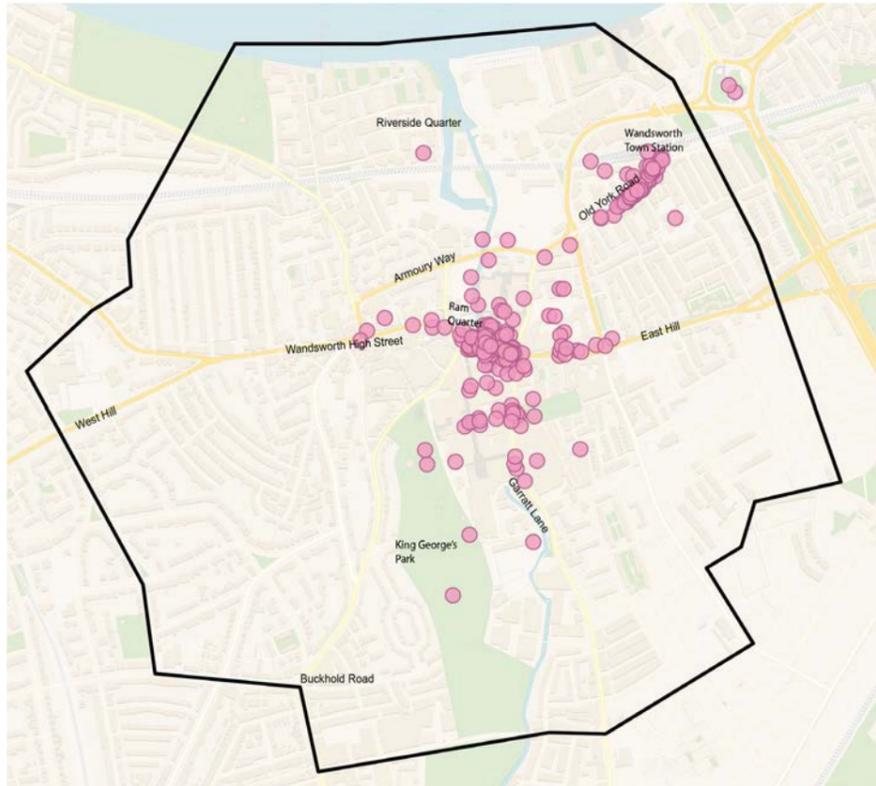
Specifically, respondents want to see some pavements improved to make the experience of waiting for buses on Fairfield Street better.

Regarding feelings of safety, there was some discussion of anti-social behaviour and street drinking in the town centre which some residents found to be disruptive.

Lighting was considered to be inadequate mainly in and around the Riverside Quarter, on West Hill and the High Street and in Chapel Yard.



Where is the heart of Wandsworth Town?



Map illustrating the places selected as the 'heart of Wandsworth Town'

Participants of the online survey were invited to choose where they feel the 'heart of Wandsworth Town' is.

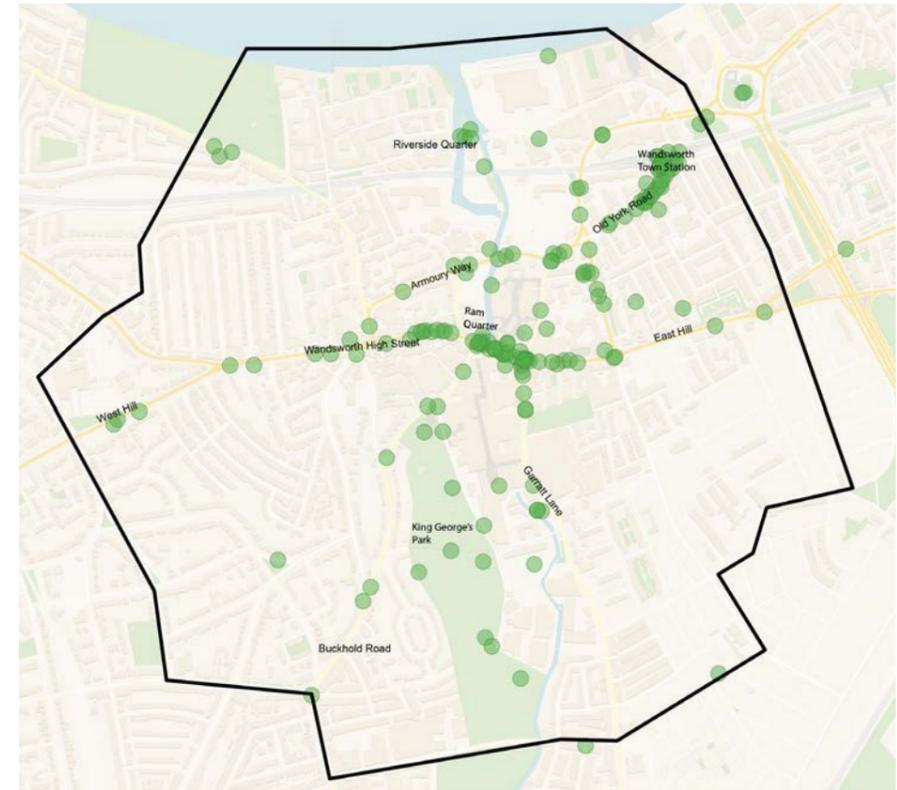
Many respondents chose Old York Road or Southside Shopping centre. Fewer selected the high street, Ram Quarter, Parks or Garratt Lane.

People who attended the drop-ins at Southside were likely to choose the shopping centre, citing the affordability and range of the retail offer.

Children were more likely to choose places like Gravity, Clip 'n Climb or King George's Park, emphasising the good offer for play in Wandsworth Town. Teenagers were more likely to choose green spaces or areas close to their homes.

Several participants felt that there wasn't a heart to the town centre. They advised that this was because the town centre feels disjointed across a large footprint.

Places most mentioned



Map illustrating the locations of places commented on in Wandsworth Town

In addition to the prioritisation questions, respondents were asked to choose somewhere in the town centre and discuss how they travel to that location.

A selection of comments organised by place are here:

Ram Quarter

- Shoppers and residents like the Ram Quarter but it feels too isolated from the wider town.

Riverside and Causeway

- Some concern about pedestrians and cyclists sharing the space by the bridge.
- Better links from the Causeway and riverside to the town centre would provide new active travel routes into the area.
- Reinstating the Thames Path around the Western Riverside Waste Authority was a popular suggestion.

The High Street

- Existing road crossings for pedestrians aren't fit for purpose and deter some people from using the north side of the High Street.
- The pedestrian crossing islands need to be widened to allow people to move between Southside and the Ram Quarter.
- Re-surfacing the roads would benefit drivers and cyclists.
- Residents want to see excessive street clutter removed on the High Street and West Hill.
- Street greening, tree planting and better lighting on the High Street would quickly improve the experience here for shoppers.

East Hill

- East Hill is a key route into Wandsworth Town from further afield. However, to get to the town centre you have to cross busy roads.
- Pavements feel too narrow.

Garratt Lane Old Burial Ground

- There is potential to improve the connections from the Old Burial Ground to Westdean Close and St. Ann's Hill.
- Better lighting is needed on the outskirts of the burial ground.



Crossing Buckhold Road

Barchard Street

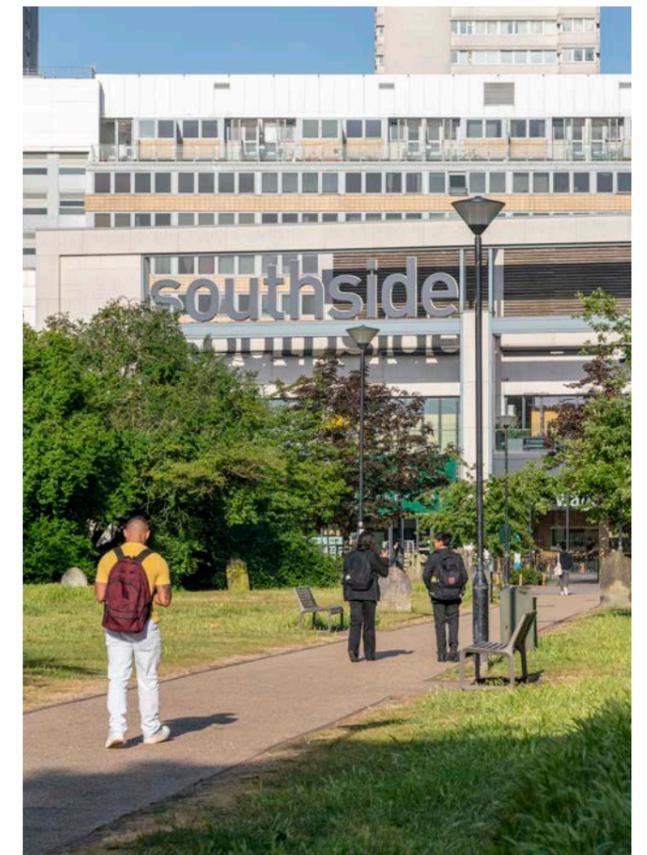
- Barchard Street is on Cycleway 8 but doesn't feel safe for some cyclists. This is because some drivers use it as a cut-through to avoid parts of the gyratory.

