

Our ref: FOI 26/17

12th June 2026

Dear [REDACTED],

Thank you for your request of 27th March 2026. I would like to apologise again for the delay in sending responses to you. We have reviewed your request and determined that it seeks "environmental information" as defined in regulation 2(1) of the Environmental Information Regulations 2004. Accordingly, we have handled it under the EIR rather than the Freedom of Information Act 2000.

The Royal Parks has provided answers in bold below:

Please will you send me the following information in relation to Richmond Park, in respect of the period since 7.01.2025:

1. *Any monitoring data, surveys and research in relation to the impacts of the road closures in Richmond Park (implemented as part of the Movement Strategy), on people with disabilities, families with young children and older people, including details of any engagement with affected persons or organisations that represent them. **The Royal Parks monitors data and utilises visitor enquiries to guide our operational approaches and for the charity to continuously improve. We do this with a focus on improving the accessibility of all the Royal Parks. However the charity has not carried out specific monitoring referred to in this question since 07/01/2025.***
2. *Documents relating to decisions not to monitor, survey or research into the impacts of 1 above. **There are no documents related to a decision to actively not monitor, survey or research. TRP are working on a new booking system to enable persons with mobility impairment to reserve one of the motorised wheelchairs provided free of charge at the Isabella Plantation (which is served by a dedicated disabled-only car park) before they arrive. This booking system will make it easier to book these aides and also enable us to monitor demand levels to inform future decision-making on whether to revise this provision.***
TRP are exploring the provision of Trampler Mobility Scooters (similar to those available at the National Trust sites) at Richmond Park which would also be available to reserve free of charge. These would provide a safe means for persons with mobility impairment to go "off road" and access more of the park than previously possible. Once a decision has been taken on this provision, it will be announced on TRP's website in the usual way.
3. *Any details of mitigation which has been considered or implemented in relation to the impacts in 1 above. **As previously outlined to you by the Charity's Chief Executive, The Royal Parks have improved signage in the Isabella Plantation to ensure it was made more accessible; Installed solar powered illuminated Exit signs on all pedestrian gates to improve legibility of access points in lower light and extended the running of the free Richmond***

Park public bus service to increase accessibility. The Charity has also included further services on 2-3rd May to support visitors to the Isabella Plantation. Please see our website for further information on the Richmond Park minibus service: [Free minibus service in Richmond Park | The Royal Parks](#)

4. *The purposes of the gate on Queens Road opposite Pembroke Lodge car park. This is to facilitate events held at Pembroke Lodge to ensure late guests leave only from Richmond Gate as this gate is staffed.*
5. *Documents relating to discussions about further road closures in Richmond Park. In Richmond Park, no further road closures have been or are under consideration since the adoption of the Movement Strategy.*
6. *Documents relating to the introduction, possible introduction, or discussion of the use of Automatic Number Plate Recognition (ANPR). The Royal Parks have explored the use of ANPR within all of its parks and have sought legal advice on the potential for its introduction on Crown Land. However this request for information is refused on the basis of legal privilege. This is done under regulation 12(5)(b) of the Environmental Information Regulations 2004.*

I hope this information satisfies your request.

Right of Review

If you are dissatisfied with this response, you may request an internal review within 40 working days of the date of this letter, quoting the reference at the top of the page and should be addressed to:

Records Manager
The Royal Parks
The Old Police House
Hyde Park
London
W2 2UH

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision, quoting the reference at the top of the page. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Yours sincerely,

Records Manager | records@royalparks.org.uk | www.royalparks.org.uk |
The Old Police House | Hyde Park | London | W2 2UH