King George's Park

- Better connections could be made between the park and the Wandle.
- The cycle lane in the park has blind corners and feels dangerous to walk near or cycle on.
- There's a lot of potential for community uses for the Old Bowling Green pavilion.
- There should be better connections from the park through the Industrial Estate. This would create a new route into the area and could encourage more people to use the park.



Town Hall and South Thames College



Garratt Lane Old Burial Ground

Armoury Way

- Improving the cycling provision on Armoury Way should be a priority. If this isn't possible, alternatives should be provided that go through the town centre and improve how the cycle path merges from Frogmore on to Armoury Way.
- Street greening and tree planting would make this place more pleasant.
- Reducing some street clutter to widen pavements would improve the experience for pedestrians.

Buckhold Road

- More EV charging is needed in this area.
- Kerbs need to be made uniform and pavements widened at the junction of Neville Court Road and Buckhold Road for accessibility purposes.
- Wimbledon Park Road is used as a route for drivers to avoid the town centre.
- A new crossing at the junction of Merton Road and Buckhold Road would benefit parents taking children to school.



Western Riverside Waste Authority

Old York Road

- People love Old York Road but agree that it feels disconnected from the wider town centre.
- It is difficult for some people to access Old York Road by bus and connections to the High Street and Southside are limited coming from here.
- Wandsworth Town Station is currently inaccessible for many people which can cause them to shop elsewhere.
- Ram Street has the potential to be a valued pedestrian connection from Old York Road to the High Street and Southside.
- Shoppers want more bike racks on Old York Road.
- Widening pavements on the approach to Old York Road from Fairfield Street would make more space for people waiting for buses.



Old York Road outdoor dining



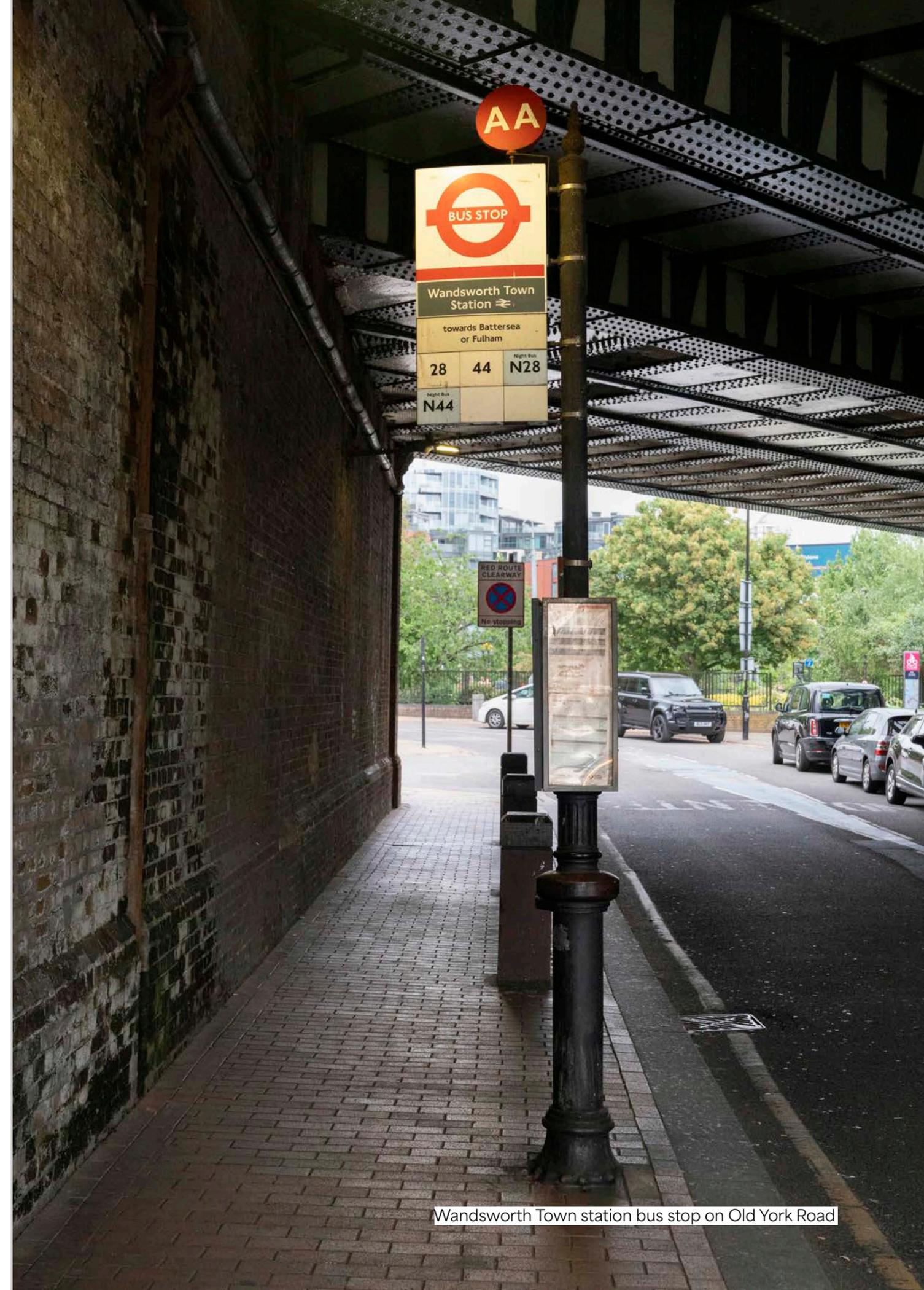
Podmore Road Santander Cycles

06 Findings

Analysis of the survey results in tandem with reflection on conversations and comments gathered at in-person engagement events highlighted six key themes.

These themes reflect how you feel about Wandsworth Town and what your priorities are for the future.

- Connection and movement
- An identity for Wandsworth Town
- Links to nature
- Better public spaces
- Affordable housing
- Culture, leisure and night-time activities



Wandsworth Town station bus stop on Old York Road

Connection and movement

Movement north to south

You've told us that Wandsworth Town is a great destination for the wide range of shops in Southside, the town centre's proximity to parks like King George's, and places to go for leisure activities like Gravity and the newly improved Old York Road.

Whilst there are existing draws to these areas, it is clear that not all of Wandsworth Town has the same appeal - you've told us that this is because of a lack of connectivity in the town centre which is heightened by the often congested south-circular.



Pedestrian island - Wandsworth High Street

'The High Street desperately needs another traffic light pedestrian crossing between the existing junction at High Street/Buckhold Rd, and the crossing at Putney Bridge Rd/West Hill.'

By auditing the town centre with local disabled people, we learned that easier ways to cross the High Street are essential for residents and visitors who have mobility problems.

In its current format, the lack of safe, appropriately sized crossings on the High Street prevents large numbers of people from crossing over to the Ram Quarter.

Improving the existing pedestrian islands and providing new crossings in appropriate locations would significantly improve the town centre experience for disabled people, older people and families with pushchairs and young children.

Improvements of this scale could also have the added benefit of making it easier for people to shop locally and support the local economy.

'Wandsworth is let down by the wasted potential of the High Street. It feels like a different place compared to Old York Road.'



Accessibility Audit in King George's Park

'While I appreciate all efforts to reduce pollution and encourage people to use public transport, I alongside many other residents, am disabled and use a car to get around as it is difficult to walk.'

It is important to both pedestrians, cyclists and drivers that the town centre becomes easier and safer to move through. This is particularly important given the quantum of residential development that is anticipated in the town centre.

Several people surveyed (both drivers and cyclists) commented on the poor road surface in this area.

We heard from people who cycle through Wandsworth Town and from people who would like to cycle more. Some feel that the cycle lane on Garratt Lane and its connection to Cycleway 8 on Ram Street works well but thought that it could be improved if it was connected to a wider network..

Others noted that this is the only cycle lane for north/south connections that feels safe to use. Alternative safe cycling and walking routes were regularly requested by residents.

We heard from disabled residents how important it is that they aren't overlooked and that the town centre remains accessible for those who need to travel in by car.

Movement east to west

Old York Road improvements are almost universally liked by residents who want to see the momentum from this project spread across the wider town centre.

We heard that a network of connected walkable streets would improve the pedestrian experience and bring more footfall to the high street. One survey respondent suggested that Ram Street could be made more attractive and be used as a walking route between Southside and Old York Road.

'It's really horrible walking alongside the one way system with it's 5 lanes of traffic and heavy vehicles, I worry about the air pollution. There should be another walking route from east Putney to Wandsworth Town train station that avoids the one way system but there isn't an alternative Wandle river crossing that doesn't add a ton of time.'

'Having to go on Armoury Way when cycling from West Hill towards Wandsworth Town feels very unsafe.'

The pedestrian and cycling experience on Armoury Way was considered to be one of the most unpleasant in the area. Many people cycle on pavements to avoid the busy and fast-nature of the traffic moving west to east.

Connections from Armoury Way to the riverside and the northern part of the town centre are also limited to the Causeway - an area some residents think feels isolated and unsafe at night-time.

The boundaries of the river and railway lines are a consideration here, but long-term solutions should be considered in future area plans.



Pedestrian crossing on Armoury Way

Public transport offer

Several people we spoke to discussed the difficult experience of reaching the town centre by public transport. During the accessibility audits, participants had to navigate the south circular to access the bus stops on Fairfield Street due to the one-way system. For some, this was a long route to take without clear wayfinding and signposting to bus routes.

Other comments on this topic raised the narrow pavements at bus stops on Fairfield Street. Widening the pavements at this busy location would make it easier for people waiting for buses and for people walking to Old York Road and the station.

'Public transport connectivity between Wandsworth Town rail station and Southside shopping Centre needs to be improved.'

During the accessibility audits, we found that discarded Lime and Forest bikes create physical barriers for people using wheelchairs and motorised scooters. Disincentivising people from discarding bikes on footpaths is an essential challenge to resolve.

Lots of comments were concerned with the crowding at Wandsworth Town station, the lack of lift facilities and the long-awaited station second entrance. We heard that in some cases, parents with prams, older people and disabled people completely avoid using the train station.

Works to introduce lifts and open the second entrance are due to commence in early 2026. It is clear from the feedback we received from residents that this is an essential improvement and will remove barriers to travel for many local residents.

'The bus network here is a mess. Stops for eastbound travel are so far from those for westbound travel to and from Southside.'



Wandsworth Town Station

Active travel infrastructure

A key finding of the engagement process was a feeling that cycling provision in the town centre doesn't currently meet expectations of residents.

This has deterred some people from cycling as they feel it would be unsafe- several survey respondents and drop-in attendees said that they would like to cycle to the town centre but don't feel comfortable doing so due to the multiple lanes of fast-moving traffic.

We heard from various stakeholders including the Wandsworth Cycling Campaign and the Wandsworth Society. These two groups were disappointed in TfL's decision not to take forward the previous High Street pedestrianisation plans. They also raised concerns about the current traffic conditions and the impact this has on safety for cyclists. They particularly want to see measures to reduce the volume of traffic in the town centre.

'We need more legible walking connections between different parts of the town centre to improve permeability and vitality for the town centre.'

Some comments discussed a tension between cyclists and pedestrians on the quieter areas of the riverside and Old York Road where through traffic isn't permitted.

It is clear that cyclists prefer using these quieter routes as they feel safer compared to passing through the South Circular, however there is the potential for disharmony in some instances.

Improved signage about mode-sharing or improvements to cycling provision on the main traffic routes could improve this.

'Getting to Wandsworth Town from the river and also from Southside is very difficult by

For pedestrians, improvements to the High Street are a key priority.

This could involve things like street greening, pavement widening and the removal of excessive pavement clutter like phone boxes and poles.

Additionally, there was a strong call for the development of a network of cycle lanes to better connect the riverside and the town centre. This would provide an alternative, and mostly traffic-free route into the town centre.



Wandsworth Plain towards Armoury Way

An identity for Wandsworth Town

A cohesive town centre

During the engagement programme, we divided the town centre into four key retail and character areas: Old York Road, Southside/Garratt Lane, the High Street, the Ram Quarter and riverside.

We have heard from you that these areas are disjointed and unequal in terms of the quality and provision you expect from a town centre.

"I love Wandsworth, it has improved so much over the years but it can still improve the whole town feels quite

The recent improvements to Old York Road are well regarded; as is the affordable and wide range of options within Southside.

The High Street however was regularly criticised for how many premises are vacant. Many residents want to see more attention put on this area to bring it up to the high standards seen elsewhere in the borough.

'Improving Old York Road is a great idea. Yes, it makes it slightly more difficult to get to my house when driving, but the surrounding areas are so safe and it has transformed Old York Road into a vibrant hub of leisure, food and drink. I think it's one of the best parts of London.'

Some residents felt that they don't want a homogeneous town centre and that the different town centre areas should have a unique character. It is also thought that equal care and attention should be given to each area.

There is an opportunity to combine with efforts to improve the town centre experience for people walking and cycling and create a stronger sense of identity for Wandsworth Town. Improvements can build on the improvements made to Old York Road and efforts should be made to spread the benefits across the town centre.

'Wandsworth is crying out for an urban heart instead of being a traffic island.'

Potential for the area

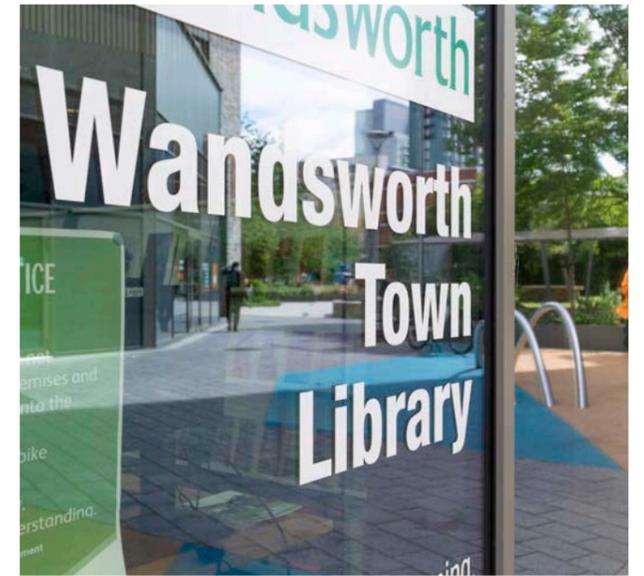
Several people we spoke to at drop-ins at the library and at WIP Space Studios said they loved these cultural and community spaces but that they felt hidden away.

There are opportunities to improve the wayfinding in Wandsworth Town to better highlight key public spaces.

'I really love the library but feel it's a bit tucked away and I don't know if many people know it's there.'

This could include better signposting to important community assets like the library, and the Penfold Centre - the renewal and improvement of which is expected to commence in 2026.

Wayfinding could also be improved throughout new development sites and should be factored in at an early stage on any forthcoming development proposals.



Wandsworth Town Library

Lots of residents and workers voiced support at the drop-in sessions for small-scale early interventions to the town centre that would make a small but noticeable difference to the experience of spending time in Wandsworth Town.

These included things like:

- Street-greening and trees in the town centre
- Improving street signage
- More cycle parking on Old York Road
- More bins in the town centre
- Removing unnecessary street furniture and clutter on Armoury Way, West Hill and the High Street
- Widening pavements in overcrowded and high traffic locations

Draw on heritage

'Celebrating heritage can help fast-track a sense of belonging for new residents living in high-density flats.'

The identity of Wandsworth town centre is linked to its rich heritage of industry, however this has been diluted by the proliferation of traffic and tall buildings in recent years.

Whilst Wandsworth Town is a key area for growth, there are opportunities to dwell on the rich heritage of the area, finding ways to enhance the river connections and draw more visitors to new development sites, as seen successfully in the redevelopment of the Ram Quarter.

'Wandsworth town centre is rich in history and has some remarkable old buildings. The Ram Brewery development is excellent and gives the town a new heart.'

At the South Thames College workshop, the young people we spoke to wanted to see natural spaces preserved for future generations.

When asked about what vacant heritage buildings should be used for, they said they should be used in ways that benefit local people.

Residents and local community groups mentioned the number of vacant buildings around the high street – some of which are local heritage assets.

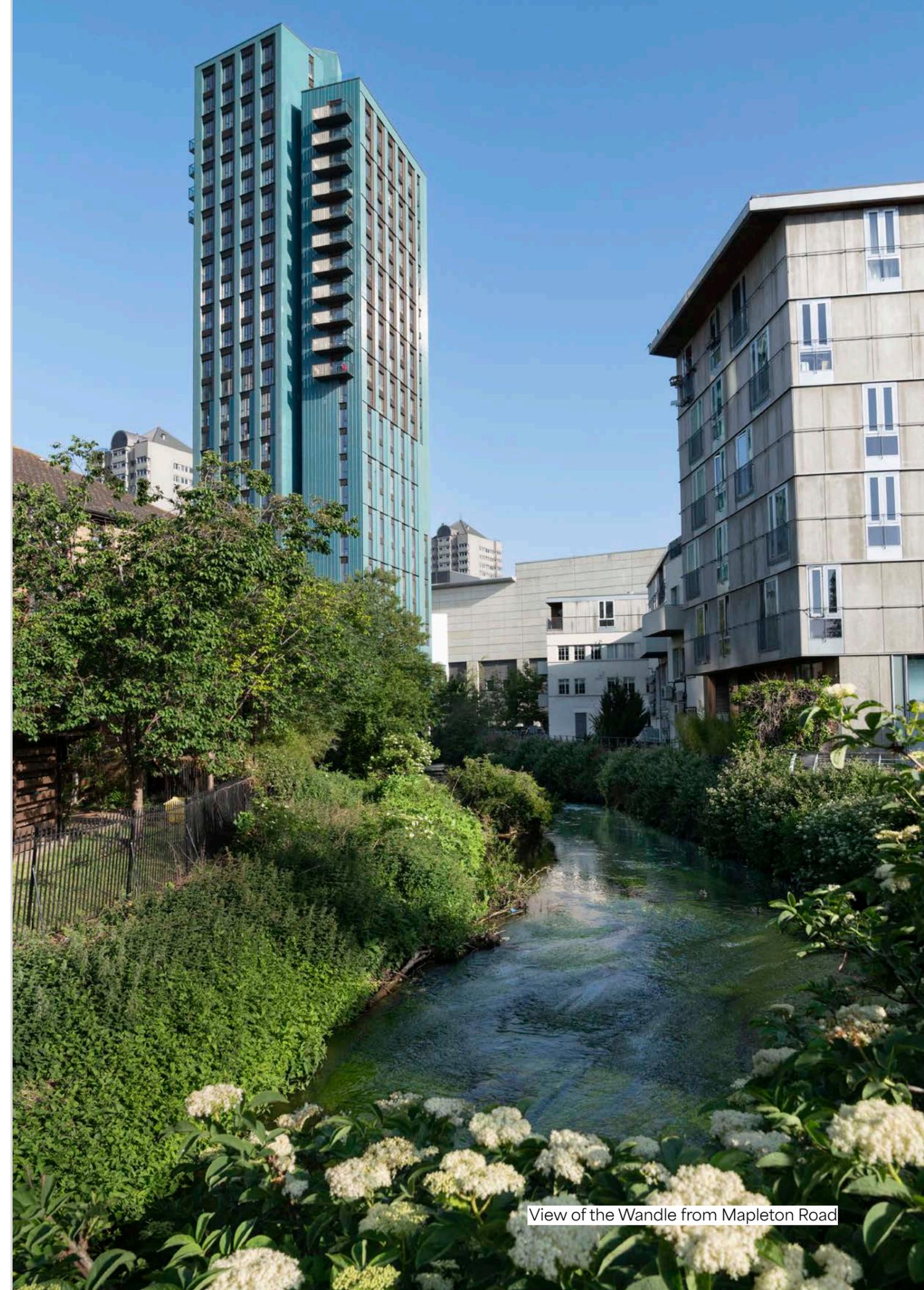
Improving the higher than average vacancy rate in Wandsworth Town is not simple, however this should be a priority area in the long-term.

There is strong appetite from local people for vacant sites to be made available for community and cultural uses. There are opportunities to reimagine the use of these sites to ensure that they adapt and are used by a modern audience.

The repurposing of the Old Burial Ground as a public park is a good example of a historical site being repurposed for the present day. On the whole, this was described as a positive space in the town centre.



Ram Quarter



View of the Wandsworth from Mapleton Road

Links to nature

Opening up the Wandle

The Wandle trail is a local asset to the town centre but it doesn't run through the urban environment like it does in other centres such as Colliers Wood in Merton. Many people who contributed to the engagement programme said that they wanted more visibility for the Wandle.

There is huge potential for access to the mouth of the Wandle and the Thames to be improved from the main town centre.

These opportunities would include improvements to the Causeway. Providing legible and well-activated routes along the Wandle into Wandsworth Town could have the added benefit of drawing new visitors to the area.

'I wish there was a way to follow the River Wandle path all the way to the River Thames and create a green corridor.'



The River Wandle by Mapleton Road

The Wandle also runs through King George's Park. There is potential for the river to be a more pronounced feature of the park with the Wandle trail featuring more clearly in the geography of the park.

Several survey respondents raised the missing link of the Wandle - where it passes underneath Southside shopping centre. In the long-term any future re-development of the Southside site may open up the possibility of unifying the Wandle trail.

In the immediate future however, there is the potential for efforts to be made to highlight the river through improved wayfinding and visual art interventions.

Access to public spaces

Wandsworth Town is characterised by its shopping and leisure assets, in addition, it provides high quality public spaces.

The engagement process showed appreciation of King George's Park, Wandsworth Park and the Wandle but revealed concerns over the lack of public space in the town centre and feeling that the Wandle is neglected in the northernmost part of the town centre.

Some respondents reported that they are unable to enjoy the town centre and that it is more suited to rushing through. There are opportunities to improve connections to the River Wandle and River Thames and shape new development sites with green corridors to encourage people to dwell in nature.

Re-instating the Thames path around the Western Riverside Waste Authority building was also popular with many residents.

'I would like to see more visibility of the River Wandle as it flows through the town centre and a clear, safe bike route alongside the river.'

Green spaces

King George's Park is amongst residents' favourite places in the area.

We heard from a range of people, that standardising floor levels in the park and improving visibility between pedestrians and cyclists on bike paths would be valued changes.

It was also suggested that improved wayfinding could help visitors find the park more easily. Some people currently feel like it is hidden behind Southside.

Residents also value the Old Burial Ground on Garratt Lane but would like to see improved connections and lighting on walking routes to St Ann's Hill.

Finally, there is appetite for better management of smaller green spaces such as one on Birdhurst Road.

Better public space

Existing public space

As well as small-scale improvements to the public realm, like new planting, seating and greening, we also heard suggestions for a new public square, and 'third spaces' that provide family friendly activities and more things for young people to get involved with.

Improvements to Old York Road were almost universally praised, whereas the proliferation of fast moving traffic around the one-way system gives some participants the impression that 'it feels like pedestrians aren't welcome in the town centre.'

Some people were disappointed that the Ram Quarter didn't provide a clearer central square with a range of seating options for

'Huge fan of the recent developments on Old York Road which gives more of a European feel.'



Riverside Quarter

A new centre

When asked what their preferred public realm improvements would be, many respondents chose a 'public square'.

This sentiment was shared by attendees at the drop-in sessions. Residents want to benefit from 'genuinely public space' where people of all ages can spend time at length.

Some residents voiced concern about the amount of anti-social behaviour that takes place in some of the existing public spaces. Finding a balance between places being open to all, and disincentivising anti-social behaviour will be key.



Seating in the Ram Quarter

Spaces for children and young people

Places like the Kimber Street Skatepark are well-liked in the local community and we heard that residents want to see more things for young people to do in Wandsworth Town.

New developments should be family-friendly with safe play spaces to foster a sense of belonging across communities.

One of the outcomes of the Co-creating Wandsworth Town project was that younger adults want to see events like night markets and events that bring people together.

'There should be lots more green spaces and biodiversity corridors and especially spaces for young people to hang out in for free, not just cafes and restaurants.'

Building on the previous theme of green spaces, there are opportunities to create new places to gather in and bring communities together in Wandsworth Town.

Forthcoming development plans for the town centre could present opportunities to create new genuinely public space in the centre of Wandsworth Town. These could be achieved outdoors or through utilising new or existing buildings to create warm, affordable places for people of all ages to spend time.

'We need dedicated spaces and programmes for young people to feel safe, engaged and supported. This should be a top priority.'



Kimber Skatepark and BMX Track



View of Point Pleasant

Affordable housing

Homes for local people

We spoke to Wandsworth Town residents who want more of the new homes built in the town centre to be affordable and in reach of local people.

Residents want to be able to stay in the area and be part of communities in the long-term

'There needs to be more affordable housing that doesn't rely on paying extortionate fees through service charges. I've lived in the area (renting) for ten years and now having to move away to buy because all the new build flats are out of our price range because of the £4000+ annual service charges.'



The Wendlesworth Estate

Family-sized homes

There was also support from residents for new homes to be available in a range of sizes. Family-sized homes should be part of Wandsworth Town's future as well as smaller flats for young-professionals and single-person households.

Wandsworth Town residents want to have the opportunity to stay in the area if their family or household grows or changes.



The Alma on Old York Road

Culture, leisure and night-time activities

Arts and culture

'I have long thought that a council owned space to allow locals to create things would be amazing. Like a library but for creativity (Woodwork, design, art etc).'

Wandsworth Town has a range of established and newer cultural and leisure institutions such as WIP Space Studios, the National Opera Studio and Neko Trust. The organisations provide a strong foundation for cultural engagement in the town centre.

There is still huge potential for growth in the area across the cultural sector which can build from Wandsworth's time as London Borough of Culture in 2025/26. Opportunities to build a legacy from this strong programme should be considered by the council and its partners.

Future developments in Wandsworth Town will incorporate cultural obligations into Section 106 agreements- a further chance to bring new opportunities to local residents.

Forthcoming public art should be commissioned using the principles in the forthcoming Wandsworth Town Cultural Framework.



Mural outside Southside

Sport and leisure

Residents and visitors love the range of sports and leisure activities available- these include a range of gyms, tennis and padel courts and places to walk and jog.

Interesting suggestions were made, such as using the centre of Wandsworth Roundabout as a BMX pump track.

'I'd love to have a BMX pump track open to all.'

Safety and the night-time

Whilst not the highest ranking priority in the survey, many residents and visitors who we spoke to throughout the engagement programme were interested in the potential for more night-time activities in Wandsworth Town. Often this was linked to safety, with residents feeling that activated, well-used places would make them feel more reassured after dark.

2023's Night Time Strategy found that women can feel unsafe walking from Wandsworth Town Station to the Riverside Quarter. The Old Burial Ground also feels unsafe for some residents at night.

'The area could also benefit from more evening economy activities as busy during the day but quieter in the evenings.'

Interventions like night-markets and community-led initiatives were popular with local residents who took part in the Co-Creating Wandsworth Town workshops.

'We need a vibrant high street during the day and safe/lively evening location.'

Improved wayfinding with considerate lighting (not just harsh overhead lighting) could improve feelings of safety and security in the public realm.

An artistic lighting intervention along the Causeway could help to activate this space which many locals feel is underused.



Old York Road rail bridge

07 Next steps

Building on your priorities, the council has been working with Transport for London to agree a series of phased improvements to the town centre and one-way system. These alterations and upgrades will make Wandsworth Town a safer and easier place to travel around.

Short term

Based on your feedback, the following measures are being progressed:

- Improving lighting and pedestrian access for the railway bridges on The Causeway and Swandon Way
- Adding planting and greening to the High Street and decluttering and levelling pavements on Armoury Way
- Providing accessible surfaces, seating and bins in King George's Park
- Making crossings easier and safer to use by ensuring accessibility signals are working properly
- Rotate bus stops to improve safety and increase footpath width in key locations
- Adding new information boards to the Wandle Trail

Medium term

Looking further ahead, options are being explored to address the following issues:

Walking, cycling and air quality:

- Developing a joined-up network of safe walking and cycling routes
- Wayfinding improvements around the town centre

Lighting and landscaping:

- Undertaking assessments and design options of street lighting, public realm and green spaces to identify gaps and improvements

Long term

Continue working with TfL on further plans to improve the roads and road crossings as the town centre grows and develops.



Works on Garratt Lane

Appendices

Endnotes

- 1 Census, 2021, ONS. Migrant indicator mapped by LSOA.
- 2 Census, 2021, ONS. Number of cars or vans mapped by MSOA - Wandsworth South.
- 3 WBC retail survey, 2024
- 4 Census, 2021, ONS. Mapped by MSOA - Wandsworth South.

Appendix 1

List of engagement activities

Date	Event	Number of people engaged
July - October 2025	Online survey live	425
26 March	Accessibility audit	8
25 May	Accessibility audit	8
10 - 20 May	Co-creating Wandsworth artist workshops	113
28 May	Co-creating Wandsworth sharing event	80
17 June	South Thames College heritage workshop	22
26 - 27 August	Southside Shopping Centre drop-ins	148
24 September	Brathway Hall drop-in (with TfL community partnerships and engagement officers)	16
27 September	Wandsworth Town Library drop-in (with TfL community partnerships and engagement officers)	32
1 October	WIP Space studio drop-in (with TfL community partnerships and engagement officers)	20
14 October	Wandsworth Older People's Forum	5

Appendix 2

Accessibility Audit report

Wandsworth Town Access Audits

Summary Report



June 2026

Planning Engagement, Spatial Planning & Design



Contents

- Summary 3
- Audit 1 4
- Audit 2 5
- Mapped Findings..... 6
- Recommendations 8
- Suggested Guidance and Best Practice Examples for Accessibility in the Public Realm 13
 - Accessible Signage..... 13
 - Alternatives to gates and chicanes in public space 14
 - Benches in the public realm 14
 - Flush kerbs 15
 - Graded Routes for Level Changes 15
 - Reducing Street Clutter 16
 - Tactile Pathways and Guidance Paving for Wayfinding..... 16
 - Widening Pavements around junctions 17

Summary

In Spring 2025, two exploratory access audits were held in Wandsworth Town with a small group of Wandsworth residents.



Participants outside Southside Shopping Centre, 25/03/2025

The participants included:

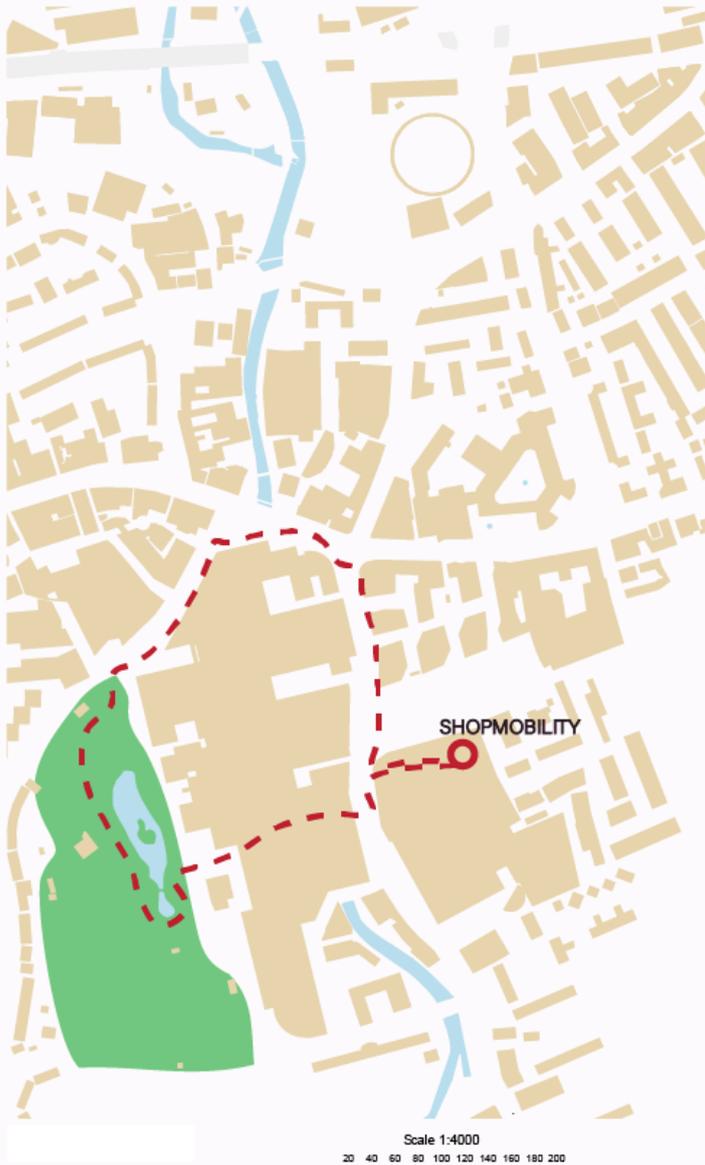
- one visually impaired guide cane user,
- one visually impaired person with a guide dog
- two electric mobility scooter users
- two walkers with mobility issues
- one volunteer from Wandsworth Community Transport
- three group leaders from the council's planning engagement team

The group represented a variety of experiences and so a wide-ranging, but not exhaustive survey was undertaken of some key routes around Wandsworth Town.

The areas surveyed included routes between Garratt Lane and King George's Park, Southside and Garratt Lane, the High Street and the Ram Quarter, and the Ram Quarter and Old York Road.

Audit 1

Southside – King George’s Park – Buckhold Road – Garratt Lane



Map of Wandsworth Town with route taken



No tactile paving on crossing at Buckhold Road

Pedestrian crossings only give a short time for people to move.

- The gyratory disconnects Garratt Lane from Southside and the park. Pedestrian crossings also act as a barrier to connecting the town centre if they aren't accessible and consistent.
- Pavements can be narrow in places and cluttered with street furniture.
- King George's Park good for visually impaired cane user as there was generally something to tap along. Bumpy surface posed more of a problem for mobility scooters.
- It was noted that the buzzer for West Hill In The Park Children's Centre was at an inaccessible height for chair users.

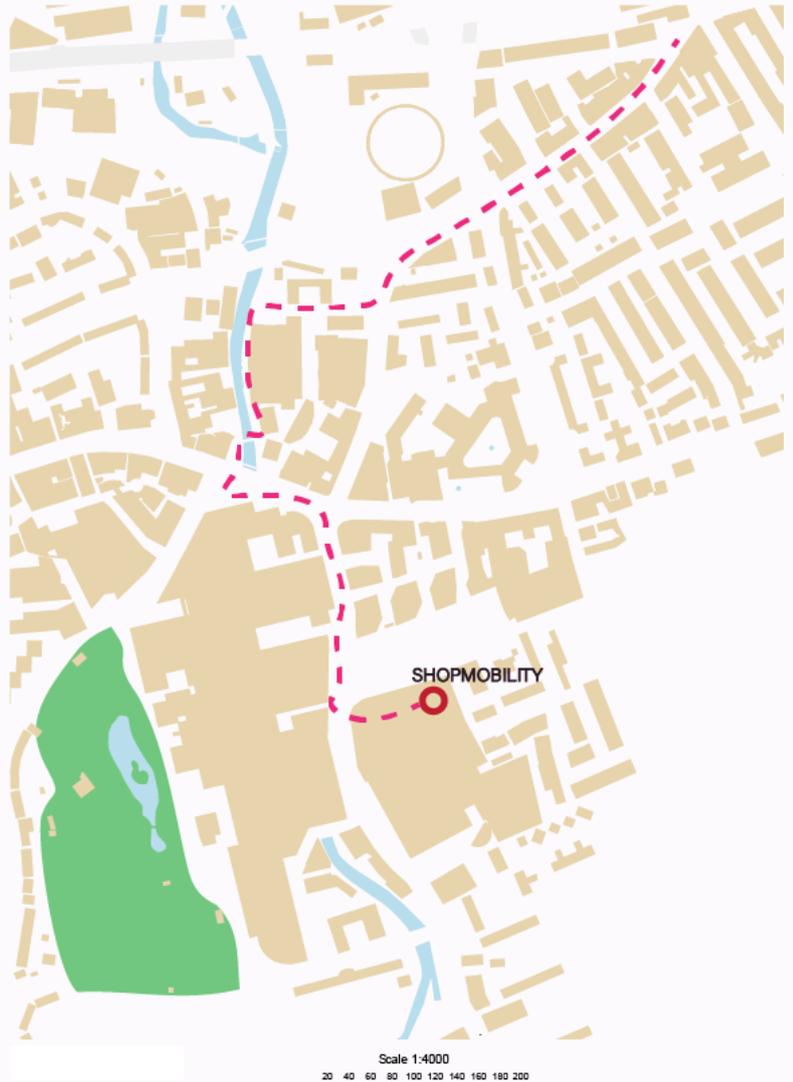


Participants in King George's Park

Audit 2

Garratt Lane – Ram Quarter – Armoury Way – Old York Road

- Participants said they avoid using the crossing opposite the Ram Quarter as it is dangerous.
- Lack of noise in the Ram Quarter compared to the wider Wandsworth Town area can be confusing for visually impaired participants.
- Wayfinding and signage is generally inaccessible, whether due to height or not having options for blind users. Participants said they would have to rely on other people to guide them.
- Route between the Ram and Old York Road (Armoury Way) has several poorly designed crossings and narrow pavements alongside the busy road.



Map of Wandsworth Town with route taken



Participants in Ram Quarter with street furniture and clutter



Participants waiting by a crossing on the high street

Mapped Findings



Wandsworth Town map with findings pinned to each location



Key crossing between Sainsbury's and Southside



Inaccessible bin



Lime Bike parked on pavement



New public realm



Busy and cluttered crossing



Narrow crossing at Garratt Lane / High Street

1. In King George's Park, some bins are not accessible. Benches should also be designed to allow for parking and people to sit together. Presently, accessible benches are located in the sunken part of the park where wheelchairs can't access.
2. Pedestrian crossing between Southside and Garratt Lane Sainsbury's changes very quickly meaning that there isn't enough time for slower people to cross.
3. Crossing from north of King George's Park to Buckhold road doesn't have tactile paving and is uneven. A dangerous crossing for the visually impaired participants
4. Narrow paving on Buckhold Road made worse by excessive clutter like Lime Bikes. The crossing point at the north side of the park is uneven and has no tactile paving.
5. Crossing island opposite the entrance to the Ram is too small and busy. Disabled people would avoid using this.
6. Similarly to the Ram Crossing, the island opposite Pret is complicated for participants to use and does not have space for large groups of people.
7. Excessive street furniture in the Ram Quarter gives a cluttered effect.
8. Crossings at Armoury Way and Swandon Way also overly complicated. Some of the crossing spinners and sounds don't work-dangerous for visually impaired users who rely on this technology.

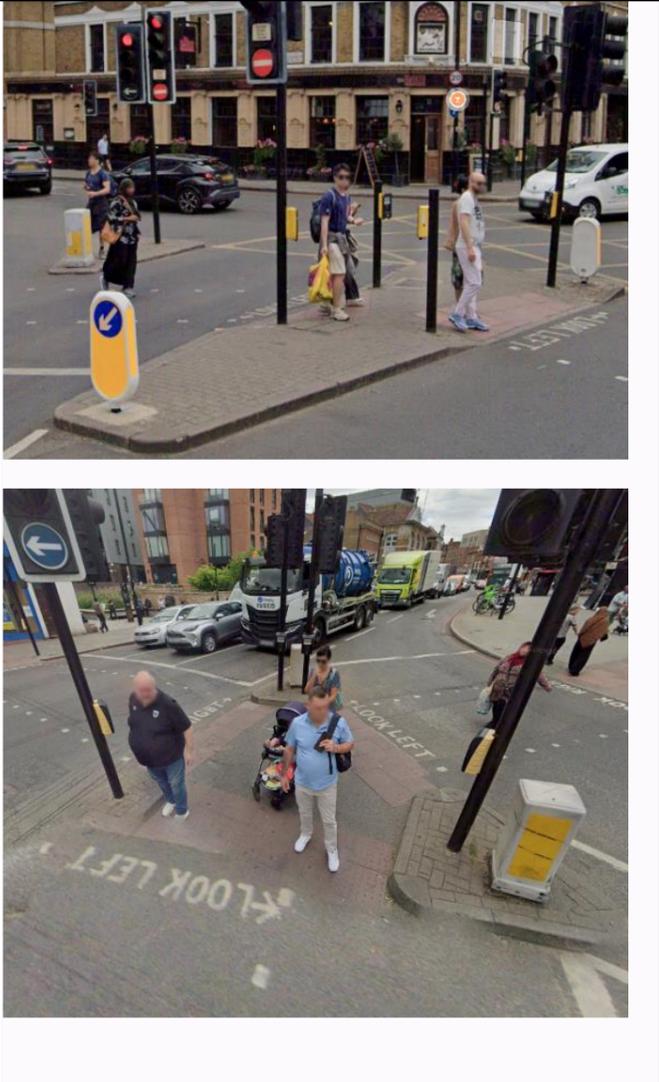


Participants walking along narrow Armoury Road pavement

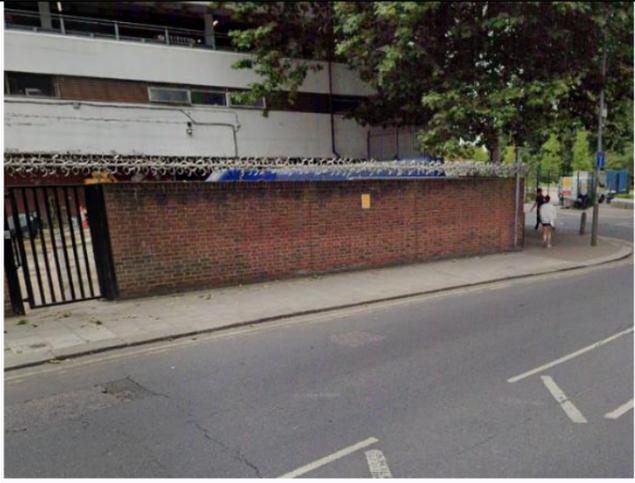


Inaccessible wayfinding in the Ram Quarter

Recommendations

Theme	Recommendation	Priority	Coordinates	Image	Department Responsibility	Comment
Crossings	Widen and enlarge island crossings around the town centre: between Ram and Southside, Garratt Lane and Southside, Armoury Way / Old York Road junction.		51°27'25.5"N 0°11'39.4"W 51°27'24.1"N 0°11'34.1"W 51°27'33.2"N 0°11'26.4"W		Transport / Highways	

<p>Crossings</p>	<p>Increase crossing time at pedestrian lights between Garratt Lane and Southside.</p>		<p>51°27'16.8"N 0°11'33.4"W</p>		<p>? Highways / Transport / TfL?</p>	<p>Is there a standard crossing time we could implement for all town centre pedestrian crossings?</p>
<p>Crossings</p>	<p>Fix tactile spinning cones and beepers at crossing points – specifically at Armoury Way / Old York Road junction but may need checking across the town centre.</p>		<p>51°27'32.9"N 0°11'26.4"W</p>		<p>? Highways / Transport / TfL?</p>	
<p>Crossings</p>	<p>Standardise tactile paving at crossing points, introduce fully flush kerbs and reduce distance between kerbs at Buckhold Road and Neville Gill Close.</p>		<p>51°27'21.2"N 0°11'44.0"W</p>		<p>? Highways / Transport / TfL?</p>	

<p>Pavements</p>	<p>Widen pavements on Buckhold Road and reduce distance between kerbs. It isn't possible for a pram and wheelchair to pass each other currently and there is a lack of safe crossings to use the other side of the road here.</p>		<p>51°27'22.2"N 0°11'42.0"W</p>		<p>Highways / Transport / TfL?</p>	
<p>Pavements</p>	<p>Reduce street clutter and street furniture on Old York Road where possible.</p>		<p>51°27'36.4"N 0°11'19.3"W</p>		<p>Highways / Transport BID EDO</p>	<p>Is there guidance on how much pavement space businesses can use for outdoor seating / signage?</p>
<p>Pavements</p>	<p>Discourage landowners from creating chicanes as they are difficult for visually impaired people and wheelchair users to navigate.</p>		<p>51°27'30.3"N 0°11'32.2"W</p>		<p>Planning / Urban Design</p>	
<p>Pavements</p>	<p>Introduce tactile paving or kerbs for wayfinding where appropriate in new development for visually impaired people to tap along and encourage wayfinding.</p>		<p>General principle</p>		<p>Planning / Urban Design</p>	

<p>Pavements</p>	<p>Offer designated parking for Lime, Forest and other e-bikes and scooters.</p>		<p>General principle</p>		<p>Transport / Highways</p>	
<p>Pavements</p>	<p>Offer alternative parking for delivery drivers serving McDonalds on Garratt Lane.</p>		<p>51°27'20.5"N 0°11'34.1"W</p>		<p>Transport / Highways</p>	
<p>Pavements</p>	<p>Repair and making pavements level on Garratt Lane would be helpful for mobility scooters and wheelchair users.</p>		<p>51°27'19.5"N 0°11'33.3"W</p>		<p>Transport / Highways</p>	

Wayfinding	Offer accessible alternatives for any new wayfinding.		General principle		Planning / Urban Design	Drivers also block entrance to Wentworth court for residents
Green space	Replace benches and bins with accessible alternatives when appropriate.		51°27'15.2"N 0°11'44.3"W		Enable	
Green space	Make sunken part of King George's Park accessible by improving the gates and surfaces.		51°27'14.9"N 0°11'45.9"W		Enable	
Green Space						

Suggested Guidance and Best Practice Examples for Accessibility in the Public Realm

Accessible Signage

Inclusive Design Standards - Tactile and Audio Map – LLDC

CASE STUDY: Park Signage
 Signage examples from the Park including monoliths, internal signage at Copper Box Arena, tactile and audio map at Mandeville Place and using the Agitos installation to mark a location.

LLDC

Tactile Images and Maps – RNIB

Kettering Station

Key

- You are here
- Walls
- Railing/fence
- Automatic doors
- Stairs to bridge to all platforms
- Lift to bridge to all platforms
- Cash machine
- Ticket machine
- Pillars/bollards
- Seating
- Telephones
- Railway tracks
- Accessible toilet
- Babycare
- Disabled parking
- Entrance/exit
- First Class Lounge
- Gents toilets
- Ladies toilets
- Postbox
- Shelter with seating
- Ticket counters (2)
- Vending machine
- Waiting room
- No access

Platform 2

Platform 1

RNIB

Alternatives to gates and chicanes in public space

Man-made barriers and least restrictive access – Disabled Ramblers

Many chicanes, particularly older ones, are impassable by mobility vehicles. In such cases they should be removed and replaced with a gap, or a bollard as the least restrictive option. But where necessary, they could be replaced with an accessible chicane or pair of staggered barriers.

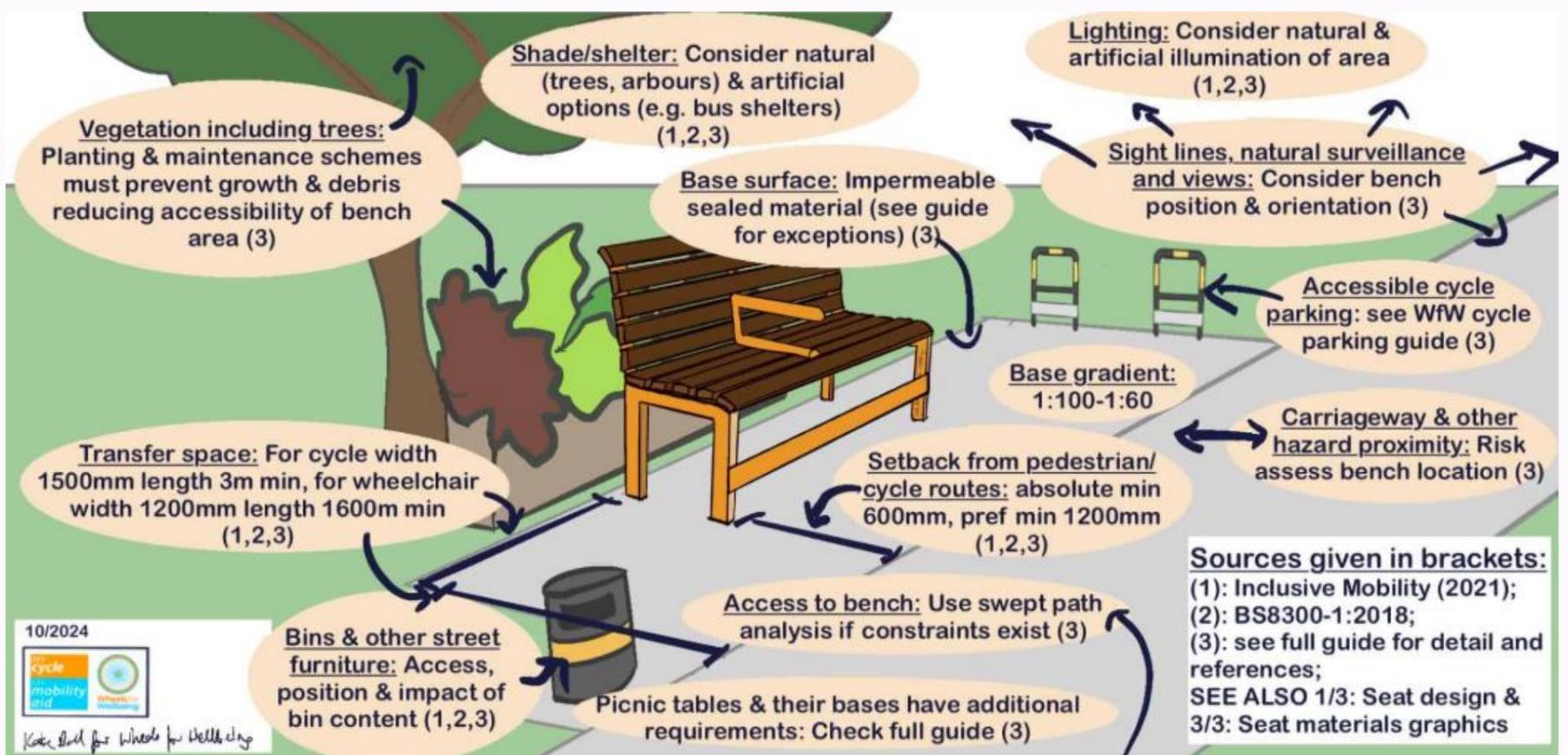
- The path through the chicane or barriers must be wide enough at all points for a large mobility vehicle to manoeuvre through – a large mobility vehicle needs a 2.5m space to turn through 90°
- The clear width of the path through the chicane or barriers should be maintained vertically to at least 2.4m to allow for bodywork, canopies, walking sticks in holders etc. Attention should be paid to the height of overhanging vegetation and signs, so they do not impinge on the available clear height. – Disabled Ramblers

Gates and access to play and wheeled sports areas - RoSPA

Gates and grids should be a minimum of 1m open width to allow passage of wheelchairs - RoSPA

Benches in the public realm

Benches and Seating in Public Spaces Design Guidance – Wheels for Wellbeing



Wheels for Wellbeing

Inclusive Design Standards - Park Seating – LLDC



LLDC

Flush kerbs

[Inclusive Cycle Infrastructure Guide : Flush Kerbs](#) – Wheels for Wellbeing

Fully flush kerbs with gentle gradients either side are safe and accessible for most users.



Wheels for Wellbeing

Graded Routes for Level Changes

[Inclusive Design Standards](#) – Graded Routes – LLDC

CASE STUDY: Graded Routes
Shallow graded accessible routes are found around the Park, with stepped alternatives at the same locations.

LLDC

Reducing Street Clutter

[Reducing Street Clutter in Central London](#) – Centre for London

Along with reducing the accessibility of the footway, A boards can cause serious risks to people with visual impairments and make it harder to navigate through the street. – Centre for London

Case Study: Edinburgh's ban on A boards

In 2015, Living Streets' Edinburgh group carried out a street audit of the Tollcross district which identified A boards as a major problem for street accessibility.³⁴ The group campaigned for the city council to change their policy on these, which led to a ban being introduced in 2017 and made permanent in 2019.

The success of the scheme has been credited to its simplicity – there are no exceptions to the ban (except for during the annual Edinburgh fringe festival). This means that it creates a level playing field for all businesses, which has helped to reduce backlash.

The uniformity of the ban also makes it easy to enforce – any A board found in the pavement is automatically in breach. This means it is less resource intensive for the council to remove them.



"I know that it is probably not universally approved of by businesses, but generally there's been remarkably little kick kickback...I think the fact that it's a simple clean ban is really at the heart of it having been accepted by the business community."

Living Streets, Edinburgh

"Levels of voluntary compliance with the ban have been high and enforcement, both through ensuring awareness and dealing with persistent offenders, continues to be successfully undertaken"

Edinburgh Transport and Environment Committee, 2019

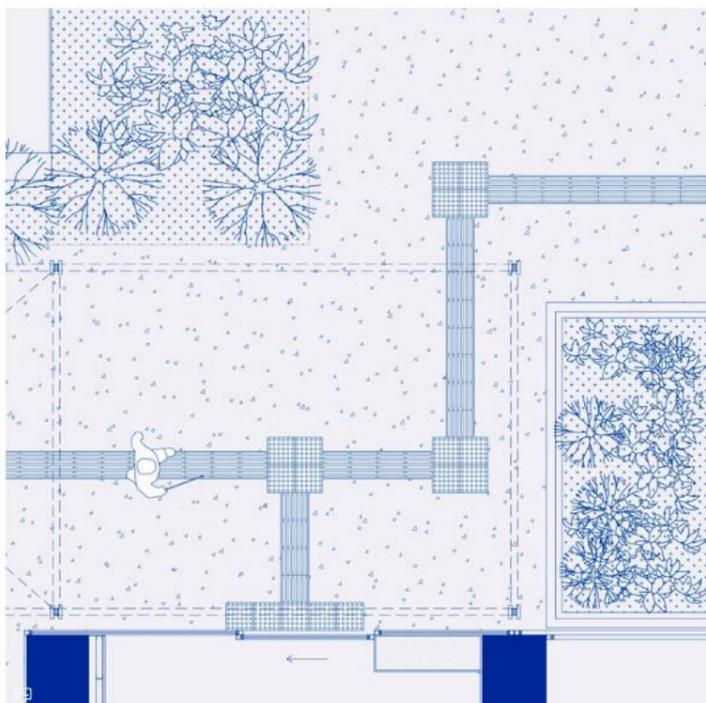
Centre for London

Tactile Pathways and Guidance Paving for Wayfinding

[Guidance on the use of Tactile Paving Surfaces](#) – DfT

[How to guide people with tactile paving surfaces?](#) – Arch Daily

The tactile path is a combination of tactile warning and guidance pavements designed to trace a clear and unobstructed route from point A to point B. Its primary function is to provide safe and accessible guidance and orientation for individuals, ensuring that there are no elements that impede transit or pose risks to users. This path is particularly valuable in built environments with large open areas, long distances, and highly transited spaces. – **Arch Daily**

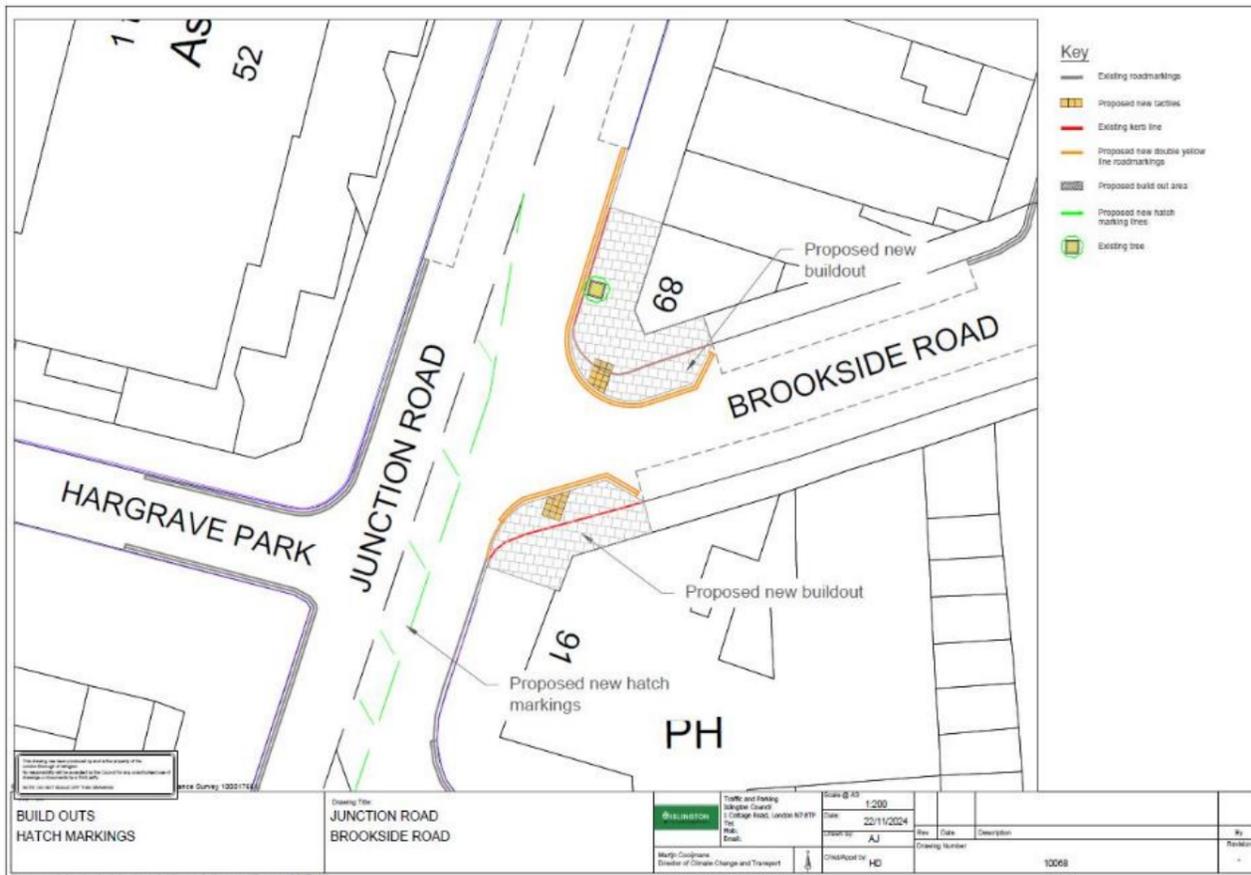


Arch Daily

Widening Pavements around junctions

[Junction Road Safety improvements](#) – Islington Council

Widening pavements can make the crossing distance shorter for people walking and wheeling and reduce vehicle speeds turning in and out of the junction.



Islington Council